



Specialized
Oracle RightNow CX
Cloud Service

VICTORIA UNIVERSITY WEBRTC

Requirements and Solution Component Detail



REVISION HISTORY

| Date | Version | Revision Notes | Author |
|-------------|---------|--|--------------|
| 05-Jul-2017 | 1 | Consolidation of documentation for Hank to detail further. | James Coburn |
| 06-Jul-2017 | 2 | Updated after review with Sumit & Shan. | James Coburn |
| 10-Aug-2017 | 3 | Updated with latest screenshots & info. | James Coburn |

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1 INTRODUCTION

1.1 BACKGROUND

Victoria University is uniquely placed in the education sector being the only university in Victoria to provide services to both Higher Education students and TAFE students. With a current enrolment of over 30,000 Higher Education students alone, the call centre has peak monthly call rates in excess of 75,000.

Victoria University makes use of Oracle's Service Cloud for its CRM capability. The current CTI software is Connect One's SimpliCTI. The University's requirements of its new CTI include the ability to send and receive SMS to students and to have this interaction recorded against the student's record. There is also a requirement for outbound call campaigns to be able to be conducted off site using WebRTC.

The Contact Centre is being upgraded from Cisco UCCX v8.5 to Cisco UCCX v11.5, the agent client will migrate from Cisco Agent Desktop (CAD) to Cisco Finesse v11.5.

In addition to developing a new replacement Oracle Service Cloud CTI Media Bar (the base project package), BlueLeap will develop a WebRTC capability where agents can dial out via the Oracle Service Cloud customer portal.

1.2 PURPOSE

The purpose of this document is to detail the basic requirements and subsequent solution components to allow agreement on the functional detail of the WebRTC capability with specific stakeholders as development progresses.

1.3 ASSUMPTIONS AND DEPENDENCIES

1.3.1 Assumptions

| Software Product | Target Version |
|--|---|
| Oracle Service Cloud (OSC TST ₄) | February 2017 (Build 258 SP 3, CP 346) (moving to February 2017 (Build 258 SP 4, CP 346) expecting end of week 3/7/17) |
| OSC Customer Portal Framework | 3.2 (moving to 3.6 expecting end of week 3/7/17) |
| Interface Language | English |

1.3.2 Dependencies

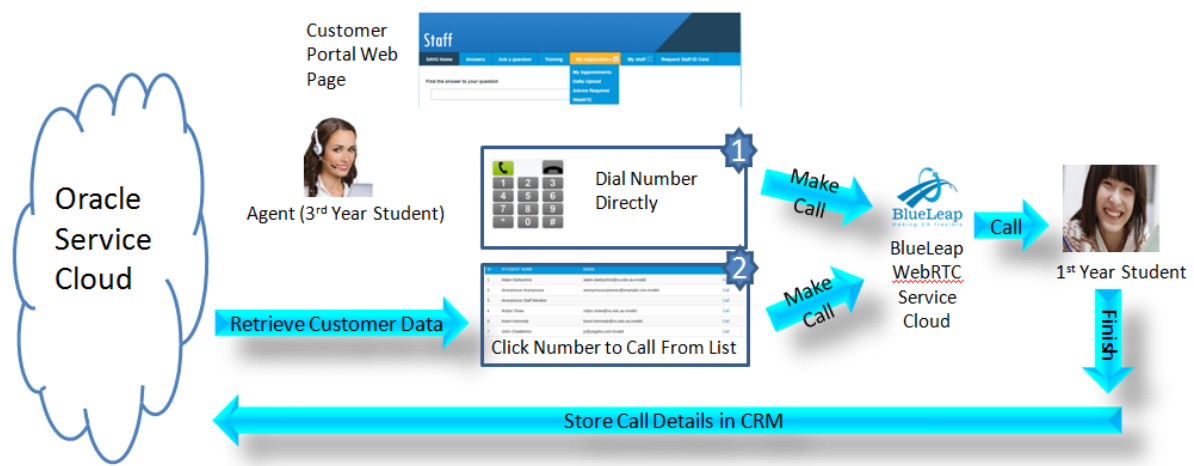
- Vic Uni will provide OSC Development / QA / Production environments
- Vic Uni will provide Subject Matter Experts for Design Confirmation, Technical Shakedown Testing, User Acceptance Testing

2 REQUIREMENTS

1. Voice Call Outbound from OSC CP Web Interface
2. Outbound Call History stored in OSC
3. Ability to provide access to a set of users to make calls without publishing their personal details

3 SOLUTION DESIGN

3.1 SOLUTION OVERVIEW



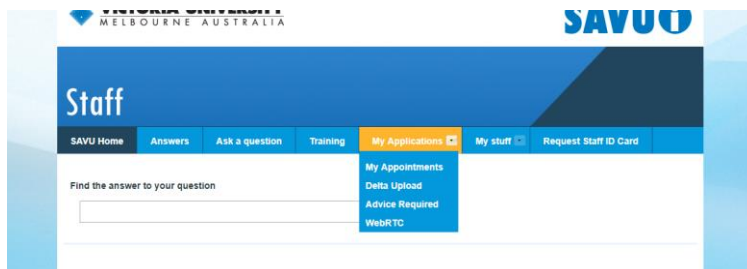
The solution will be developed within the VU OSC Customer Portal.

3.1.1 Primary Use Case

Basic use case is 3rd year students calling 1st year students after hours from home (either laptop or tablet or smartphone).



3.2 CUSTOMER PORTAL 'HOST PAGE'

Access is via SAVU -> 'My Applications' -> 'WebRTC'



3.3 CONTACT LIST INTERFACE

Upon entry, a list of contacts to call is displayed:

| <div> <div>  <div> <div></div> <div></div> </div> </div> <div>  </div> </div> | | | | |
|---|-----------------|-----------------------------------|--------------|------------|
| Staff | | | | |
| SAVU Home Answers Ask a question Training My Applications My staff Request Staff ID Card | | | | |
| CONTACT ID | STUDENT NAME | EMAIL | MOBILE PHONE | HOME PHONE |
| 1 | Adam Darbyshire | adam.darbyshire@vu.edu.au invalid | call | 399195217 |
| 141564 | Fiona Tiarro | fiona.tiarro@vu.edu.au invalid | 0404066160 | 9919 4371 |
| 240478 | Chantal Boorman | chantal.boorman@vu.edu.au invalid | call | call |
| 845340 | Jessica Merrick | jessica.merrick@vu.edu.au invalid | call | call |

The contacts displayed are based on an OSC incident report as follows:

[S, Print](#)
[L, Print Preview](#)
[R, Page Set](#)
[M, Export](#)

webrtc contact select

Add: 109815

Tables

| Table | Alias | Join condition | Type |
|-----------|-----------|---|-------|
| Incidents | incidents | | |
| Accounts | accounts | incidents.assign_acct_id = accounts.acct_id | Inner |
| Contacts | contacts | incidents.c_id = contacts.c_id | Inner |

Filters

Logical Expression: accounts_email_address = adam.darbyshire@vu.edu.au invalid AND incidents_status_type = Unresolved

| Type | Name | Prompt | Expression | Operator | Value |
|---------------------|--|-----------------------|------------------------|----------|---------------------------|
| Run-time selectable | accounts_email_address = adam.darbyshire@vu.edu... | account | accounts_email_address | equals | adam.darbyshire@vu.edu.au |
| Fixed | incidents_status_type = Unresolved | incidents_status_type | incidents_status_type | equals | Unresolved |

Level: Grid Report

Columns

| Heading | Expression | Data Type | Description |
|---------------|--------------------|-----------|-------------|
| Contact Id | contacts_c_id | Integer | |
| Full Name | contacts_full_name | Text | |
| Email address | contacts_email | Text | |
| Mobile phone | contacts_ph_mobile | Text | |
| Home phone | contacts_ph_home | Text | |

3.4 DIAL PAD INTERFACE

If a number (or 'call') is selected the dial pad interface is displayed and a call can be made:

| <div> <div>  <div> <div></div> <div></div> </div> </div> <div>  </div> </div> | | | | |
|---|-----------------|-----------------------------------|--------------|------------|
| Staff | | | | |
| SAVU Home Answers Ask a question Training My Applications My staff Request Staff ID Card | | | | |
| CONTACT ID | STUDENT NAME | EMAIL | MOBILE PHONE | HOME PHONE |
| 1 | Adam Darbyshire | adam.darbyshire@vu.edu.au invalid | call | 399195217 |
| 141564 | Fiona Tiarro | fiona.tiarro@vu.edu.au invalid | 0404066160 | 9919 4371 |
| 240478 | Chantal Boorman | chantal.boorman@vu.edu.au invalid | call | call |
| 845340 | Jessica Merrick | jessica.merrick@vu.edu.au invalid | call | call |

3.5 DATA LOG

Call data is stored in the interaction log as follows:

| InteractionLog | | | | | | | | | | | | | | | |
|-----------------------------|--------------|---------------|-----------|----------|---------|---------|----------------|----------------|---------------------|---------------------|----------|------|------|------|------|
| BlueLeapCTI Interaction Log | | | | | | | | | | | | | | | |
| Sub-Title | | | | | | | | | | | | | | | |
| Created | Date | Source | Status | Agent | Student | Contact | IncomingNumber | OutgoingNumber | Start | Finish | Duration | CV1 | CV2 | CV3 | CV4 |
| No Value | 31/07/2017 0 | WebRTC Portal | Completed | No Value | 12345 | 1 | No Value | 1234567890 | 28/07/2017 01:05 PM | 28/07/2017 01:05 PM | 20 | No V | No V | No V | No V |
| No Value | 31/07/2017 1 | No Value | Completed | No Value | 0 | 1 | No Value | 2147483647 | 31/07/2017 12:12 PM | 31/07/2017 12:13 PM | 27 | No V | No V | No V | No V |
| No Value | 31/07/2017 1 | No Value | Completed | No Value | 0 | 1 | No Value | 15105808099 | 31/07/2017 12:30 PM | 31/07/2017 12:31 PM | 32 | No V | No V | No V | No V |
| No Value | 31/07/2017 1 | No Value | Completed | No Value | 0 | 1 | No Value | 15105808099 | 31/07/2017 12:39 PM | 31/07/2017 12:40 PM | 47 | No V | No V | No V | No V |
| No Value | 31/07/2017 1 | WebRTC Portal | No-answer | No Value | 0 | 1 | No Value | 15105808099 | 31/07/2017 12:16 AM | No Value | 0 | No V | No V | No V | No V |
| No Value | 01/08/2017 1 | WebRTC Medi | Completed | No Value | 12345 | 1 | No Value | 15105808390 | 31/07/2017 02:03 PM | 31/07/2017 02:03 PM | 32 | No V | No V | No V | No V |
| No Value | 04/08/2017 1 | WebRTC Portal | Completed | No Value | 0 | 1 | No Value | 918460841690 | 03/08/2017 02:09 PM | 03/08/2017 02:09 PM | 9 | No V | No V | No V | No V |
| No Value | 04/08/2017 1 | WebRTC Medi | No-answer | No Value | 12345 | 1 | No Value | 919033432596 | No Value | No Value | 0 | No V | No V | No V | No V |
| No Value | 04/08/2017 0 | WebRTC Medi | Completed | No Value | 12345 | 1 | No Value | 917405248421 | 04/08/2017 07:02 AM | 04/08/2017 07:02 AM | 14 | No V | No V | No V | No V |
| No Value | 04/08/2017 0 | WebRTC Portal | Completed | No Value | 0 | 1 | No Value | 61418108078 | 04/08/2017 09:20 AM | 04/08/2017 09:25 AM | 307 | No V | No V | No V | No V |
| No Value | 04/08/2017 0 | WebRTC Portal | Completed | No Value | 0 | 1 | No Value | 918460841690 | 04/08/2017 10:10 AM | 04/08/2017 10:10 AM | 7 | No V | No V | No V | No V |
| No Value | 04/08/2017 0 | WebRTC Portal | Completed | No Value | 0 | 1 | No Value | 918460841690 | 04/08/2017 10:15 AM | 04/08/2017 10:16 AM | 12 | No V | No V | No V | No V |
| No Value | 04/08/2017 0 | WebRTC Portal | Completed | No Value | 0 | 1 | No Value | 918460841690 | 04/08/2017 10:18 AM | 04/08/2017 10:18 AM | 6 | No V | No V | No V | No V |