Quickstart Cloudformation Deployment Steps

Setting up Chime and Issabel PBX:

Maintain the following configuration for the Security Group of your instance hosting Issabel PBX.

us-east-1

Type	Port range	Source	Comment
SSH	22	Your Ip	
Https	443	Your Ip	Web UI Issabel
UDP	All	Your Ip	Test Softphone
TCP	5060	3.80.16.0/23	Signaling
TCP	5061	3.80.16.0/23	Signaling
UDP	5060	3.80.16.0/23	Signaling
UDP	5000:65000	3.80.16.0/23	Media
UDP	1024:65535	52.55.62.128/25	Media
UDP	1024:65535	52.55.63.0/25	Media
UDP	1024:65535	34.212.95.128/25	Media
UDP	1024:65535	34.223.21.0/25	Media

us-west-2

Type	Port range	Source	Comment
SSH	22	Your IP	
Https	443	Your IP	Web UI Issabel
UDP	All	Your IP	Test Softphone
TCP	5060	99.77.253.0/24	Signaling
TCP	5061	99.77.253.0/24	Signaling
UDP	5060	99.77.253.0/24	Signaling
UDP	5000:65000	99.77.253.0/24	Media

S3 Folder Structure:

S3 Bucket/ (Main Deployment Bucket)
--quickstart-quantiphi-realtime-analytics/
----assets/
------web_app/
----functions/
------packages/
--------layers/
----submodules/
----templates/

Under Main Deployment Buckets there has to be a folder with name **quickstart-quantiphi-realtime-analytics** and under this folder there has to be all other artifacts including templates as shown in the above folder structure.

Cloudformation Stack Deployment:

Step 1: Create Key-Pairs for EC2 instances in each region where the templates have to be deployed.
This Key-Pairs name has to be given as a parameter to the stack.
Step 2: Cloudformation Stack Creation
→ Stack can be deployed by creating a new VPC or by using an existing VPC:
i) For Creating new VPC:

→ From the deployment S3 Bucket under templates folder select **analytics-main.yaml** template and copy the object URL for the stack creation.
→ Fill all the parameters under Parameter Groups:

- Quickstart Configuration
- Keywords Function Configuration
- New VPC Configuration
- Linux bastion configuration
- Bastion Host Instance configuration
- Web App Configuration

ii) For using existing VPC:

→ From the deployment S3 Bucket under templates folder select **analytics.yaml** template and copy the object URL for the stack creation.
→ Fill all the parameters under Parameter Groups:

- Quickstart Configuration
- Keywords Function Configuration
- Web App Configuration
- Web App Deployment Configuration
    - **SubnetID1** and **SubnetID2** parameters should be given any **private subnet** under the VPC mentioned in VPCID Parameter.
    - **SubnetIDs** Parameter has to be given a Comma Separated **list of two public subnets** under the VPC mentioned in VPCID Parameter.

Note:

1. After Cloning into the testing environment for testing with taskcat, we have to clone submodules separately as they are not cloned. To clone the submodules use this command. `git submodule update` in root directory.
2. If testing using taskcat add the appropriate values in quickstart-quantiphi-test-2 to following fields:
    a. VPCID (Put your VPC Id here)
    b. SubnetID1 (Put your Private Subnet Id here.)
    c. SubnetID2 (Put another Private Subnet Id here.)
    d. SubnetIDs (Put your Public Subnet Ids (Minimum 2) here.)

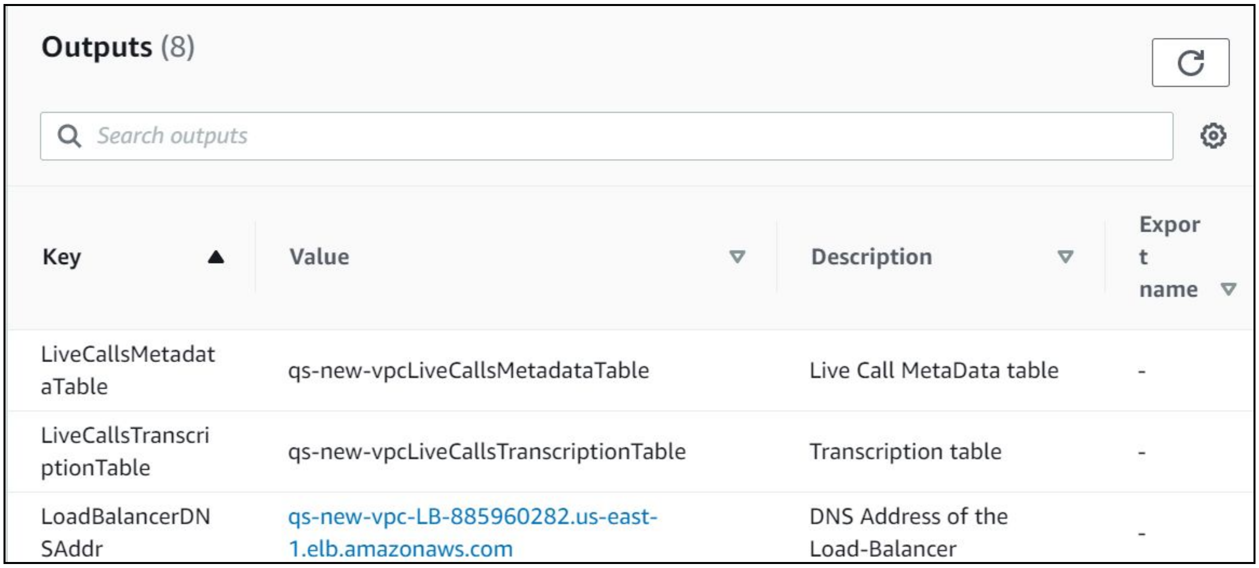
   Else the test will fail.

UI Guide:

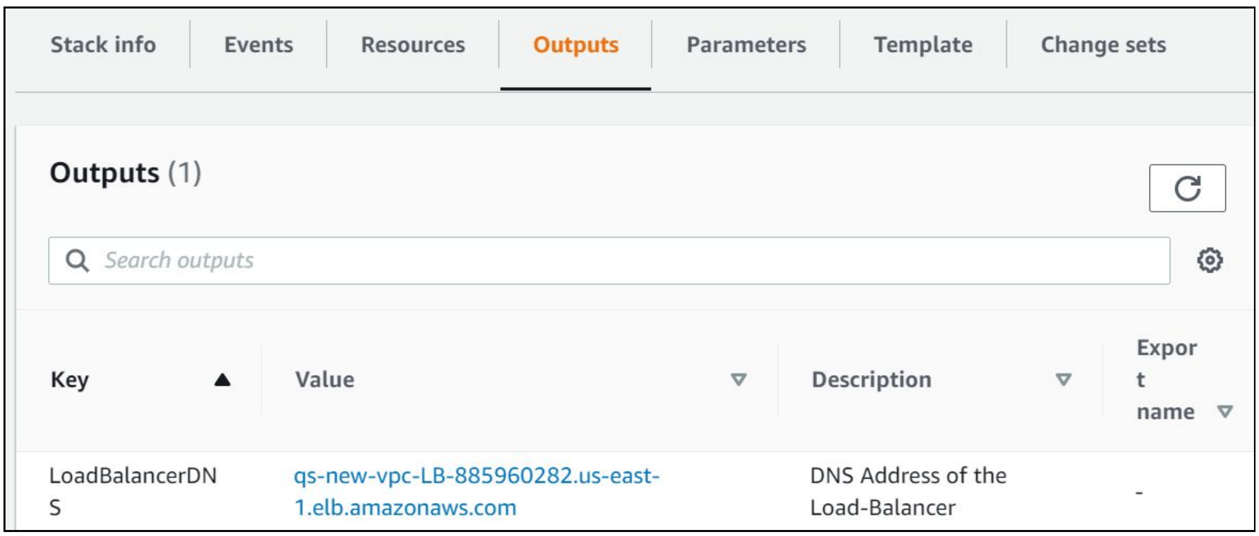
Web App URL:

→ We can get the web app url from the Outputs of **MasterStack** or **WebAppDeploymentStack**. Check for **LoadBalancerDNSAddr**.

→ MasterStack:



→ WebAppDeploymentStack:



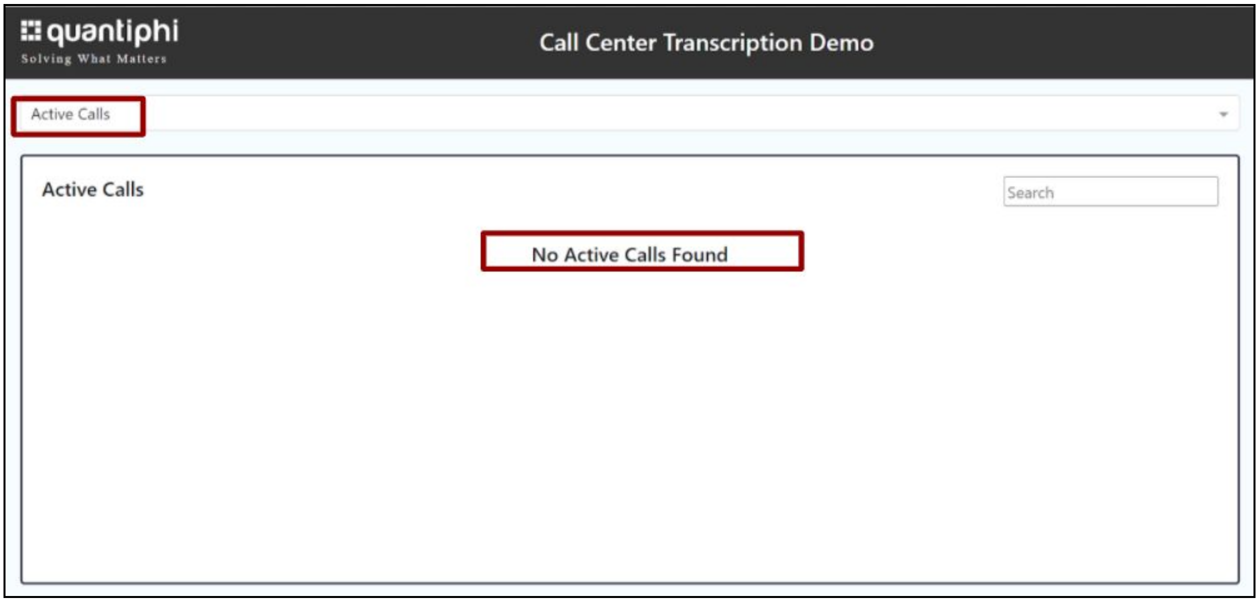
The App has the following components:

a. Active Calls
b. Completed Calls

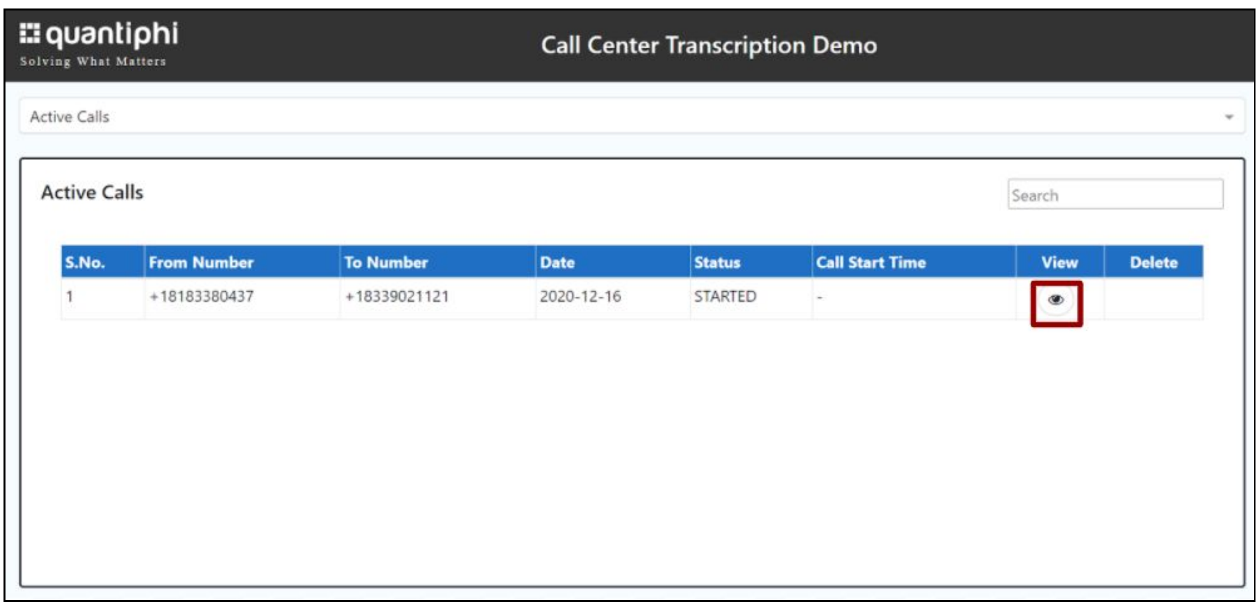
a. Active Calls

Following are the steps to capture active calls transcriptions:

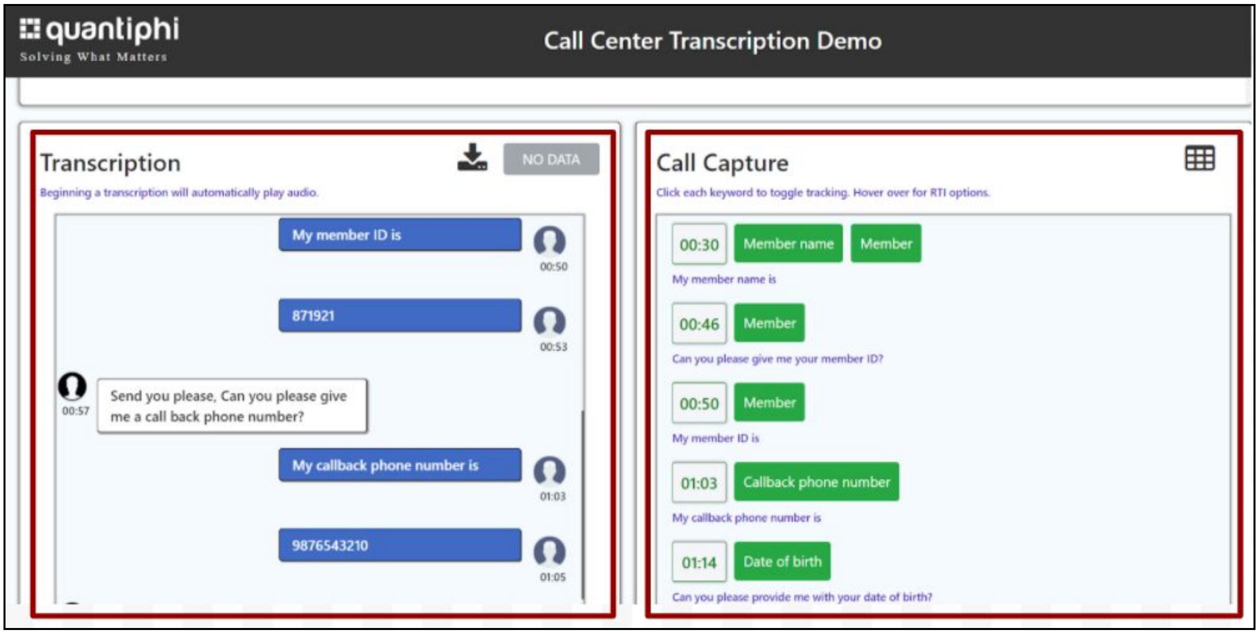
1. From the drop-down make sure the “Active Calls” option is selected. Once selected the user will be able to see a table that will showcase all the calls which are active. If the user finds a message “No Active Calls Found” that means there are no active calls.



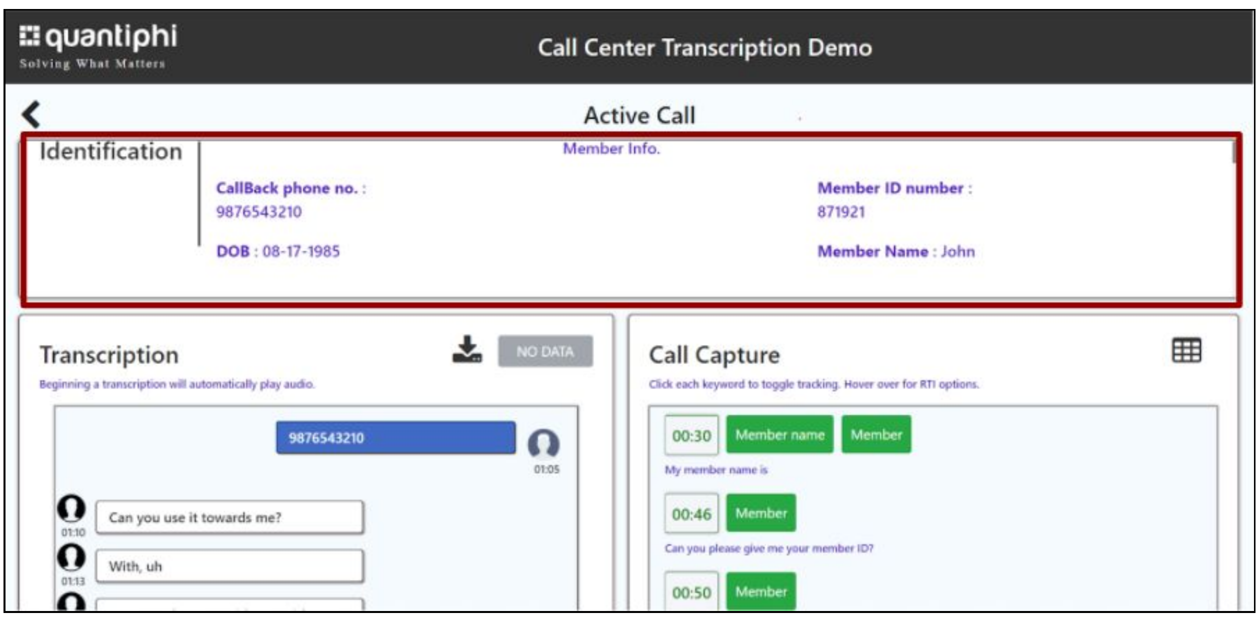
2. In the table, the user needs to click on the view (eye icon) button. This will redirect the user to the transcription component of the application where the user will be able to see all the real-time transcription.



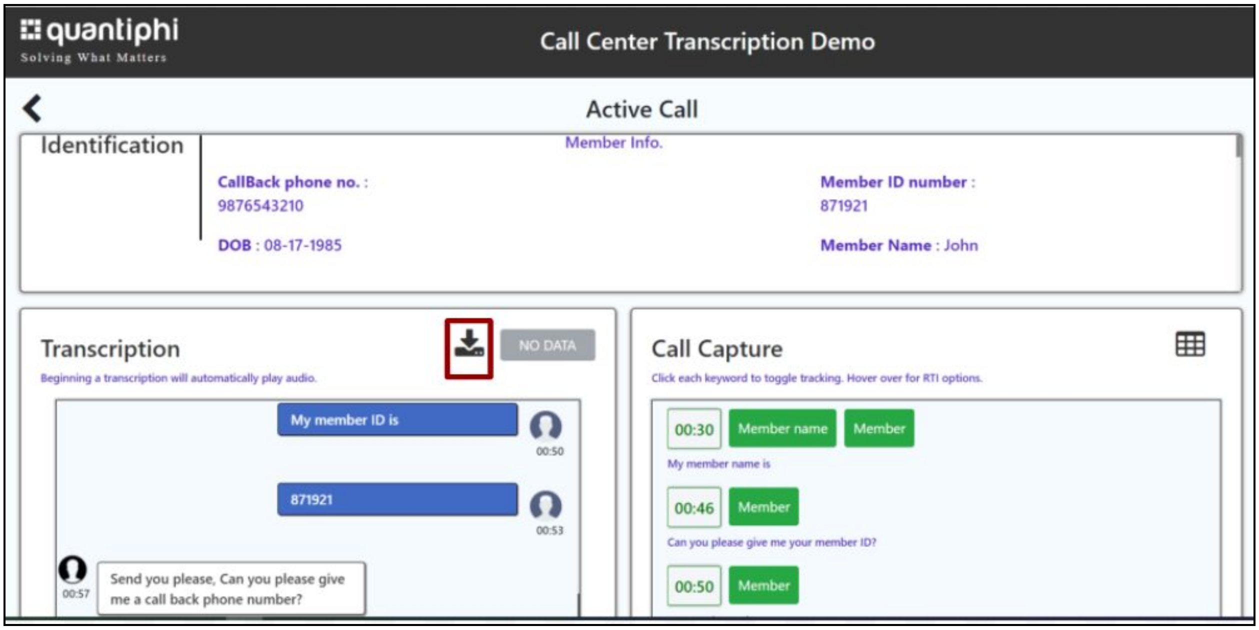
3. In the real-time transcription phase where the call is still in the active state, the user will be able to see the transcription on the “Transcription” component and the respective keywords on the “Call Capture” component.

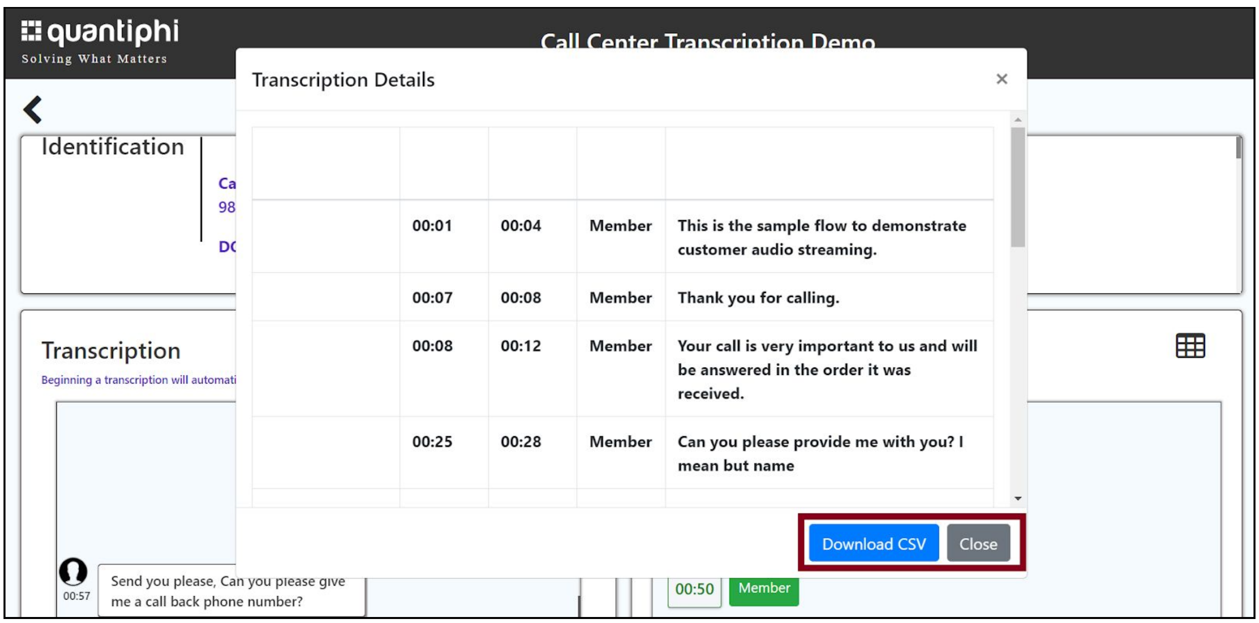


4. Once the call is ended, the user will be able to see all the entity identification details in the “Identification” component which is at the top in the module.



5. The user will have the capability to view and download the complete transcriptions and keywords details in the CSV format. Once the call is ended, the user will be able to see a download icon and a table icon in the “Transcription” and “Call Capture” component respectively. On clicking the icons the user will be able to see the details in tabular form and will be able to download the details by clicking on “Download CSV”.

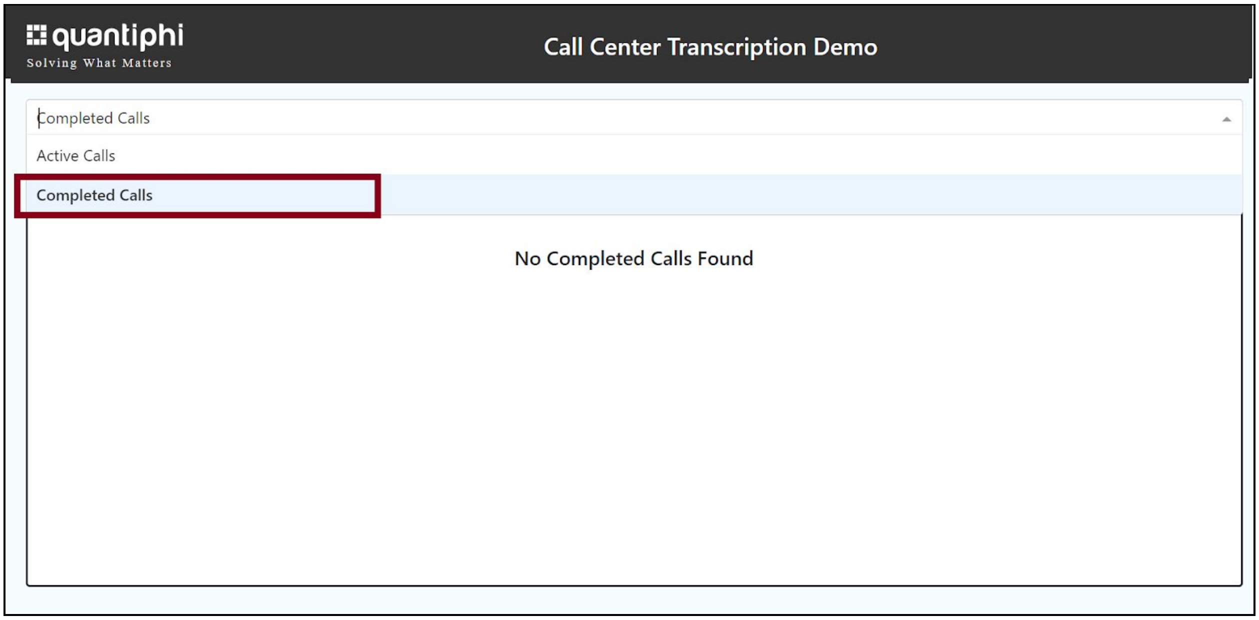




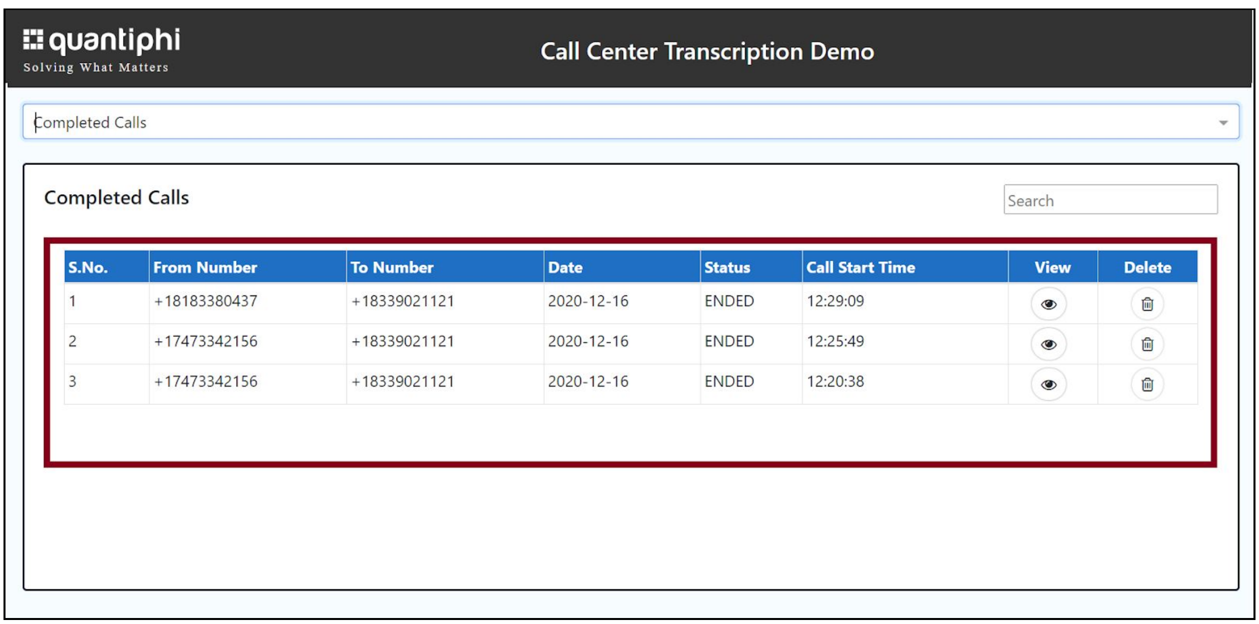
b. Completed Calls

The following are the steps to capture completed calls transcriptions.

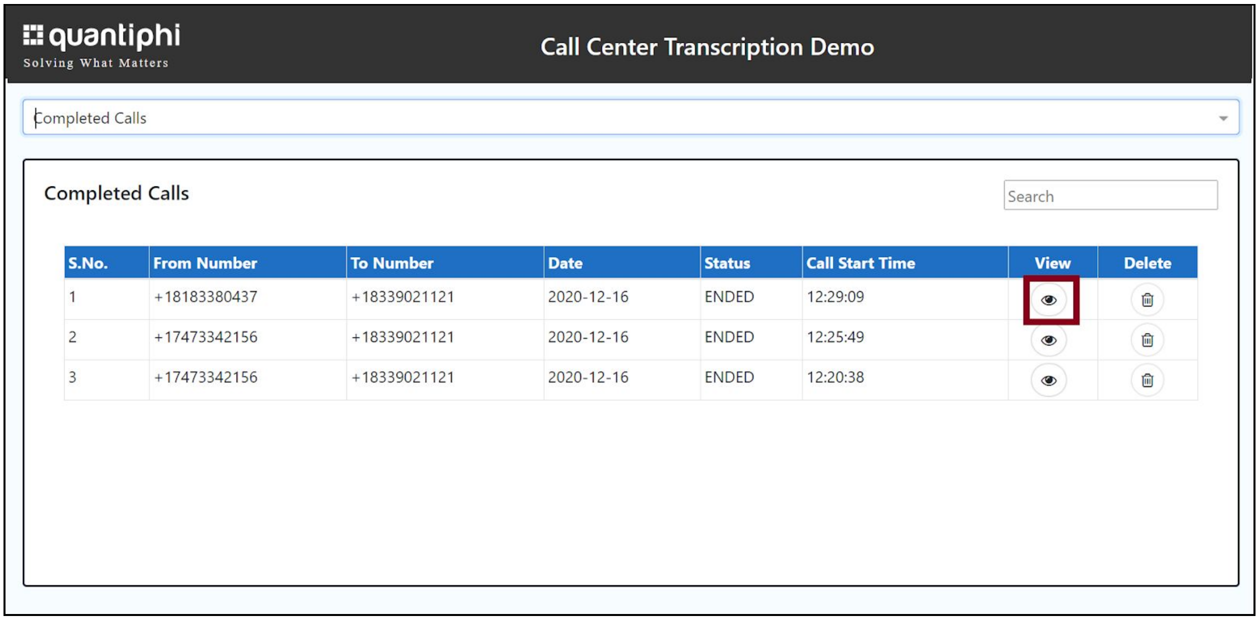
1. From the drop-down on the top of the module select the "Completed Calls" option.



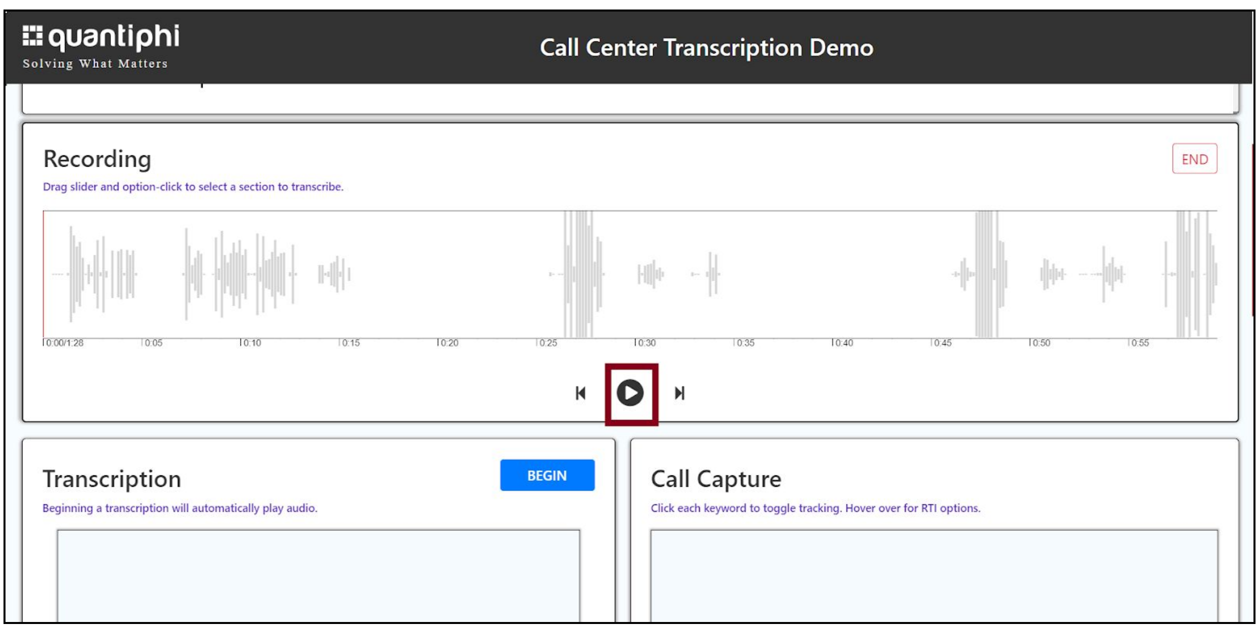
2. On selecting the “Completed Calls” option the user will be able to see a table with the details of all the completed calls.



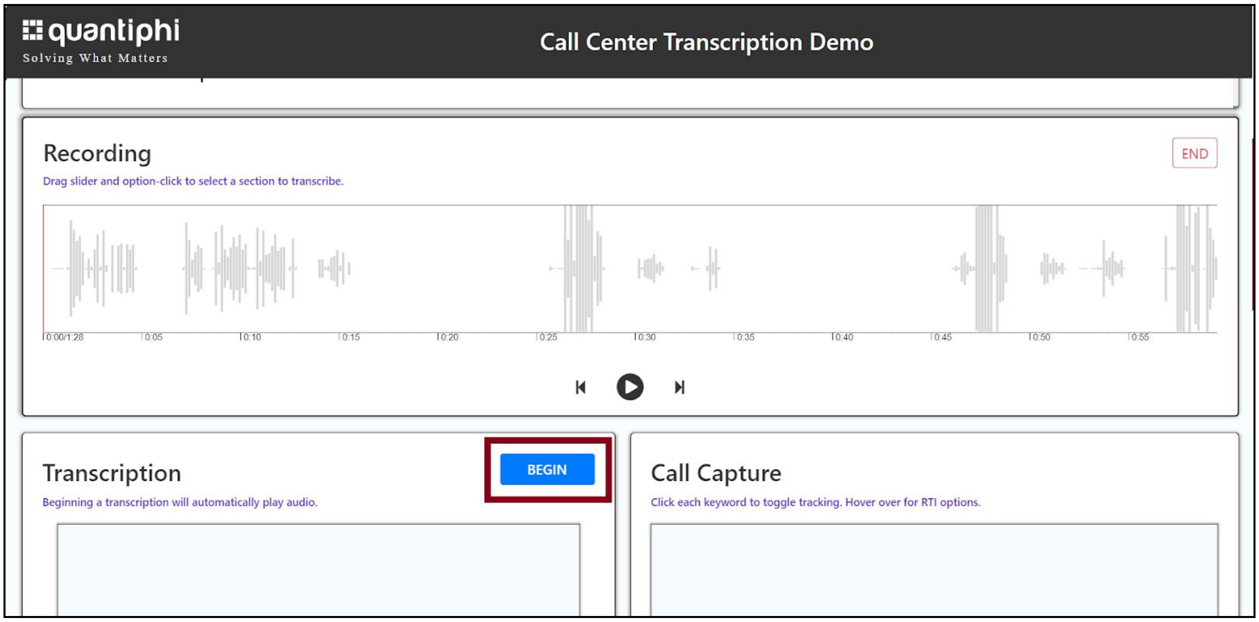
3. In the table, the user needs to click on the view button (eye icon) of a particular row. This will redirect the user to the transcription component of the application where the user will be able to see all the transcription of the completed calls.



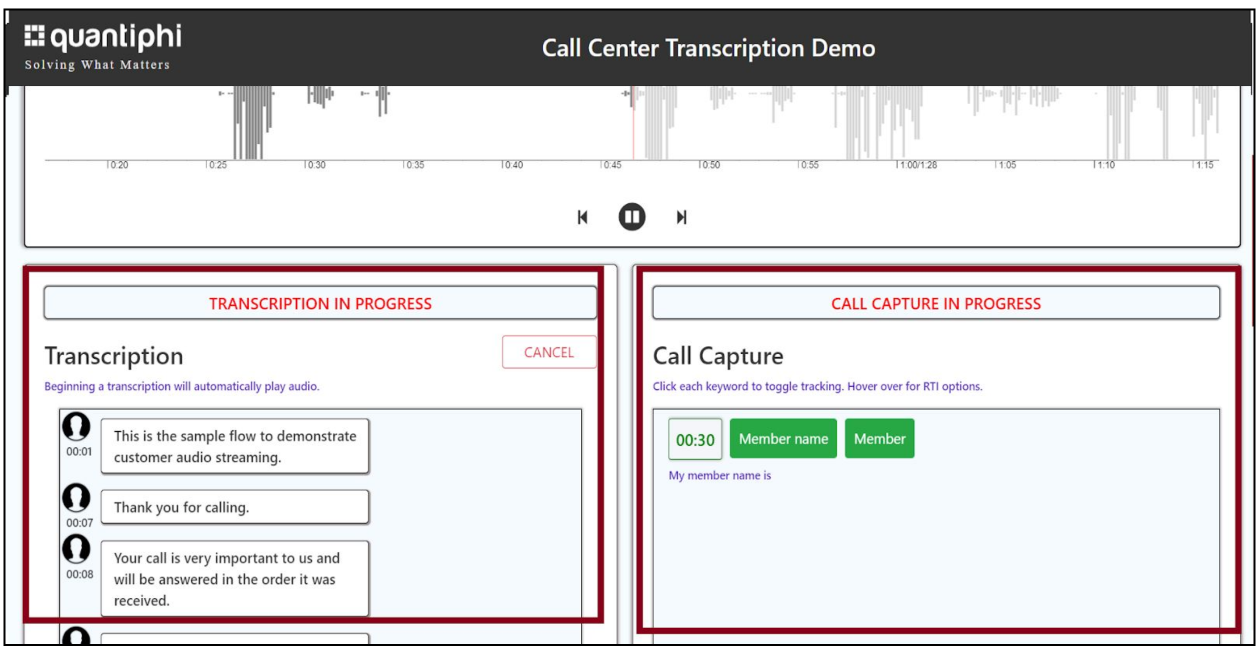
4. Below the "Identification" component, the user will be able to hear the recorded call with the help of the "Recording" component. To start the recording, the user will have two options to start
    - **Option 1:** By clicking the "Play" button in the "Recording" component.



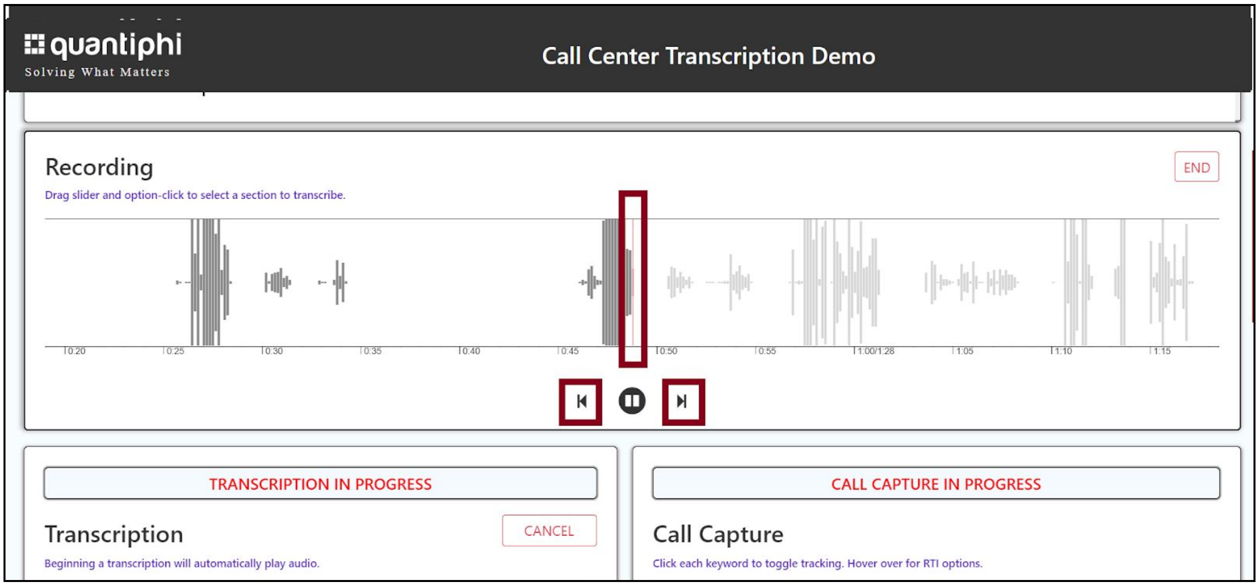
    - **Option 2:** By clicking the "Begin" button in the "Transcription" component.



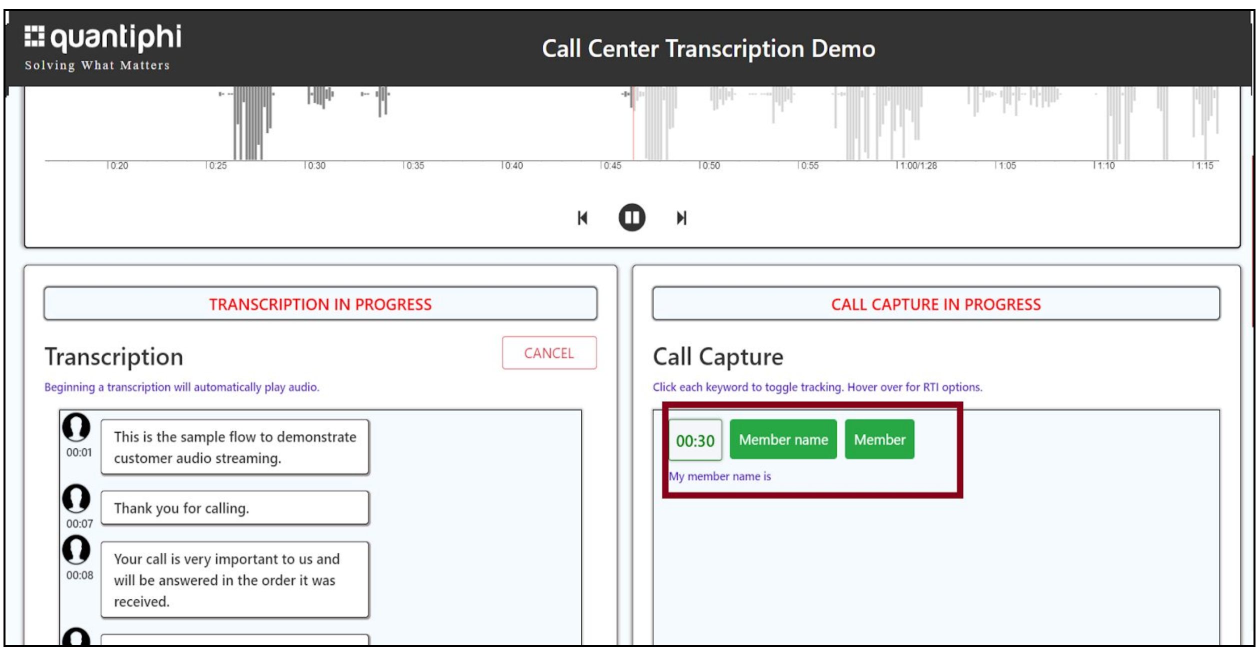
5. While the transcription is in progress the user will be able to view the transcription and its respective keywords in the "Transcription" and "Call Capture" component respectively in a synchronization of the time interval of the audio.



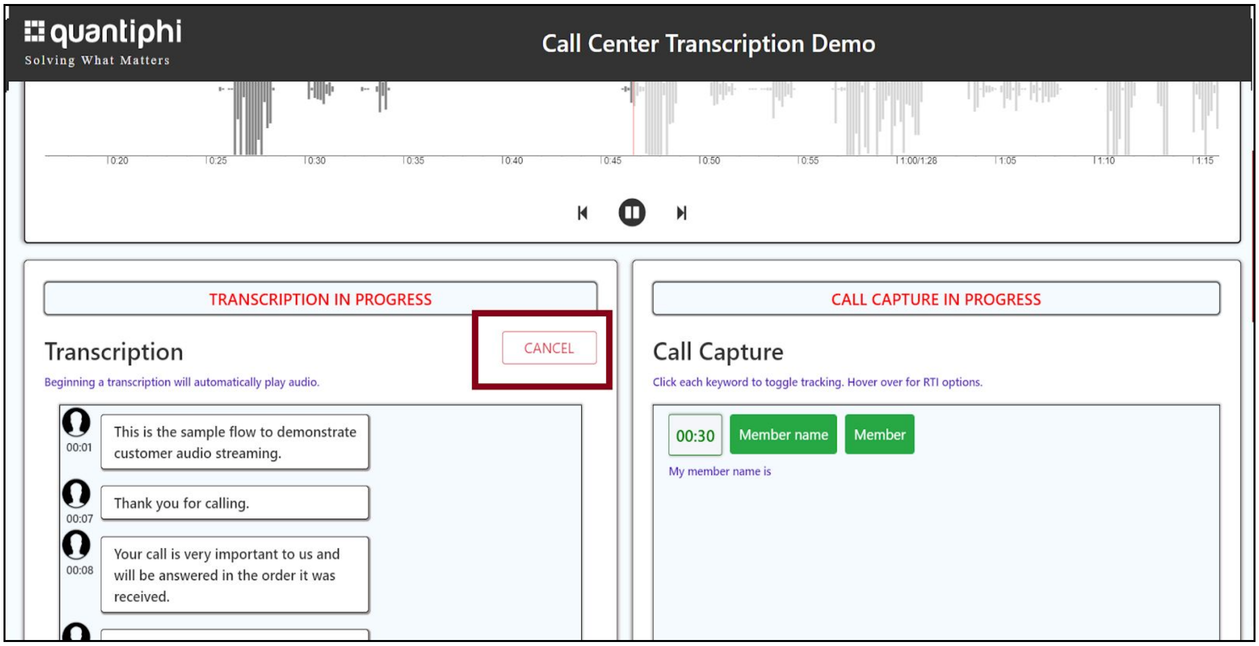
6. The user will have the functionality to move forward or backward in the recorded audio by clicking the "Forward" and "Backward" icon in the "Recording" component and also by moving the "Red" cursor in the waves of the audio.



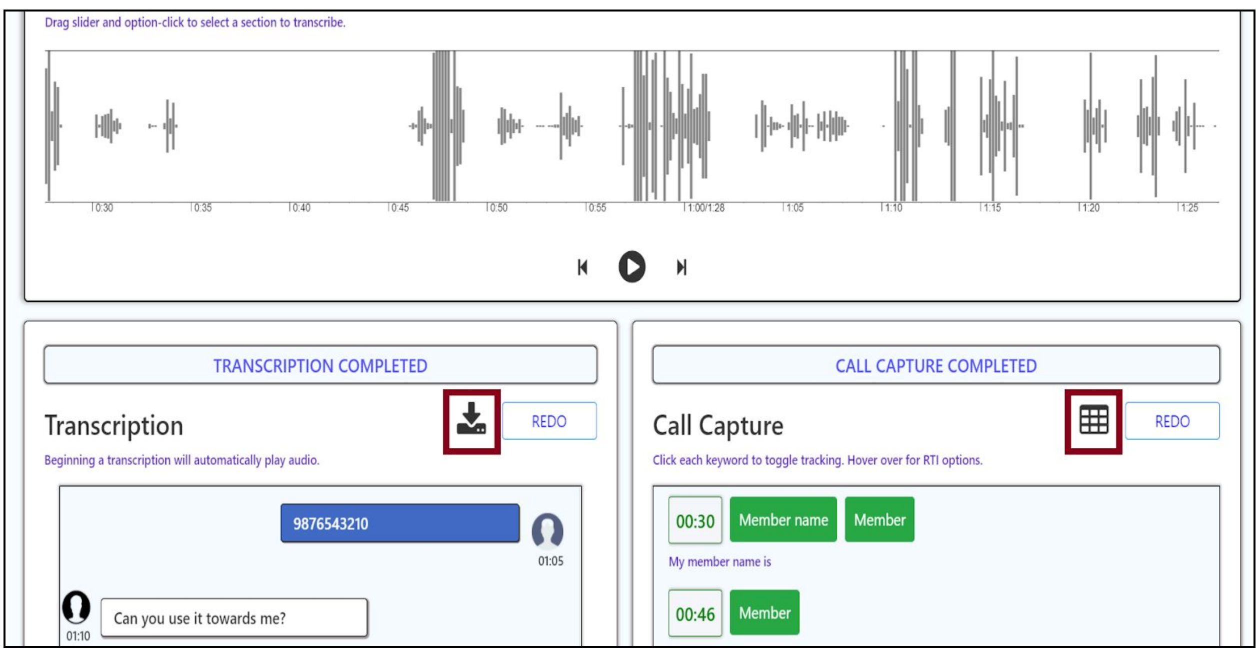
7. The user has the functionality to hear the sentence where the keyword is captured by clicking on the keyword button in the "Call Capture" component. This will play the audio of the sentence where the keyword was captured and the transcription and audio controls will restart from that point.



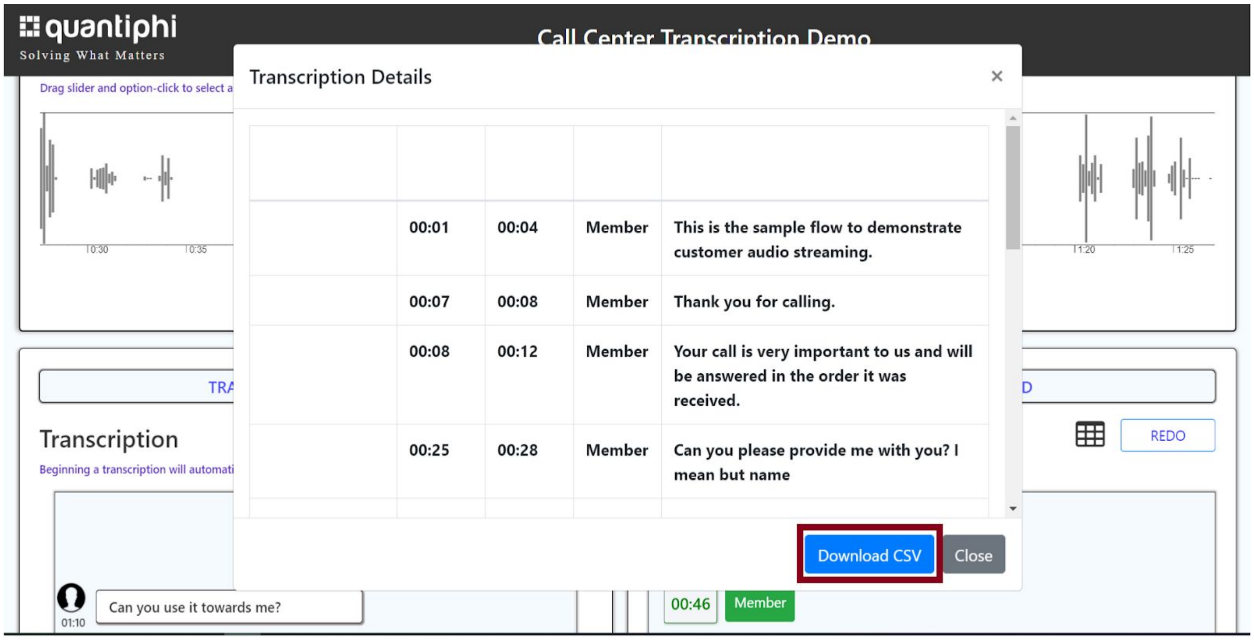
8. The user has the functionality to cancel the transcription by clicking the "Cancel" button in the "Transcription" component. This will restart the audio and will move its control to the start time.



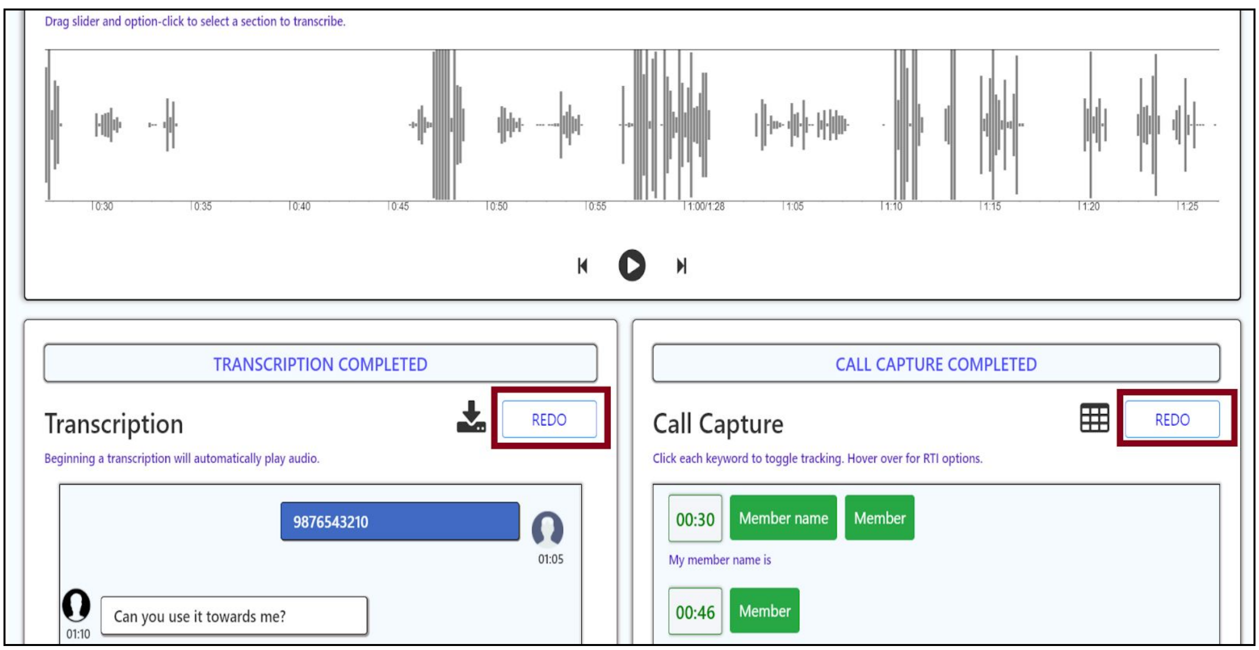
9. Once the call is reached to its end time, the user will be able to view the complete transcription and its respective keywords by clicking the “Download” and “Table” icon in the “Transcription” and “Call Capture” component respectively.



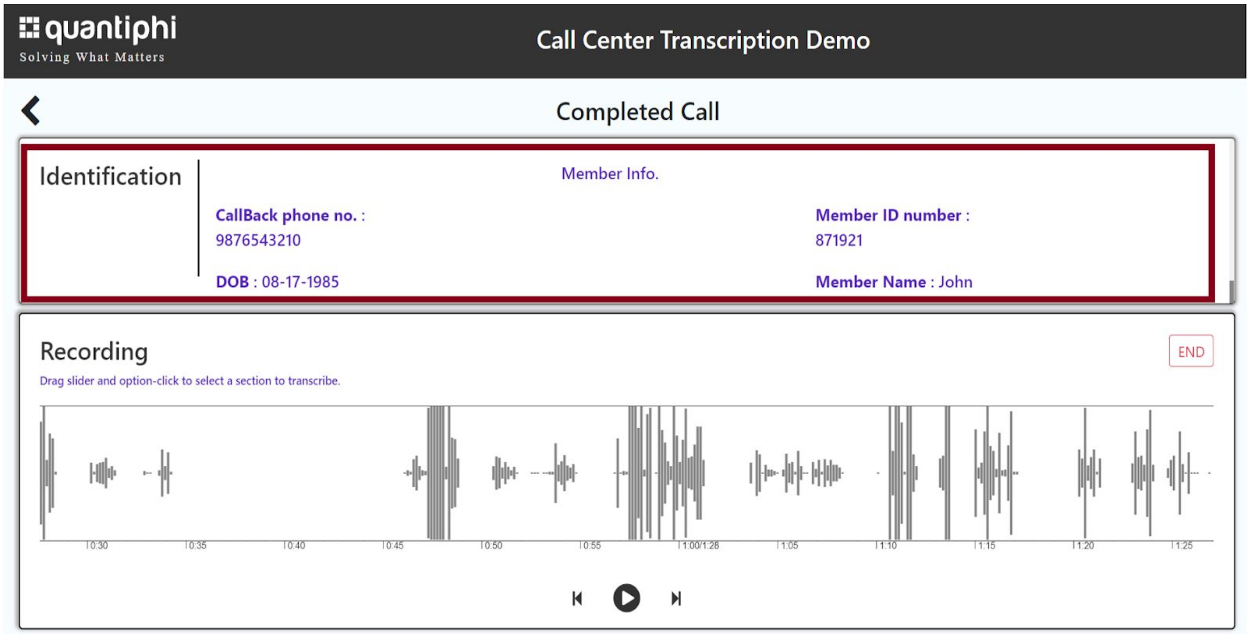
10. The user will be able to download the transcription and keywords in CSV format by clicking the “Download CSV” button.



11. The user has the functionality to restart the transcription by clicking the "Redo" button either in the "Transcription" component or in the "Call Capture" component.



12. Once the file is loaded and all the required information is fetched at the end of transcription, the user will be able to view an "Identification" component at the top which has "Members Info" segregated.



13. To move back to the previous module click on the left arrow button placed at the top beside the module header.