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 TST4)	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
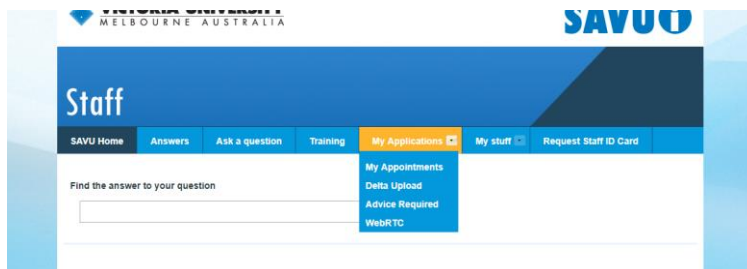
3.1 SOLUTION OVERVIEW
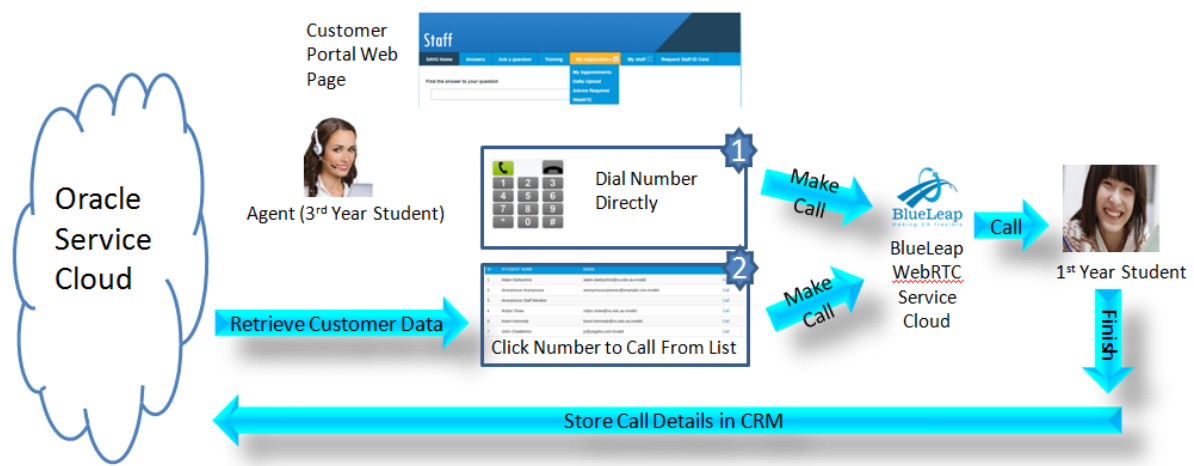
The solution will be developed within the VU OSC Customer Portal.

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:

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

3.4 DIAL PAD INTERFACE

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

3.5 DATA LOG

Call data is stored in the interaction log as follows:

Created	Date	Source	Status	Agent	Student	Contact	IncomingNumber	OutgoingNumber	Start	Finish	Duration	CV1	CV2	CV3	CV4	C
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	N
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	N
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	N
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	N
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	N
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	N
No Value	04/08/2017 1	WebRTC Medi	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	N
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	N
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	N
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	N
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	N
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	N
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	N