ConVoxCCS3.2.4(OmniChannel)

Abstract:
****
This Product was include the Base fetcher of ConVoxCCS3.2.4 and Including below fetcher

1) Online And offline ticketing system
2) Ticketing escalation system
3)Agent Remote Log-in
4) AED Email ticketing system (Agent and Admin)
5) Chat System Including Web Chat Office Hours also.

Advance Future
6)Screen Recording
7)Social media (Twitter , Face Book) Which Underdevelopment.
8)Whats App Integration

System Requirement :
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Software Requirement:

Operating System : Centos 7 and Above

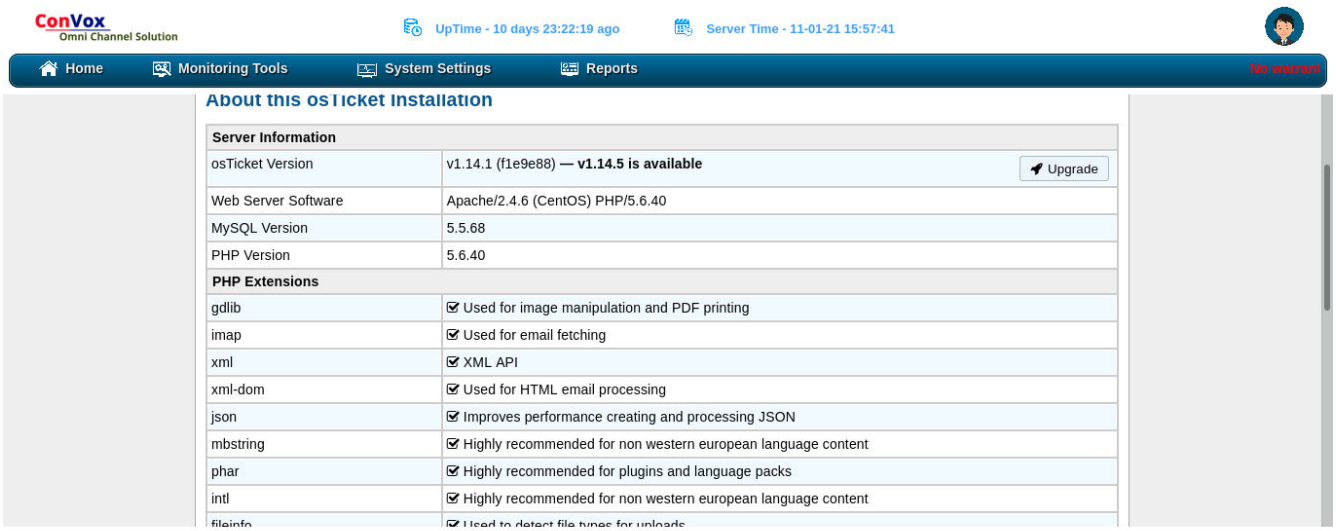
All Basic Packages :

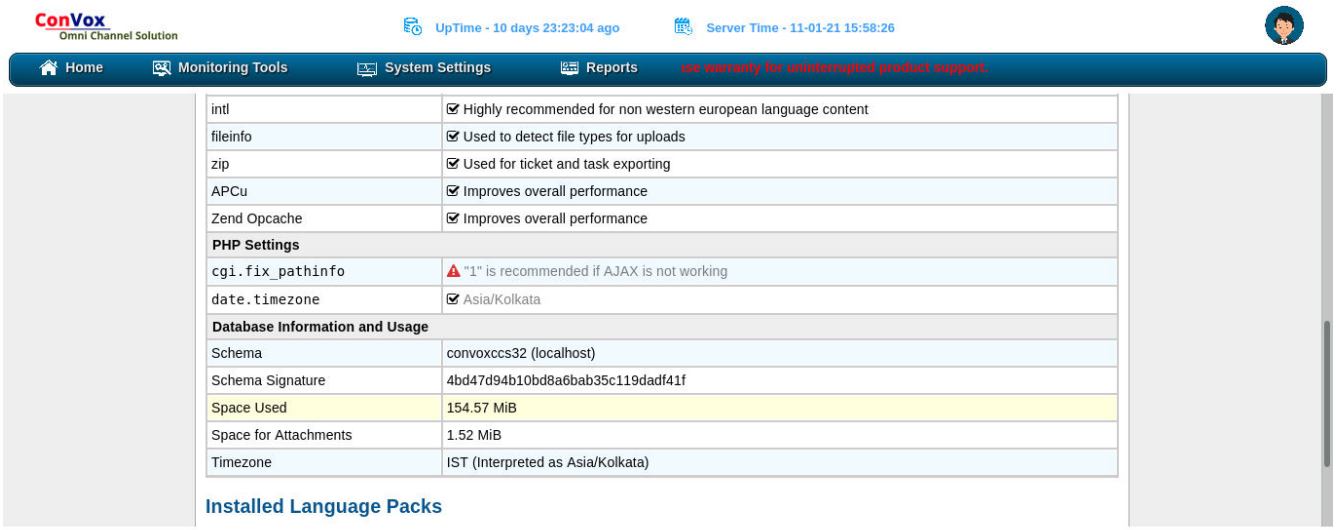
Php 5.6 version
MariaDB 5.5.68-MariaDB(Mysql Database support for Centos 7 and above)
perl 5, version 16
Asterisk 1.8.32.3
Crontab ,Screens etc.

AED Software Requirement:

Php 5.6 version and Above

Php Level Models Required





Software installation For Chat Bot:
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NodeJs Installation: (If Already installed not required again)

cd /tmp

wget http://nodejs.org/dist/v6.3.1/node-v6.3.1-linux-x64.tar.gz

tar xvfz node-v6.3.1-linux-x64.tar.gz

mkdir -p /usr/local/nodejs

mv node-v6.3.1-linux-x64/* /usr/local/nodejs

Path Set:export PATH=$PATH:/usr/local/nodejs/bin

Forever Running Node Server :
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cd /usr/share/convox/chat

npm install forever -g

npm install forever-monitor

Need Change Server_ip For Chat:
****

File Path :

cd /usr/share/convox/chat/index.js **(search for server_url in file and change ip accordingly)**

cd /var/www/html/ConVoxCCS/Agent/agent_chat/index.js **(Serach for server_url and socket=io server_ip accordingly)**

Chat URL

http://192.168.0.249/visitor-chat.php http://192.168.0.249/visitor-chat.html (**Server-IP will change accordingly On client side for on there website)**

Find Files: /var/www/html/visitor-chat.php , /var/www/html/visitor-chat.html

Chat Dash Board :

http://192.168.0.249:8249/ChatBot/index.php (server ip accordingly)

userid: chatbot
password:chatbot

AED Level setting :
****

Step 1:Login Convox with Admin

userid:admin
password:admin

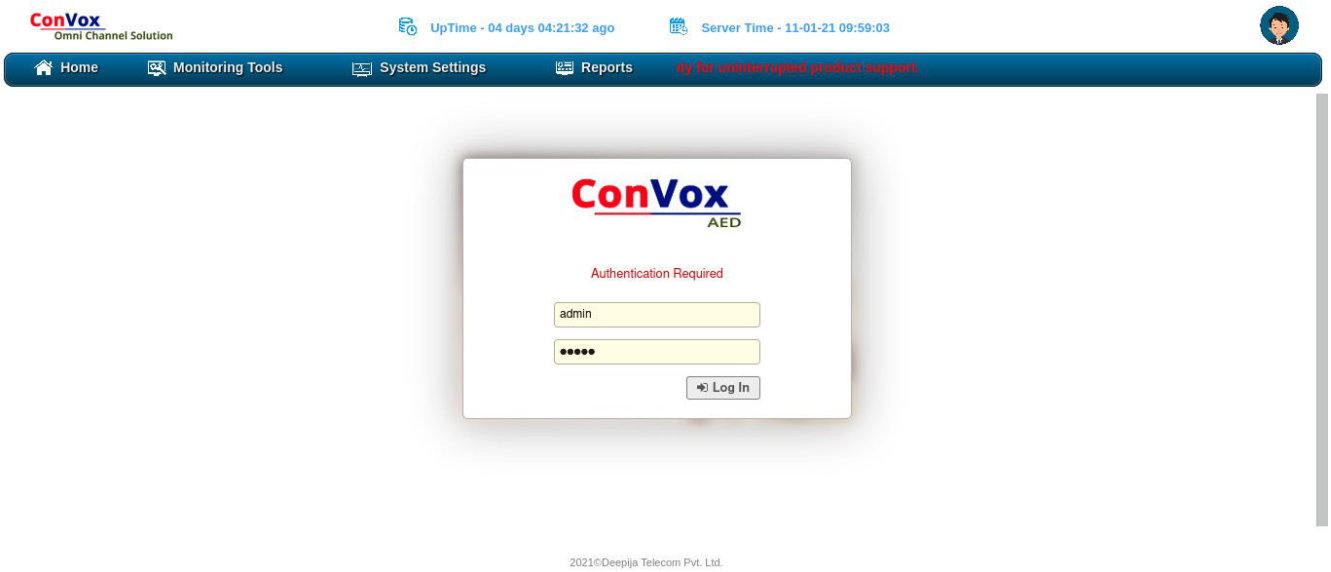
Step2:

go to System settings

In that got Email setting

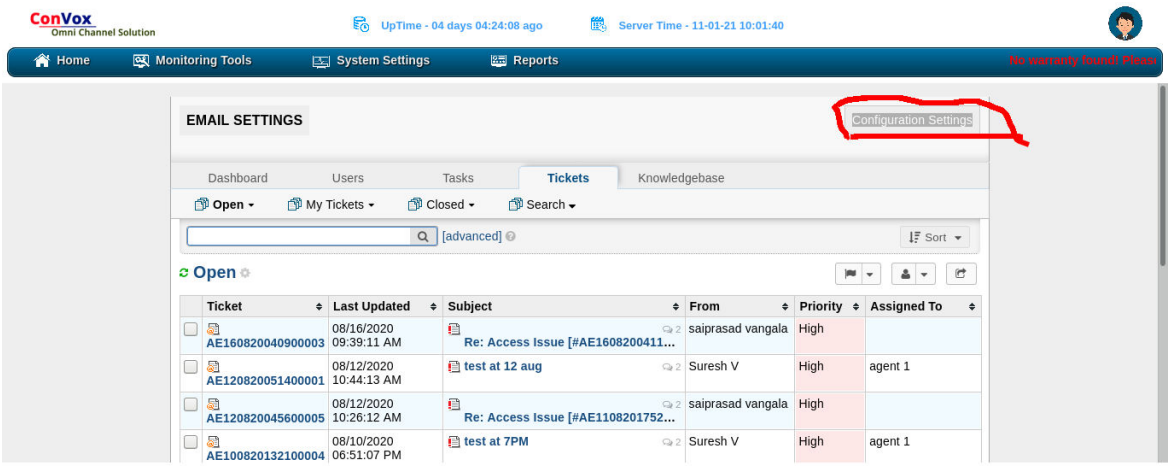
And login the AED Admin

userid:admin
password:admin



Step3:

Go to Configuration Settings


ConVox
Omni Channel Solution
UpTime - 04 days 04:24:08 ago
Server Time - 11-01-21 10:01:40
Home
Monitoring Tools
System Settings
Reports
No warranty found! Pleas
EMAIL SETTINGS
Configuration Settings
Dashboard
Users
Tasks
Tickets
Knowledgebase
Open
My Tickets
Closed
Search
[advanced]
Sort
Open
Ticket
Last Updated
Subject
From
Priority
Assigned To
AE160820040900003
08/16/2020 09:39:11 AM
Re: Access Issue [#AE1608200411...
saiprasad vangala
High
AE120820051400001
08/12/2020 10:44:13 AM
test at 12 aug
Suresh V
High
agent 1
AE120820045600005
08/12/2020 10:26:12 AM
Re: Access Issue [#AE1108201752...
saiprasad vangala
High
AE100820132100004
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Suresh V
High
agent 1
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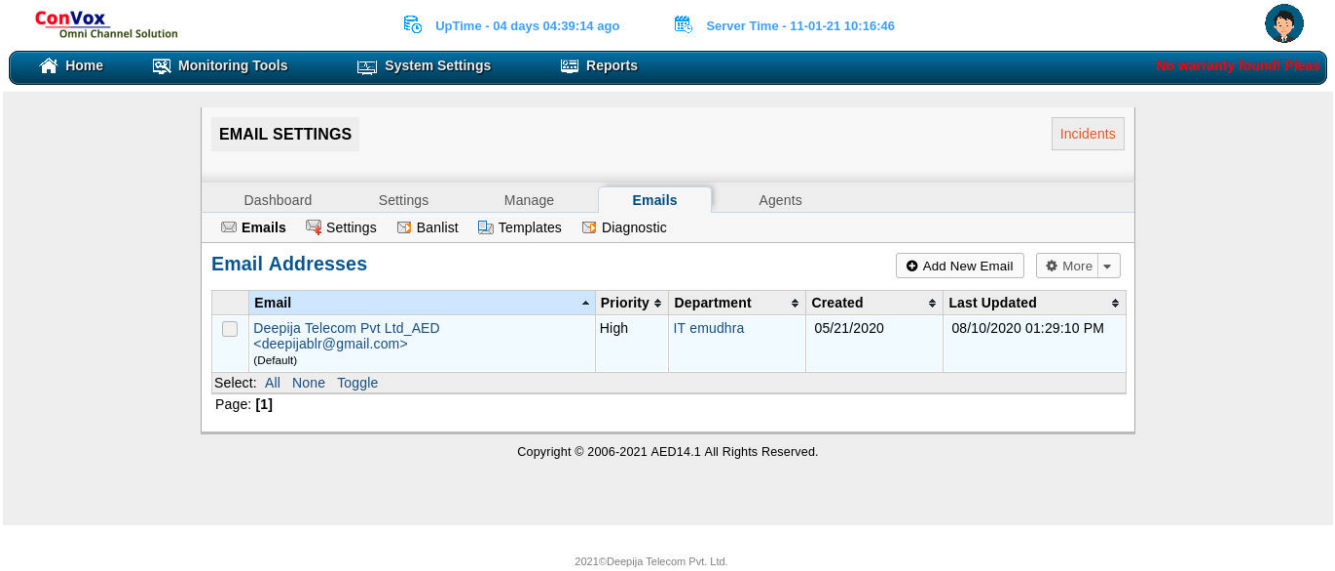
Step4:

Email


ConVox
Omni Channel Solution
UpTime - 04 days 04:39:14 ago
Server Time - 11-01-21 10:16:46
Home
Monitoring Tools
System Settings
Reports
No warranty found! Pleas
EMAIL SETTINGS
Incidents
Dashboard
Settings
Manage
Emails
Agents
Emails
Settings
Banlist
Templates
Diagnostic
Email Addresses
Add New Email
More
Email
Priority
Department
Created
Last Updated
Deepija Telecom Pvt Ltd_AED <deepijablr@gmail.com>
(Default)
High
IT emudhra
05/21/2020
08/10/2020 01:29:10 PM
Select: All None Toggle
Page: [1]
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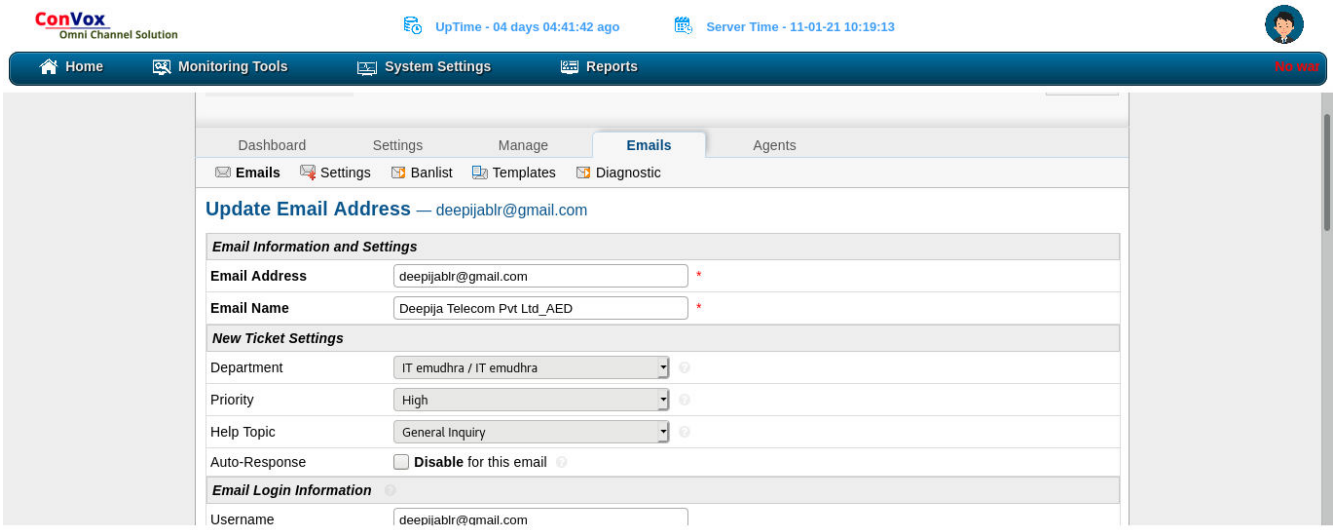
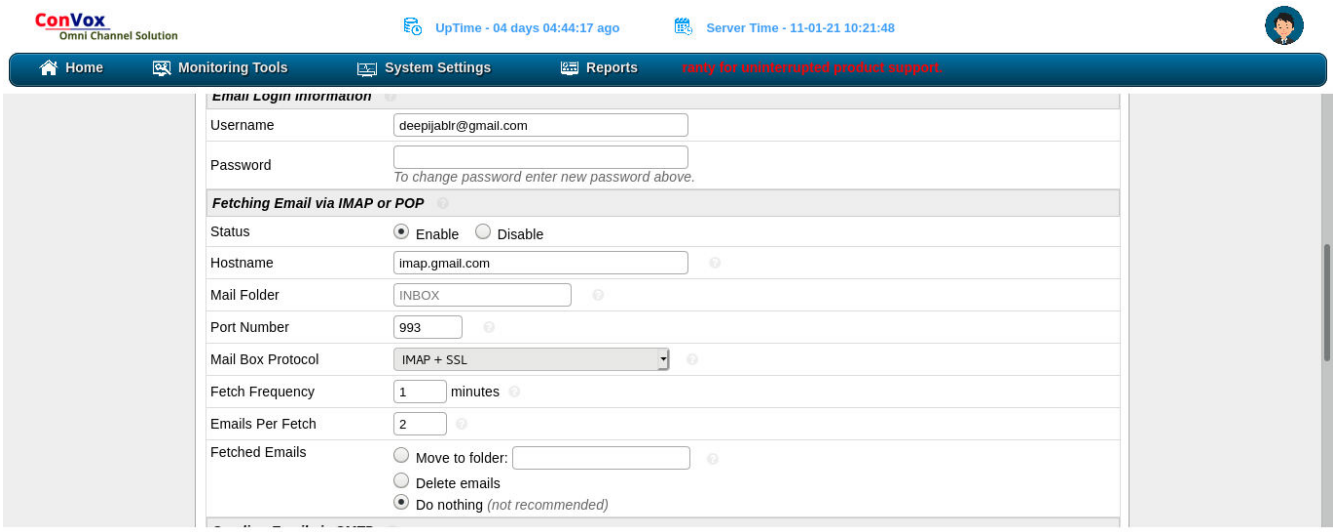
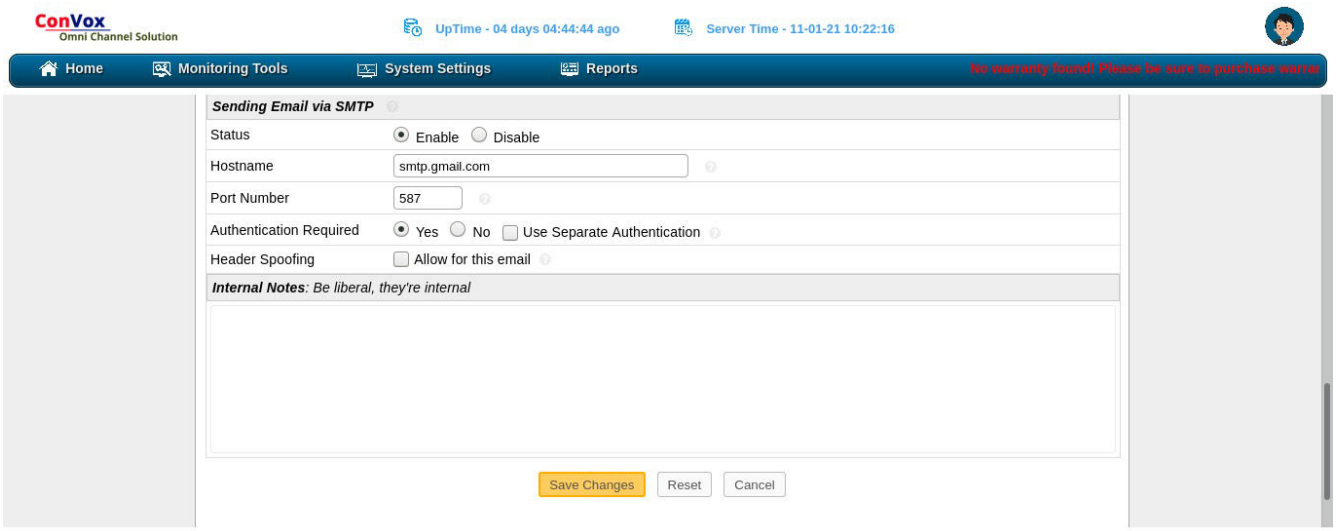
Step5:

Sample Email Settings inside Email --→ click on Add New Email Address







Error AED is Subject Not Display:
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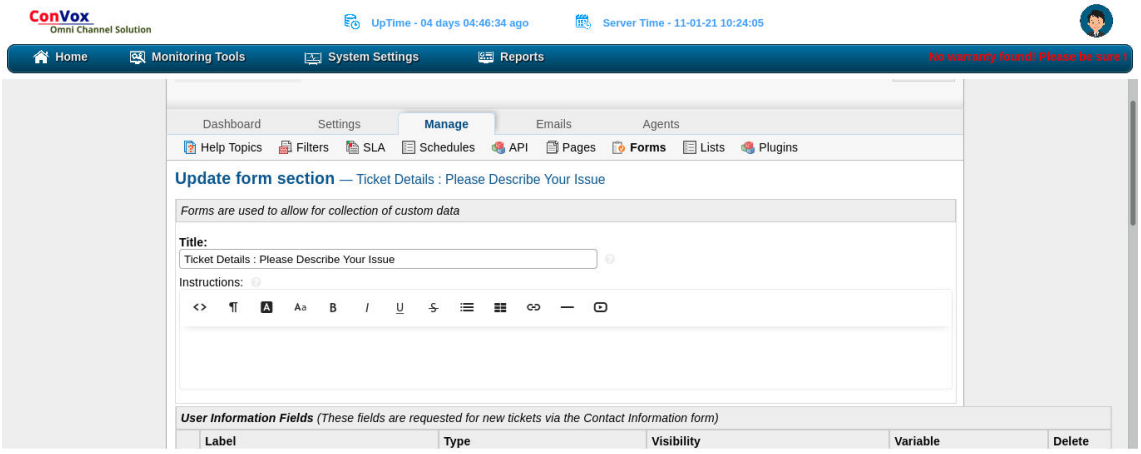
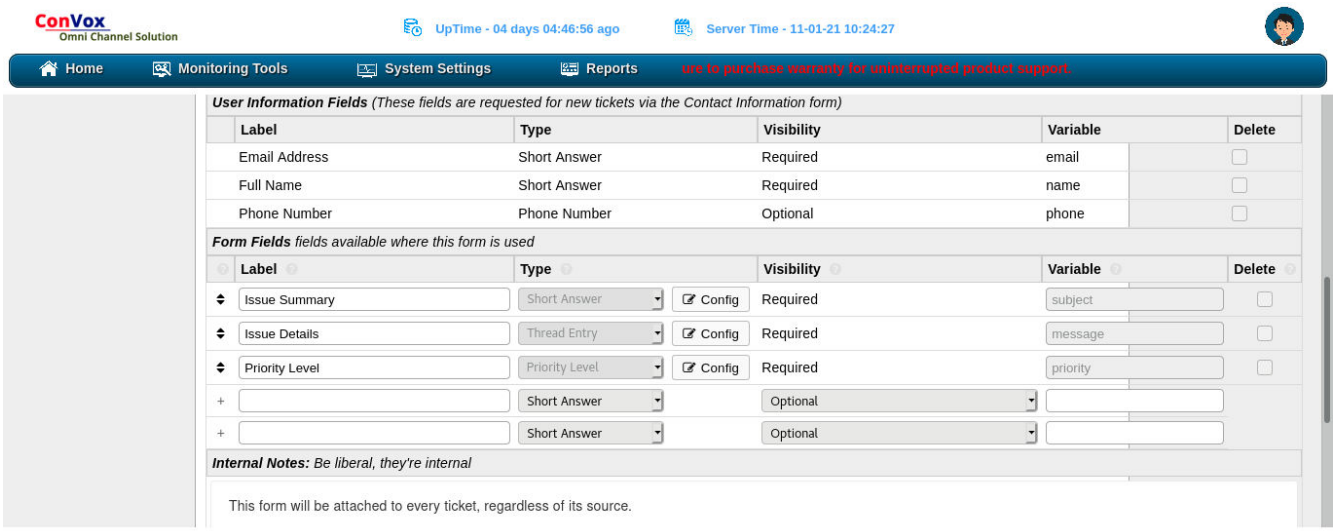
Goto Manger --→Forms--→ Ticket Details : Please Describe Your Issue





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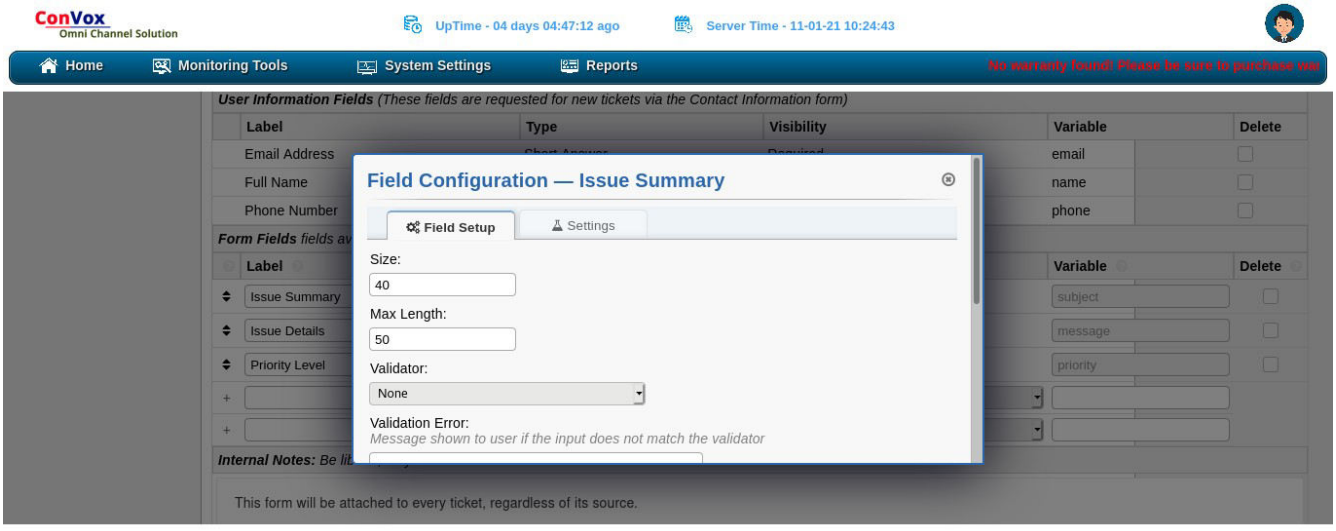
got0 --→ Issue Summary → config check the Length →



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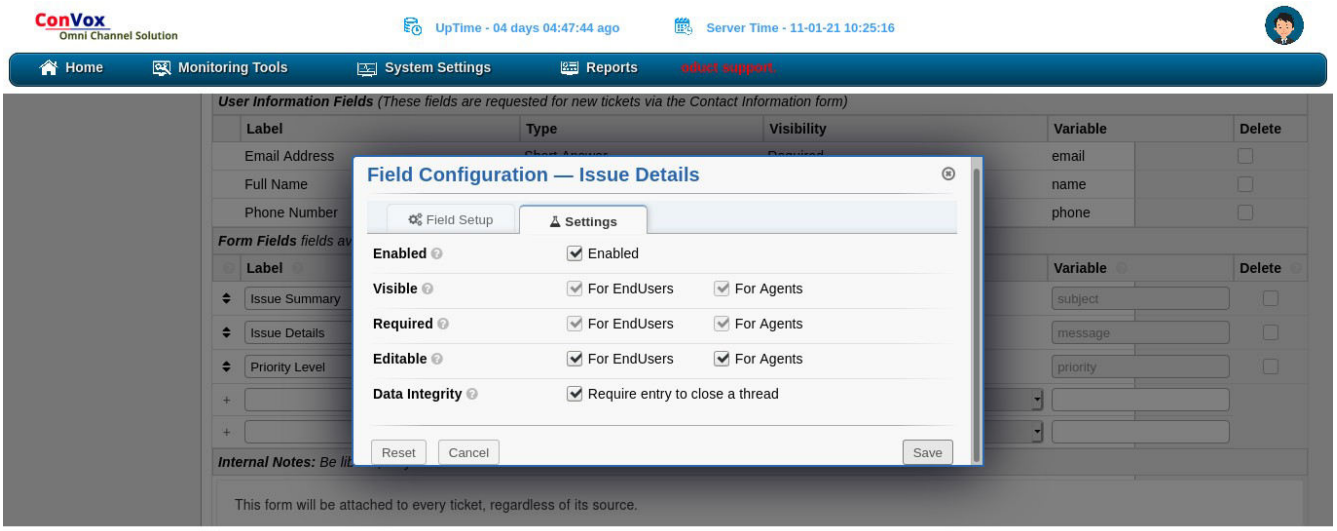
got0 --→ Issue Details→ config check the Length →



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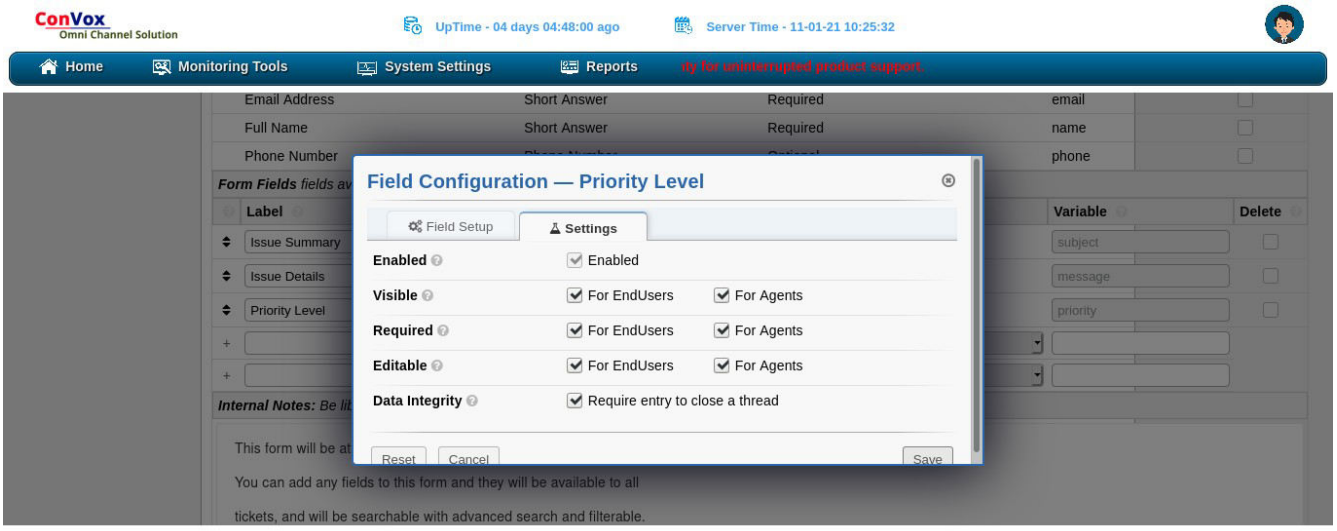
got0 --→ Priority Level→ config check the Length →



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Support Check points for This Tag:
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1) If AED page showing blank /No properly display interface level need check

Php -v (version should be 5.6 and above only)

1)check the node server worker not using below commands

node server check cmds :
node -v eg:v6.17.1
npm -v eg:3.10.10

forever -v eg: help list will display

2)After running above forever start server.js need check

ps aux | grep node

eg: list of node running in background with port Please feel free and reach me for any further clarifications.
################################END###

For Developers About Product:
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1) Online And offline ticketing system:

Files:

2) Ticketing escalation system
3)Agent Remote Log-in
4) AED Email ticketing system (Agent and Admin)
5) Chat System Including Web Chat Office Hours also.

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