

## **ConVoxCCS3.2.4(OmniChannel)**

### **Abstract:**

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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**

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UpTime - 10 days 23:22:19 ago
Server Time - 11-01-21 15:57:41

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No warning

### About this osTicket Installation

Server Information	
osTicket Version	v1.14.1 (f1e9e88) — <b>v1.14.5 is available</b> <a href="#">Upgrade</a>
Web Server Software	Apache/2.4.6 (CentOS) PHP/5.6.40
MySQL Version	5.5.68
PHP Version	5.6.40
PHP Extensions	
gdlib	<input checked="" type="checkbox"/> Used for image manipulation and PDF printing
imap	<input checked="" type="checkbox"/> Used for email fetching
xml	<input checked="" type="checkbox"/> XML API
xml-dom	<input checked="" type="checkbox"/> Used for HTML email processing
json	<input checked="" type="checkbox"/> Improves performance creating and processing JSON
mbstring	<input checked="" type="checkbox"/> Highly recommended for non western european language content
phar	<input checked="" type="checkbox"/> Highly recommended for plugins and language packs
intl	<input checked="" type="checkbox"/> Highly recommended for non western european language content
fileinfo	<input checked="" type="checkbox"/> Used to detect file types for uploads

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UpTime - 10 days 23:23:04 ago
Server Time - 11-01-21 15:58:26

Home
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Reports
see warranty for uninterrupted product support

intl	<input checked="" type="checkbox"/> Highly recommended for non western european language content
fileinfo	<input checked="" type="checkbox"/> Used to detect file types for uploads
zip	<input checked="" type="checkbox"/> Used for ticket and task exporting
APCu	<input checked="" type="checkbox"/> Improves overall performance
Zend Opcache	<input checked="" type="checkbox"/> Improves overall performance
PHP Settings	
cgi.fix_pathinfo	<input type="checkbox"/> "1" is recommended if AJAX is not working
date.timezone	<input checked="" type="checkbox"/> Asia/Kolkata
Database Information and Usage	
Schema	convoccs32 (localhost)
Schema Signature	4bd47d94b10bd8a6bab35c119dadf41f
Space Used	154.57 MiB
Space for Attachments	1.52 MiB
Timezone	IST (Interpreted as Asia/Kolkata)

### Installed Language Packs

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## 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:**

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#### **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 :**

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Step 1:Login Convex 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

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UpTime - 04 days 04:24:08 ago    Server Time - 11-01-21 10:01:40

Home   Monitoring Tools   System Settings   Reports   **No warranty found: Please**

### 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
<input type="checkbox"/> AE160820040900003	08/16/2020 09:39:11 AM	Re: Access Issue [#AE1608200411...	saiprasad vangala	High	
<input type="checkbox"/> AE120820051400001	08/12/2020 10:44:13 AM	test at 12 aug	Suresh V	High	agent 1
<input type="checkbox"/> AE120820045600005	08/12/2020 10:26:12 AM	Re: Access Issue [#AE1108201752...	saiprasad vangala	High	
<input type="checkbox"/> AE100820132100004	08/10/2020 06:51:07 PM	test at 7PM	Suresh V	High	agent 1

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Step4:

Email

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UpTime - 04 days 04:39:14 ago    Server Time - 11-01-21 10:16:46

Home   Monitoring Tools   System Settings   Reports   **No warranty found: Please**

### 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
<input type="checkbox"/> 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

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UpTime - 04 days 04:41:42 ago    Server Time - 11-01-21 10:19:13

Home   Monitoring Tools   System Settings   Reports   **Profile**

Dashboard   Settings   Manage   **Emails**   Agents

Emails   Settings   Banlist   Templates   Diagnostic

### Update Email Address — deepijablr@gmail.com

**Email Information and Settings**

Email Address:  \*

Email Name:  \*

**New Ticket Settings**

Department:  ?

Priority:  ?

Help Topic:  ?

Auto-Response: ☐ Disable for this email ?

**Email Login Information** ?

Username:

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UpTime - 04 days 04:44:17 ago    Server Time - 11-01-21 10:21:48

Home   Monitoring Tools   System Settings   Reports   **Help for uninterrupted product support**

**Email Login Information** ?

Username:

Password:  ?  
To change password enter new password above.

**Fetching Email via IMAP or POP** ?

Status: ☒ Enable ☐ Disable

Hostname:  ?

Mail Folder:  ?

Port Number:  ?

Mail Box Protocol:  ?

Fetch Frequency:  minutes ?

Emails Per Fetch:  ?

Fetch Email:

☐ Move to folder:  ?

☐ Delete emails

☒ Do nothing (not recommended)

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UpTime - 04 days 04:44:44 agoServer Time - 11-01-21 10:22:16

HomeMonitoring ToolsSystem SettingsReports

No warranty found! Please be sure to purchase warranty

Sending Email via SMTP

Status

Enable

Disable

Hostname

smtp.gmail.com

Port Number

587

Authentication Required

Yes

No

Use Separate Authentication

Header Spoofing

Allow for this email

Internal Notes: Be liberal, they're internal

Save Changes

Reset

Cancel

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

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UpTime - 04 days 04:46:34 agoServer Time - 11-01-21 10:24:05

HomeMonitoring ToolsSystem SettingsReports

No warranty found! Please be sure to

DashboardSettingsManageEmailsAgents

Help TopicsFiltersSLASchedulesAPIPagesFormsListsPlugins

Update form section — Ticket Details : Please Describe Your Issue

Forms are used to allow for collection of custom data

Title:

Ticket Details : Please Describe Your Issue

Instructions:

<>AaB/UL-□

User Information Fields (These fields are requested for new tickets via the Contact Information form)

Label	Type	Visibility	Variable	Delete
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User Information Fields (These fields are requested for new tickets via the Contact Information form)

Label	Type	Visibility	Variable	Delete
Email Address	Short Answer	Required	email	<input type="checkbox"/>
Full Name	Short Answer	Required	name	<input type="checkbox"/>
Phone Number	Phone Number	Optional	phone	<input type="checkbox"/>

Form Fields fields available where this form is used

Label	Type	Config	Visibility	Variable	Delete
Issue Summary	Short Answer	<input checked="" type="checkbox"/> Config	Required	subject	<input type="checkbox"/>
Issue Details	Thread Entry	<input checked="" type="checkbox"/> Config	Required	message	<input type="checkbox"/>
Priority Level	Priority Level	<input checked="" type="checkbox"/> Config	Required	priority	<input type="checkbox"/>
+	Short Answer		Optional		
+	Short Answer		Optional		

Internal Notes: Be liberal, they're internal

This form will be attached to every ticket, regardless of its source.

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



User Information Fields (These fields are requested for new tickets via the Contact Information form)

Label	Type	Visibility	Variable	Delete
Email Address	Short Answer	Required	email	<input type="checkbox"/>
Full Name	Short Answer	Required	name	<input type="checkbox"/>
Phone Number	Phone Number	Optional	phone	<input type="checkbox"/>

Form Fields fields available where this form is used

Label	Type	Config	Visibility	Variable	Delete
Issue Summary	Short Answer	<input checked="" type="checkbox"/> Config	Required	subject	<input type="checkbox"/>
Issue Details	Thread Entry	<input checked="" type="checkbox"/> Config	Required	message	<input type="checkbox"/>
Priority Level	Priority Level	<input checked="" type="checkbox"/> Config	Required	priority	<input type="checkbox"/>
+	Short Answer		Optional		
+	Short Answer		Optional		

Internal Notes: Be liberal, they're internal

This form will be attached to every ticket, regardless of its source.

Field Configuration — Issue Summary

Field Setup

Settings

Size:

40

Max Length:

50

Validator:

None

Validation Error:

Message shown to user if the input does not match the validator



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

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UpTime - 04 days 04:47:44 ago    Server Time - 11-01-21 10:25:16

Home   Monitoring Tools   System Settings   Reports   [edit support](#)

**User Information Fields** (These fields are requested for new tickets via the Contact Information form)

Label	Type	Visibility	Variable	Delete
Email Address	Short Answer	Required	email	<input type="checkbox"/>
Full Name	Short Answer	Required	name	<input type="checkbox"/>
Phone Number	Short Answer	Required	phone	<input type="checkbox"/>

**Form Fields** fields available for this form

Label	Type	Visibility	Variable	Delete
Issue Summary	Text Area	Required	subject	<input type="checkbox"/>
Issue Details	Text Area	Required	message	<input type="checkbox"/>
Priority Level	Dropdown	Required	priority	<input type="checkbox"/>

**Field Configuration — Issue Details**

Field Setup   Settings

**Enabled** ☒ Enabled

**Visible** ☒ For EndUsers   ☒ For Agents

**Required** ☒ For EndUsers   ☒ For Agents

**Editable** ☒ For EndUsers   ☒ For Agents

**Data Integrity** ☒ Require entry to close a thread

Reset   Cancel   Save

Internal Notes: Be li...  
This form will be attached to every ticket, regardless of its source.

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

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UpTime - 04 days 04:48:00 ago    Server Time - 11-01-21 10:25:32

Home   Monitoring Tools   System Settings   Reports   [try for uninterrupted product support](#)

Email Address	Short Answer	Required	email	<input type="checkbox"/>
Full Name	Short Answer	Required	name	<input type="checkbox"/>
Phone Number	Short Answer	Required	phone	<input type="checkbox"/>

**Form Fields** fields available for this form

Label	Type	Visibility	Variable	Delete
Issue Summary	Text Area	Required	subject	<input type="checkbox"/>
Issue Details	Text Area	Required	message	<input type="checkbox"/>
Priority Level	Dropdown	Required	priority	<input type="checkbox"/>

**Field Configuration — Priority Level**

Field Setup   Settings

**Enabled** ☒ Enabled

**Visible** ☒ For EndUsers   ☒ For Agents

**Required** ☒ For EndUsers   ☒ For Agents

**Editable** ☒ For EndUsers   ☒ For Agents

**Data Integrity** ☒ Require entry to close a thread

Reset   Cancel   Save

Internal Notes: Be li...  
This form will be attached to every ticket, regardless of its source.  
You can add any fields to this form and they will be available to all tickets, and will be searchable with advanced search and filterable.

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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.

### **Advance Future**

6)Screen Recording

7)Social media ( Twitter , Face Book) Which Underdevelopment.

**8)Whats App Integration**

