

CONVOXCCS 3.2 (ADMIN)

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BASIC:-

All the files are available in ConVoxCCS folder

path for convoxccs is:

```
>cd /var/www/html/ConVoxCCS
```

Every File is present in the folder of Admin

path for Admin:

```
>cd /var/www/html/ConVoxCCS/Admin/
```

To know the file path we can search the file path in menu items

path for menu_item is :

```
>cd /var/www/html/ConVoxCCS/Admin/menu_item.php
```

DATABASE:-

To access the table, need to go for database

Database : mysql -uconvox32 -p

```
>convox32
```

REQUIRE:-

- 1)Config.php
- 2)dbconnect.php
- 3)server_validation.php
- 4)show_hide_features.php

1)MONITORING TOOLS:-

i)LIVE STATUS:-

Process Status:-

Path Of Process Status:-

path for interface:-

```
/var/www/html/ConVoxCCS/Admin/SystemInfo/process_status.php
```

path for ajax file:-

```
/var/www/html/ConVoxCCS/Admin/SystemInfo/process_status_ajax.php
```

File Of Process Status:-

- 1) SystemInfo/get_agent_details.php
- 2) SystemInfo/get_logout_details.php
- 3) SystemInfo/server_status.php
- 4) SystemInfo/recent_calls.php
- 5) SystemInfo/dialed_numbers_dispositions.php

Table Of Process Status:-

- 1) convoxccs_agent_status

- 2) convoxccs_manager
- 3) convoxccs_agent_log_buffer
- 4) convoxccs_session_log
- 5) convoxccs_outbound_placed_calls
- 6) convoxccs_waiting_calls
- 7) convoxccs_process_details
- 8) convoxccs_agent_log
- 9) convoxccs_campaign_stats
- 10) convoxccs_preview_cache
- 11) convoxccs_trunks
- 12) convoxccs_outbound_routes
- 13) convoxccs_progressive_cache
- 14) convoxccs_lists
- 15) convoxccs_breaks
- 16) convoxccs_predictive_cache
- 17) convoxccs_agent_details

Trunk Status:-

Purpose Of Trunk Status:-

A trunk is a communications line or link designed to carry multiple signals simultaneously to provide network access between two points. Trunks typically connect switching centers in a communications system.

Trunk Types:-

1.PSTN(Public Switch Telephone Network)is the accumulation of the global Circuit switched networks for telephone communication, operated on regional, national, and local telephony levels.

2.VOIP(Voice over Internet Protocol)is a technology that allows you to make voice calls using a broadband Internet connection instead of a regular(or analog) phone line.

3.Direct-IP:-It is used to establish direct communication by using IP Address.

Trunk Status :-

- 1-Sno
- 2-Trunk Name-ConVox_OutBound_Trunk
- 3-Trunk Type-Direct-IP
- 4-Total Channels-30
- 5-Used Channels

File Location Of Trunk Status:-

path for interface:-

/var/www/html/ConVoxCCS/Admin/SystemInfo/trunk_status.php

path for ajax file:-

/var/www/html/ConVoxCCS/Admin/SystemInfo/trunk_status_ajax.php

Table Name Of Trunk Status:-

convoxccs_trunks
convoxccs_agent_status
convoxccs_waiting_calls
convoxccs_outbound_placed_calls

Queues Status:-

Purpose Of Queues Status:-

Queue Status is used for getting call counts of Waiting / Abandoned / Answered / Total calls from each queue and based on the process.

HEADERS:-

Waiting Calls: Number of calls waiting.

Abandoned Calls: An incoming ACD call is counted as abandoned if the caller hangs up before the call is answered by an agent.

Answered Calls: When a call answered by an agent is counted as answered. This column shows the count of all answered calls.

Total Calls: We will get the Number of abandoned calls and answered calls

FILE PATH Of Queues Status:-

path for interface:-

```
>cd /var/www/html/ConVoxCCS/Admin/SystemInfo/queue_status.php
```

path for ajax file:-

```
>cd/var/www/html/ConVoxCCS/Admin/SystemInfo/queue_status_ajax.php
```

path for JS file:-

```
>cd /var/www/html/ConVoxCCS/scripts/queue_status.js
```

Table Of Queues Status:-

convoxccs_process_details

convoxccs_queues

convoxccs_queue_status

convoxccs_waiting_calls

ii)DEBUG TOOLS:-

ConVox Web Panel:-

Purpose Of ConVox Web Panel:-

ConVox Web Panel lets you monitor the status of complete Asterisk server through the Web GUI. The ability to know what is happening in the system helps locate the problem area quickly saving you a large amount of time while troubleshooting any issue. This tool renders itself in a tabbed manner where each tab is categorical representation of different aspects of your system. First tab that opens up by default is called Main tab, it shows states of primary system components together on the same screen. Idea is to give you a quick insight into the system and determine which component/resource might need attention. Once you have identified the component, you can then browse component specific tab to delve further. This tool provides a snapshot of current system state with usage details of resources such as CPU, RAM, Swap Memory. In navigation bar of convoxweb panel menu item, we have multiple options which are:-

Main, CPU Info, Interrupt Info, Asterisk Card, Sip Users, Sip Registry, Channels, Asterisk settings.

1.Main:-

System options:- Here you can directly shutdown and restart the system.

Server Status:- Here you will see how long your asterisk server has been running. You will also know if the web (http) and database (mysql) servers are running or stopped for some reason.

Mysql Variables:

Max_Connections: The maximum permitted number of simultaneous client connections. This is set to 100 by default.

Table_Cache: This suggests how many file descriptors are required by this database server.

Http Variables: This section displays web server configuration.

Keep Alive Off: Keep Alive indicates whether the web server will allow more than one request per connection (in other words, whether it will allow persistent connections). Set it appropriately to prevent any one client from consuming too much of the server's resources. When marked "Off", it is deactivated.

Keep AliveTimeout 15: Number of seconds to wait for the next request from the same client on the same connection.

Server Limit 256: This directive sets the maximum configured value for Max Clients for the lifetime of the Apache Web Server.

MaxClients 150: This variable sets a limit on the total number of server processes (i.e. simultaneously connected clients) that can run at one time. Purpose of this variable is to keep a runaway web server from crashing your operating system.

LogLevel warn : LogLevel controls the number of messages logged to the error_log. LogLevel can be set to emerg, alert, crit, error, warn, notice, info or debug.

PHP Variables :

These variables relate to PHP setup on the web server and are shown here so you can evaluate if one or more of these need to be changed in order to handle the load more efficiently. A small description is provided below for each of these.

Max_execution_time : This determines the maximum time in seconds a script is allowed to run before it is terminated by the parser. This helps prevent poorly written scripts from tying up the server.

Max_input_time : This one controls the maximum time in seconds a script is allowed to parse input data, like POST and GET. It is measured from the moment of receiving all data on the server to the start of script execution.

Memory_limit : This variable sets the maximum amount of memory in bytes that a script is allowed to allocate. This helps prevent poorly written scripts from eating up all available memory on a server.

Post_max_size: This is to set maximum allowed size of POST data. It also affects size of uploaded files. To upload large files, this value must be larger than the next setting i.e. upload_max_filesize.

Upload_max_filesize : Use this variable to define maximum permissible size of the file for upload.

CPU Utilization: CPU usage can be monitored to see how much of the processor's capacity is in use.

Load Average : Load average is to determine the amount of use for CPU.

Memory Utilization: RAM Utilization is a term used to describe how much the memory is using. RAM usage can be monitored to see how much of the memory's capacity is in use.

Swap Utilization : Swap space can be defined as a temporary storage location that is used when system's memory requirements exceed the size of available RAM.

2.CPU Info:-

This tab provides easy information about CPU and their speed. This is a collection of CPU and system architecture dependent items. Two common entries are processor which gives CPU number and bogomips;

It will display information like:

- Number of CPUs
- Cores
- Sockets
- Information about CPU caches.

- CPU family, model and stepping
- Bogomips Measurements.

3.Asterisk Card:

Status of the asterisk card is displayed under this tab.

Card : It is your PRI card name

Status : This one displays the status of PRI span. It turns RED when the span is configured and kernel module is loaded; and when it is configured correctly and a circuit or channel bank is connected it turns GREEN.

Active Calls: It displays number of active calls which are received on your PRI span.

4.Sip Users:-

This tab lists all SIP clients which are registered to your Asterisk server along with their respective status and connection details.

5.Sip Registry:-

This Tab displays the list of registered SIP users.

6.Channels:-

Channels tab shows all channels which are active currently.

7.Asterisk settings:-

This GUI allows you to configure following settings for your asterisk server.

In convowebpanel menu item, we have following files and folders:-

- 1)convoweb_panel.php
- 2)css
- 3)images
- 4)index.php
- 5)modules
 - asterisk_card.php
 - channels.php
 - interrupt_info.php
 - Shutdown_restart.php
 - asterisk_save_settings.php
 - cpu_info.php
 - main.php
 - sip_registry.php
 - asterisk_settings.php
 - index.php
 - network.txt
 - sip_users.php
- 6)scripts
 - ajaxtabs.js
 - index.php
 - progress_circle.js
- 7)status

grid.jpg
index.php
jquery.js
jqueryys.js
jquery.sparkline.js
status.php

Path Of ConVox Web Panel:-

cd /var/www/html/ConVoxCCS/Admin/convowwebpanel/convow_web_panel.php

Table Of ConVox Web Panel:-

1) convoxccs_access_settings

Columns: sno, server_password, config_password, client_password.

2) convoxccs_servers

Columns: server_id, server_description, server_ip, active, telnet_host, telnet_port, user_manager, secret_manager, update_manager, listen_manager, send_manager, sys_perf_log, vd_server_logs, agi_output, voice_web_port, db_web_port.

3) convoxccs_web_servers

Columns: server_id, server_ip, port, server_description, active.

Database Status:-

Purpose Of Database Status:-

Database status is used so that the admin is able to fix the connection of the database on his behalf.

Four button appears on the screen:-

1.Check 2.Repair 3.Refresh Screen 4.Clear Email Log

1.Check:-

It is used to check the database connection

2.Repair:-

Recovery Tool is capable of repairing corrupt SQL database files.

3.Refresh Screen:-

It is used to load perl file Every time.

4.Clear Email Log:-

It is used to delete all records in a table by deallocating the data pages used by the table.

File Path Of Database Status:-

path for interface:-

cd /var/www/html/admin/systemInfo/database_status.php

path for ajax file:-

cd /var/www/html/admin/systemInfo/database_status_ajax.php

Table Of Database Status:-

convoxccs_servers

Email

ConVox Screens:-

Purpose Of ConVox Screens:-

Here will show you ConVox Screens, screen should be in running status, in frontend you can start or stop the convow screens.

convow configuration details

path:cd /etc/convow32.conf

[SERVICE_convow-listen]

service_name => convow_manager_listen.pl

```
service_path => /usr/share/convox
service_active => Y
service_screen => convox-listen
service_inbound_required => Y
service_manual_outbound_required => Y
service_predictive_required => Y
service_preview_required => Y
service_progressive_required => Y
service_add_to_screen => Y
service_db_server => N
service_app_server => Y
```

```
cd usr/
cd share/
cd convox/
vim convox_manager_listen.pl
```

Path Of ConVox Screens:-

/var/www/html/ConVoxCCS/Admin/SystemInfo/convox_screens.php

Table Of ConVox Screens:-

database connection file : require "\$base_dirname/convox_dbconnect.pl";

SELECT TABLES:

```
convoxccs_servers
convoxccs_security_mediant_prefixes
convoxccs_security_black_list
convoxccs_agent_status
```

UPDATE TABLES:

```
convoxccs_agent_log_buffer
convoxccs_manager
convoxccs_agent_status
```

INSERT TABLES:

```
convoxccs_security_dialed_number_log
convoxccs_notifications
```

2)SYSTEM SETTING:-

i)SYSTEM CONFIG:-

Servers:-

purpose Of Servers:-

In Server Side We Are Using a Asterisk Server.

Q) What is Asterisk Server?

A) Asterisk turns an ordinary computer into a communications server. Asterisk powers IP PBX systems, VoIP gateways, conference servers and other custom solutions. It is used by small businesses, large businesses, call centers, carriers and government agencies, worldwide. Asterisk is free and open source.

Path Of Servers:-

cd /var/www/html/ConVoxCCS/Admin/Module/servers.php

Configuring Servers from GUI:-

Go to System configure -> Servers -> Modify Server Icon , Following are the fields to be modified.

- 1 **Database IP Address:** The field where you put the Network IP address of the Asterisk server.
2. **Database Web port :** The field where you put the Web port of the Asterisk server.
3. **Voice IP :** The field where you put the Voice IP Address of the Asterisk server.
4. **Voice Web port :** The field where you put the Voice Web port of the Asterisk server.
5. **Server Description:** The field where you use a small phrase to describe the Asterisk server.
6. **Active:** Set whether the Asterisk server is active or inactive.
7. **Preferred Log:** Set to “N”.
8. **Telnet Host:** This is the address or name of the Asterisk server and is how the manager applications connect to it from where they are running. If they are running on the Asterisk server, then the default of 'localhost' is fine.
9. **Telnet Port:** This is the port of the Asterisk server connection and is how the manager applications connect to it from where they are running. The default of '5038' is fine for a standard install.
10. **Manager UserName and Password:** Place your convox user and password for this server here.
11. **Update:** The username or login used to connect to the Asterisk server optimized for the Update scripts. Default is 'update convox' and assumes the same secret as the generic user.
12. **Send:** The username or login used to connect to the Asterisk server optimized for scripts that only send Actions to the manager. Default is 'send convox' and assumes the same secret as the generic user.
13. **Server Log:**
 - 1 Setting this option to Y will enable logging of all ConVox related scripts to their text log files.
 - 2 Setting this to N will stop writing logs to files for these processes, also the screen logging of asterisk will be disabled if this is set to N when Asterisk is started.
 - 3 Default Setting is N.
14. **Output:**
 - 1 Setting this option to NONE will disable output from all Convex related AGI scripts.
 - 2 Setting this to STDERR will send the AGI output to the Asterisk CLI.
 - 3 Setting this to FILE will send the output to a file in the logs directory.
 - 4 Setting this to BOTH will send output to both the Asterisk CLI and a log file.
 - 5 Default Setting is FILE.

Table Of Servers:-

convoccs_servers
convoccs_access_settings

Web Servers:-

Purpose Of Web Servers:-

In Web Servers, Here Admin and Agent can login through web server IP.

Configuring Servers from GUI:-

Go to System configure -> Web Servers -> Modify Server Icon , Following are the fields to be modified.

- 1 **Web server IP Address:** The field where you put the IP address of the Web server.
2. **Web port :** The field where you put the Web port of the Web server.
3. **Server Description:** The field where you use a small phrase to describe the web server.
4. **Active:** Set whether the web server is active or inactive.

Path Of Web-Server:-

cd /var/www/html/ConVoxCCS/Admin/Module/web_servers.php.

Table Of Web-Server:-

convoxccs_servers
convoxccs_web_servers

Stations:-

Path Of Stations:-

Cd /var/www/html/ConvovCCS/Admin/ menu_items.php
Cd /var/www/html/ConvovCCS/Admin/ Module/ stations.php

Table columns Of Stations:-

- 1) S no:-
- 2) Station:- station no. (1001)
- 3) Password:- set password for station id.
- 4) Context:- context of sip .
- 5) Voice ip :- voice ip address for station .
- 6) Active :- set station to 'y' .

Table Of Stations:-

convoxccs_stations

Column:-station_id
station
active
password
context
server_ip

convoxccs_access_settings

Column:-sno
server_password
config_password
client_password

convoxccs_servers

Column:-
server_id
server_description
server_ip
active
telnet_host
telnet_port
user_manager
secret_manager
update_manager
listen_manager
send_manager
sys_perf_log
vd_server_logs
agi_output

voice_web_port
db_web_port

Internal stations:-

Click on ADD button to save the new agent server.

1. stations - station number
2. password- set password for station id.
3. context- context of sip.
4. voice ip- voice ip address for stations.
5. active- set station to "y"

Path Of Internal stations:-

cd /var/www/html/ConvovCCS/Admin/ menu_items.php

cd /var/www/html/ConvovCCS/Admin/ Module/ internal_stations.php

Table Of Internal stations:-

convovccs_internal_stations

Columns:-station_id

station

active

password

context

server_ip

convovccs_access_settings

Columns:-sno

server_password

config_password

client_password

convovccs_servers

Columns:-server_id

server_description

server_ip

active

telnet_host

telnet_port

user_manager

secret_manager

update_manager

listen_manager

send_manager

sys_perf_log

vd_server_logs

agi_output

voice_web_port

db_web_port

ii)CALL ROUTING:-

Inbound Routes:-

Purpose Table Of Inbound Routes:-

Inbound routes allows calls on DID numbers.It could be a process scheduler or a voicemail box.These calls can be scheduled for any time of the day,any day of the week. On Inbound Routes screen there is a "+" button.This button is used to Add a new Inbound Route.On Clicking this button onee pop-up window shows up.After filling

details and clicking on "ADD" button provided there new route is added in the list. From the routes list provided we can select any route path to land calls on specified DID and we can also edit route by clicking on edit button provided in respective row.

Path Table Of Inbound Routes:-

`cd /var/www/html/ConVoxCCS/Admin/Module/inbound_routes.php`

Table Of Inbound Routes:-

`xpress_routes,convoxccs_process_details,convoxccs_queues,xpress_files,convoxccs_callforward_routes,xpress_ivr,xpress_files,Event,Holiday,convoxccs_servers`

OutBound Trunks:-

Purpose Of OutBound Trunks:-

Outbound trunks are used to test the outbound calls by selecting trunk type like Direct-IP, VOIP, PSTN from the list displayed on the page. We can add a new outbound trunk by Clicking on "+" button.

Path Of OutBound Trunks:-

`cd /var/www/html/ConVoxCCS/Admin/Module/outbound_trunks.php`

Table Of OutBound Trunks:-

`Convoxccs_hottransfer_routes,convoxccs_trunks,convoxccs_servers,convoxccs_outbound_routes, convoxccs_callforward_routes`

Outbound Routes:-

Path Of Outbound Routes:-

`/var/www/html/ConVoxCCS/Admin/Module/outbound_routes.php`

Table Of outbound_routes.php:-

`convoxccs_outbound_routes
convoxccs_trunks
convoxccs_process_details`

Callforward Routes:-

Purpose Of Callforward Routes:-

Call Forward: It means forwards the call to an external Phone number.

Call forward routes is used to determine and specify from which trunk to make a call.

Add Call Forward Routes:-

Click on '+' icon to add

Route Name: Enter the Route Name

Route Description: Information about this Route.

Add Digits: Enter the digits.

Route Active: Select the Status of the Route as (Active or Inactive).

Trunk set : Select the Available Trunks by shifting arrows (>,>>) towards right.

Finally click on ADD button.

Path Of Callforward Routes:-

`Admin/Module/callforward_routes.php`

Table Of Callforward Routes:-

`convoxccs_callforward_routes
convoxccs_trunks
xpress_routes`

Hot Transfer Routes:-

Purpose Of Hot Transfer Routes:-

To determine which trunk to use and specify for hot transfer routes, for hot transfer Any numbers are allowed to go out of the specified path.

1)Click on '+' icon to add Hot Transfer Routes:-

Route Name : Enter the Route Name
Route Description : Additional information you would like to record about this Route.
Add Digits : Enter the digits(before dialing phone number)
Route Active : This is where you set the Route in Active or Inactive.
Route Method : select the route method like serial or random from drop down.
Trunk set : Select the Available Trunks by shifting arrows (>,>>) towards right.

Modify/delete Hot Transfer Route:-

Hot Transfer Route can be modified or deleted from Hot Transfer Route list page. click on needed icon under Action column.

File Location Of Hot Transfer Routes:-

Admin/Module/convoxccs_hottransfer_routes;

Table Of Hot Transfer Routes:-

convoxccs_hottransfer_routes

route_id
route_name
route_description
route_active
add_digits
selected_trunks

iii)ACD AND QUEUE

Users:-

Purpose Of Users:-

This Option creates and manages all Agents,Supervisors and mis accounts.

File Path Of Users:-Module/Users.php

Tables Of Users:-

convoxccs_agent_details
convoxccs_web_servers
convoxccs_process_details
convoxccs_servers
convoxccs_queues
convoxccs_remote_stations
convoxccs_agent_status
convoxccs_agent_details_activity

Process:-

Purpose Of Process:-

This option is used to creating new process and managing to the existing process.

File Path Of Process:- Module/Process.php

Tables Of Process:-

convoxccs_agent_status
convoxccs_process_details
convoxccs_preview_cache
convoxccs_predictive_cache
convoxccs_progressive_cache
convoxccs_lists
convoxccs_queues
convoxccs_inbound_queue_dtmf

- convoxccs_crms
- convoxccs_scripts
- convoxccs_channels
- convoxccs_outbound_routes
- convoxccs_list_inactive
- xpress_files
- convoxccs_process_statuses
- convoxccs_breaks

Queues:-

Purpose Of Queue:-

Queue provides a way for a ConVox to queue up incoming calls from a group of users/members: it aggregates multiple calls into a holding pattern and assigns each call a rank that determines the order in which that call should be delivered to an available agent (typically, first in first out).

File Path Of Queue:-Module/Queues.php

Tables Of Queue:-

- convoxccs_queues
- xpress_files
- convoxccs_process_details
- convoxccs_servers
- convoxccs_agent_status

Breaks:-

Purpose Of Breaks:-

This is the place to Schedule Agent Breaks. Breaks created within the process will be visible to the agent who is logged on to this process. He/she can then use the one which seems appropriate to indicate the reason while going away from the workstation.

File Path Of Breaks:-Module/breaks.php

Tables Of Breaks:-

- convoxccs_breaks
- convoxccs_process_details

Dispositions:-

purpose Of Disposition:-

Agent needs to specify a disposition before hanging up a call on CRM Pop Up Screen. Typically dispositions are determined and predefined in the system for a given process. This is how you can create dispositions from the GUI.

File Path Of Disposition:-Module/dispositions.php

Tables Of Disposition:-

- convoxccs_process_statuses
- convoxccs_process_details
- convoxccs_template_assignments
- convoxccs_sub_statuses

Sub-Disposition:-

Purpose Of Sub-Disposition:-

Agent needs to specify a disposition and sub disposition before hanging up a call on CRM Pop Up Screen. We will show Sub -dispositions related to Main disposition.

File Path Of Sub-Disposition:-Module/sub_dispositions.php

Tables Of Sub-Disposition:-

- convoxccs_sub_statuses
- convoxccs_process_details

convoxccs_process_statuses

Sub Sub-Disposition:-

Purpose Of Sub Sub-Disposition:-

Agent needs to specify a disposition and sub disposition before hanging up a call on CRM Pop Up Screen. We will show Sub Sub-dispositions related to Main disposition & Sub disposition.

File Path Of Sub Sub-Disposition:-Module/SubSubDispositions.php

Tables Of Sub Sub-Disposition:-

convoxccs_sub_substatuses
convoxccs_process_details
convoxccs_process_statuses
convoxccs_sub_statuses

Lead-Re-Attempts:-

Purpose Of Lead-Re-Attempts:-

ConVox lets you create Lead Re-Attempts. Once created, you can assign this to the process & list Name/Id you want to work with again.

File Path Of Lead-Re-Attempts:-Module/LeadReAttempts.php

Tables Of Lead-Re-Attempts:-

convoxccs_lead_reattempts
convoxccs_process_details
convoxccs_lists
convoxccs_list_inactive
convoxccs_progressive_cache

iv)CRM

CRM:-

Purpose Of CRM:-

ConVox lets you create Dynamic CRM. Once created, you can assign this CRM to the process you want to work with.

File Path Of CRM:-Module/crm.php

Tables Of CRM:-

convoxccs_crms
convoxccs_crm_view
convoxccs_report_view
convoxccs_crm_mandatory_fields
convoxccs_web_servers
convoxccs_process_details
convoxccs_agent_status

Lists:-

Purpose Of Lists:-

To display customer's phone number as well as other information on CRM Pop Up of Predictive or Preview or Progressive Process, you must have that data available with the application. Lists provide a way to upload bulk customer data through a single file.

File Path Of Lists:-Module/List_tabs.php

Tables Of Lists:-No tables

Callback Assignments:-

Purpose Of Callback Assignments:-

To display callback assignments.

Single Call Back:-

To display customer name, phone number, callback time, Agent Id, process and comments where admin can assign single callback to agents from drop down.

Multiple Call Back:-

To display Agent Id, process and No of callbacks where admin can assign multiple callback to agents from drop down.

File Path Of Callback Assignments:-Module/callback_assignments.php

Tables Of Callback Assignments:-

convoxccs_callbacks
convoxccs_agent_details

Scripts:-

Purpose Of Scripts:-

Once Admin created Script, you can select script in process where agent can view the script in agent screen.

File Path Of Scripts:-Module/Scripts.php

Tables Of Scripts:-

convoxccs_scripts

Block Caller:-

Purpose Of Block Caller:-

When a customer call is received on the server, server first checks whether this customer number is present on the blocked caller list. If yes, customer with this number will not be allowed to enter the inbound process, instead call will be hung up.

File Path Of Block Caller:-Module/dnc.php

Tables Of Block Caller:-

convoxccs_dnc

Auto Email settings:-

Purpose Of Of Block Caller:-

Day Wise or Every Day sending Messages automatically to the customers through email.

File Path Of Block Caller:-Module/Auto_Email_settings.php

Tables Of Block Caller:-No Tables

IvrCallback Lead Settings:-

File Path Of IvrCallback Lead Settings:-Module/IvrCallback_Lead_settings.php

Tables IvrCallback Lead Settings:-

convoxccs_ivrcallback_lead_settings
convoxccs_process_details
convoxccs_lists

v)IVR

Audio Files:-

Purpose of Audio Files:-

You can create a library of audio files for ConVox server to use wherever you need them. Get to this menu item to add new files to this library or remove the ones which are no longer needed.

File Path of Audio Files:-Module/audio_files.php

Tables of Audio Files:-

xpress_files
convoxccs_servers

Recording Studio:-

Purpose Of Recording Studio :-

ConVox CCS 3.0 comes with its own Recording Studio which means you cut cost of going to a professional recording studio & save plenty of time by doing it instantly. Generated recordings are visible on the web interface for you to be able to attach them to IVRS, Process or Queue based on your requirements.

File Path Recording Studio:-Module/recording_studio.php

Tables Recording Studio:-

- xpress_settings
- xpress_studio
- convoxccs_servers

IVRS:-

Purpose Of IVRS:-

Interactive Voice Response System, or IVRS, is an automated menu system that you can program to greet and interact with your callers.

File Path Of IVRS:-Module/ivrs.php

Tables Of IVRS:-

- xpress_ivr
- xpress_ivroption
- convoxccs_process_details
- convoxccs_queues
- xpress_files
- convoxccs_templates
- convoxccs_servers