# AltiWeb 4.0

## **Overview**

AltiWare OE 4.0 integrates VoIP, Auto Attendant, and Microsoft Internet Information Services (IIS) to provide the AltiWeb feature that allows internet users to talk to an extension via VoIP and share web pages.

## **System Requirements**

- **Client/Server System only**: AltiWare OE Release 4.0 or higher running on Windows 2000 or Windows NT.
- **Client System**: Microsoft Internet Explorer 5.5 or better, or Netscape 4.7 or better; NetMeeting 3.01; and Sound Card.
- Web Server: Microsoft Internet Information Services (IIS) 4.0/5.0.

## **AltiWeb Components**



Figure 1. AltiWeb Component Overview

# Installing AltiWeb

Make sure AltiWare OE Release 4.0 has been installed on the AltiServ system and the link to TCP/ IP is enabled before continuing with CDR Search setup.

- 1. Log in to the client machine using a domain account and make sure it is connected to the network on which AltiServ is running.
- 2. Exit any/all Windows applications.
- 3. Insert the AltiWeb CD into the CD ROM drive of the IIS web server.
- Run the Setup.exe program by selecting Start → Run and typing D:/Setup.exe, where D is the letter of your CD ROM drive. Follow the step by step installation instructions as they appear on the screen.
- 5. AltiWeb installs into the Home directory of the IIS server. To verify installation, start IIS, and select Default Web Site. The WebCall directory appears at the bottom of the directory, as shown below.



Figure 2. Logical AltiWeb installation in IIS

6. **To verify the physical location of the AltiWeb directory**, right-click Default Web Site and select Properties. On the Home Directory tab of the Properties dialog, the Local Path field shows AltiWeb's physical location on the drive (in this case C:\Inetpub\wwwroot\altiweb).

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🗉 🧰 docs	Application Settings	
⊞-⊡ image ⊪-⊛ Administration Wel	Application name: Default Application Remove	
B-So Default SMTP Site	Starting point <default site="" web="">     Configuration       Execute Permissions:     Scripts and Executables        Application Protection:     Low (IIS Process)     Unload</default>	
	OK Cancel Apply Help	

Figure 3. Local Path in IIS Properties dialog

## **AltiWeb Directory Structure**

The AltiWeb directory contains the following subdirectories

- **Applet**—Sample files you can use to set up AltiWeb. Refer to the following sections for details.
- **Docs**—Documentation on AltiWeb
- **Images**—Graphics used in the html files residing in the Applet directory

# **Applet Subdirectory Files**

The Applet subdirectory contains sample pages you can use to set up Web Call, as well as files necessary for proper AltiWeb functioning.

- **Contact.htm**—Customer Information page for use with Auto Attendant
- **contactaltigen.htm**—Customer Information page for use without Auto Attendant
- customerid.htm—Page where caller enters customer ID
- **directory.htm**—Template for creating an in-house AltiWeb directory (for internal use only)
- IVR\_top.htm—Frameset for top.htm and IVRApplet.htm
- **IVRApplet.htm**—Sends connected information to the main AltiWeb applet
- **NetMeeting.htm**—Error message indicating NetMeeting not found and providing opportunity to download
- **Nsapplet.zip**—Contains files necessary for the proper functioning of AltiWeb (Do not modify this file.)
- **Nsplugin.zip**—Contains files necessary for the proper functioning of AltiWeb (Do not modify this file.)
- productid.htm—Page where caller enters product ID
- **sales\_cid.htm**—Frameset for customerid.htm
- **sales\_pid.htm**—Frameset for productid.htm
- **Top.htm**—Collects caller input and sends the result to the next IVRApplet.htm
- AltiWeb.cab—Contains files necessary for the proper functioning of AltiWeb (Do not modify this file.)
- AltiWeb.htm—Page displaying AltiWeb window
- AltiWeb.js—JavaScript file necessary for the proper functioning of AltiWeb
- Wizard.htm—Error message advising caller to run the initial configuration for NetMeeting
- 4 Center 4.0 User Guide

## **Collecting Form Data, IVR Data and URL History**

You can configure AltiWeb to display Form Data, IVR Data, and URL History when a web call is answered by an extension with the AltiAgent application.



Figure 4. Caller Data window in AltiAgent

# **Tagging Pages for URL History**

to the call.

To appear in the URL history, the pages the caller visits prior to the call must be tagged, as shown below:

```
<head>
<script language="JavaScript" src="altiweb.js"></script>
<script language="JavaScript">
tagURL(location.href)
</script>
</head>
```

For more information on configuring:

- **IVR Data**: Refer to "Configuring Auto Attendant for Scenario 2" on page 15.
- Form Data: "Customizing Contactaltigen.htm" on page 9 or "Customizing Contact.htm" on page 14.

## Scenario 1—Caller Data from Web Page

The following scenario, based on contactaltigen.htm, exemplifies the simplest implementation of AltiWeb.

- 1. A web caller browses the company web site and has a question regarding some product information.
- 2. The web caller clicks the "contact us" link on the web page. The Customer Information page (contactaltigen.htm) opens.

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÷ -	→ <u></u> ⊗ ₫	A Q B 3	3- 🧿 "
Back Fo	orward Stop Refres	h Home Search Favorites History	Mail Print
🛛 Address 🛃 http	://206.111.153.243/webca	l/applet/contactaltigen.htm	▼ 🖉 Go 🛛 Links »
	Custo	mer Information	
Note	Please make sure you have t	letMeeting 3.01 installed and used it at least once be	fore.
	TE you use WIN95 pla	ace start NetMeeting before submit this name	
	in you use in intro pre-	se start neoreeing before sabrint ans pager	
	First Name	liohn	
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	Last Name	doe	
	Company Name	AltiGen	
	Email Address	idae@altigen.com	
	ciliali Audress	Juoe@augen.com	
	Phone Number	5102523556	
	Fax Number	5102524543	
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Figure 5. Contactaltigen.htm page

3. The web caller enters the required information, then clicks the Submit button. The AltiWeb window (altiweb.htm) appears.

🕘 Customer In	formation - Microsoft I	nternet Explo	orer				_ 🗆 ×
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🛛 Address 🙆 http	://206.111.153.243/web	all/applet/cont	actaltigen.h	ntm		▼ ∂	Go Links »
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	First Name	john		Retry	(fm	anb	
	Company Name	AltiGen				]	-
	Email Address	jdoe@alti	gen.com				
	Phone Number	51025235	56				
	Fax Number	51025245	43				
		Submit	Reset				¥
🛃 Done					📄 Ir	nternet	

Figure 6. The AltiWeb window



If NetMeeting is not installed on the caller's computer (or it's not configured correctly), an error message displays.



This scenario directly dials a pre-set extension. You can also set the AltiWeb window to display a DialPad the caller can use to dial any extension. For details, refer to

"Customizing Contactaltigen.htm" on page 9.

4. Once NetMeeting successfully connects to an AltiGen VoIPport, the web caller is routed to the proper extension.

5. If the call goes to an AltiAgent user, the Caller Data window shows the Form Data and URL history.



Figure 7. Caller Data window in AltiAgent

6. From this point, in addition to voice communication, the agent can push and share web pages with the caller. For procedures, refer to the Refer to the Chapter 4, "Using Center as a Workgroup Member," in the *Center 4.0 User Guide*.

# Customizing Contactaltigen.htm

You can use the Contact.htm page to collect caller information, and automatically direct the call to a specific extension.This collected information is then displayed on the agent's screen.

### To Alter Form Data

Using Notepad or another html editor, modify Contactaltigen.htm source code as follows:

### 1. Change the ServerIP

Set the value of the ServerIP to the IP address of the server on which AltiWare resides.

<input type="hidden" name="ServerIP" value="206.111.153.203">

### 2. Set DialPad visibility

By default, the code is set to hide the Dial Pad (value = "0") and to dial a specific number (value = "300"). To show the Dial pad, change the values as shown below:

### Show DialPad, Let Caller Dial Extension

<input type="hidden" name="Extension" value=""><input type="hidden" name="DialPad" value="1">

### Hide DialPad, Autoconnect to Extension 300

<input type="hidden" name="Extension" value="300"><input type="hidden" name="DialPad" value="0">

### 3. Alter the data collection fields:

Shown below is the form row that collects the caller's first name. Copy, modify or delete variables to your company's specifications.

<font size="2" face="Verdana"><b>First Name&nbsp;</b></font> <font face="Verdana"><input type="text" size="20" maxlength="40" name="FirstName" tabindex="1"> </font>

## Scenario 2—Caller Data from Auto Attendant

The following scenario, based on contact.htm, exemplifies a customized implementation of AltiWeb.

- 1. A web caller browses the company web site and has a question regarding some product information.
- 2. The web caller clicks the "contact us" link on the web page. The Customer Information page (contact.htm) opens.

🛃 Customer Info	ormation - Micro	soft Internet I	Explorer				_ [	×
Ele Edit View	Favorites Toc	ls <u>H</u> elp						
Back Forv	vard Stop	Refresh Ho	he Search	Favorites	S History	Mail ▼	) Print	**
Address 🙋 http:/	/206.111.153.24	3/webcall/applet/	contact.htm			•	ểGo ∫Lin	ks "
		Custome	r Inform	ation				-
		custome		ation				
	Customer	laba da a						
	Name	jonn doe	_					
	Credit Card	Visa	• 2365-23	45-8476-8	473			
	107							
	we sell goods	s to smart pe	opie only.					
	You can buy from us only if you can answer this question.							
	Ouestion							
	Cockroach as	sks Caterpillar	to go out a	nd buy so	me flowe	rs		
	to decorate t	he room. 3 h	ours passed	and Cate	rpillar			
	nasri i come i	Dack. Willy?						
	Answer	Because						
Note:	Please make sure	you have NetMeet	ing 3.01 installe	d and used i	t at least on	ce before.		
	If you use WIN95, please start NetMeeting before submit this page.							
		Subr	nit Reset	1				
						Internet		×

Figure 8. Contact.htm page

3. The web caller enters the required information, then clicks the Submit button. The AltiWeb window (altiweb.htm) appears.



Figure 9. The AltiWeb window with DialPad visible



If NetMeeting is not installed on the caller's computer (or it's not configured correctly), an error message displays.

4. Once NetMeeting successfully connects to an AltiGen VoIPport, the web caller sees the Customer Support page, and hears a prompt requesting the selection of Sales or Tech support.

🗿 Main Menu - Microsoft Inter 💶 🔲 🗙		
Customer Support		
Sales     Tech Support		



The **DialPad is visible** to allow the web caller to close the Auto Attendant windows and dial a number directly, is so desired.

5. The caller selects Sales, and the customer ID window (customerid.htm) appears.

🚪 Sales Menu - Microsoft Internet Explorer 📃 🔲 🗙
Customer ID
Customer ID
Submit Reset

6. Once the caller enters the customer ID and clicks Submit, the Product ID window (productid.htm) appears.

🗿 Sales Menu - Microsoft Internet Explorer 📃 🔲 🗙				
Product ID				
	-			
Product ID 5432145				
Submit Reset				

7. After the caller enters the product ID and clicks Submit, the web caller is routed to the proper extension.

8. If the call goes to an AltiAgent user, the Caller Data window shows Form data, IVR data and URL history.

5	ource/Contact
0	Collected Caller Data from Auto Attendant :
	Customer ID=54565
	Product ID=654356
00	Supplement Caller Data :
0	Collected Caller Data from Web Page :
	Answer=Because
	CreditCardNumber=2365-2345-8476-8473
	CreditType=Visa
	DialPad=1
	Extension=
	Reset=Reset
	ServerIP=206.111.153.203
	Submit=Submit
	http://206.111.153.243/webcall/applet/webcall.htm?CustomerName=jo
V	Veb URL Paths :
	http://206.111.153.243/webcall/applet/contactaltigen.htm
	http://206.111.153.243/webcall/applet/contact.htm
U	RL Sharing
ł	ttp://www.altigen.com/pro.html
ł	ttp://www.microsoft.com

Figure 10. Caller Data window in AltiAgent

9. From this point, in addition to voice communication, the agent and caller can share web pages. For procedures, refer to the Refer to the Chapter 4, "Using Center as a Workgroup Member," in the *Center 4.0 User Guide*.

# **Customizing Contact.htm**

You can use the Contact.htm page to collect caller information, and then automatically direct the call to a specific extension. This caller information is then displayed on the agent's screen.

### **To Alter Form Data**

Using Notepad or another html editor, modify Contact.htm source code as follows:

### 1. Change the ServerIP

Set the value of the ServerIP to the IP address of the server on which AltiWare resides.

```
<input type="hidden" name="ServerIP" value="206.111.153.203">
```

### 2. Set DialPad visibility

By default, the code in contact.htm is set to show the Dial Pad (value = "1") and not to dial a specific number (value = ""). To hide the DialPad, change the values as shown below:

### Hide DialPad, Autoconnect to Extension 300

<input type="hidden" name="Extension" value="300"><input type="hidden" name="DialPad" value="0">

### Show DialPad, Let Caller Dial Extension

```
<input type="hidden" name="Extension" value=""><input type="hidden" name="DialPad" value="1">
```

### 3. Alter the data collection fields

Shown below is the form row that collects the caller's full name. Copy, modify or delete variables to your company's specifications.

```
<b><small><font face="Verdana">Customer Name&nbsp;</font></small></
b>
```

```
align=left width=282>

align=left width=282>
```

## **Configuring Auto Attendant for Scenario 2**

Scenario 2 demonstrates how to use Auto Attendant in conjunction with AltiWeb. For example, when the web caller clicks the Submit button (1), Web Call connects and the Customer Support page appears. When the customer clicks Sales (2), the Customer ID (3) and Product ID (4) pages follow before the caller is put through.

Customer Information - Microsoft Internet Ex	plorer	_ 🗆 ×			
Ele Edit View Favorites Tools Help					
Hereit Horner H	e Search Favorites History	⊠ <b>≺ ⊴</b> " Mail Print			
Address Athtp://206.111.153.243/webcal/applet/co	ontact.htm	▼ @Go  Links »			
Customer Information					
IVR_top.htm	WebCall - Microsoft Internet Exp	lorer			
🚰 Main Menu - Microsoft Inter 💶 🗙	Timo				
	11:45:57	(1.10) (2.00) (2.00)			
Customer Support	Status:	(101) (111) (100)			
2)	Initializing NetMeeting	9.000 (9.000) (9.002)			
Sales     Tech Support	Retry Hangup	Contraction Contraction			
go out and buy some flowers to decorate the room. 3 hours passed and Caterpillar hasn't come back. <b>Why?</b>					
Answer Because					
Note:Please make sure you have NetMeeting	Note:Please make sure you have NetMeeting 3.01 installed and used it at least once before.				
If you use WIN95, please start N	NetMeeting before submit this page.				
1 Submit Reset					
Done	ir 📄 Ir	iternet //			

#### sales\_cid.htm



Figure 11. Using Auto Attendant to push pages to the caller

## **Configuring Auto Attendant**



For detailed instructions, refer to Chapter 7, "Auto Attendant Configuration," in the *System Administration Manual*.

- 1. Run Auto Attendant.
- 2. Select 0-expand tree.

Auto Attendant 1 TOP MENU		?	×
O-expanditue (TOP MENU)     T get digits (Castomer ID 5-5)         B explanditue of digits (ProductID 6-6)	Item ID Item Neme I⊽ Erompt I⊽ Push URL Actions	O TOP MENU 1 * Introduction Interview Intervie	
Hide 'No Action' Items	0	K Cancel Apply Help	

### 3. Make the following entries, then click Apply.

- Type an Item Name, if desired.
- To assign a voice message, check Prompt and select the number of the appropriate message.
- Check Push URL, and type the path the page you want to display.
- Select Level-Expand Tree in the Actions dropdown.

### 4. Select 1-get digits.

Auto Attendant 1 TOP MENU		? ×
O - expand tree (TOP MENU)     D - get digits (Customer ID 5-5) (CUSTOMER ID)     B & - get digits (Product ID 6-9)	Item [D	
	E Prompt	0
- 6 - no action - 7 - no action - 8 - no action 9 - no action 0 - ho pageter	Actions	Adv Collect Digits
- *- repeat level - #- mail box access - T - to operator	Text Tag Min. Length Max Length	Customer ID
	PSTN Call Inter-E	Digit Timeout 7 seconds
	Auto Attendant w digits.	ill go to the next level after collecting enough
Hide 'No Action' Items	10	Concel Apply Help

### 5. Make the following entries, and click Apply.

- Type an Item Name, if desired.
- Check Push URL, and type the path the page you want to display (e.g., sales\_cid.htm.)
- Select Adv.-Collect Digits from the Actions dropdown.
- Set the Min. and Max. Lengths that the caller must enter.
- Adjust the Web Call Response Timeout to give the web caller enough time to provide all meaningful information.

6. Select &-get digits.

Auto Attendant 1 TOP MENU		<u>?</u> ×
O - expand tree (TOP MENU)     D - 1 - get digits (Customer ID 5-5) (CUSTOMER     & eqt digits (Product ID 6-9) (PRODUCT ID)     - & -to extension 1000     2 - carticipation	ltem ID Item <u>N</u> ame	01& PRODUCT ID
- 3 - dial by name - 4 - no action - 5 - no action	I Prompt I Push URL	http://206.111.153.203/webcall/applet/sales_pi
- 6 - no action - 7 - no action - 8 - no action - 9 - no action	Actions	Adv Collect Digits
- 0 - to operator - * - repeat level - # - mail box access - T - to operator	Text Tag Min. Length	Product ID
	Max. Length	
	PSTN Call Inter- Web Call Respo	Digit Timeout 7 = seconds
	Auto Attendant w digits.	vill go to the next level after collecting enough
I Hide 'No Action' Items	0	K Cancel Apply Help

### 7. Make the following entries, then click Apply.

- Type an Item Name, if desired.
- Check Push URL, and type the path the page you want to display (e.g., sales\_pid.htm.)
- Select Adv.-Collect Digits from the Actions dropdown.
- Set the Min. and Max. Lengths that the caller must enter.
- Adjust the Web Call Response Timeout to give the web caller enough time to provide all meaningful information.

8. Select &-to extension.



#### 9. Make the following entries, then click OK.

- Type an Item Name, if desired.
- Select Call.-Ext/Workgroup from the Actions dropdown.
- Select the Extension.

AltiWeb 4.0

# Troubleshooting

If a web caller cannot connect, and an error message displays, the cause may be one of the following:

Error Message	Cause
Server connection failed. Please try again later	AltiServ IP address is not correct
	<ul><li> Firewall is not open</li></ul>
Option Pack is not installed. Please try again later.	AltiServ does not have Center 4.0     Option Pack License.
No more available sessions. Please try again later.	• All session licenses are used or there are no session licenses at all.

# **Uninstalling AltiWeb**

- 1. From the Windows Start menu, select Programs → AltiWeb 4.0 → AltiWeb 4.0.
- 2. Click **OK** when the dialog box asks if you want to uninstall the program, and respond to any additional prompts.

### Alternatively

- 1. In the Control Panel, select Add/Remove Programs.
- 2. Choose AltiWeb 4.0 and click the Add/Remove or Change/Remove button, depending on which version of Windows you're running.
- 3. Click **OK** to in the dialog box to confirm you want to remove the service, and respond to any additional prompts.

AltiWeb 4.0