

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

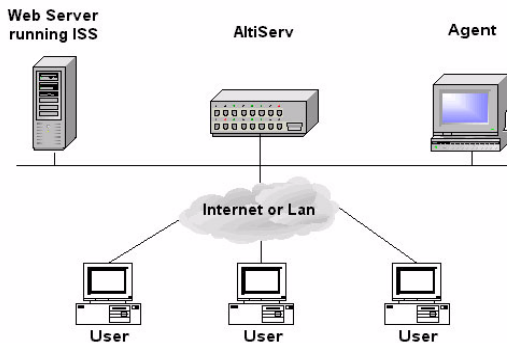


Figure 1. AltiWeb Component Overview

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.
4. 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.

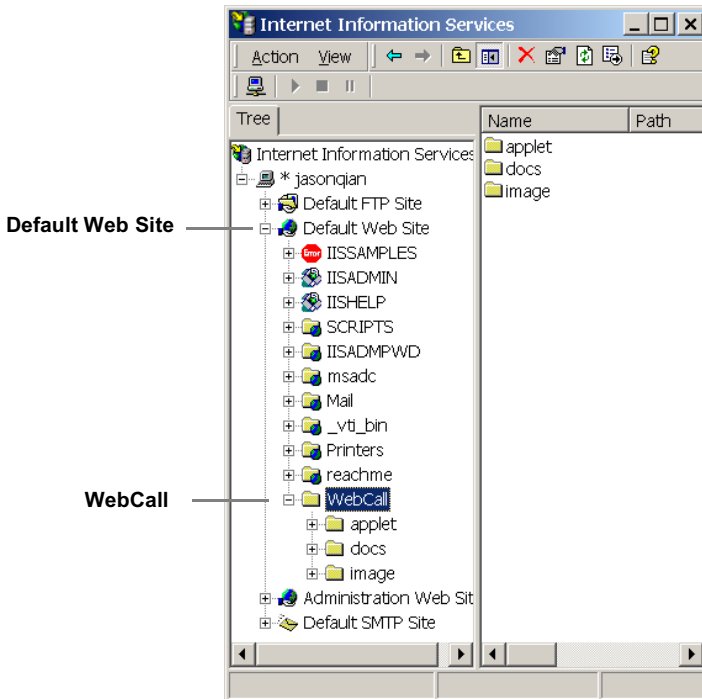


Figure 2. Logical AltiWeb installation in IIS

- 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\altweb).

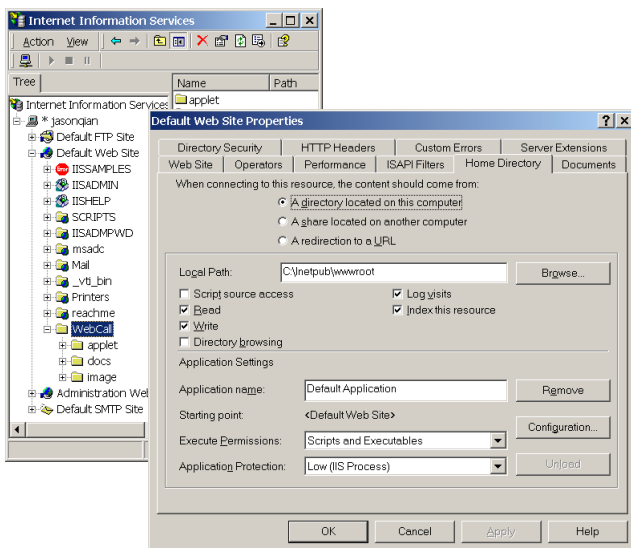


Figure 3. Local Path in IIS Properties dialog

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

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.

The **IVR data** comes from the Auto Attendant / Collect Digit action.

The **Form Data** come from the `<form name=infoForm>` fields in the source code of Contact.htm or Contactaltigen.htm pages

The **URL History** shows all URL paths to tagged html pages the caller visited prior to the call.

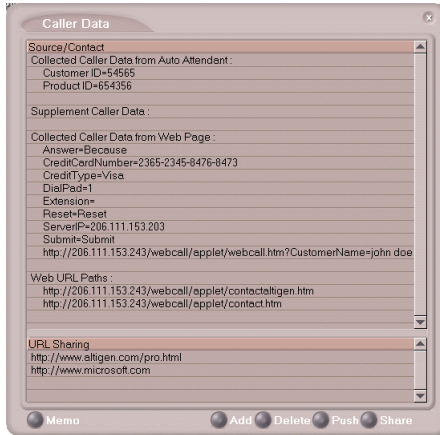


Figure 4. Caller Data window in AltiAgent

Tagging Pages for URL History

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>
```

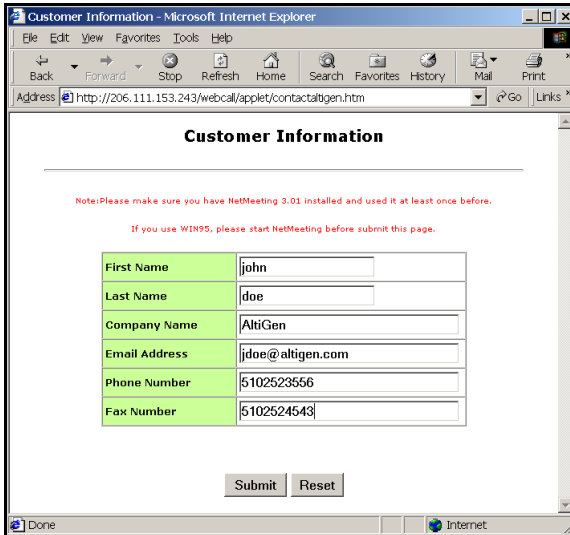
For more information on configuring:

- **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.



Customer Information - Microsoft Internet Explorer

Address <http://206.111.153.243/webcall/applet/contactaltigen.htm>

Customer Information

Note: Please make sure you have NetMeeting 3.01 installed and used it at least once before.
If you use WIN95, please start NetMeeting before submit this page.

First Name	<input type="text" value="john"/>
Last Name	<input type="text" value="doe"/>
Company Name	<input type="text" value="AltiGen"/>
Email Address	<input type="text" value="jdoe@altigen.com"/>
Phone Number	<input type="text" value="5102523556"/>
Fax Number	<input type="text" value="5102524543"/>

Figure 5. Contactaltigen.htm page

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

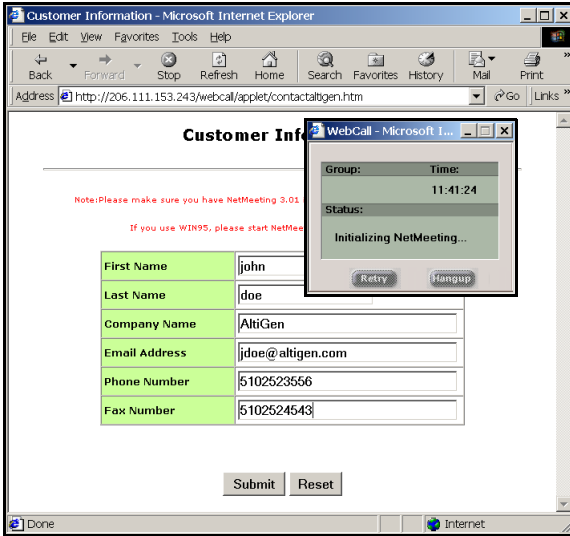


Figure 6. The AltiWeb window



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.

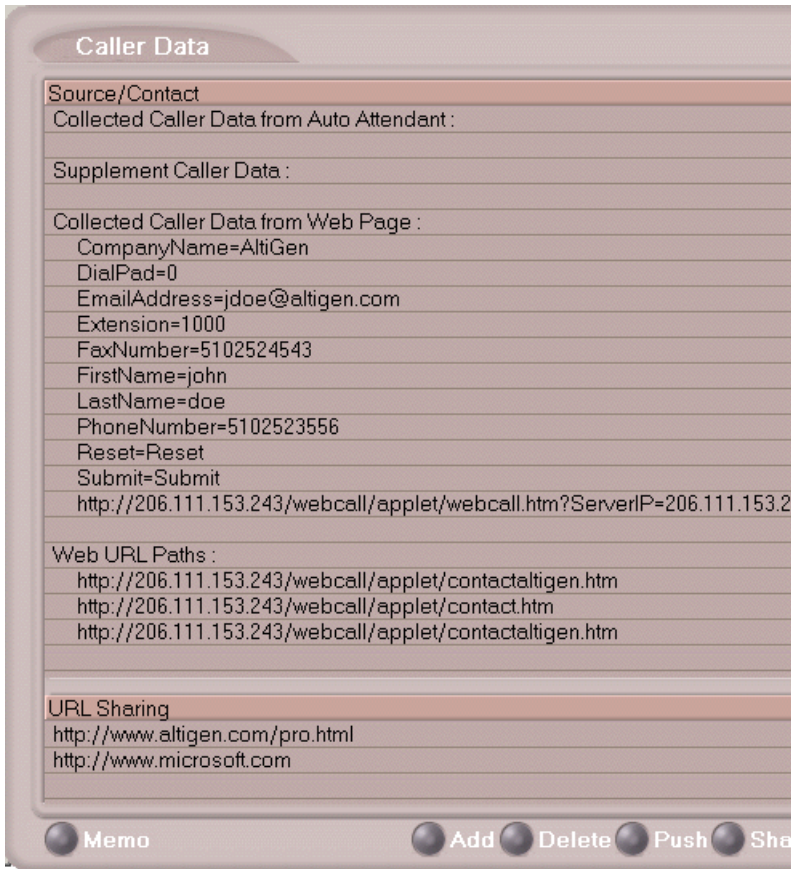


Figure 7. Caller Data window in AltiAgent

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.

```
<tr>
  <td width="240" bgcolor="#CCFF99"><font size="2"
face="Verdana"><b>First Name&nbsp;</b></font></td>
  <td width="282"><font face="Verdana"><input
type="text" size="20" maxlength="40" name="FirstName"
tabindex="1"> &nbsp;&nbsp;&nbsp;</font></td>
</tr>
```

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.

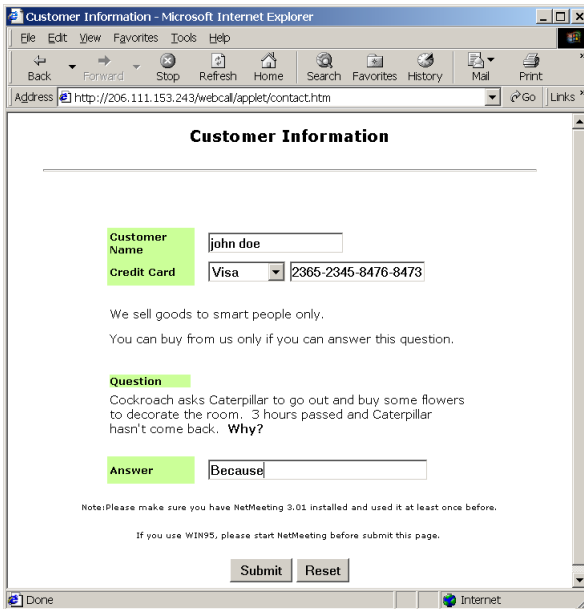


Figure 8. Contact.htm page

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

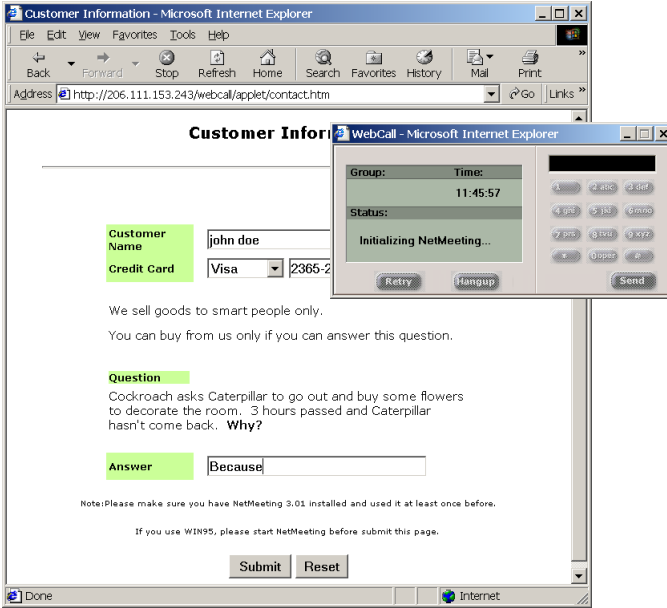


Figure 9. The AltiWeb window with DialPad visible



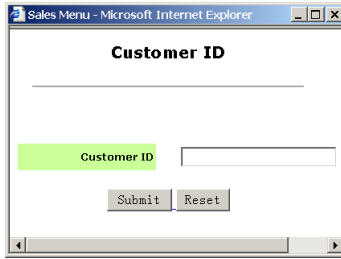
If NetMeeting is not installed on the caller’s computer (or it’s not configured correctly), an error message displays.

- 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.

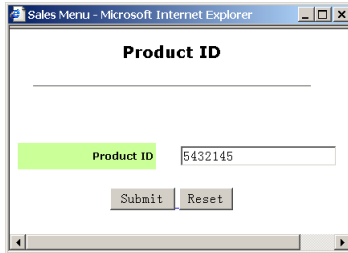


The **DialPad** is visible to allow the web caller to close the Auto Attendant windows and dial a number directly, is so desired.

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



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



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

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

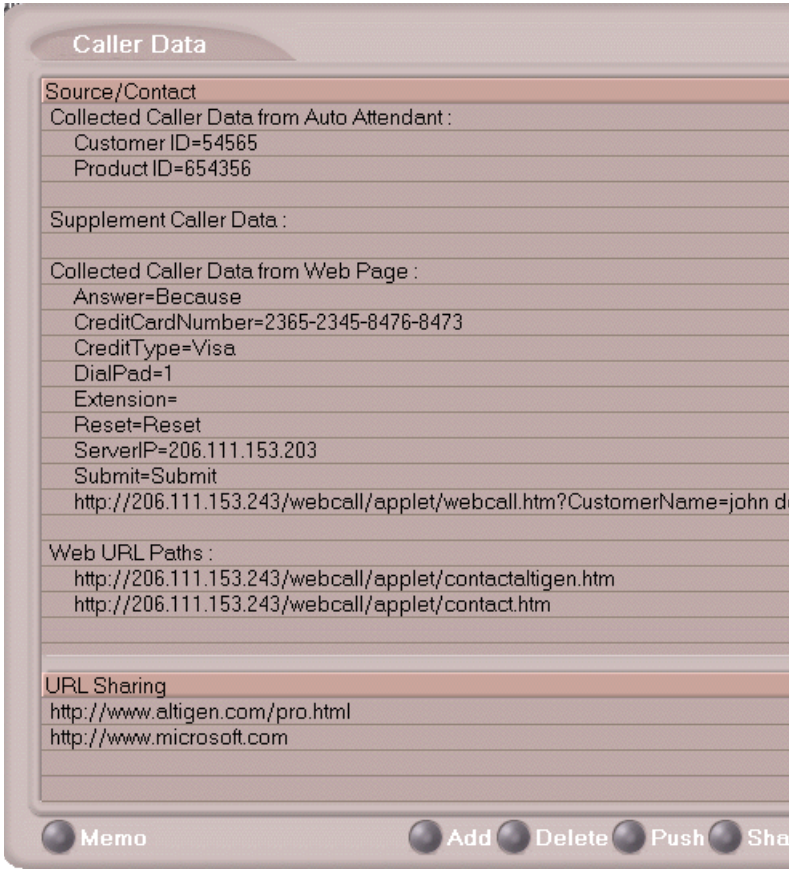


Figure 10. Caller Data window in AltAgent

- 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.

```
<tr>
  <td align="left" width="128" bgcolor="#CCFF99">
    <b><small><font face="Verdana">Customer Name&nbsp;</font></small></b></td>
  <td width=22 align=left></td>
  <td align=left width=282>
    <font face=Verdana>
      <input type="text" name="CustomerName" maxlength=40 size=20
      tabindex=1> &nbsp;&nbsp;&nbsp;&nbsp;</font></td>
</tr>
```

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.

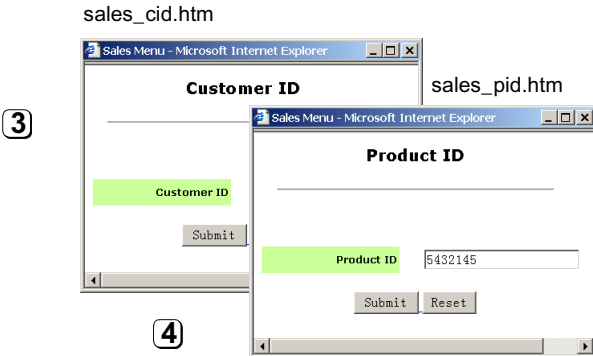
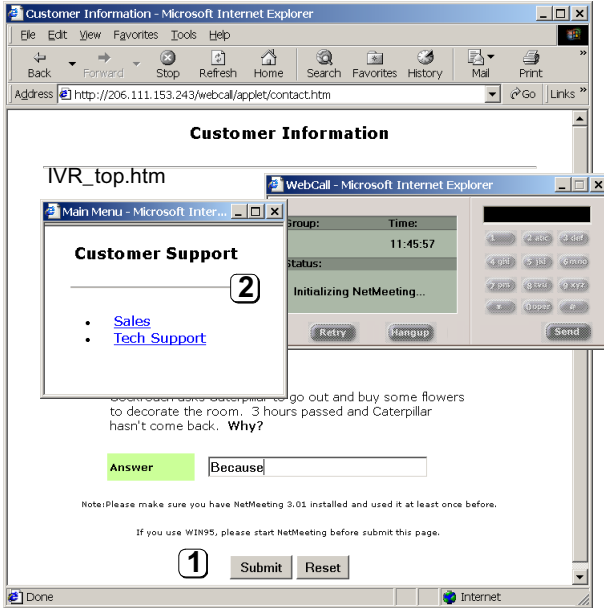


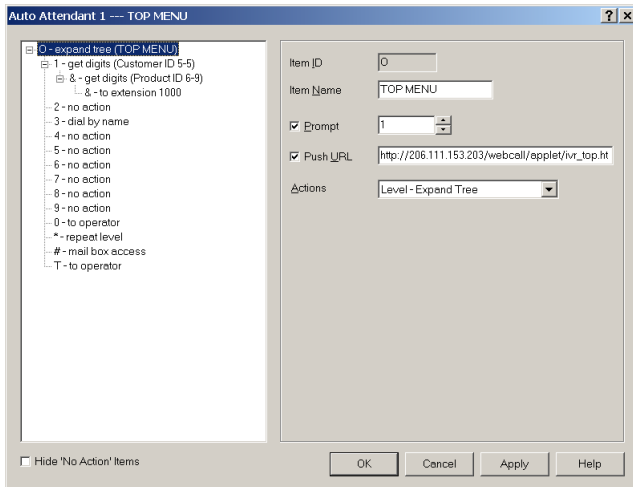
Figure 11. Using Auto Attendant to push pages to the caller

Configuring Auto Attendant



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

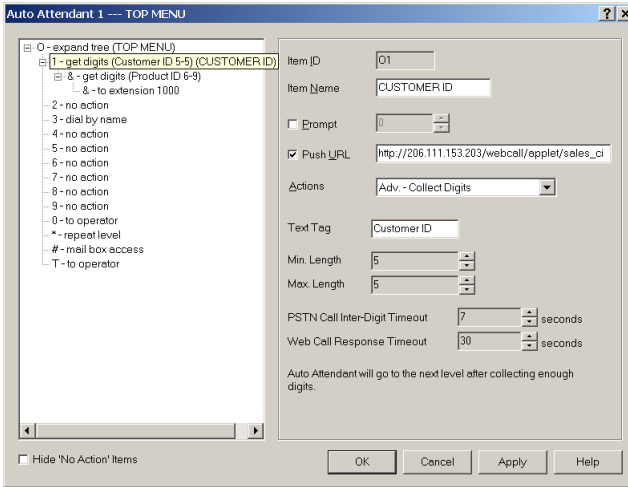
1. **Run Auto Attendant.**
2. **Select 0-expand tree.**



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.

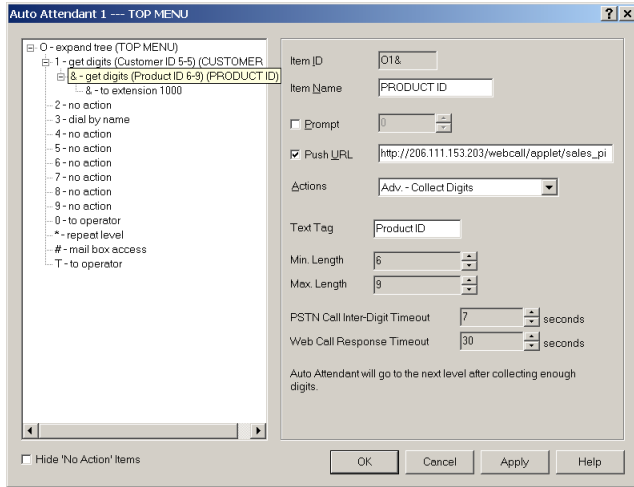
4. Select 1-get digits.



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.

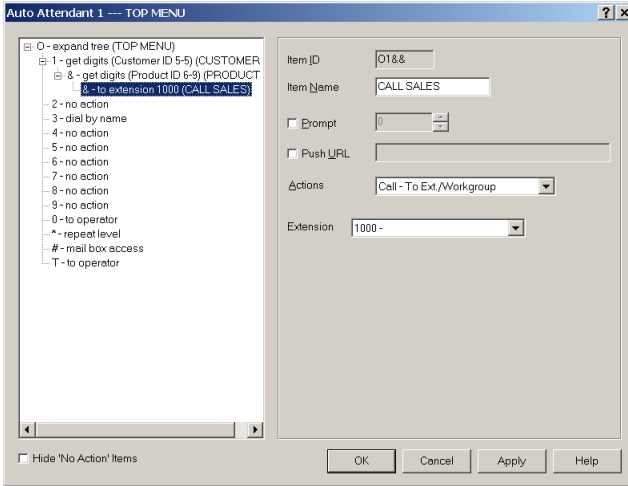
6. Select &-get digits.



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.

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	<ul style="list-style-type: none"> • AltiServ IP address is not correct • AltiServ is not running • Firewall is not open
Option Pack is not installed. Please try again later.	<ul style="list-style-type: none"> • AltiServ does not have Center 4.0 Option Pack License.
No more available sessions. Please try again later.	<ul style="list-style-type: none"> • All session licenses are used or there are no session licenses at all.

Uninstalling AltıWeb

1. From the Windows **Start** menu, select **Programs** → **AltıWeb 4.0** → **AltıWeb 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 **AltıWeb 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.

