VICTORIA UNIVERSITY WEBRTC

Change Request – WebRTC via Media Bar

REVISION HISTORY

Date	Version	Revision Notes	Author
20-Jul-2017	1	Consolidation of information & investigations so far for confirmation by stakeholders.	James Coburn
24-Jul-2017	2	Add flag option flag to enable or disable this option on a per-profile basis after review by Adam Darbyshire.	James Coburn
1-Aug-2017	3	Addition of pricing details in to document. Add 'masking' preference to use case #5.	James Coburn
9-Aug-2017	4	Add latest screenshots, remove pricing.	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 confirm the understanding for an additional option to perform WebRTC calls from the OSC Agent Desktop via the Media Bar with specific stakeholders to allow a change request to be developed.

1.3   ASSUMPTIONS AND DEPENDENCIES

1.3.1   Assumptions

This change request assumes this functionality is in addition to the WebRTC CP functionality (so there are effectively 2 entry point locations for WebRTC calls – 1) OSC CP Web & 2) Agent Desktop Client)

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. Agent (e.g. a 3rd Year student) who is logged in to the OSC Agent Desktop (e.g. on a desktop or laptop computer) clicks a button on the BlueLeap Media Bar that connects them via a WebRTC call to the current contact record (e.g. a 1st Year Student).
2. So effectively the Agent is using their own mobile phone to talk to the Contact (not through the desktop or Cisco hardware per se).
3. Add flag option flag to enable or disable this option on a per-profile basis.

3 SOLUTION DESIGN

3.1 SOLUTION OVERVIEW
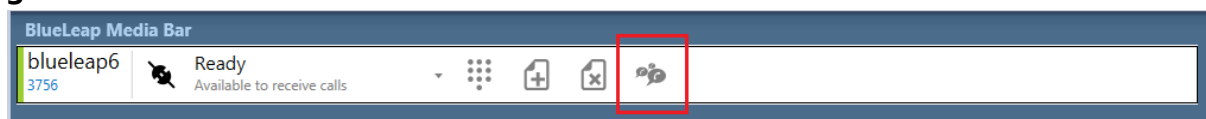
3.1.1 Primary Use Case
1. Agent logs in to OSC Agent Desktop
2. Agent navigates to target contact
3. Agent clicks on new control ( ) on BlueLeap Media Bar
4. Media Bar calls stored mobile number of Agent from OSC contact record (if no mobile number then Agent is prompted for number to call)
5. Media Bar then calls Contact (preferably the Agent number is 'masked' to the Contact)
6. When Contact answers the two parties (Agent & Contact) are connected by the Media Bar
7. When call completes the Media Bar stores the standard call data in the interaction log

3.1.2 Admin
1. A CTI package parameter 'WebRTCEnable' enables (true) or disables (false) this option on a per-profile / interface basis