

Tetherfi Omni Channel Manager

Deployment Guide

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Version History

Version Number	Implemented By	Revision Date	Approved By	Approval Date	Description of Change
1.0	Anitha	06/10/17	Ajith	16/10/17	Initial version
1.1	Anitha	07/06/18	Ajith	09/06/18	Updated config keys and Section 4 is updated.
1.2	Shreeraj	12/07/18	Prathik	03/08/18	Added OCMUploadFiles Deployment steps at Sec. 7
1.3	Shruthi	11/01/19	Prathik	11/01/19	Updated to latest version and Added TUserSessionManager deployment steps. Added Access Configuration steps (XMLtoJSONUpdate)
1.4	Shreenitha	21/02/2019	Prathik	22/02/2019	Added OCM Configuration Module under Access Configuration
1.5	Shruthi	22/03/2019	Prathik	22/03/2019	Added steps to provide access to the application in IIS
1.6	Shruthi	02/07/2019	Prathik	02/07/2019	Added/Removed Configuration keys
1.7	Shreyas K R	30/07/2019	Prathik	06/08/2019	Added Setup/Deploying IIS Module. Added/Changed OCM Deploying Steps Module. Changed OCM Authentication. Changed Database Creation. Changed Steps to provide access to Application in IIS.

1.8	Shreyas K R	21/04/2020	Prathik	22/06/2020	<p>Updated the all the SVN Paths.</p> <p>Rearranged the sections.</p> <p>Highlighted few points under Database Creation section.</p>
1.9	Faizan	18/06/2020	Prathik	22/06/2020	Added new Configuration Sections, added few new keys to Admin Module.
2.0	Shruthi	20/10/2020	Prathik	6/11/2020	<p>Added new configuration keys.</p> <p>Updated tenant-based login details.</p> <p>Added OCM User Activation webpage deployment steps.</p> <p>Added User Activation via Email setup steps.</p> <p>Added Gamification API Configuration.</p>
2.1	Faizan, Bhagyashree, Anish	16/05/2021			<p>Added Hosting and Deployment section for OCM Core.</p> <p>Added connectors.json details and appsettings.json details</p> <p>Added Mysql Database creation</p>
2.2	Anish	05/07/2021	Prathik	05/07/2021	Updated configuration settings done in Json files for Agent Setting, Attribute, Organizational Structure, Profanity words, Template, TMC Access Management, Self Service Config and User onboarding.
2.3	Shruthi, Anish, Prakhyath	22/09/2021			<p>Updated IW Interpreter Configuration.</p> <p>Removed MasterDataPath from Admin Page Configurations.</p> <p>Remove LDAPMappingFile ,LDAPServer,</p>

					<p>LDAPSearchDN, LDAPUserName, LDAPPassword keys from Appsettings. Added LDAPSettings section in the Appsettings where we find all the configuration keys of LDAP.</p> <p>Removed connectors.json and updated the connector changes in appsettings.json.</p> <p>Updated Create an IIS site in IIS Manager</p>
2.4	Gaurav, Prakhyath	29/10/2021			<p>Added ProfiletoRoles configuration set up in Role Based Access Management.</p> <p>Configuration of WaveFile upload SaveAction for</p> <ul style="list-style-type: none"> 1.IVR Host Value Mapping 2.IVR Branch Management 3.Personalize IVR 4.IVR Phrase Configuration <p>Configuration of IVR Introductory Message Announcement and IVR Callback Announcement.</p> <p>Configuration of External Application Load</p>
2.5	Shruthi, Prakhyath, Krithi	14/12/2021			<p>Added mysql local_infile setting.</p> <p>Updated Configuration, access configuration, TUserSessionManager section.</p> <p>Removed multi-tenant login details</p> <p>Added Web API Configuration</p> <p>Updated and Cross Verified the configurations</p>

2.6	Sonal Dsouza,prakya th,krithi	23/05/2022		<ul style="list-style-type: none"> Update hosting bundle URL under Host and Deploy OCM Insert query update for AGT_Teams and CMM_Role_Pages tables under Database Creation Added configuration keys for Login Configurations and Configuration in Template. Added IAM Login configurations and updated LoginType. Added IAM Authentication. Updated Custom Authentication with description and screenshots. Updated AccessConfiguration.json with screenshots. Added User Enrolment and Self Onboarding with description and screenshots. Updated keys SelfOnboardUrl, SelfOnboardLogo and SelfOnboardEmailTemplate in User Enrollment and self onboarding. Removed XML to JSON from access configuration. Removed Email Activation. Added OCM API Configuration. Added key ActionsToExclude in Report configuration.
2.7	Krithi, Nazu	30/08/2022		<ul style="list-style-type: none"> Added key 'ProfileOrgUnittoRoles' in Role-based access management configuration. Added Auto Authentication. Added keys AutoLoginUrl, AutoLogoutKey, AutoLoginUrlExpiry and AutoLoginParamSplitKey in Login Configuration.

					<p>Added Config Validators column to OCM Template/AppSettings Json details tables</p> <p>Added SmartDailer Configurations under OCM Template/AppSettings Json details section.</p>
2.8	Shruthi	30/09/2022			<p>Changed Configuration in IVR Introductory Message Announcement and IVR Callback Announcement</p>
2.9	Krithi	13/10/2022			<p>Removed customer names and details from the configuration.</p> <p>Added TCacheManager and SlotBooking in connector configuration.</p> <p>Removed "SlotBookingAPIUrl" and "SlotBookingCertificateFolder" keys.</p> <p>Removed unused keys from External application configuration.</p>
3.0	Nazu, Shruthi, Krithi,Sonal	06/02/2023			<p>Added/Removed config keys.</p> <p>Added Enable/ Disable Validate Checker Wav Files for Approval Functionality</p> <p>Moved Custom config keys to Custom Modules Configuration.</p> <p>Added DataInfo and InterfaceProxy to Connectors Configurations.</p> <p>Moved Custom Report config keys to Custom Reports Configurations & Custom Module config keys to Custom Modules Configurations</p> <p>Added Configure new External Dashboard section under Configuration</p> <p>Added a separate section for Custom Configurations under OCM Template/AppSettings Json details.</p>

					Removed 'SmartDialerAPIURL', 'SmartDialerUserName', and 'SmartDialerPassword' keys. Added 'SmartDialerTemplatePath' key. Added Enable/Disable Custom Admin modules or Report section.
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1 Introduction

1.1 Scope of document

OCM platform is an integrated suite of products that enables Self-Agent Assisted service interaction, across multiple channels with secure identification and verification methods integrated with existing voice infrastructure, CRM and core backend applications. The products are vertical agnostic and can be deployed to realize multiple business scenarios involving both inbound and outbound interactions.

This is the systematically guide for users to deploy the ‘Omni Channel Manager application. In this document user will find how to deploy the OCM step by step with all the required guidelines

1.2 Glossary

Term or Acronym	Definition or Description
OCM	Omni Channel Manager
IIS	Internet Information Services
UI	User Interface

1.3 System Requirements

For deploying Omni Channel Manager application there are some certain system requirements. These are listed below:

OCM is designed to be compatible with below web browser:

- Google Chrome (Version 43 or above)
- Microsoft Edge (Version 10 or above)
- Firefox (Version 41 or above)

2 Host and Deploy OCM

In general, to deploy OCM app to a hosting environment:

- Deploy the published app from Tetherfi SVN to a folder on the hosting server.
- Set up a process manager that starts the app when requests arrive and restarts the app after it crashes or the server reboots.
- For configuration of a reverse proxy, set up a reverse proxy to forward requests to the app.

OCM must be started when a server boots and restarted if it crashes. To automate starts and restarts, a process manager is required. The most common process managers for ASP.NET Core are:

- Linux
 - Nginx
 - Apache
- Windows
 - IIS
 - Windows Service

[This link is complete description on how to host and deploy ASP.NET Core.](#)

2.1 Hosting OCM in IIS

Follow the following steps to host OCM Application on an IIS Server

1. Install the .NET Core Hosting Bundle on Windows Server.
2. Set up the IIS on Windows Server.
3. Create an IIS site in IIS Manager.

Note: The following operating systems are supported:

- Windows 7 or later,
- Windows Server 2012 R2 or later

2.1.1 Install the .NET Core Hosting bundle.

Install the .NET Core Hosting Bundle on the IIS server. The bundle installs the .NET Core Runtime, .NET Core Library, and the ASP.NET Core Module. The module allows ASP.NET Core apps to run behind IIS.

Step 1: Download the installer using the following link:

Note: We can use the direct download link for download, its version is Asp.Net Core 6.0.3 or we can download the latest version of Asp.Net 6.0 from [here](#).

[Current .NET Core Hosting Bundle installer \(direct download\)](#)

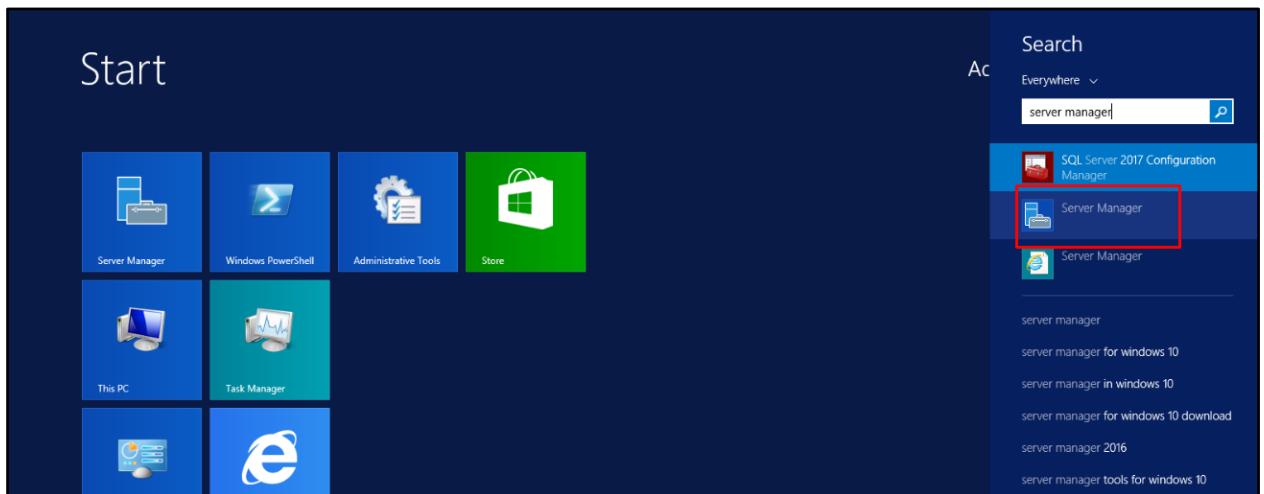
Step 2: Run the installer on the IIS server.

Step 3: Restart the server or execute `net stop was /y` followed by `net start w3svc` in a command shell.

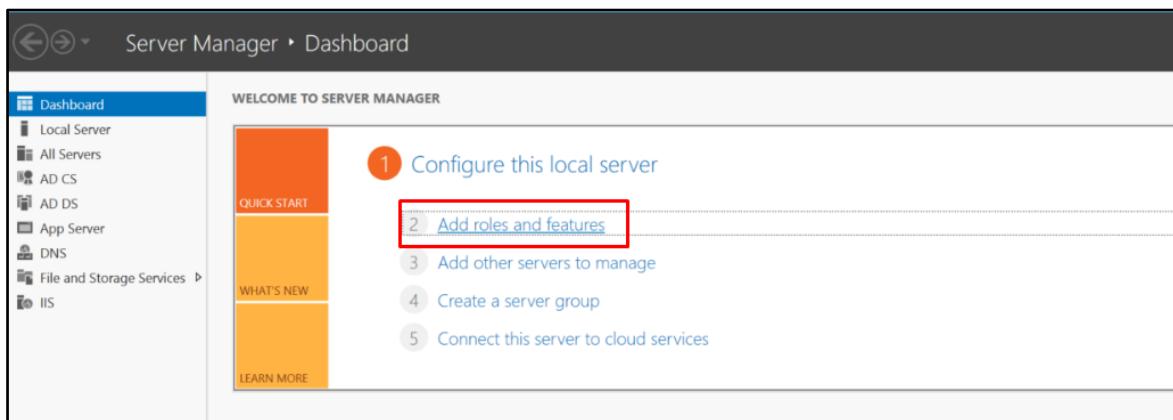
[This link is complete description on how to host an ASP.NET Core app on an IIS server.](#)

2.1.2 Setting up the IIS on Windows Server

Step 1: Click on **Start** -> **Search** -> **Server Manager**

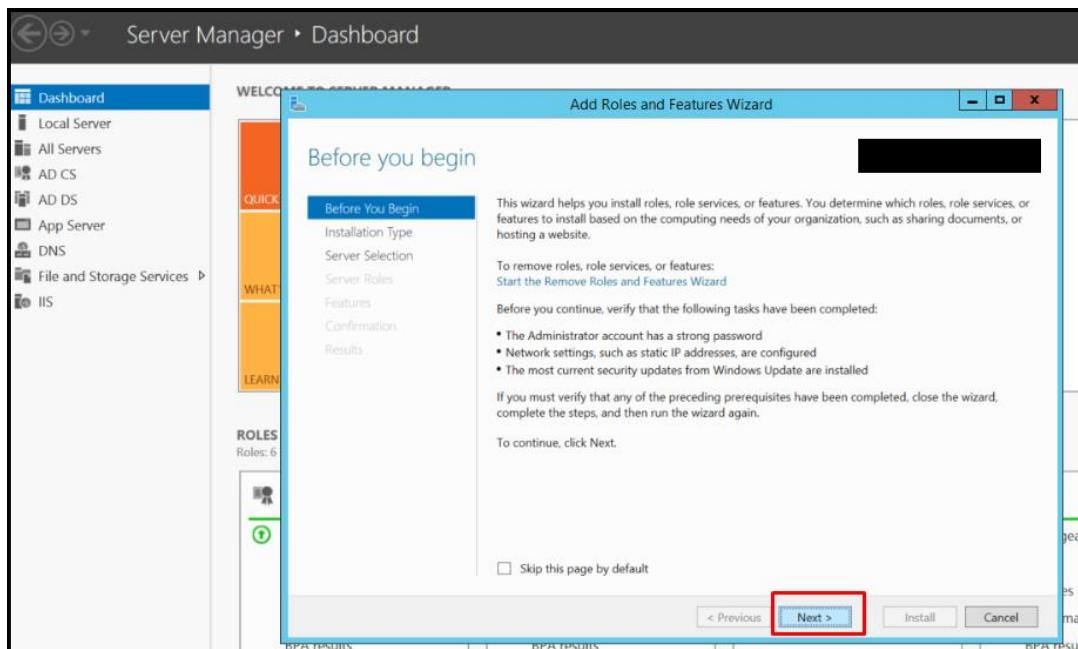


Step 2: Click on **Add roles and features** in the **server manager** dashboard.



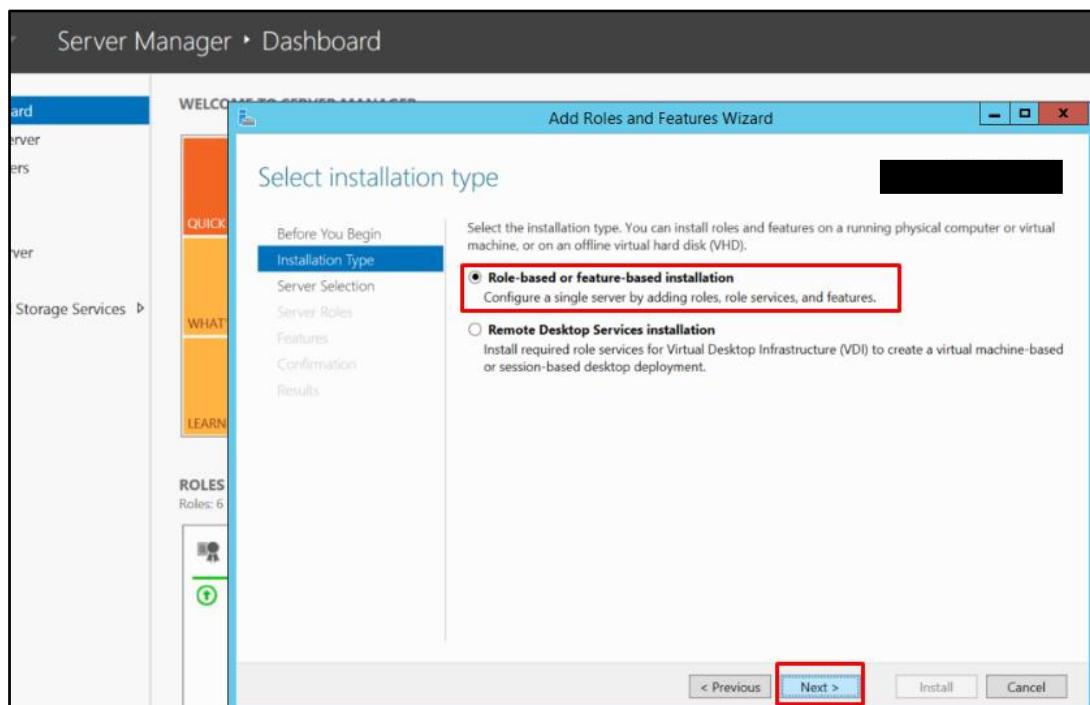
Step 3: The **Add Roles and Features Wizard** will start at this point and warns you that if you are going to add a role to make sure:

- The administrator account has a strong password
- Network settings, such as static IP addresses, are configured
- The most current security updates from Windows Updates are installed

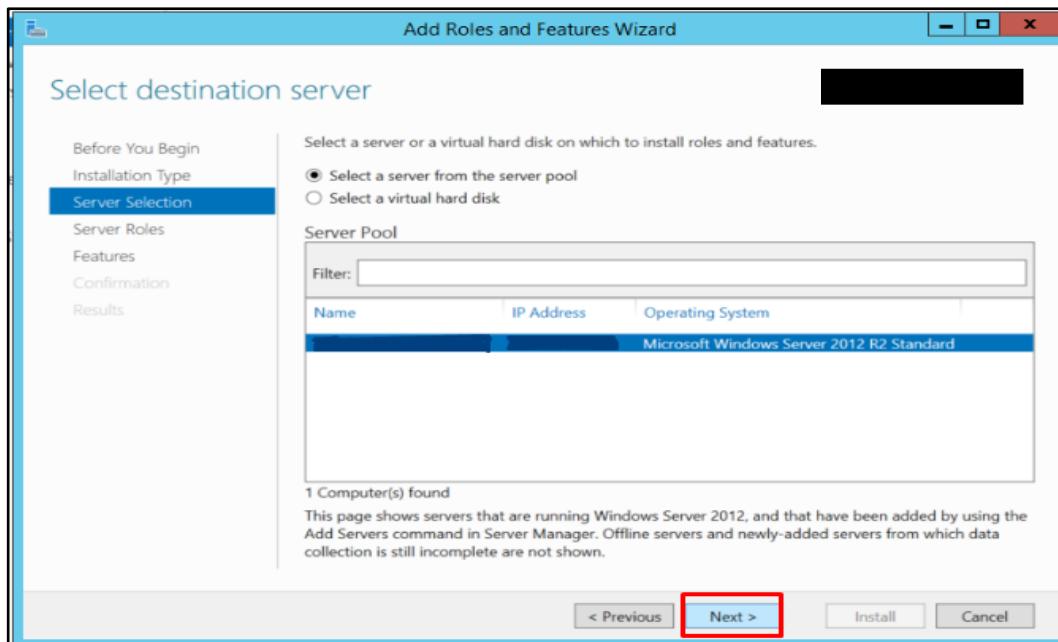


Click on **Next** to select **Installation Type**.

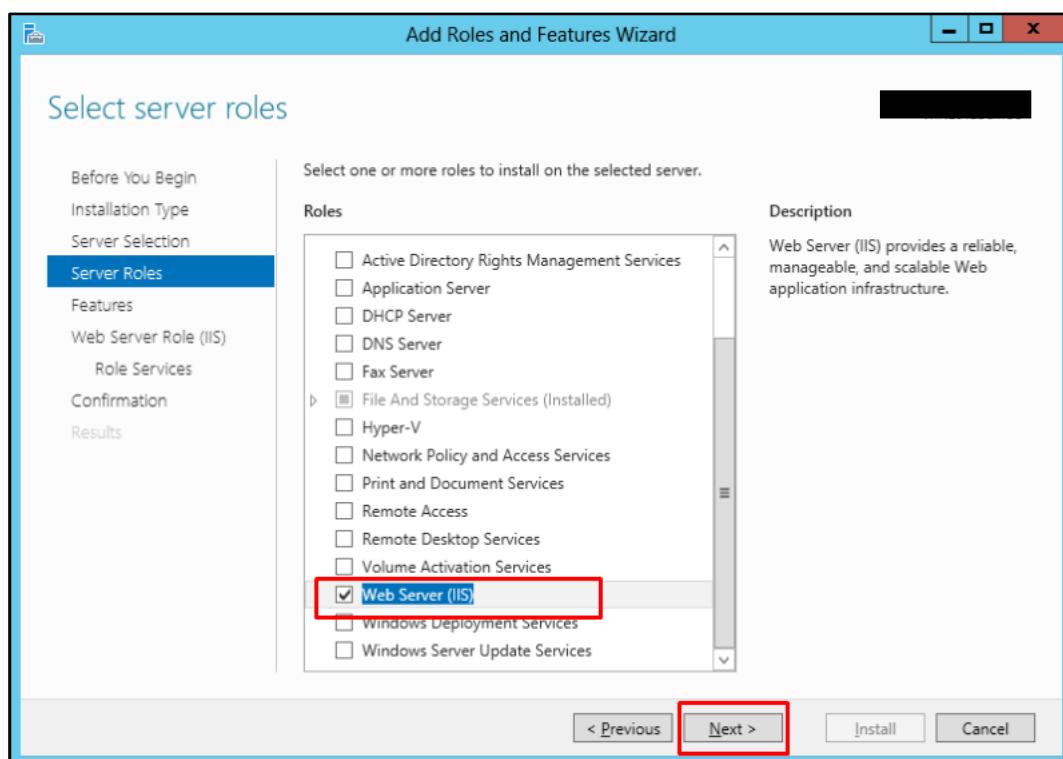
Step 4: Select the appropriate server (local is selected by default), as shown below and then click on the **Next** button.



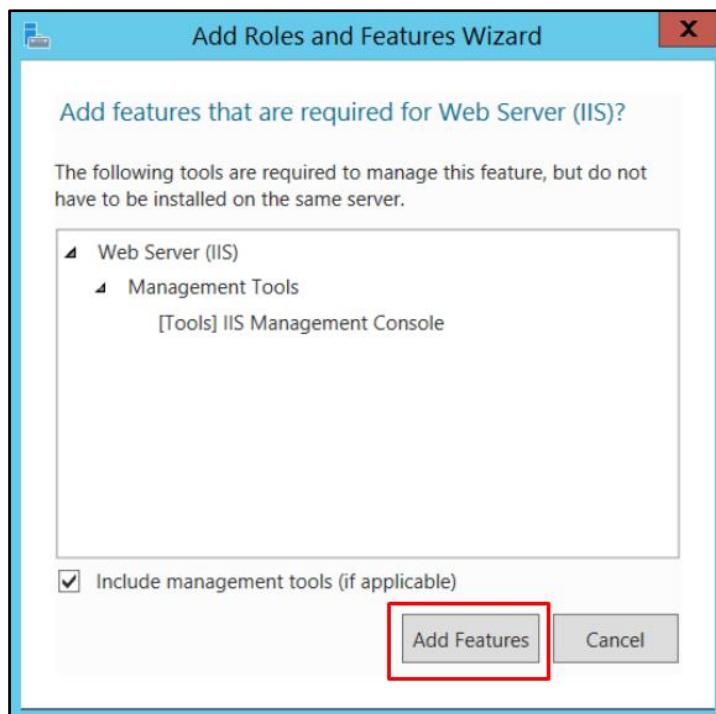
Step 5: Select a server or a virtual hard disk on which to install roles and features and then click on the **Next** button.



Step 6: Select Web Server (IIS) and click on **Next** button.



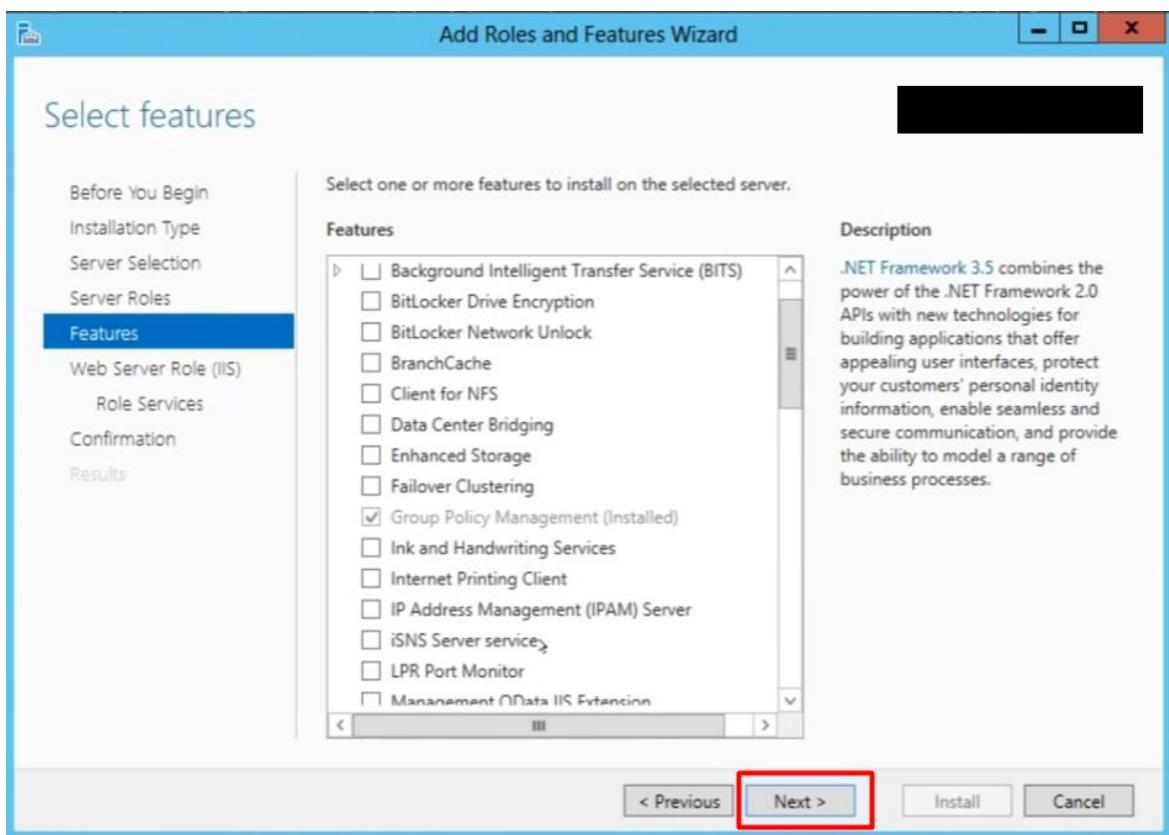
Step 7: This will create a pop-up, **check the Include Management tools box**, and click **Add Features**. This will take you back to the **Add Roles and Features Wizard**. Click **Next**.



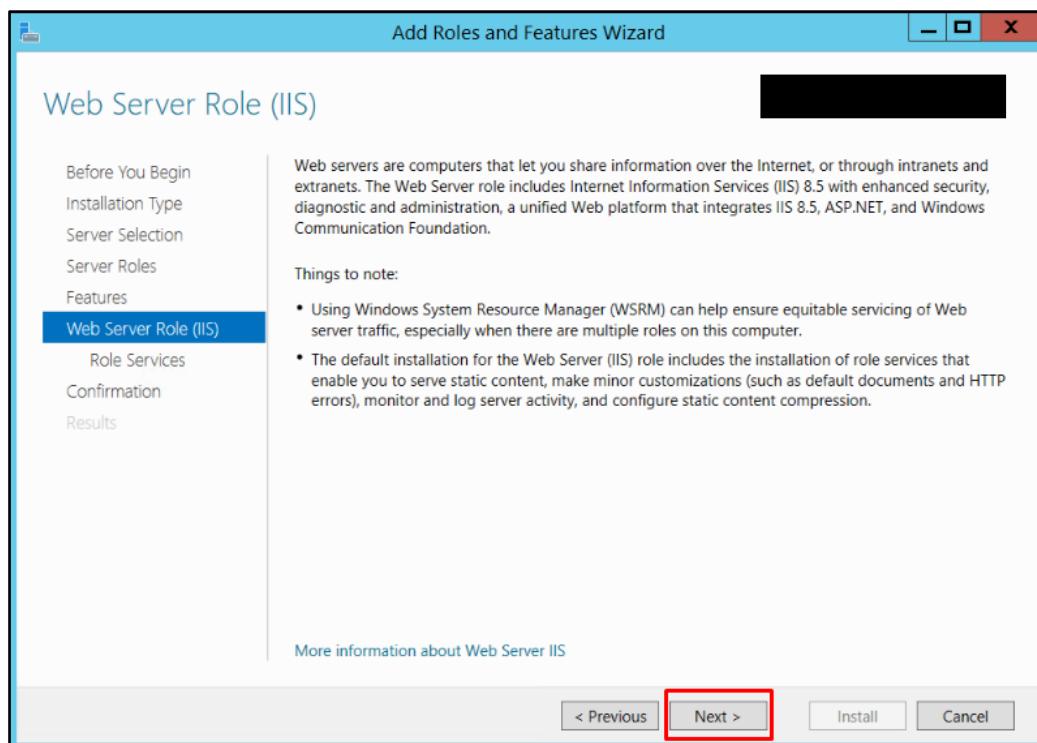
Step 8: If IIS is already installed, please open the **server manager** and click on **Manage**. Then, select **Add Roles and Features** and then click the **Next** button until you reach the **Select Features** screen shown below.

This will take you to the Features tab.

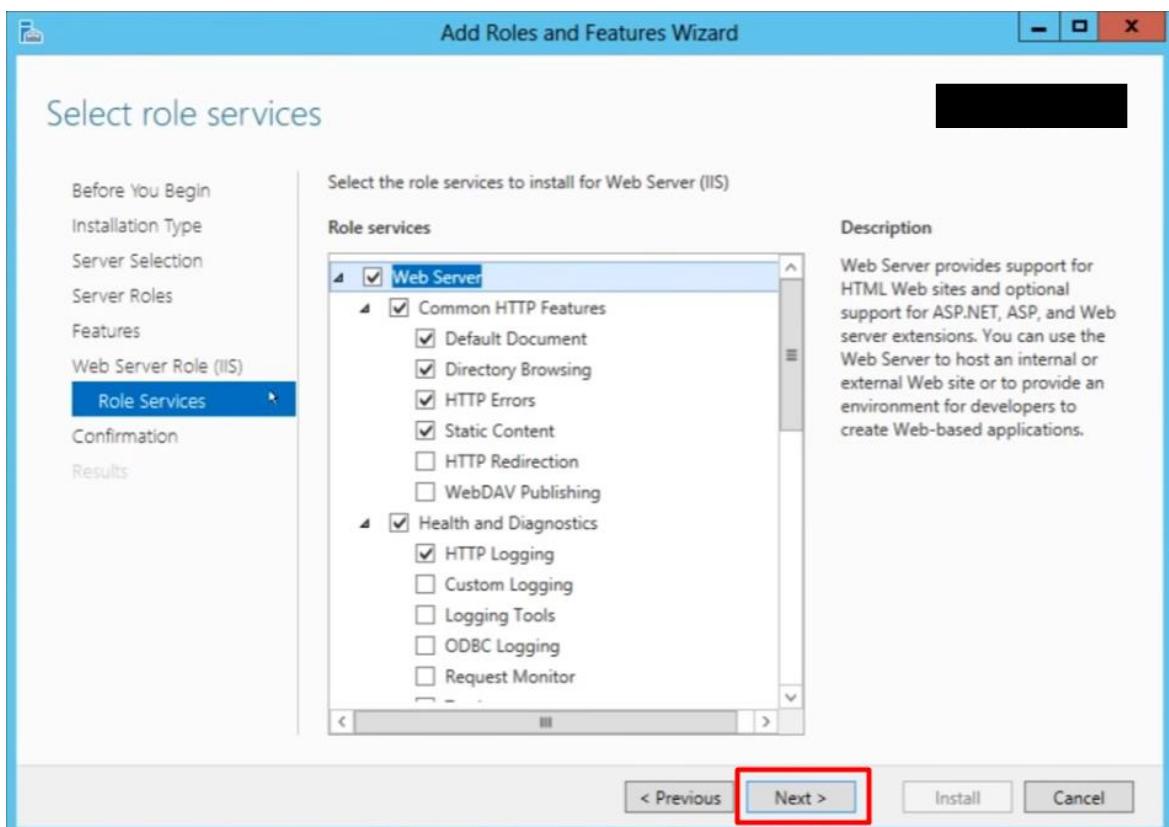
Click Next.



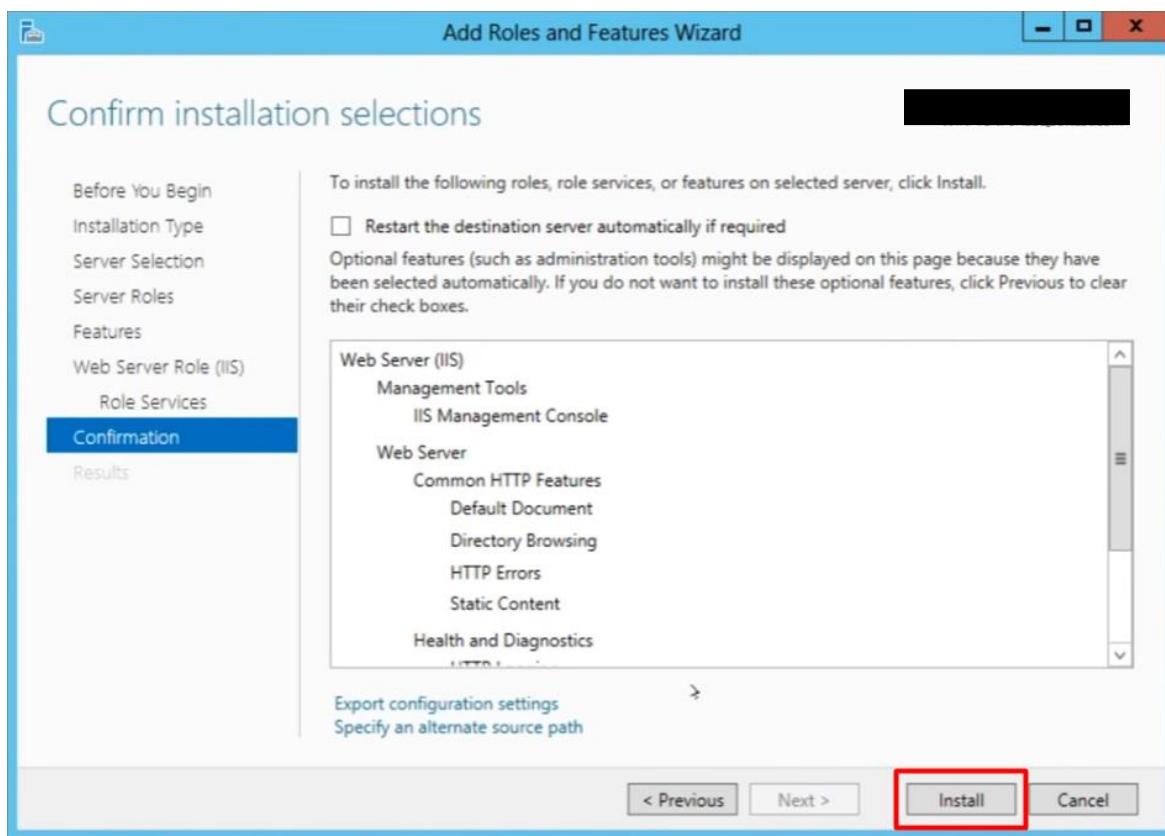
Step 9: Click **Next**.



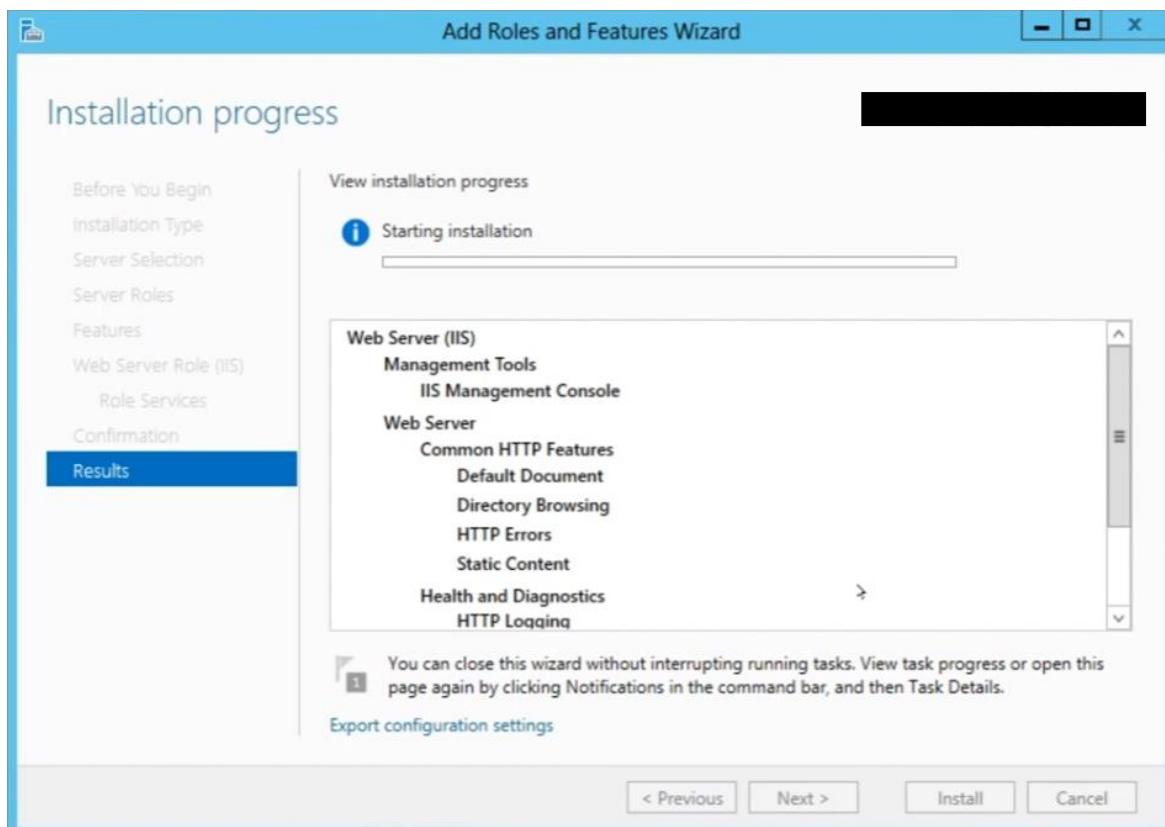
Step 10: On Role Service, click **Next**.



Step 13: Click **Install**.



Step 14: The **Installation Progress** page is displayed. You can close the wizard without interrupting running tasks. You can view task progress or open the page again by clicking **Notifications** in the notification area, and then clicking **Task Details**.



Step 15: On the **Results** page, verify that the installation succeeds, and then click **Close**.

2.1.3 Create an IIS site in IIS Manager

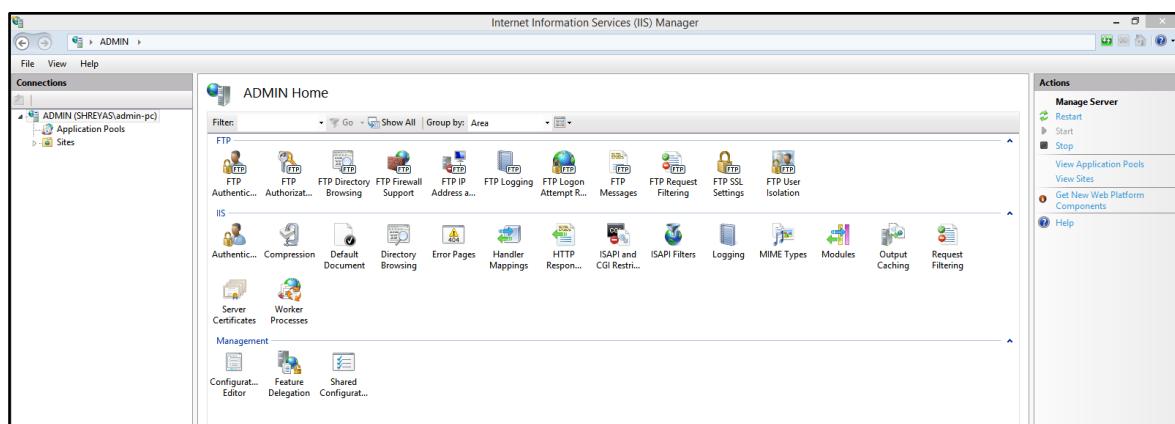
Before starting deployment of OCM, checkout the build from SVN repository as shown below.

Take the build from base release folder which will have latest version of OCM.

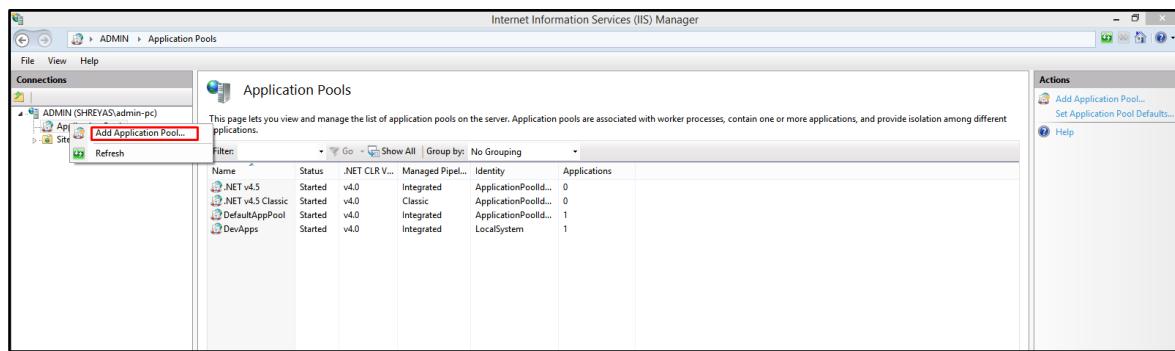
svn://repo.tetherfi.com/InterLink/ProductReleases/Latest/OCM/OCMUI

svn://repo.tetherfi.com/InterLink/ProductReleases/Docs/OCM/OCMUI/ReleaseNotes.xlsx

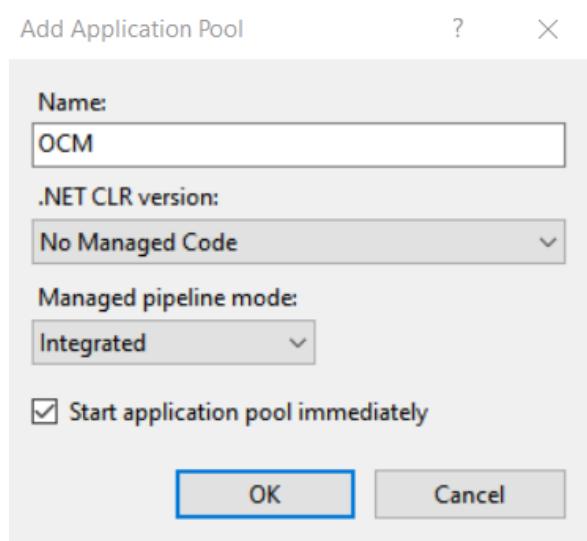
Step 1: To go to **IIS (Internet Information Service) Manager**, enter **inetmgr** in **Run** (windows+R) or type **IIS** in windows search.



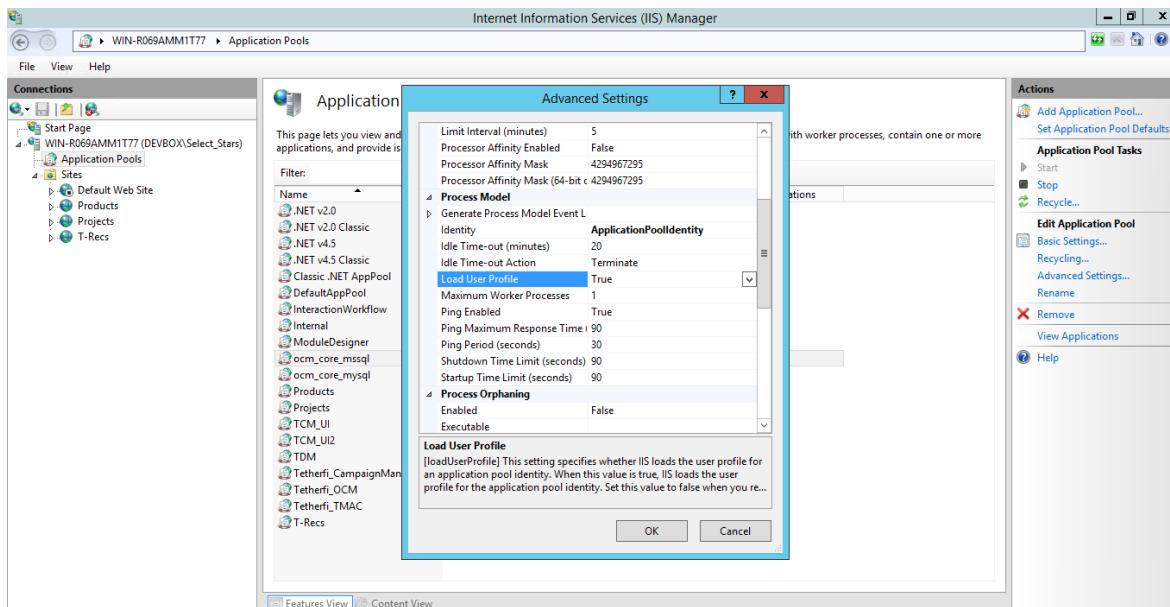
Step 2: Right Click on **Application Pools** -> **Add Application Pool**.



Step 3: Create Application pool with name **OCM** as per below.

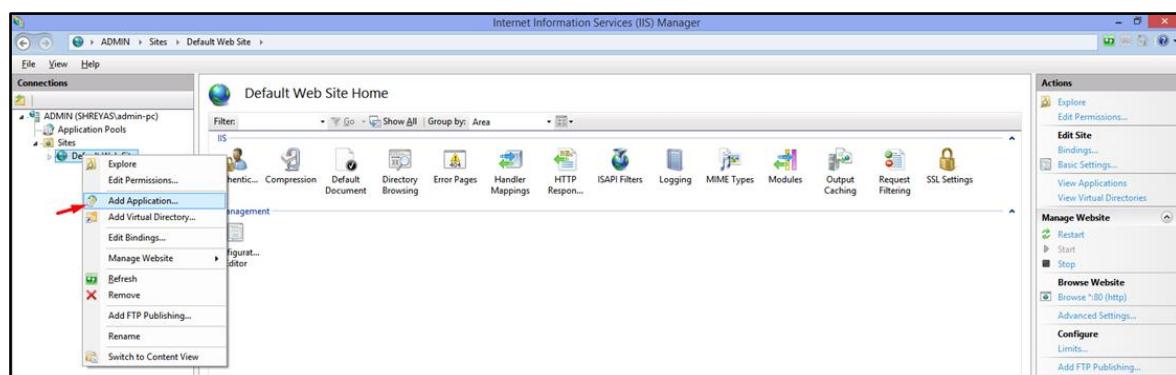


Select **No Managed Code** in .NET CLR version.



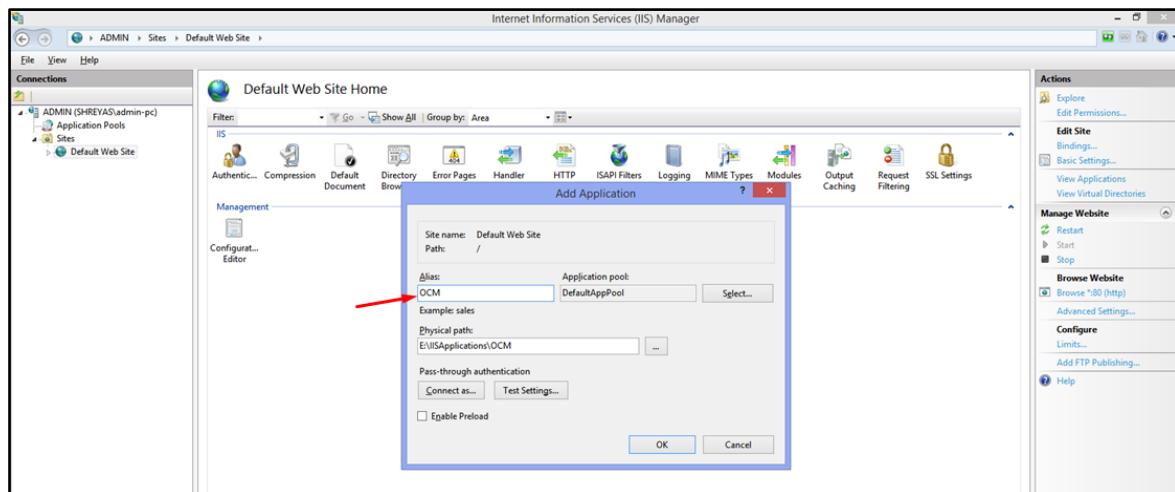
Go to Advance Setting of Created Application Pool and Set **LoadUserProfile** as **True**.

Step 4 : Go to Default Web Site and right click and select Add application.

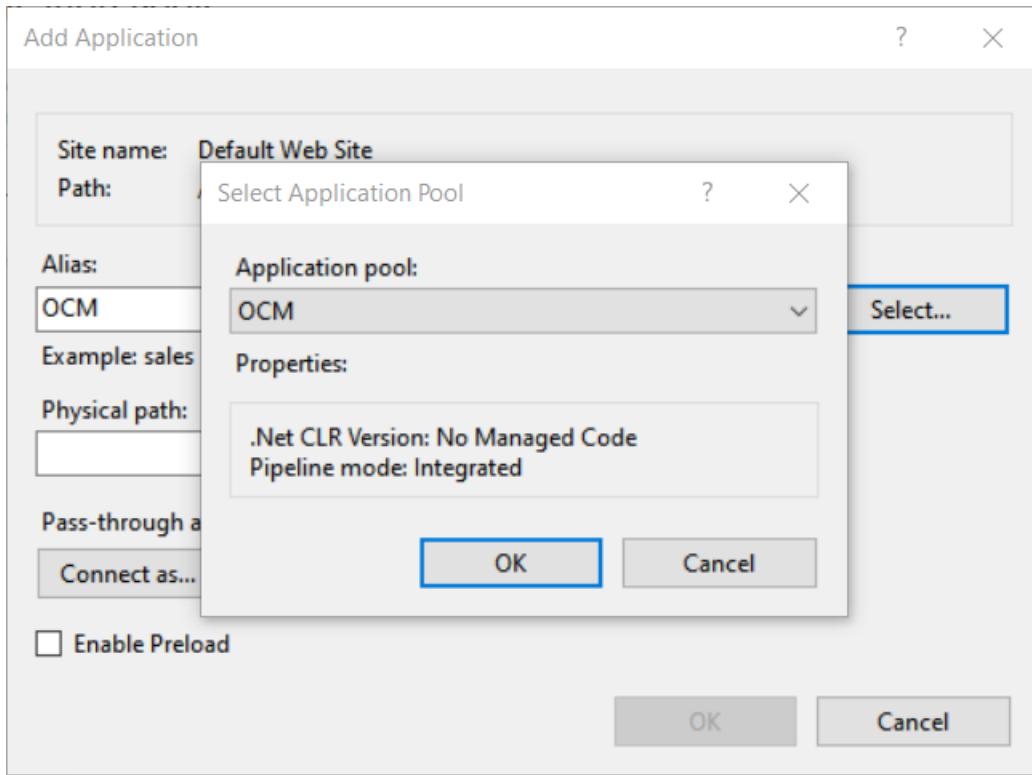


Step 5 : Add Application with Alias name OCM(as required).

Physical path: E:\IISApplications\OCM (Path where Application files exists).

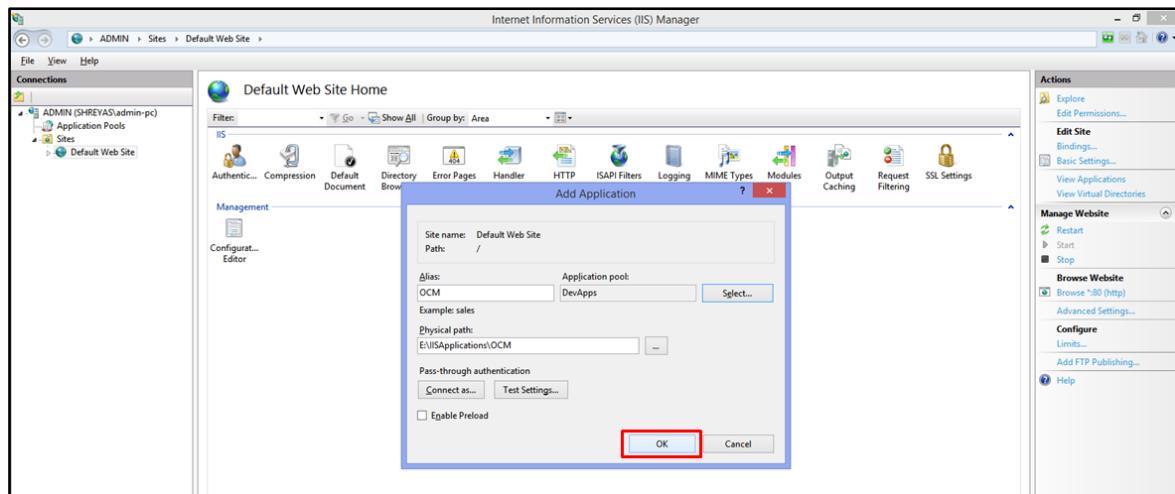


Change application pool to OCM.

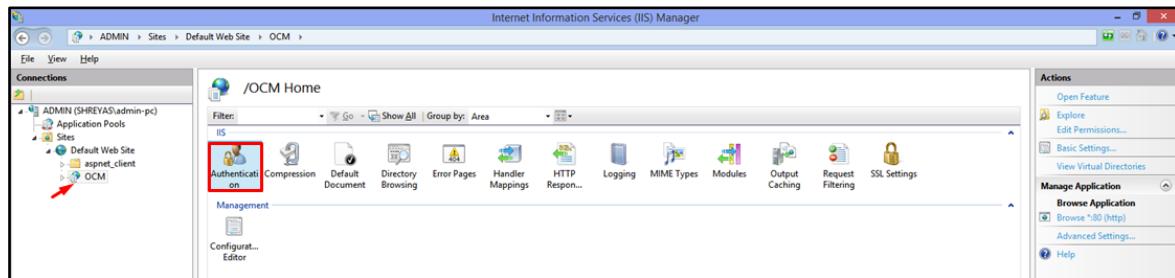


Then click on **OK** button. An application with name **OCM** will be created.

Omni Channel Manager

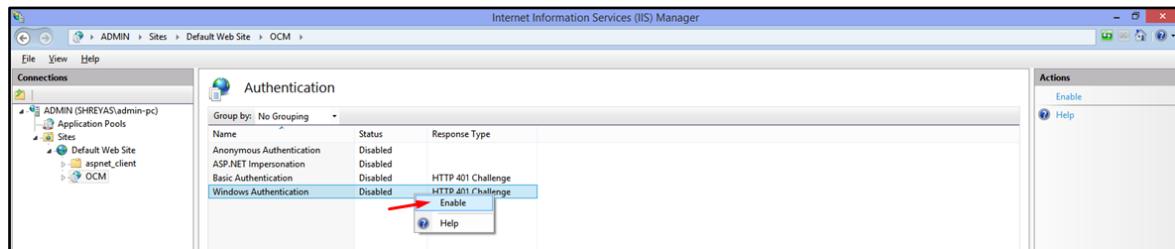


Step 6: Select application **OCM**. Go to **Authentication**.

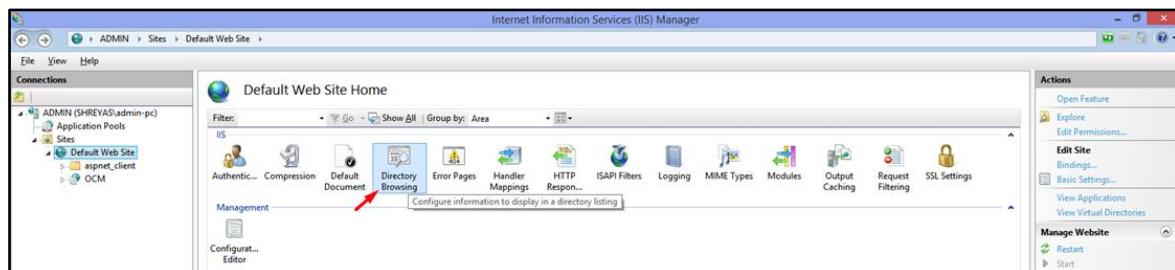


Step 7: Enable **Windows Authentication** or **Anonymous Authentication** based on login type value in **OCM** config file.

For more details refer Section 6.1 [OCM Authentication](#)



Step 8: Click on **Directory Browsing**.



And then click on **Disable**.



Step 9: Change the configuration settings in **appsettings.json** for required fields. Refer section 6 [Configuration](#)

```

1 {
2     "Logging": {
3         "LogLevel": {
4             "Default": "Information",
5             "Microsoft": "Warning",
6             "Microsoft.Hosting.Lifetime": "Information"
7         }
8     },
9     "AllowedHosts": "*",
10    "system.data": {
11        "DbProviderFactories": {
12            "MySQl Data Provider": {}
13        }
14    },
15    "system.webServer": {
16        "handlers": {
17            "ExtensionlessUrlHandler-Integrated-4.0": {}
18        }
19    },
20    "httpProtocol": {
21        "customHeaders": {
22            "Access-Control-Allow-Headers": {},
23            "Access-Control-Allow-Methods": {},
24            "Access-Control-Allow-Origin": {},
25            "X-Content-Type-Options": {},
26            "X-Frame-Options": {},
27            "X-XSS-Protection": {}
28        }
29    }
30 },
31 "appSettings": {
32     ///////////////////////////////// Login Configurations /////////////////////////////////
33     // OCM Login Type IIS/Custom/SSO //
34     "LoginType": "custom",
35     // OCM Login Tries //
36     "LoginTries": "5",
37     // OCM LDAP Mapping File //
38     "OCMLdapMappingFile": "C:\Program Files\Tetherfi\Tetherfi Product\OCM\OCM\OCMLdapMappingFile\OCMLdapMappingFile.ldif"
39 }

```

Step 10: Add the DB connection strings and endpoint of other application which are required for OCM in the **appsettings.json** file in **connectors** property as shown in the below image.

- Inside “connectors” property it consists of serviceType, addresses, uniqueKey and serviceName properties
- **serviceType:** This field is used for storing the type of the service. We shouldn't make any changes to it and should be as it is in the release build.
- **addresses:** This field has 2 properties key and value.
 - **key:** This field is used for storing the name of the connection it can WCF, rest or name of the dbconnection. We shouldn't make any changes to it and should be as it is in the release build.
 - **value:** This field is used for adding the URLs of the other application or the DB connection strings.
- **uniqueKey:** This field is used for storing the unique id for the given added service.
- **serviceName:** This field is used for storing name of the service.

```

    "connectors": [
        {
            "serviceType": "GlobalRegistry",
            "addresses": [
                {
                    //Database Connection Strings used in OCM; Add Provider which is used for mentioning the database type, values can be Provider=mssql; or Provider=mysql; or Provider=postgresql;;
                    "key": "TF_DBConnection",
                    "value": "Provider=mssql;Data Source=10.133.146.11\WSSQLSERVER,14311;Initial Catalog=OCM;User ID=sa;Password=P@ssw0rd"
                },
                {
                    "key": "TF_DBConnectionMaker",
                    "value": "Provider=mssql;Data Source=DESKTOP-HG056HG;Initial Catalog=OCM_Maker;User ID=sa;Password=P@ssw0rd"
                },
                {
                    //Database Connection Strings used in OCM to connect email db//
                    "key": "TF_DBConnectionEmail",
                    "value": "Provider=mssql;Data Source=10.133.146.11\SQLEXPRESS,1433;Initial Catalog=ocm;User ID=sa;Password=P@ssw0rd"
                },
                {
                    //Database Connection Strings used in OCM to connect custom db//
                    "key": "TF_DBConnectionCustom",
                    "value": "Provider=mssql;Data Source=10.133.146.11\SQLExpress,14334;Initial Catalog=CISCO_CustomDB;User ID=sa;Password=Developers@2019;"
                }
            ]
        },
        {
            "serviceType": "TMAC",
            "addresses": [
                {
                    "key": "rest",
                    "value": "http://10.133.146.11:55000/TMACRestAPI1/"
                },
                {
                    "key": "rest",
                    "value": "http://10.133.146.11:55000/TMACRestAPI1/"
                }
            ]
        },
        {
            "serviceType": "REPORTSCHEDULER",
            "addresses": [
                {
                    "key": "rest",
                    "value": "https://localhost:4132"
                },
                {
                    "key": "rest",
                    "value": "http://localhost:4132"
                }
            ]
        }
    ]
}

```

If there are multiple endpoints for the same application, then we will add those endpoints as shown in the below image.

Step 11: Add Log4Net path.

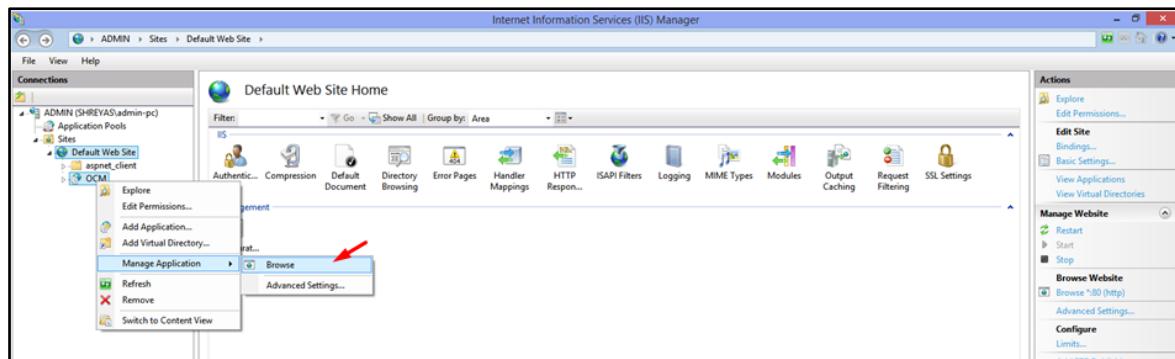
```

129 //Security Protocol Certificate Files Path Directory//
130 "SecurityProtocolCertificateFilePath": "E:\GIT\OCM_Group\OCM\OCM\CertificateFiles",
131
132 ///////////////////////////////// End of OCM Application Configurations /////////////////////
133
134 /////////////////////////////////EMM Configurations /////////////////////
135 // Email Manger Service Endpoint to send emails //
136 "EmailManagerServiceEndPoint": "http://10.133.146.63:15001/restapi/SendEmailFromExternal",
137
138 // Email Manager Certificate folder //
139 "EmailManagerServerCertificateFolder": "D:\\",
140
141 // Email manager mailbox id from which mail is sent for user activation//
142 "EmailManagerMailboxID": "ashwath@tetherfiind.ommicrosoft.com",
143 ///////////////////////////////// EMM Configurations /////////////////////
144
145 ///////////////////////////////// Logger File Paths Configurations /////////////////////
146 //Logger File Paths/
147 "Log4NetConfigFile": "E:\GIT\Tetherfi_Product\OCM\Log4Net.config",
148 "SQLLog4NetConfigFile": "E:\GIT\Tetherfi_Product\OCM\OCMSQLLog4Net.config",
149
150 ///////////////////////////////// End of Logger File Paths Configurations /////////////////////
151
152 // LDAP Credentials (used for Role Authentication)//
153 "LDAPServer": "10.133.146.11:389",
154 "LDAPSearchDN": "DC=tetherfi,DC=com",
155 "LDAPUserName": "TETHERFI\\Administrator",
156 "LDAPPassword": "Developers@2019",
157 "IDAPLogInDomain": "",
158
159 // AES Credentials used for TSAPI login//
160 "aesUserName": "craft",
161 "aesPassword": "craft01",
162 "aesLink": "AVAYA#CN$IM#CSTA#AE$IM",
163

```

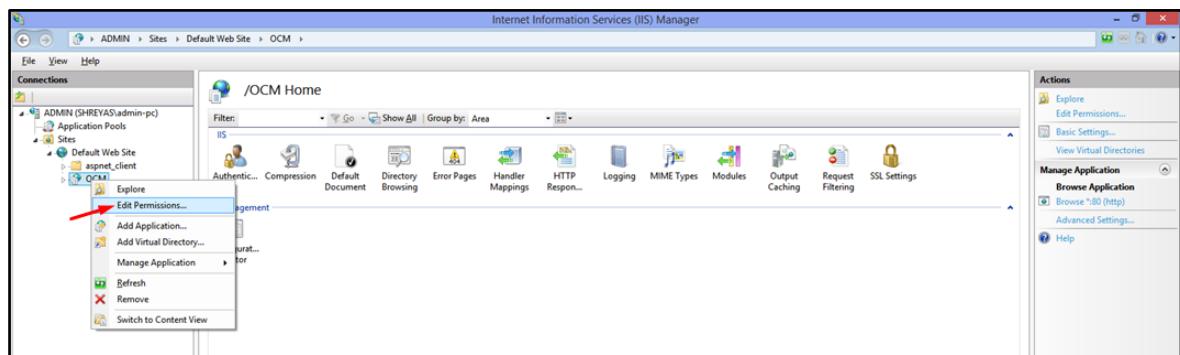
Step 12: Go to IIS, right click on OCM-> Manage Application->Browse.

After which OCM Web Application will Open.

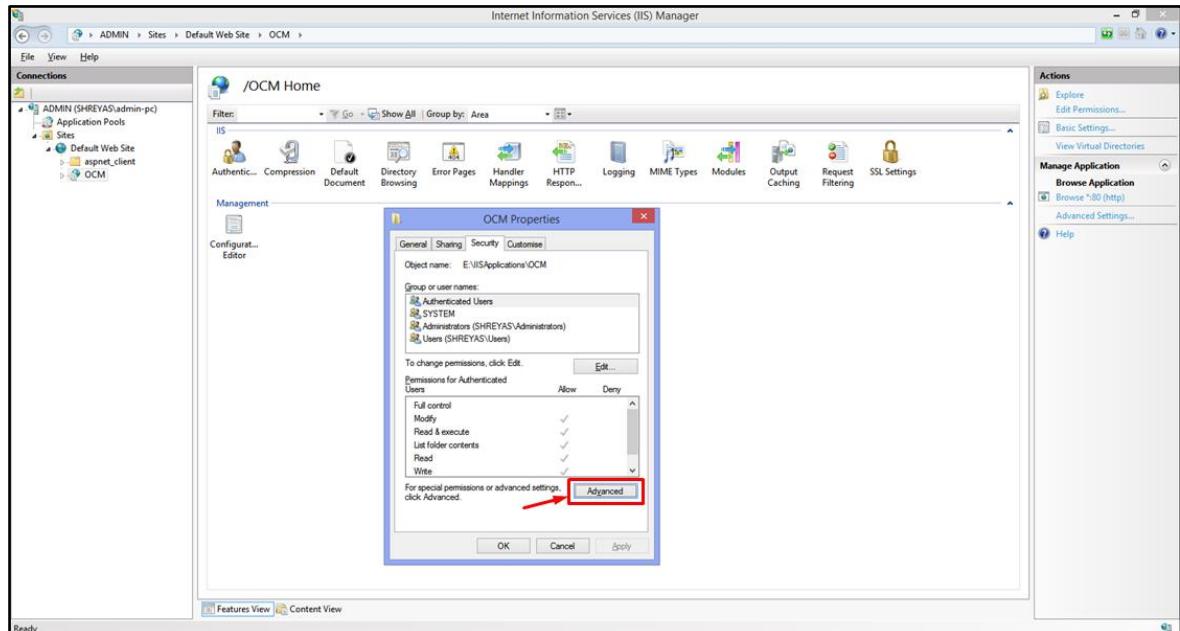


3 Steps to provide access to the OCM in IIS

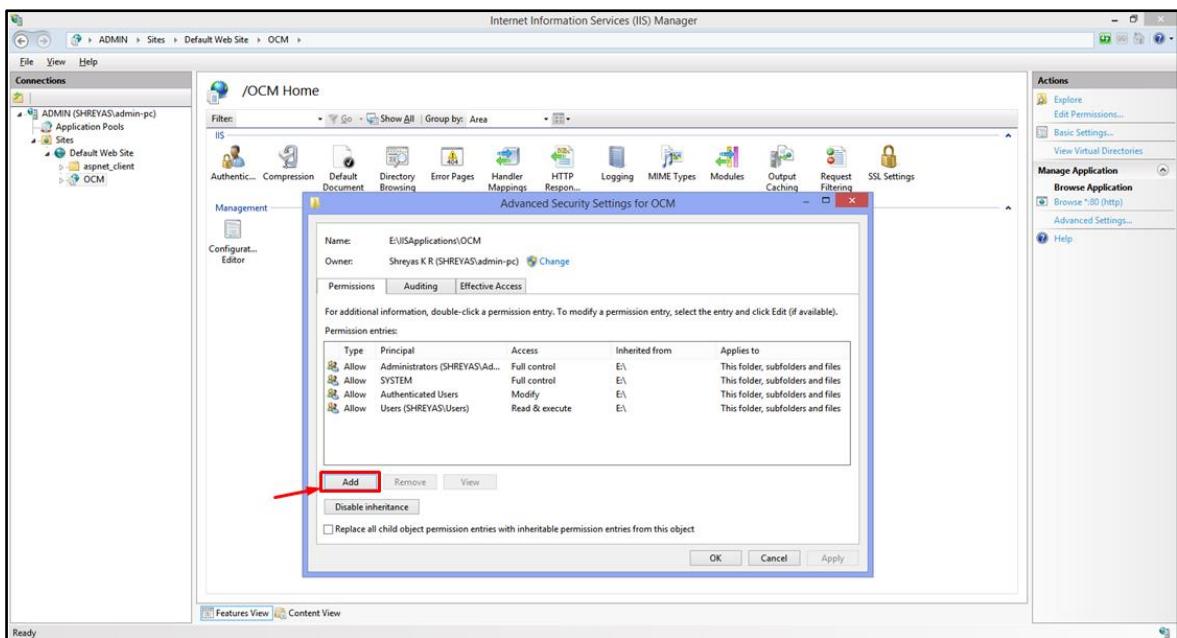
- Right click on the IIS application and click on **Edit Permissions** as shown below.



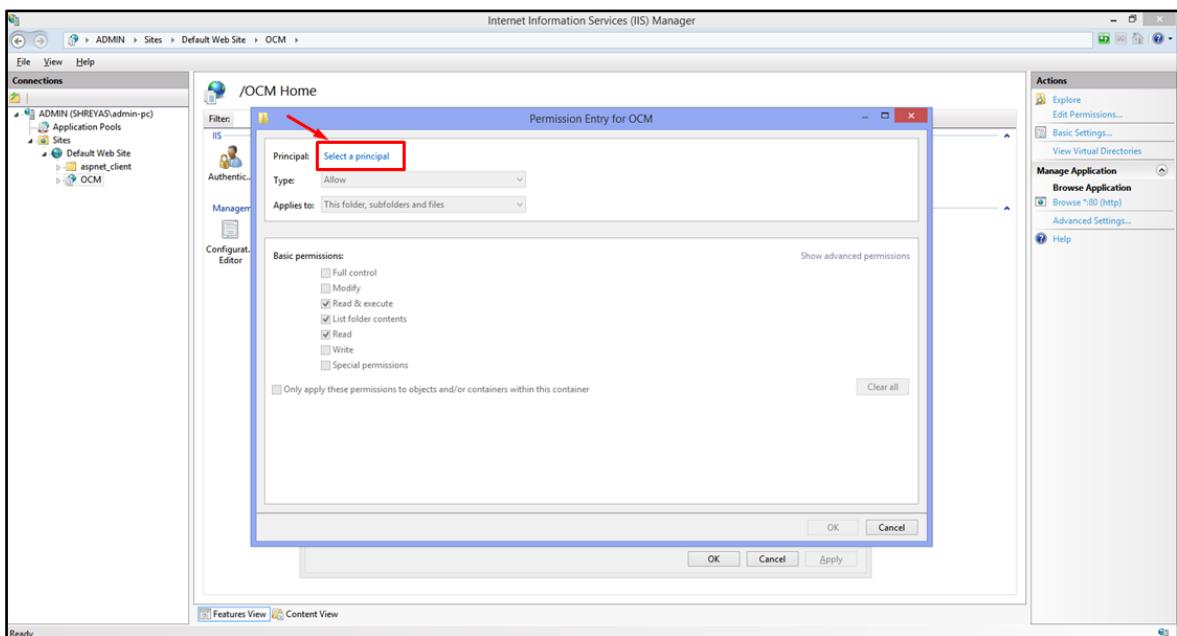
- In the Properties, Select the Security tab click on the '**Advanced**' button.



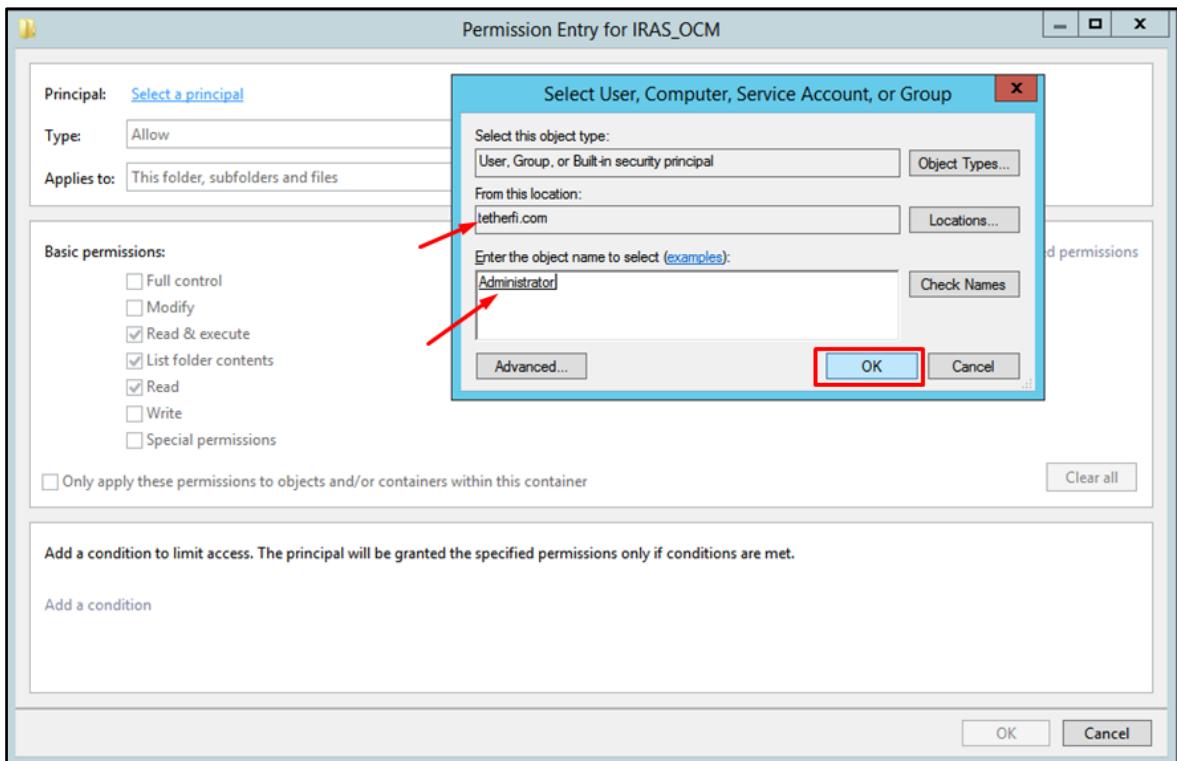
- In the **Advanced Security** setting click on '**Add**' button.



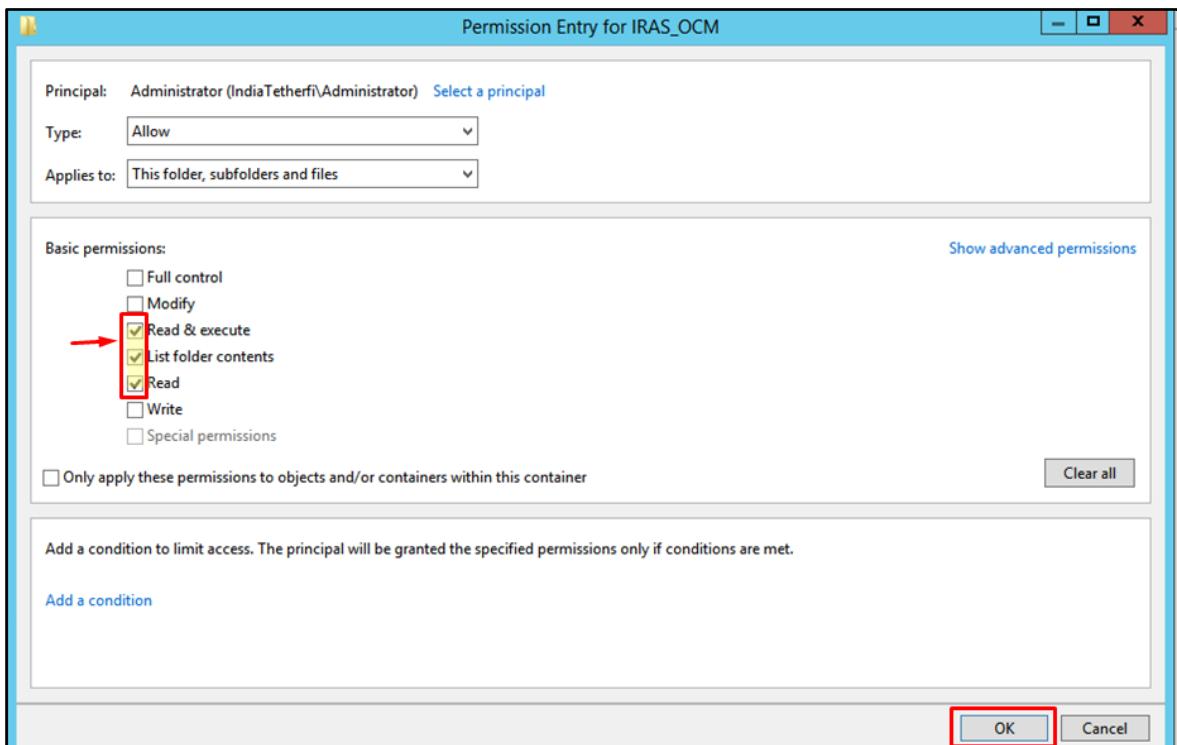
- Click on the link ‘Select a principal’.



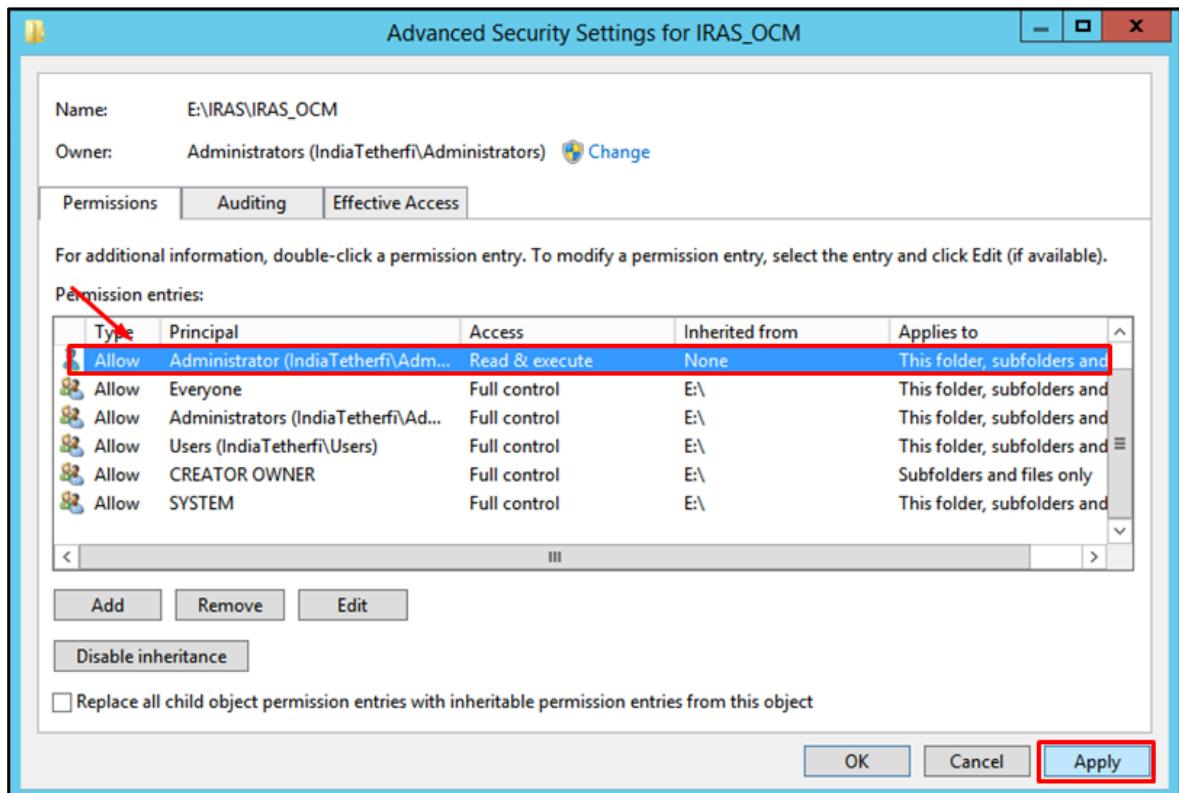
- Enter the name of the service account and click in ‘Check Names’ button
- Click on OK button.



- Select the permissions and Click on 'OK'



- Details of the newly added service account will be displayed as shown below

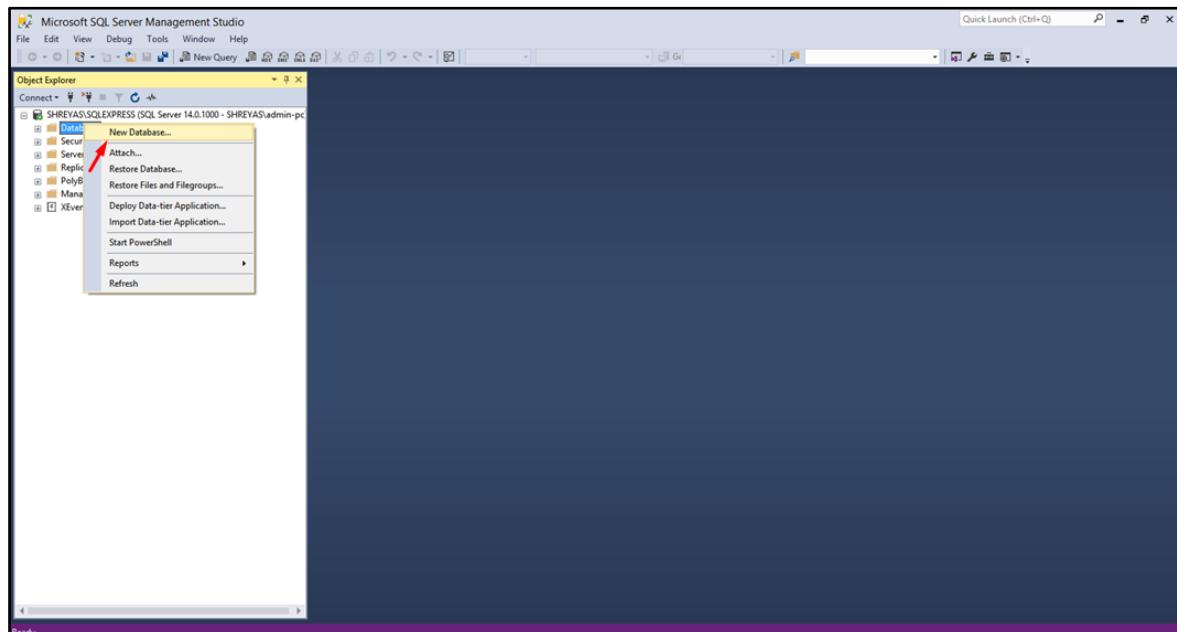


4 Database Creation

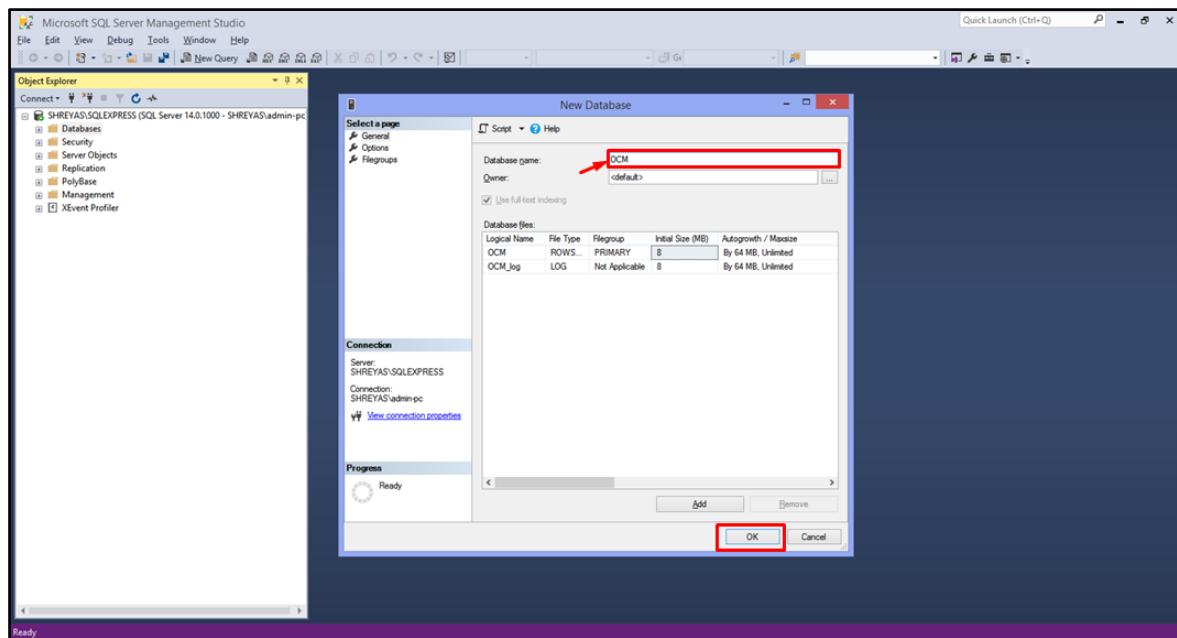
Follow below steps to create initial OCM database setup.

4.1 MSSQL

Step 1: Open SQL Server Management Studio, right click on Databases -> New Database.



Provide valid Database Name and Click on **OK** button to create a new database.



Step 2: Take initial DB Scripts from following SVN path and run in SQL Server Management Studio.

- [svn://repo.tetherfi.com/InterLink/ProductReleases/Latest/OCM/OCMUI/DataBaseScripts/Full DB/OCM_DB.sql](svn://repo.tetherfi.com/InterLink/ProductReleases/Latest/OCM/OCMUI/DataBaseScripts/Full%20DB/OCM_DB.sql)
- [svn://repo.tetherfi.com/InterLink/ProductReleases/Latest/OCM/OCMUI/DataBaseScripts/Setup/OCM Setup Query.sql](svn://repo.tetherfi.com/InterLink/ProductReleases/Latest/OCM/OCMUI/DataBaseScripts/Setup/OCM%20Setup%20Query.sql)

Step 3: Execute below script to give page-based access to a specific user:

Replace 'NTUCMTSGV99\sit-admin' with client server lanID. (Please verify the UserID before you run the script. UserID should be same as the username used to login to OCM.)

```
USE [OCM] --- Database name
```

```
GO
```

```
INSERT INTO [dbo].[CMM_USER_MANAGEMENT] ([USER_ID],[FUNCTIONALITY],  
[USER_ACCESS],[LAST_CHANGED_BY],[LAST_CHANGED_ON],[ADD_ACCESS],[EDIT_ACCE  
S],
```

```
[DELETE_ACCESS],[EXPORT_ACCESS])VALUES('Tetherfi\Admin','UserManagement','Enable  
' , 'Tetherfi\Admin','20180608 123432','Enable','Enable','Enable')
```

Step 4: Follow below steps to provide role-based access to a specific user:

- Change the OCM Maker role to as required in client place and execute both Maker & Checker DB.

```
INSERT INTO [dbo].[CMM_Roles]([RoleName],[RoleID])VALUES('OCM Maker',1)
```

- *Change the OCM Checker role to as required in client place and execute both Maker & Checker DB.*

```
INSERT INTO [dbo].[CMM_Roles]([RoleName],[RoleID])VALUES('OCM Checker',2)
```

- *Alter [CMM_User_Details] to varchar, earlier one user had only one role, now changed to multiple roles with comma (,) separated role id will be stored.*

```
ALTER TABLE [dbo].[CMM_User_Details] ALTER COLUMN [RoleID] VARCHAR(100)
```

- *Change the [TeamName] as per client.*

```
INSERT INTO  
[dbo].[AGT_Teams]([TeamName],[LAST_CHANGED_ON],[LAST_CHANGED_BY])  
VALUES ('Team OCM','09/03/2022 00:00:00','Administrator')
```

- *Change the Username, firstname, lastname, avayaloginid, teamid (any existing teamid) as per client.*

```
INSERT INTO CMM_User_Details (UserName, RoleID, TeamID, FirstName, LastName,  
CreatedDate, CreatedTime, CreatedBy) VALUES ('Administrator', '1', '1', 'FirstName',  
'LastName', '20180612', '000000', 'Administrator')
```

```
INSERT INTO AGT_Agent (UserName, FirstName, LastName, AvayaLoginID, Profile,  
TeamID, PrimarySupervisorID, CreatedDate, CreatedTime, CreatedBy)
```

```
VALUES ('Administrator', 'FirstName', 'LastName', '50001', 'S', 1, '0', '20180612', '000000',  
'Administrator')
```

- *In case, CMM_Role_Pages table does not contain identity constraint, then drop and create this table using following query.*

```
DROP TABLE [dbo].[CMM_Role_Pages]
```

```
CREATE TABLE [dbo].[CMM_Role_Pages]([ID] [int] not null IDENTITY(1,1),[RoleID] [int]  
NULL, [PageName] [varchar](100) NULL,[LAST_CHANGED_ON] [varchar](100)  
NULL,[LAST_CHANGED_BY] [varchar](100) NULL,[USER_ACCESS] [varchar](10)  
NULL,[ADD_ACCESS] [varchar](10) NULL, [EDIT_ACCESS] [varchar](10)  
NULL,[DELETE_ACCESS] [varchar](10) NULL,[EXPORT_ACCESS] [varchar](10) NULL ) ON  
[PRIMARY]
```

- *Add access to RoleManagement, UserRoleMapping and UserManagement module for specific role.*

```
INSERT INTO [dbo].[CMM_Role_Pages] ([RoleID], [PageName], [LAST_CHANGED_ON],  
[LAST_CHANGED_BY], [USER_ACCESS], [ADD_ACCESS], [EDIT_ACCESS], [DELETE_ACCESS],
```

```
[EXPORT_ACCESS])VALUES ('1', 'RoleManagement', '20180608 123432', 'Administrator',  
'Enable', 'Enable', 'Enable', 'Enable', 'Enable')  
  
INSERT INTO [dbo].[CMM_Role_Pages] ([RoleID], [PageName], [LAST_CHANGED_ON],  
[LAST_CHANGED_BY], [USER_ACCESS], [ADD_ACCESS], [EDIT_ACCESS], [DELETE_ACCESS],  
[EXPORT_ACCESS])VALUES ('1','UserRoleMapping','10/10/2019  
12:24:51','Administrator','Enable','Enable','Enable','Enable')
```

```
INSERT INTO [dbo].[CMM_Role_Pages]([RoleID],[PageName], [LAST_CHANGED_ON],  
[LAST_CHANGED_BY],[USER_ACCESS],[ADD_ACCESS],[EDIT_ACCESS],[DELETE_ACCESS],[E  
XPORT_ACCESS])VALUES ('1','UserManagement','20180608 123432','Administrator',  
'Enable','Enable','Enable','Enable')
```

- Execute following queries to insert Supervisor.

```
INSERT [dbo].[AGT_Agent] ( [UserName], [FirstName], [LastName], [AvayaLoginID],  
[Profile], [TeamID], [PrimarySupervisorID], [LastLoginDate], [LastLoginTime],  
[CreatedDate], [CreatedTime], [CreatedBy]) VALUES (N'Administrator', N'Administrator',  
N'Admin', N'1000', N'S', 1, 0, N'20180809', N'123038', N'20180809', N'123038',  
N'Administrator')
```

```
INSERT [dbo].[AGT_Agent_Profile] ([AgentID], [Voice], [Email], [SMS], [TextChat],  
[VideoChat], [Role]) VALUES (N'1000', 1, 0, 0, 0, N'Maker')
```

```
INSERT [dbo].[AGT_TMACAgentProfile] ( [IsHoldVoiceCallOnChatCall],  
[IsSecondTextChatAutoAnswer], [IsTextChatAutoAnswer], [TotalTabsAllowed],  
[TotalChatTabsAllowed], [TotalVoiceTabsAllowed], [TextChatGreetingTemplateID],  
[IsCRMEnabled], [CRMName], [AgentID], [LAST_CHANGED_BY], [LAST_CHANGED_ON],  
[IsManualInEnabled], [IsVoiceACDAutoAnswerEnabled], [IsVoiceACDAutoACWEnabled],  
[IsTextChatAutoACWEnabled], [IsVoiceAllAutoACWEnabled], [TotalEmailTabsAllowed])  
VALUES (N'0', N'0', N'0', N'20', N'0', N'20', 0, 0, N'0', N'1000', NULL, NULL, 0, 1, 0, 0, 0, 0)
```

```
INSERT [dbo].[AGT_ChannelCount] ([AgentID], [Channel], [Count],  
[BaseInteraction],[Enable]) VALUES (N'1000', N'veoice', 20, N'VoicelInteraction',1)
```

```
INSERT [dbo].[AGT_ChannelCount] ([AgentID], [Channel], [Count],  
[BaseInteraction],[Enable]) VALUES (N'1000', N'fax', 20, N'FaxInteraction',0)
```

```
INSERT [dbo].[AGT_ChannelCount] ([AgentID], [Channel], [Count],  
[BaseInteraction],[Enable]) VALUES (N'1000', N'textchat', 20, N'TextChatInteraction',0)
```

```
INSERT [dbo].[AGT_ChannelCount] ([AgentID], [Channel], [Count],  
[BaseInteraction],[Enable]) VALUES (N'1000', N'audiochat', 20, N'TextChatInteraction',0)
```

```
INSERT [dbo].[AGT_ChannelCount] ([AgentID], [Channel], [Count],
[BaseInteraction],[Enable]) VALUES (N'1000', N'videochat', 20, N'TextChatInteraction',0)
```

- Execute following queries to insert Agent.

```
INSERT [dbo].[AGT_Agent] ( [UserName], [FirstName], [LastName], [AvayaLoginID],
[Profile], [TeamID], [PrimarySupervisorID], [LastLoginDate], [LastLoginTime],
[CreatedDate], [CreatedTime], [CreatedBy]) VALUES (N'Agent', N'Agent', N'Test', N'1001',
N'A', 1, 1, N'20180809', N'123038', N'20180809', N'123038', N'Administrator')
```

```
INSERT [dbo].[AGT_Agent_Profile] ([AgentID], [Voice], [Email], [SMS], [TextChat],
[VideoChat], [Role]) VALUES (N'1001', 1, 0, 0, 0, 0, N'Maker')
```

```
INSERT [dbo].[AGT_TMACAgentProfile] ( [IsHoldVoiceCallOnChatCall],
[IsSecondTextChatAutoAnswer], [IsTextChatAutoAnswer], [TotalTabsAllowed],
[TotalChatTabsAllowed], [TotalVoiceTabsAllowed], [TextChatGreetingTemplateID],
[IsCRMEnabled], [CRMName], [AgentID], [LAST_CHANGED_BY], [LAST_CHANGED_ON],
[IsManualInEnabled], [IsVoiceACDAutoAnswerEnabled], [IsVoiceACDAutoACWEnabled],
[IsTextChatAutoACWEnabled], [IsVoiceAllAutoACWEnabled], [TotalEmailTabsAllowed])
VALUES (N'0', N'0', N'0', N'20', N'0', N'20', 0, 0, N'0', N'1001', NULL, NULL, 0, 1, 0, 0, 0, 0)
```

```
INSERT [dbo].[AGT_ChannelCount] ([AgentID], [Channel], [Count],
[BaseInteraction],[Enable]) VALUES (N'1001', N'voice', 20, N'VoiceInteraction',1)
```

```
INSERT [dbo]. [AGT_ChannelCount] ([AgentID], [Channel], [Count],
[BaseInteraction],[Enable]) VALUES (N'1001', N'fax', 20, N'FaxInteraction',0)
```

```
INSERT [dbo]. [AGT_ChannelCount] ([AgentID], [Channel], [Count],
[BaseInteraction],[Enable]) VALUES (N'1001', N'textchat', 20, N'TextChatInteraction',0)
```

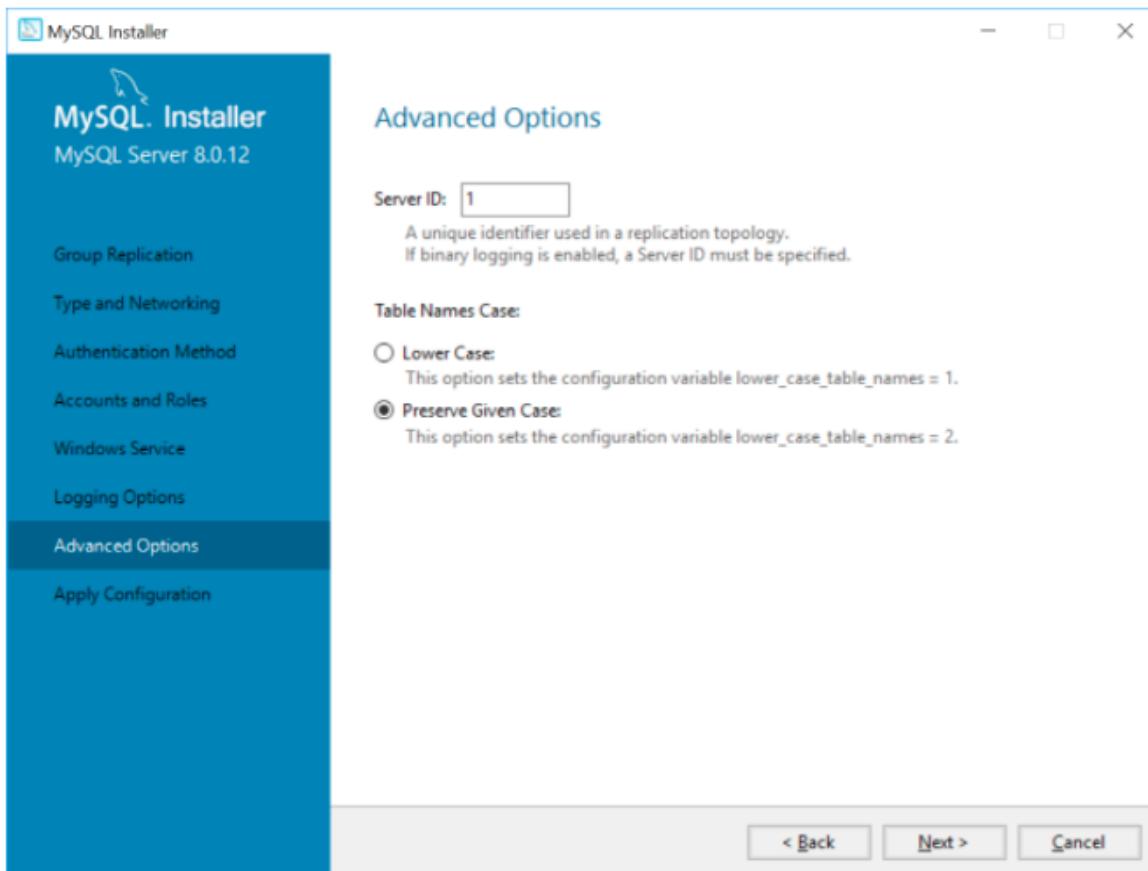
```
INSERT [dbo]. [AGT_ChannelCount] ([AgentID], [Channel], [Count],
[BaseInteraction],[Enable]) VALUES (N'1001', N'audiochat', 20, N'TextChatInteraction',0)
```

```
INSERT [dbo]. [AGT_ChannelCount] ([AgentID], [Channel], [Count],
[BaseInteraction],[Enable]) VALUES (N'1001', N'videochat', 20, N'TextChatInteraction',0)
```

- For more details on OCM table specification please refer below document
<https://docs.tetherfi.com/documentation/ocm-design-document/>

4.2 MySQL

Step 1: During the installation if **MySQL Workbench**, you have to select **Advanced Options** so that you can get to this screen. Then you select Preserve Given Case, which is not the default.



MySQL hides and buries this setting in obscurity, and then provides no possible way post-installation to change it. In that case, you might have to add lower_case_table_names=2 to my.ini, in case mysql removes it.

Step 2: Look for the initialization file located at C:\ProgramData\MySQL\MySQL Server 8.0\my.ini. Open my.ini file with a Notepad++. Look for the headers [client], [mysql] under the CLIENT section & [mysqld] under the SERVER section. Add the statement "local_infile=ON" under each of these headers. Save the file and restart MySQL80 service under the Windows local services.

```

#
# And then execute this in a command line shell to start the server, e.g.
# net start MySQLX
#
#
# Guidelines for editing this file
# -----
#
# In this file, you can use all long options that the program supports.
# If you want to know the options a program supports, start the program
# with the "--help" option.
#
# More detailed information about the individual options can also be
# found in the manual.
#
# For advice on how to change settings please see
# https://dev.mysql.com/doc/refman/8.0/en/server-configuration-defaults.html
#
#
# CLIENT SECTION
# -----
#
# The following options will be read by MySQL client applications.
# Note that only client applications shipped by MySQL are guaranteed
# to read this section. If you want your own MySQL client program to
# honor these values, you need to specify it as an option during the
# MySQL client library initialization.
#
[client]
# pipe=
# socket=MYSQL
port=3306
local_infile=ON

[mysql]
no-beep
# default-character-set=
```

```

# If more than this many successive connection requests from a host are interrupted without a successful connection,
# the server blocks that host from performing further connections.
max_connect_errors=100

# Changes the number of file descriptors available to mysqld.
# You should try increasing the value of this option if mysqld gives you the error "Too many open files".
open_files_limit=4161

# If you see many sort_merge_passes per second in SHOW GLOBAL STATUS output, you can consider increasing the
# sort_buffer_size value to speed up ORDER BY or GROUP BY operations that cannot be improved with query optimization
# or improved indexing.
sort_buffer_size=256K

# The number of table definitions (from .frm files) that can be stored in the definition cache.
# If you use a large number of tables, you can create a large table definition cache to speed up opening of tables.
# The table definition cache takes less space and does not use file descriptors, unlike the normal table cache.
# The minimum and default values are both 400.
table_definition_cache=1400

# Specify the maximum size of a row-based binary log event, in bytes.
# Rows are grouped into events smaller than this size if possible. The value should be a multiple of 256.
binlog_row_event_max_size=8K

# If the value of this variable is greater than 0, a replica synchronizes its master.info file to disk.
# (using fdatasync()) after every sync_master_info events.
sync_master_info=10000

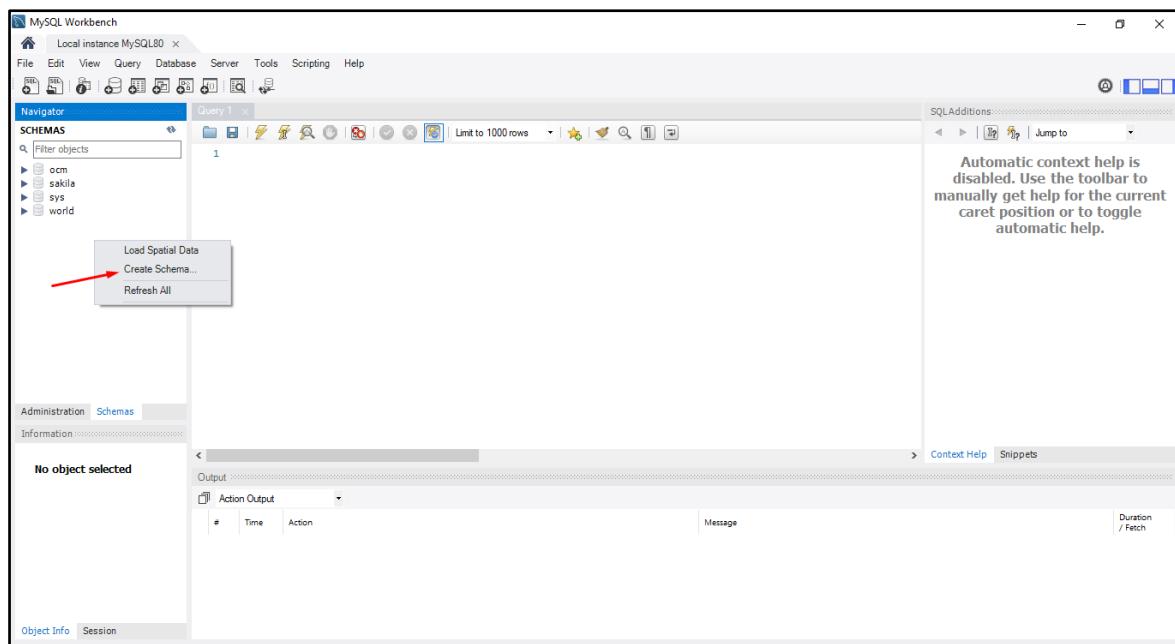
# If the value of this variable is greater than 0, the MySQL server synchronizes its relay log to disk.
# (using fdatasync()) after every sync_relay_log writes to the relay log.
sync_relay_log=10000

# If the value of this variable is greater than 0, a replica synchronizes its relay-log.info file to disk.
# (using fdatasync()) after every sync_relay_log_info transactions.
sync_relay_log_info=10000

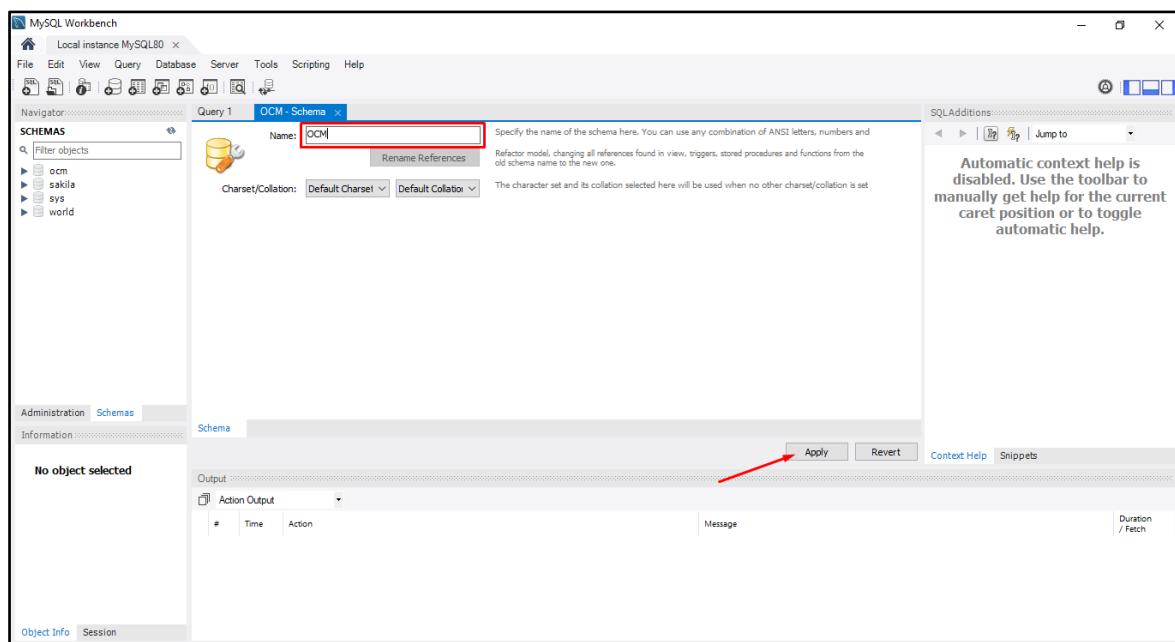
# Load mysql plugins at start."plugin_x ; plugin_y".
# plugin_load

# The TCP/IP Port the MySQL Server X Protocol will listen on.
loose_mysqlx_port=33060
local_infile=ON
```

Step 3: Open MySQL Workbench, right click on blank space on the left side -> Create Schema.



Provide valid Database Name and Click on **Apply** button to create a new database.



Step 4: Take initial DB Scripts from following SVN path and run in SQL Server Management Studio.

- [svn://repo.tetherfi.com/InterLink/ProductReleases/Latest/OCM/OCMUI/DataBaseScripts/Full DB/OCM_DB.sql](svn://repo.tetherfi.com/InterLink/ProductReleases/Latest/OCM/OCMUI/DataBaseScripts/Full%20DB/OCM_DB.sql)
- [svn://repo.tetherfi.com/InterLink/ProductReleases/Latest/OCM/OCMUI/DataBaseScripts/Setup/OCM Setup Query.sql](svn://repo.tetherfi.com/InterLink/ProductReleases/Latest/OCM/OCMUI/DataBaseScripts/Setup/OCM%20Setup%20Query.sql)

Step 5: Execute below script to give page-based access to a specific user:

Replace 'NTUCMTSGV99\sit-admin' with client server lanID. (Please verify the UserID before you run the script. UserID should be same as the username used to login to OCM.)

```

INSERT      INTO      `CMM_USER_MANAGEMENT`      (`USER_ID`,`FUNCTIONALITY`,
`USER_ACCESS`, `LAST_CHANGED_BY`, `LAST_CHANGED_ON`, `ADD_ACCESS`, `EDIT_ACCESS
`DELETE_ACCESS`, `EXPORT_ACCESS`)
VALUES('Tetherfi\Admin','UserManagement','Enable','Tetherfi\Admin','20180608
123432','Enable','Enable','Enable','Enable');
    
```

Step 6: Follow below steps to provide role-based access to a specific user:

- *Change the OCM Maker role to as required in client place and execute both Maker & Checker DB.*

```
INSERT INTO `CMM_Roles`(`RoleName`, `RoleId`)VALUES('OCM Maker',1);
```

- *Change the OCM Checker role to as required in client place and execute both Maker & Checker DB.*

```
INSERT INTO `CMM_Roles`(`RoleName`, `RoleId`)VALUES('OCM Checker',2);
```

- *Change the [TeamName] as per client.*

```

INSERT INTO `AGT_Teams`(`TeamName`, `LAST_CHANGED_ON`, `LAST_CHANGED_BY`)
VALUES('Team OCM','20180612 000000','Administrator');VALUES ('Team OCM','20180612
000000','Administrator')
    
```

- *Change the Username, firstname, lastname, avayaloginid, teamid (any existing teamid) as per client.*

```

INSERT INTO CMM_User_Details (UserName, RoleID, TeamID, FirstName, LastName,
CreatedDate, CreatedTime, CreatedBy)
VALUES
    
```

```
('Administrator','1','1','FirstName','LastName','20180612','000000','Administrator');
```

```

INSERT INTO AGT_Agent (UserName, FirstName, LastName, AvayaLoginID, Profile,
TeamID, PrimarySupervisorID, CreatedDate, CreatedTime, CreatedBy)
VALUES
    
```

```
('Administrator','FirstName','LastName','50001','S',1,'0','20180612','000000','Administrat
or');
```

- *In case, CMM_Role_Pages table does not contain identity constraint, then drop and create this table using following query.*

```
DROP TABLE IF EXISTS `CMM_Role_Pages`;
```

```

CREATE TABLE `CMM_Role_Pages` (
`ID` int DEFAULT NULL,
`RoleId` int DEFAULT NULL,
`PageName` varchar(100) DEFAULT NULL,
`LAST_CHANGED_ON` varchar(100) DEFAULT NULL,
`LAST_CHANGED_BY` varchar(100) DEFAULT NULL,
    
```

```

`USER_ACCESS` varchar(10) DEFAULT NULL,
`ADD_ACCESS` varchar(10) DEFAULT NULL,
`EDIT_ACCESS` varchar(10) DEFAULT NULL,
`DELETE_ACCESS` varchar(10) DEFAULT NULL,
`EXPORT_ACCESS` varchar(10) DEFAULT NULL
)

```

- Add access to RoleManagement, UserRoleMapping and UserManagement module for specific role.

```

INSERT INTO `CMM_Role_Pages`
(`RoleID`, `PageName`, `LAST_CHANGED_ON`, `LAST_CHANGED_BY`, `USER_ACCESS`, `ADD_ACCESS`, `EDIT_ACCESS`, `DELETE_ACCESS`, `EXPORT_ACCESS`)
VALUES ('1','RoleManagement','20180608
123432','Administrator','Enable','Enable','Enable','Enable');
```

```

INSERT INTO `CMM_Role_Pages`
(`RoleID`, `PageName`, `LAST_CHANGED_ON`, `LAST_CHANGED_BY`, `USER_ACCESS`, `ADD_ACCESS`, `EDIT_ACCESS`, `DELETE_ACCESS`, `EXPORT_ACCESS`)
VALUES ('1','UserRoleMapping','20180608
123432','Administrator','Enable','Enable','Enable','Enable');
```

```

INSERT INTO `CMM_Role_Pages`
(`RoleID`, `PageName`, `LAST_CHANGED_ON`, `LAST_CHANGED_BY`, `USER_ACCESS`, `ADD_ACCESS`, `EDIT_ACCESS`, `DELETE_ACCESS`, `EXPORT_ACCESS`)
VALUES ('1','UserManagement','20180608
123432','Administrator','Enable','Enable','Enable','Enable');
```

- Execute following queries to insert Supervisor.

```

INSERT `AGT_Agent` ( `UserName`, `FirstName`, `LastName`, `AvayaLoginID`, `Profile`, `TeamID`, `PrimarySupervisorID`, `LastLoginDate`, `LastLoginTime`, `CreatedDate`, `CreatedTime`, `CreatedBy`) VALUES (N'Administrator', N'Administrator', N'Admin', N'1000', N'S', 1, 0, N'20180809', N'123038', N'20180809', N'123038', N'Administrator');
INSERT `AGT_Agent_Profile` ( `AgentID`, `Voice`, `Email`, `SMS`, `TextChat`, `VideoChat`, `Role`) VALUES (N'1000', 1, 0, 0, 0, 0, N'Maker');
```

```

INSERT `AGT_TMACAgentProfile` ( `IsHoldVoiceCallOnChatCall`, `IsSecondTextChatAutoAnswer`, `IsTextChatAutoAnswer`, `TotalTabsAllowed`, `TotalChatTabsAllowed`, `TotalVoiceTabsAllowed`, `TextChatGreetingTemplateID`, `IsCRMEnabled`, `CRMName`, `AgentID`, `LAST_CHANGED_BY`, `LAST_CHANGED_ON`, `IsManualInEnabled`, `IsVoiceACDAutoAnswerEnabled`, `IsVoiceACDAutoACWEnabled`, `IsTextChatAutoACWEnabled`, `IsVoiceAllAutoACWEnabled`, `TotalEmailTabsAllowed` )
VALUES (N'0', N'0', N'0', N'20', N'0', N'20', 0, 0, N'0', N'1000', NULL, NULL, 0, 1, 0, 0, 0);
```

```

INSERT `AGT_ChannelCount` ( `AgentID`, `Channel`, `Count`, `BaseInteraction`, `Enable` )
VALUES (N'1000', N'veoice', 20, N'VoicelInteraction',1);
```

```
INSERT `AGT_ChannelCount`(`AgentID`, `Channel`, `Count`, `BaseInteraction`, `Enable`)
VALUES (N'1000', N'fax', 20, N'FaxInteraction',0);
INSERT `AGT_ChannelCount`(`AgentID`, `Channel`, `Count`, `BaseInteraction`, `Enable`)
VALUES (N'1000', N'textchat', 20, N'TextChatInteraction',0);
```

```
INSERT `AGT_ChannelCount`(`AgentID`, `Channel`, `Count`, `BaseInteraction`, `Enable`)
VALUES (N'1000', N'audiochat', 20, N'TextChatInteraction',0);
```

```
INSERT `AGT_ChannelCount`(`AgentID`, `Channel`, `Count`, `BaseInteraction`, `Enable`)
VALUES (N'1000', N'videochat', 20, N'TextChatInteraction',0);
```

- *Execute following queries to insert Agent.*

```
INSERT `AGT_Agent`(`UserName`, `FirstName`, `LastName`, `AvayaLoginID`, `Profile`,
`TeamID`, `PrimarySupervisorID`, `LastLoginDate`, `LastLoginTime`, `CreatedDate`,
`CreatedTime`, `CreatedBy`) VALUES (N'Agent', N'Agent', N'Test', N'1001', N'A', 1, 1,
N'20180809', N'123038', N'20180809', N'123038', N'Administrator');
INSERT `AGT_Agent_Profile`(`AgentID`, `Voice`, `Email`, `SMS`, `TextChat`, `VideoChat`,
`Role`) VALUES (N'1001', 1, 0, 0, 0, 0, N'Maker');
```

```
INSERT `AGT_TMACAgentProfile`(`IsHoldVoiceCallOnChatCall`,
`IsSecondTextChatAutoAnswer`, `IsTextChatAutoAnswer`, `TotalTabsAllowed`,
`TotalChatTabsAllowed`, `TotalVoiceTabsAllowed`, `TextChatGreetingTemplateID`,
`IsCRMEnabled`, `CRMName`, `AgentID`, `LAST_CHANGED_BY`, `LAST_CHANGED_ON`,
`IsManualInEnabled`, `IsVoiceACDAutoAnswerEnabled`, `IsVoiceACDAutoACWEnabled`,
`IsTextChatAutoACWEnabled`, `IsVoiceAllAutoACWEnabled`, `TotalEmailTabsAllowed`)
VALUES (N'0', N'0', N'0', N'20', N'0', N'20', 0, 0, N'0', N'1001', NULL, NULL, 0, 1, 0, 0, 0, 0);
```

```
INSERT `AGT_ChannelCount`(`AgentID`, `Channel`, `Count`, `BaseInteraction`, `Enable`)
VALUES (N'1001', N'voice', 20, N'VoicemailInteraction',1);
```

```
INSERT `AGT_ChannelCount`(`AgentID`, `Channel`, `Count`, `BaseInteraction`, `Enable`)
VALUES (N'1001', N'fax', 20, N'FaxInteraction',0);
```

```
INSERT `AGT_ChannelCount`(`AgentID`, `Channel`, `Count`, `BaseInteraction`, `Enable`)
VALUES (N'1001', N'textchat', 20, N'TextChatInteraction',0);
```

```
INSERT `AGT_ChannelCount`(`AgentID`, `Channel`, `Count`, `BaseInteraction`, `Enable`)
VALUES (N'1001', N'audiochat', 20, N'TextChatInteraction',0);
```

```
INSERT `AGT_ChannelCount`(`AgentID`, `Channel`, `Count`, `BaseInteraction`, `Enable`)
VALUES (N'1001', N'videochat', 20, N'TextChatInteraction',0);
```

- For more details on OCM table specification please refer below document

<https://docs.tetherfi.com/documentation/ocm-design-document/>

5 Configuration

5.1 OCM Template/AppSettings Json details

5.1.1 Login Configurations

Key	Description	Possible Values	Config Validators
IsServiceDiscoveryFrom	Flag to identify whether DB connection string and connector URLs should take from Service Registry (1) or from config (0)	0 – for local 1 – for registry	[Required] [Range(0, 1)]
Listener_Url	OCM listening URI	For Example: https://IP:xxxxx/OCMUI	
ServiceDiscoveryRefreshFrequency	Refresh Frequency of service discovery, Minimum values should be 15000 (15s)	15000	[Required] [Range(1500, int.MaxValue)]
IsHttpsRedirectEnabled	HttpsRedirection flag : Adds middleware for redirecting HTTP Requests to HTTPS.	0 or 1	[Required]
IsHstsEnabled	Hsts flag :Adds middleware for using HSTS, which adds the Strict-Transport-Security header. The default HSTS value is 30 days. You may want to change this for production scenarios, see https://aka.ms/aspnetcore-hsts .	0 or 1	
LoginType	OCM Login Type IIS/Custom.	IIS/Custom/SSO/IAM/Auto	[Required]
LoginTries	Number of users can try to login.	5 [Range(0, int.MaxValue)]	[Required]
LogUnauthorizedLogin	To trace unauthorized login.	True/False	
SSODomain	SSO Domain	Domain name	
SSOSessionTimeOutTime	SSO Login session Time in minutes	20	
JWTAuthServer	Tetherfi JWT Authentication Server	https://xx.xxx.xxx.xx:xxxxx/api/Auth	
SelfOnboardUrl	External Webpage URL for Self onboarding	https://10.133.146.11/SelfOnboardingUI/	[Required]
SelfOnboardLogo	Self onboarding email Logo path (should have public access)	https://10.133.146.11/OCM_MSSQL/Images/customerlogo.png	[Required]

ApiTokenExpireLimitInMinutes	Api token expire time limit in minutes	30	[Required]
EnableSwagger	Swagger is enabled or disabled	true/false	
IsCaptchaEnabled	Captcha need to be enabled during login	true/false	[Required]
IAMLoginUrl	IAM Login URL path	https://xx.xxx.xxx.xx:xxxx/IAMUI?ApplicationIdentity=OCM	[Required]
IAMServiceUrl	IAM API service URL	https://xx.xxx.xxx.xx:xxxx/iam	[Required]
AutoLoginUrl	Auto login application launch URL	https://localhost:44323/	
AutoLogoutKey	Auto logOut application URL keyvalue pairs	{ "logoutkey1": "https://localhost:44323/" , "logoutkey2": "https://localhost:44323/" }	
AutoLoginUrlExpiry	Auto login url expiry in min	10	
AutoLoginParamSplitKey	Key used to split value passed to the param dbld while auto login	"_"	
IsCustomEnabled	Custom is disabled/enabled	0/1	

5.1.2 Database Configuration

Key	Description	Possible Values	Config Validators
SQLCOMMANDTIMEOUT	Timeout used for executing SQL Queries.	120	
DBSchema	Database schema configuration, used for stored procedures.	Dbo for MSSQL Blank for MySQL	
BulkUpsertBatchingSize	Number of bulk items inserted together.	1000 (Default)	
BulkCopyTimeout	Number of seconds before bulk command execution timeout.	30 (Default)	
ConnectionStringFileType	Appsettings or secrets for taking connection string	Appsettings or secrets	

5.1.3 Application Configurations

Key	Description	Possible Values	Config Validators
DefaultDateTimeFormat	Date format used throughout OCM.	dd/MM/yyyy HH:mm:ss	

DateParseFormat	To convert any date format into specified default format. This should be configured based on client server datetime format.	dd-MM-yyyy HH:mm:ss,dd-MM-yyyy HH:mm:ss tt,dd-MM-yyyy hh:mm:ss tt,dd/MM/yyyy HH:mm:ss,dd/MM/yyyy HH:mm:ss tt,dd/MM/yyyy hh:mm:ss tt,MM/dd/yyyy hh:mm:ss tt,MM/dd/yyyy HH:mm:ss,MM/dd/yyyy HH:mm:ss tt,MM/d/yyyy HH:mm:ss,MM/d/yyyy HH:mm:ss tt,MM/d/yyyy HH:mm:ss tt,MM/d/yyyy HH:mm:ss tt,MM/d/yyyy HH:mm:ss tt,MM/d/yyyy HH:mm:ss tt,MM/d/yyyy HH:mm:ss tt,MM/d/yyyy HH:mm,MM/d/yyyy HH:mm tt,MM/d/yyyy hh:mm tt,M/d/yyyy hh:mm:ss tt,M/d/yyyy HH:mm:ss,yyyyMMdd HH:mm:ss,M/dd/yyyy h:mm:ss tt,MM/d/yyyy h:mm:ss tt,MM-dd-yyyy yyyyHH:mm:ss,yyyyMMddH Hmmss,yyyyMMdd HHmmss,yyyyMMdd,HHmm ss,MM/dd/yyyyHH:mm:ss,d d/MM/yyyy HH:mm,MM/dd/yyyy HH:mm,M/d/yyyy HH:mm:ss,M/d/yyyy HH:mm:ss tt,M/dd/yyyy HH:mm:ss tt,M/dd/yyyy HH:mm:ss,dd/MMyyyy,yyyy-MM-dd HH:mm:ss,fff,d/MM/yyyy H:mm:ss tt,d/MM/yyyy H:mm:ss,yyyy-MM-dd HH:mm:ss,MM/dd/yyyy h:mm:ss tt,dd/MM/yyyy,M/d/yyyy h:mm:ss tt,M/d/yyyy h:mm tt,HH:mm:ss	
CacheStorageTime	Time before OCM cache expires.	1200	
DialerServiceCertificate	Indicates Dialer service certificate path.	E:\Products\OCM\UI\Libs\dialer.cer	
ConfigurationPath	Main root JSON Configurations Folder Path.	E:\Products\OCM\UI\Configurations	[DirectoryExists]
authType	Authenticated user can view specific modules, functionality or channel.	Page/Role	[Required]
Client	Client who is using the OCM.	Client name	

Project	Project Name.	Project name	
owin:AutomaticAppStart up	Automatic App start-up (Used for SignalR (set as false)).	true/false	
SecurityProtocolType	Security protocol used in OCM.	tls12	
SecurityProtocolCertificateFilePath	Security Protocol Certificate File Path.	E:\\GIT\\OCM Group\\OCM\\\\OCM\\CertificateFiles	
IsDataAccessAuditLogEnabled	Flag to check if the data access audit log is enabled on not.		[Required]
IsDataAccessAuditLogWithUTC	Flag to check if the data access audit log with UCT is enabled on not.		[Required]

5.1.4 Email Configurations

Key	Description	Possible Values	Config Validators
EmailManagerServiceEndPoint	Email Manger Service Endpoint to send emails	http://10.133.146.63:15001/restapi/SendEmailFromExternal	
EmailManagerServerCertificateFolderPath	Email Manager Certificate folder	D:\\	
EmailManagerMailboxID	Email manager mailbox id from which mail is sent for user activation	test@sample.onmicrosoft.com	
EnableEMMService	Send Mail based on EMM or SMTP, true then mail through EMM false through smtp	true/false	
fromAddress	Username of the sender for SMTP	test@tetherfi.com	
password	Password of the sender for SMTP	password	
SMTPServer	SMTP Server	Mail.tetherfi.com	
Port	SMTP Port Number	25	
SSL	SSL Enabled or Disabled for SMTP	true/false	
SelfOnboardEmailTemplate	Name of the SelfOnboarding Email Template	UserActivation	[Required]

5.1.5 Logger File Paths

Key	Description	Possible Values	Config Validators
Log4NetConfigFile	Logs the information like debug, exception or flow of execution into a file with configured settings.	E:\\GIT\\OCM Group\\OCM\\\\OCM\\bin\\Debug\\netcoreapp3.1\\log4net.config	[FileExists]

5.1.6 AES Credentials (used for TSAPI login)

Key	Description	Possible Values	Config Validators
aesUserName	AES Username (Used for TSAPI login).	craft	
aesPassword	AES Password (Used for TSAPI login).	craft01	
aesLink	AES Link (Used for TSAPI login).	AVAYA#CMSIM#CSTA#AESSION	

5.1.7 External Application Configuration

Key	Description	Possible Values	Config Validators
IvrDailyReportUrl	IVR Daily Report URL URL.	http://xxx.xxx.xxx.xx:xxxxx/PrdIW/Application/Index	

5.1.8 OCM Export Configurations

Key	Description	Possible Values	Config Validators
TotalExportToExcelLimit	Limit for number of records to be exported in one full export.	800000 (max)	
ExportToExcelLimit	Limit for number of records to be exported in each excel file.	65000 (max per excel file)	
ZipReportExcel	If set to true, OCM will zip every exported excel file else if set to false, single excel files will not be zipped.	True/False	
ExportToExcelPath	Export to excel path.	E:\\GIT\\OCM Group\\OCM\\\\OCM\\Exce lExportedFiles	
CSVFormat	Export Report to csv requires formatting.	True/False	
ExportToFile	Export Report to excel/csv.	excel	
ExportBuffer	Export Buffer in bytes used by stream writer. (This value must be greater than zero)	200000 (This value must be greater than zero. The default size is 81920)	
OCMDAccessMariaDLL	Used for Report Scheduler and Export.	E:\\GIT\\OCM Group\\OCM\\\\OCM\\Libs \\OCM.DataAccess.MariaDB.dll	
OCMDAccessDLL	Used for Report Scheduler and Export.	E:\\GIT\\OCM Group\\OCM\\\\OCM\\Libs \\OCM.DataAccess.dll	[FileExists]

5.1.9 Dashboard Configurations

Key	Description	Possible Values	Config Validators
BcmsRealTimeDashboardType	Config used to check whether BCMS is SIP or Avaya CM.	sip/avaya	
SLA	Service level Agreement for hours.	08	
ProductType	Used in Email dashboard to check for amac/tmac.	amac/tmac	
CallbackVDN	VDN for call back option.	44205	
ChatCallbackSkills	Call back skills for chat.	1391519	
VoiceCallbackSkills	Skills for voice call back.	1391513,1391511,1391512	
skillID	Call back skills.	44205	
DashboardTimeoutTime	Dashboard refresh rate.	30000(Time in milliseconds)	
RealTimeDashboardTimeout	Dashboard refresh rate for Real Time.	30000(Time in milliseconds)	
CallbackDashboardType	Config used to check whether Callback Dashboard is SIP or Avaya CM.	sip/avaya	
MaximumDashboardDays	Enter the value (in days) for maximum no. of days that can be used in Dashboard.	40	
MaximumDashboardMultiSelectItems	Enter the value for maximum no. of items that can be selected in Multiselect Items in Dashboard.	20	
MaxDashboardIdleTime	Time (in minutes) till which DASHBOARD can remain idle after which Dashboard Calls will be disabled.	1	
MaxDashboardVisibleTime	Time (in minutes) till which Dashboard will remain visible on Tab Change or window minimize after which Dashboard Calls will be disabled.	1	
DashboardTimerPopup	Enable/Disable the Dashboard Timer Popup.	Enable/Disable	
SkillDnisList	Mapping of Skills and Hotlines to be shown in Voice Agent Service Queue Dashboard.	5:121212, 5:41011, 4:41011, 7:28001,6:89980,1:	

ColumnTrafficColor	Mapping of background color based on value in voice real time dashboard.	blue:5,red:30,orange:70,yellow:80,green:100	
VoiceRealTimeDashboard Color	Background colour for voice real time Dashboard in order.	purple,orange,aqua,red,blue,yellow,green	
DashboardSkillList	This key specifies which value should be displayed in Dashboard skill drop down.	0 – SkillName, 1- SkillID, 2 – SkillID+SkillName.	
StatementEnquiryMenuID	To set StatementEnquiryMenuID		
RewardEnquiryMenuID	To set RewardEnquiryMenuID		
TRealtimeRestUrls	Url for TRealtimeRest	http://xxxx.xxxxxxx.com:xxx/TRealtimeData/rest, http://xxxx.xxxxxxx.com:xxx/TRealtimeData/rest	
RestCertificateProtocol	TRealtime RestAPI Protocol type	tls12	
RestCertificateFile	TRealtime RestAPI Certificate Folder.	E:\Products\OCM\UI\CertificateFiles	

5.1.10 Report Configurations

Key	Description	Possible Values	Config Validators
AuditTrailllPath	This is to configure the Audit trail report.	E:\\\\GIT\\\\OCM Group\\\\OCM\\\\\\\\OCM\\\\bin\\\\Debug\\\\netcoreapp3.1\\\\	[DirectoryExists]
AuditTrailllList	This is the list for Audit trail DLL's.	OCM.Model, CMMModel, OCM.Model.Custom, MBSCustom.DataAccessLayer, TSocialMediaAPIConnector	[Required]
AgentSkillBcmsReport IntervalDropdown	Used in agent and skill historical report to set the interval in the dropdown.	23h or 23m (h-hours, m-minutes)	
KillAnalog	KillAnalog Report to enable/disable.	Enable/Disable	
ActionsToExclude	Actions To Exclude for MX Interaction Report	SendAvControlMessage,AVC ontrolMessageReceived,Sen dNotification	
AudioVideoFileURL	Audio/Video playback files URL.	http://xxx.xxx.xxx.xx:xxxx /Master_OCMPhrases/	
WaterMarkImageURL	Ekyc WaterMarkImages URL	https://xxx.xxx.xxx.xx:xxxx/ WaterMarkImages/	[Required]

EkycCustomerWidget	Ekyc CustomerData URL	https://xxx.xxx.xxx.xx:xxxx/widgets/CustomerData/	
SnapShotURL	SnapShot URL	https://xxx.xxx.xxx.xx:xxxx/ApiFileUploadDownLoad/	[Required]
WebRTCRecorderAPIUrl	WebRTC Recorder Rest API URL.	https://sit.tetherfi.com:9443/wrs/recording/rest/session/	
WebRTCRecorderCertificateFolder	WebRTCRecorder Service Certificate Folder.	E:\Products\OCM\UI\CertificateFiles	
WebRTCRecorderSecurityProtocolType	WebRTCRecorder Service Security Protocol Type.	tls12	
ReportInterval	Limit the interval (in months) for which report data to be shown.	Set as 'disable' if interval is not needed, else set number in months.	
ReportFilterType	Used to set report filter based on team/team supervisor/NA.	Team/Team Supervisor/na	
LocalNumber	Starting digit of local number for Primary recipient.	8	
LocalNumberLength	Length of local number for Primary recipient.	10	
OverseasNumber	Starting digit of overseas (international) number for Primary recipient.	65	
OverseasNumberLength	Length of overseas (international) number for Primary recipient.	10	
IsRemoveDownloadedReport	Indicates whether file should be displayed in Report download page after download.	true/false	
AuxCodesToExclude	Aux codes to exclude for Agent Aux Report.	Login,Logout,Default,Skillaux	
AmrFilePath	Folder path of AMR files for Survey Summary Report.	E:\IISApplications\AMRFiles\	
ValidityOfRecentlyAccessedReports	Validity of recently accessed reports in days	5	
CallBackFilter	Value given to exclude data from callback management module and callbackSLA report (none/OM)	OM	
CIF		CIF	

Segment	Property name from the OtherData column from Ivr_Callback_Requests table used in IvrCallback, IvrCallbackManagement and CallbackSlaReport	Segment	
Subsegment		Subsegment	
BusinessField1		BusinessField1	
BusinessField2		BusinessField2	
Disposition1		Disposition1	
Disposition2		Disposition2	
CallBackChannel		SOURCEINDICATOR	
CallBackType		CBTYPE	
CardNumber		CARDNUM	
RejectionViolation	RejectedViolation to change lable of detection in OCM Violation report	other, person, phone, camera, pen, noface, facefound	
EnableCallTransferReportDecryption	To Enable or disable Call Transfer Report Decryption	Enable/Disable	

5.1.11 Admin Page Configurations

Key	Description	Possible Values	Config Validators
UnicodeEnabled	To check Unicode enabled/disabled while inserting text/message to database.	0 or 1	
CsvFileUploadPath	Fax file upload path in bulk upload module.	E:\\GIT\\OCM Group\\OCM\\\\OCM\\File UploadPath\\	[DirectoryExists]
LogRootPath	Logfile path to search files.	D:\\GIT\\OCM\\	
Downloadfiles	It stores all downloaded files.	E:\\GIT\\OCM Group\\OCM\\\\OCM\\Downloads\\	
ReportMailingAddress	Report Mailing Address.	test	
Language	Languages used in OCM.	English,Mandarin	
BankName	Name of specific Banks used in branch management.	Bank Name	
MainLines	Mainlines used in branch management.	MainLines1,MainLines2	
SubLines	SubLines used in branch management.	MainLines1=SubLines1,SubLines2,SubLines3 MainLines2=SubLines4,SubLines5,SubLines6	
IntroductoryMessage	The message to be played at the beginning (Functionality Names).	CBGPhrases (Functionality name).	

IntroductoryMessageFile	Upload a file for Introductory message.	Folder name	
UploadName			
IntentMappingSkills	Mapping the Intent with specific skills.	1391519,1391513,1391511	
IntentMappingLanguages	Mapping the intent with specific languages.	English,Mandarin,Cantonese	
IntentMappingSegments	Mapping the intent with specific segments.	Mass,Wealth,Customer Solutions	
IntentMappingProducts	Mapping the intent with specific Products.	Bank,Card,Cashline	
HostValueMapping	To assign OCM pages to the specific IVR Host Value Mapping. Functionality names for host value mapping.	Account and Card Types,Host Return Code Announcements,IPO Announcement,Transaction Descriptions,Share Name,Corporation Name,Error Codes,Product Codes	
HostValueMappingHostData	List of Host value names for host value mapping.	HostData Value,Announcement,Transaction Descriptions,Share Name,Corporation Name,Error Codes,Product Codes	
AgentAccessRole	Accessible Role for Agent.	Agent,AgentCherry,AgentSupervisor,AgentSupervisorCherry,Chatbot	
CrmName	CRM used in agent settings.	All,1,2,3,4,5	
DropdownConfig	Workflow Designer dropdown config.	start,getdbrecord,getagentstat,makecalltoq,makecall,connected,sleep10,end,callDII,clenupNode,nodatasleep,calltimeout,makecallsuccess,dropcall,makecalltest,checkagentstat,agentnotavail,readqueue,callagent,changeqstat	
DropdownTypes	Workflow designer dropdown types.	start,dbread,agentstat,makecall,dbwrite,sleep,end,dllcall,dbwrite,dropcall,agentstate,qread,changeqstat	
dialerFolderPath	Path of flowfiles used for dialer.	E:\Products\OCM\UI\FlowFiles\	
Channel	Agent Setting AgentAccessRole.	Chat,Audio IP	

SkillPriority	Skill Priority List.	Top:1, High:2, Medium:3, Low:4	
SkillConfigurationMode	Skill configuration mode.	0 – CM Data Sync, 1 - WQ	
SkillConfigurationDefault Values	Comma separated default values to save in CM sync.	AcceptableServiceLevel:60,Timeout:60,Priority:1	
FallbackSkillStrategy	Comma separated default values to save in CM sync	Manual:1,Availability:2,Best Skill SL:3	
CustomerIDType	List of Customer ID Types for VIP List.	NRIC,Passport	
ContactType	List of contact types for VIP List.	VIP,White List,TargetList,ExclusionList	
IsRetagSupervisor	To retag supervisor, on change of team and profile of a supervisor within level or on delete of any supervisor.	true/false	
CampaignMappingTeams	List of Campaign Mapping Teams.	Front End – Platinum / Corporate,Front End – Pre-due / CPD,Front End – 30 Days,Unsecured Front End – X day I-Cash,Mortgage Front End,Biz-Banking Front End	
ChatIntentSkillMapping Channel	Channel List to get skills dropdown in chat intent skill mapping, channel should be same as in AgentSettingChannelCount.	textchat, audiochat, videotchat	
DeskManagerAuxCodesFrom	TDM Aux code configuration to configure threshold limit based on aux codes for AuxCodeFrom dropdown.	On Call - Hold,Aux-Example	
DeskManagerAuxCodesTo	TDM Aux code configuration to configure threshold limit based on aux codes for AuxCodeTo dropdown.	Available, Un Hold	
DeskManagerExcludeSources	TDM Exclude sources configuration to configure threshold	TMC, TDM, Supervisor	
ModuleHierachy	Used to filter records in OCM Admin pages based on set org. unit.	True/false	
MaxFaxTemplateImportFileSize	Maximum size of the file that to be imported for Fax template (in MB).	2	
EmptyFileExportByExportScheduler	Flag to check whether empty file should be exported by export scheduler or not.	True/false	
MaxFileSizeForUpload	Maximum size of the files(.wav,.pdf,.tif,.tiff etc) that will be uploaded from different modules (in MB).	20	

ChatTemplateChannelList	List of channel for Chat Template (Comma separated)	Chat, SM, TextChat	
TemplateType	List of Template type value for Chat Template	Freetext:1, Readonly:2, Forms :3	
ColorCodeConfigDashboardLst	List of Dashboard names for which color code config can be applied.	ChatRealTimeDashboard, EmailRealTimeDashboard, VoiceRealTimeDashboard, TmacWallboard	
IsTMACUpdateAllowed	Agent setting and User role mapping to be updated in TMAC or not (true/false - allowed/not allowed)	True/False	
TMACServerCertificateFolder	TMAC Server service certificate folder	E:\Products\OCM\UI\CertificateFiles	
IsTRestAPIUpdateAllowed	e-KYC data to be updated in TMAC or not (true/false - allowed/not allowed)	True/False	
TRestAPIServerURLList	Comma Separated TRest API url list	http://xxx.xxx.xxx.xx:xxxxx/TMACRestAPI1/, https://xxx.xxx.xxx.xx:xxxxx/TMACRestAPI1/	
TRestAPICertificateFolder	TRest API Certificate Folder	E:\Products\OCM\UI\CertificateFiles	
IsTFaceAuthAPIUpdateAllowed	Agent profile pic update to TFaceAuth or not	true/false - allowed/not allowed	
TFaceAuthAPIURLList	Comma Separated TFaceAuth API url list	http://xxx.xxx.xxx.xx:xxxxx/api/v2/profile	
TFaceAuthAPICertificateFolder	TFaceAuth API certificate folder	E:\Products\OCM\UI\CertificateFiles	
CallingListMaxFileSizeForUpload	Maximum size of the csv files that will be uploaded from SlotScheduler module (in MB)	2	
CallingListMaxRecord	Maximum number of records can be added to the calling list csv file	1000	
MaxEmailTemplateImportFileSize	Maximum size of the file that to be imported for Email templates (in MB)	2	
SurveyEngineAPIUrl	Survey Engine Rest API URL	https://xxx.xxx.xxx.xx:xxxxx/SurveyEngineAPI/api/	
SurveyEngineCertificateFolder	Survey Engine service certificate folder	E:\Products\OCM\UI\CertificateFiles	
MediaUploader	Media Uploader API URL	https://xxxxxxxxxxxxxxxxxxxx/upload	

MediaStreamer	Media Streamer API URL	https://xxxxxxxxxxxxxxxxxxxxxx/stream/media/	
MediaUploadStreamCertificateFolder	MediaUploadStream certificate folder	E:\Products\OCM\UI\CertificateFiles	
AgentProfilePicType	AgentProfilePicType key is used for storing image as URL or base64	0 means URL, 1 means base64	
UserPreferenceAPIUrl	UserPreference Rest API URL	https://xx.xxx.xxx.xx:xxxxx/api/	
UserPreferenceCertificateFolder	UserPreference certificate folder	D:\\GIT\\OCM Core\\OCM\\CertificateFiles	

5.1.12 Maker - Checker Configurations

Key	Description	Possible Values	Config Validators
FileUploadPath	Path to upload checker wave file.	E:\Products\OCM\UI\FileUploadPath\	
WaveFileURL	IP to browse checker wave files in OCM.	http://localhost/OCMPhrase/	
FileUploadPathMaker	Path to upload Maker wave file.	E:\Products\OCM\UI\FileUploadPath\Maker\	
WaveFileURLMaker	IP to browse maker wave files in OCM.	http://localhost/OCMPhraseMaker/	
MPP IPs	IPs of multiple MPP servers.	https:// xxx.xxx.xxx.xx:xxxx	
EnableMPPUpload	Enabling MPP file upload.	Enable or Disable	
FileUploadNameForWealth	Folder Name to upload Introductory Message Wealth wave files.	WealthCBGPhrases	
FileUploadName	Default Folder Name to upload wave files.	CBGPhrases	
ValidateCheckerWavFilesForApproval	To check if the wav files are present/Synced on the current server before checker approval	True/false	

5.1.13 MPP file upload path for all the wave files except IW wave files (Maker)

Key	Description	Possible Values	Config Validators
FileUploadPathMPP	MPP file upload path.	/MPP/misc/fileUpload.php	
FileUploadPathMPPEnglish	MPP file upload path (English).	/MPP/misc/fileUpload.php	
FileUploadPathMPPMandarin	MPP file upload path (Mandarin).	/MPP/misc/fileUpload.php	

FileUploadPathMPPCantonese	MPP file upload path (Cantonese).	/MPP/misc/fileUpload.php	
FileUploadPathMPPThai	MPP file upload path (Thai).	/MPP/misc/fileUpload.php	
FileUploadPathMPPMalay	MPP file upload path (Malay).	/MPP/misc/fileUpload.php	
FileUploadPathMPPBaha sa	MPP file upload path (Bahasa).	/MPP/misc/fileUpload.php	
FileUploadPathMPPVietnamese	MPP file upload path (Vietnamese).	/MPP/misc/fileUpload.php	

5.1.14 MPP file upload path for all the wave files except IW wave files (Checker)

Key	Description	Possible Values	Config Validators
FileUploadPathMPPEnglishChecker	MPP Checker file upload path (English).	/MPP/misc/fileUpload.php	
FileUploadPathMPPMandarinChecker	MPP Checker file upload path (Mandarin).	/MPP/misc/fileUpload.php	
FileUploadPathMPPCantoneseChecker	MPP Checker file upload path (Cantonese).	/MPP/misc/fileUpload.php	
FileUploadPathMPPThaiChecker	MPP Checker file upload path (Thai).	/MPP/misc/fileUpload.php	
FileUploadPathMPPMalayChecker	MPP Checker file upload path (Malay).	/MPP/misc/fileUpload.php	
FileUploadPathMPPBaha saChecker	MPP Checker file upload path (Bahasa).	/MPP/misc/fileUpload.php	
FileUploadPathMPPVietnameseChecker	MPP Checker file upload path (Vietnamese).	/MPP/misc/fileUpload.php	

5.1.15 MPP file upload path for Introductory Message Wealth wave files except IW wave files (Maker)

Key	Description	Possible Values	Config Validators
FileUploadPathMPPEnglishWealth	MPP file upload path for Introductory message wealth (English).	/MPP/misc/fileUpload.php	
FileUploadPathMPPMandarinWealth	MPP file upload path for Introductory message wealth (Mandarin).	/MPP/misc/fileUpload.php	
FileUploadPathMPPCantoneseWealth	MPP file upload path for Introductory message wealth (Cantonese).	/MPP/misc/fileUpload.php	

FileUploadPathMPPThaiWealth	MPP file upload path for Introductory message wealth (Thai).	/MPP/misc/fileUpload.php	
FileUploadPathMPPMalayWealth	MPP file upload path for Introductory message wealth (Malay).	/MPP/misc/fileUpload.php	
FileUploadPathMPPBahaSaWealth	MPP file upload path for Introductory message wealth (Bahasa).	/MPP/misc/fileUpload.php	
FileUploadPathMPPVietnameseWealth	MPP file upload path for Introductory message wealth (Vietnamese).	/MPP/misc/fileUpload.php	

5.1.16 MPP file upload path for Introductory Message Wealth wave files except IW wave files (Checker)

Key	Description	Possible Values	Config Validators
FileUploadPathMPPEnglishWealthChecker	MPP Checker file upload path for Introductory message wealth (English).	/MPP/misc/fileUpload.php	
FileUploadPathMPPMandarinWealthChecker	MPP Checker file upload path for Introductory message wealth (Mandarin).	/MPP/misc/fileUpload.php	
FileUploadPathMPPCantoneseWealthChecker	MPP Checker file upload path for Introductory message wealth (Cantonese).	/MPP/misc/fileUpload.php	
FileUploadPathMPPThaiWealthChecker	MPP Checker file upload path for Introductory message wealth (Thai).	/MPP/misc/fileUpload.php	
FileUploadPathMPPMalayWealthChecker	MPP Checker file upload path for Introductory message wealth (Malay).	/MPP/misc/fileUpload.php	
FileUploadPathMPPBahaSaWealthChecker	MPP Checker file upload path for Introductory message wealth (Bahasa).	/MPP/misc/fileUpload.php	
FileUploadPathMPPVietnameseWealthChecker	MPP Checker file upload path for Introductory message wealth (Vietnamese).	/MPP/misc/fileUpload.php	

5.1.17 MPP file upload path for IW wave files except IW wave files (Maker)

Key	Description	Possible Values	Config Validators
FileUploadPathMPPEnglishIW	MPP file upload path for IW (English).	/MPP/misc/fileUpload.php	
FileUploadPathMPPMandarinIW	MPP file upload path for IW (Mandarin).	/MPP/misc/fileUpload.php	

FileUploadPathMPPCantoneselW	MPP file upload path for IW (Cantonese).	/MPP/misc/fileUpload.php	
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5.1.18 MPP file upload path for IW wave files except IW wave files (Checker)

Key	Description	Possible Values	Config Validators
FileUploadPathMPPEnglishIWChecker	MPP Checker file upload path for IW (English).	/MPP/misc/fileUpload.php	
FileUploadPathMPPMandarinIWChecker	MPP Checker file upload path for IW (Mandarin).	/MPP/misc/fileUpload.php	
FileUploadPathMPPCantoneselWChecker	MPP Checker file upload path for IW (Cantonese).	/MPP/misc/fileUpload.php	

5.1.19 MPP file upload path for Mass wave files except Mass wave files (Maker)

Key	Description	Possible Values	Config Validators
FileUploadPathMPPEnglishMass	MPP file upload path for Mass (English).	/MPP/misc/fileUpload.php	
FileUploadPathMPPMandarinMass	MPP file upload path for Mass (Mandarin).	/MPP/misc/fileUpload.php	
FileUploadPathMPPCantoneselMass	MPP file upload path for Mass (Cantonese).	/MPP/misc/fileUpload.php	

5.1.20 MPP file upload path for Mass wave files except Mass wave files (Checker)

Key	Description	Possible Values	Config Validators
FileUploadPathMPPEnglishMassChecker	MPP Checker file upload path for Mass (English).	/MPP/misc/fileUpload.php	
FileUploadPathMPPMandarinMassChecker	MPP Checker file upload path for Mass (Mandarin).	/MPP/misc/fileUpload.php	
FileUploadPathMPPCantoneselMassChecker	MPP Checker file upload path for Mass (Cantonese).	/MPP/misc/fileUpload.php	

5.1.21 MPP file upload path for Wealth Prompt wave files except Wealth Prompt wave files (Maker)

Key	Description	Possible Values	Config Validators
FileUploadPathMPPEnglishWealthPrompt	MPP file upload path for Wealth Prompt (English).	/MPP/misc/fileUpload.php	
FileUploadPathMPPMandarinWealthPrompt	MPP file upload path for Wealth Prompt (Mandarin).	/MPP/misc/fileUpload.php	

FileUploadPathMPPCantoneseWealthPrompt	MPP file upload path for Wealth Prompt (Cantonese).	/MPP/misc/fileUpload.php	
---	---	---------------------------------	--

5.1.22 MPP file upload path for Wealth Prompt wave files except Wealth Prompt wave files (Checker)

Key	Description	Possible Values	Config Validators
FileUploadPathMPPEnglishWealthPromptChecker	MPP Checker file upload path for Wealth Prompt (English).	/MPP/misc/fileUpload.php	
FileUploadPathMPPMandarinWealthPromptChecker	MPP Checker file upload path for Wealth Prompt (Mandarin).	/MPP/misc/fileUpload.php	
FileUploadPathMPPCantoneseWealthPromptChecker	MPP Checker file upload path for Wealth Prompt (Cantonese).	/MPP/misc/fileUpload.php	

5.1.23 Other Configurations

Key	Description	Possible Values	Config Validators
EmailTemplateType	List of email template types used in Email Template/Email Templates module	Form, Standard, Free	
SurveyVdn	List of survey VDN's	Comma separated list of VDN's	
QuestionNumber	List of question numbers used in IVR Survey and CSO Survey QA module	Comma separated list of question numbers	
EmailServer	List of Email sever names used in Email Account Configuration module	Email Server 1, Email Server 2	

5.1.24 Agent Skill Assignment Configurations

Key	Description	Possible Values	Config Validators
CheckerSuffix	Checker Suffix.	_C	
CMSkillDigitLength	CM Skill Digit Length.	2	
RecorderSkill	Skill Recorder.	20	
RecorderSkillLevel	Skill Level Recorder.	1	
SpecialID_AACCSkill	AACC Skill Special ID.	20	

SpecialID_CMSkill	CM Skill Special ID.	1	
MaxAgentSkillLevel	Maximum skill level for each skill of an agent.	16	
AgentMaxSkills	Maximum number of skills for an agent.	20	
CM_MaxSkills	Maximum number of CM skills for an agent.	99	
KeepOldSkills	To keep old agent skills in multi skill tab.	true/false	

5.1.25 Fax Page Configurations

Key	Description	Possible Values	Config Validators
FaxerDownloadPath	Path to save the faxer images.	E:\Products\OCM\UI\FaxerImages\	
TFAXServerCount	Specify the number of TFMC instance it can connect to.	4	
dpiX	Pixel values for the conversion to tiff.	408	
dpiY		391	
width		3456	
height		4570	
paperSize		a4	
faxCompression		tiffg4	
GhostPath	Ghost Script path.	E:\Products\OCM\UI\gs923w32\New folder\gswin32.exe	
FaxReceivedFilesRootPath	Fax INI File Editor Configurations which should be pointed to server Tfax Routedata folder.	E:\Products\OCM\UI\Fax	
FaxSenderBulkUploadPath			
timeToSleep	Fax service timeout when fails.	2	
senderTypes	Various Fax sender types.	VIP,BL,WL,Default	
FaxFileUploadPath	IIS hosted path to fax files.	E:\Products\OCM\UI\OCMFaxerFiles	
FaxFileUploadURL	IIS hosted application to browse fax files to print/preview.	http://localhost/OCMFaxFiles/	
MaxNumberstoSend	Max numbers to send using SendFax.	5	
MaxRecipient	Max Recipient allowed to tag to Fax Addressbook- Default value will be 5.	5	

MaxBulkPrintTiffCount	Max tiff images count to be bulk printed in Fax Received Detail Report.	2	
------------------------------	---	----------	--

5.1.26 Dialer Callback Configurations

Key	Description	Possible Values	Config Validators
EnableToNumber	Enable To Number.	9999	
FromNumber	From Number.	999989	
DisableToNumber	Disable To Number.	99990	

5.1.27 Session Manager Configurations

Key	Description	Possible Values	Config Validators
UserSessionManagerServerType	User session manager server Type		[Required]
IsSessionManagerEnabled	Indicates whether User Session Manager is enabled or disabled.	0 or 1	
OCMTimeoutPopupTime	Number of seconds to display OCM Timeout popup window.	60	

5.1.28 TRS Configurations

Key	Description	Possible Values	Config Validators
IsTRSEnabled	Indicates whether TRS is enabled or disabled	0 or 1	
TRSUrl	TRS Client Web Socket URL	wss://tmac.tetherfilabs.com:5654/mux	
TRSIdentity	Unique Identity for TRS	OCM	

5.1.29 LDAP Configurations

Key	Description	Possible Values	Config Validators
Domain	LDAP Domain Name	Tetherfi	
ServerURL	IP Address with Port Number	xx.xx.xx.xx:xxx	
BaseDn	LDAP Base DN	DC=devbox,DC=tetherfilabs,DC=com	
UserBaseDn	LDAP User Base DN	CN=users,DC=devbox,DC=tetherfi,DC=com	
SearchBaseDn	LDAP Search Base DN	DC=devbox,DC=tetherfi,DC=com	

SearchFilter	Search Filter		
SecureSocketLayer	Secure Socket layer	True/false	
UseTLS	Secure transport layer	True/false	
AdminDn	LDAP Admin DN	CN=Admin,DC=devbox,DC=tetherfi,DC=com	
AdminPassword	LDAP Admin password	*****	
LDAPType	LDAP Authentication Type	0 for Active directory 1 for OpenLDAP	

5.1.30 Connectors Configurations

Key	Description	Possible Values	Config Validators
TTF_DBConnection	It contains connection string details of database along with Provider. This field is present in connectors property in appsettings	Connection string of database to be connected along with Provider. Example for MSSQL Provider=mssql;Data Source=xx.xx.xxx.xx,xxxx;Initial Catalog=xxxxx;User ID=xx;Password=xxxxxxxx; Example for MYSQL Provider=mysql;Server = xx.xx.xxx.xxx; Port=xxx; Database = xxxx; Uid = xxxx; Password = password; Persist Security Info=True;	
TTF_DBConnectionMaker	It contains connection details of maker database along with Provider. This field is present in connectors property in appsettings	Connection string of maker database to be connected along with Provider.	
TTF_DBConnectionEmail	To access email database along with Provider. This field is present in connectors property in appsettings	Connection string of email database to be connected along with Provider.	
TTF_DBConnectionCustom	Database Connection Strings used in OCM to connect Custom DB along with Provider. This field is present in connectors property in appsettings	Connection string of custom database to be connected along with Provider.	
TMAC	TMAC URL List		
REPORTSCHEDULER	Report Scheduler URL list		

SMSAPI	SMS API URL List		
TUserSessionManager	TUserSessionManager URL List		
DIALER	Dialer URL List		
FAXER	Faxer URL List		
TREALTIME	TRealTime URL List		
TCacheManager	TCacheManager URL List		
SlotBooking	SlotBooking URL List		
InterfaceProxy	InterfaceProxy URL List		
DataInfo	DataInfo URL List		

5.1.31 OCM API Configurations

OCM has exposed some API endpoints which can be used by external applications. To access secure OCM Web API consumer should have api-key which can be generated using client key (site key).

All the client key configured in **apiclientkeyregistry.json**

Key	Description	Possible Values	Config Validators
Site	It contains site base URL of external application. This may include the port.	https://ocm.onboarding.com/api/.... Here ocm.onboarding is site name localhost:44323	
ClientKey	Secret Unique Id. This is given to all the site to access the OCM api. This ClientKey used to get ApiKey for api Authorization by calling below /Generic/apikey?clientkey=12345678	73c31ff8-6247-11ec-90d6-0242ac120003	

To enable Swagger in appsettings.json check true for **EnableSwagger**

Key	Description	Possible Values	Config Validators
EnableSwagger	API details are available in /swagger/index.html	True/false	

5.1.32 Custom Configurations

5.1.32.1 Custom Modules Configurations

Key	Description	Possible Values	Config Validators
ContingencyFileUploadPath	Path to upload Contingency Wavefiles.	E:\Products\OCM\UI\ContingencyFileUploadPath\	
ContingencyWaveFileURL	IP to browse Wavefiles in OCM.	http://localhost/ContingencyWaveFileURL/	
ContingencyCallflows	Contingency Call flow name list.	Emergency Callflow, System Maintenance Callflow, Bypass IVR Callflow	
ContingencyCallflowsforWaveFileUpload	Contingency Call flow name list used for wave file upload.	Emergency Callflow, System Maintenance Callflow, Bypass IVR Callflow	
SuperAdminHotlineID	Hotline ID of the Super admin.	3001,3002	
RestrictCallflowforSuperAdmin	Comma separated Call flow name list that should not display for super admin (other hotlines).	Bypass IVR Callflow	
WakeUpCallStatus	List of wakeup call status used in VIP Wakeup Call Management module	New, Pending, Missed, Cancelled, Completed	
WaveFileUploadPathWakeUpCall	Wave File upload path used in Wakeup Call announcement module	E:\Products\OCM\UI\WakeUpCallPath\	
WaveFileURLWakeUpCall	Wave File upload path URL used in Wakeup Call announcement module	http://localhost/WakeUpCall/	
SmartDialerTemplatePath	Smart Dialer upload template path for download	E:\Products\OCM\UI\FileUploadPath\SDUploadFileDialogTemplate v5.xlsx	
PublicKeyConfigMPPIps	IPs of multiple MPP servers of public key config.	https://xxx.xxx.xxx.xx:xxxx	
PublicKeyConfigMPPath	Public key config MPP server file path.	/publickey /publickeyFile.php	
PublicKeyConfigLocalPath	Public key config local file path.	E:\IISApplications\OCM\PublicKeyConfig\	
TMACSiebelReleasePath	JSON path where batch IIS File path is stored.	E:\\GIT\\OCM Group\\OCM\\\\OCM\\\\TMAC SiebelRelease\\\\TMACSiebelRelease.json	
ChatServerNames	Name of the Chat Servers used in chat configuration.	Chat Server 1, Chat Server 2	
ChatServerIp	IP of each server IP used in chat configuration.	http://sit.tetherfi.com:65500/config_tchat/, http://	

		xxx.xxx.xxx.xx:xxxx /rconfig_tchat/	
AutoDialer	Value should be either Telesales/Collections.	Telesales/Collections	
DisplayContactList	Whether to display contact list or not in DncBulkUpload module	true/false	
AttributeTypes	Please also change in POMPurgingUtility.js if anything is changed in AttributeTypes	Expiry_Date,NRIC,CAMP_ID	
AttributesForCollections	Collection keys for attributes filter fields in POMPurgingUtility.js	ID,CIN,Location_ID	
ConditionTypes	Collection keys for attributes filter condition in POMPurgingUtility.js	Equals,Greater than,Less than,Greater than or Equal to,Less than or Equal to,Not Equal to	
csvFilePath	POM manual upload CSV/Text file path	E:\Tetherfi Projects\UploadFiles\CsvFiles\Manual_Upload\	
CsvAddr	CSV/Text upload URL to download files	http://localhost/OCMUploadFiles/CsvFiles/	
prefixNumbers	to check phone number during preprocessing in POM manual upload	^(65 065)	
POMApi	POM Server API URL.	http://10.133.146.11:52916/POMServer/api	
POMSecureAPI	POM Secure API URL.	https://ipaddress:port/VP_POM_Service/	
IsSecureConnection	Indicates whether connection is secure.	0 or 1	
POMUserName	POM login credentials	user	
POMPassword	POM login credentials	user01	
POMServerCertPath	POM server certificate path	E:\Newfolder\Projects\Tetherfi\TPOM\TetherfiPOMConnector\TetherfiPOMConnector\	
JsonFilePath		E:\Newfolder\Office\TPOMConnector\TetherfiPOMConnector\TetherfiPOMConnector\Route.json	
TlsVersion	POM server protocol version	Tls12	
FieldsToDirectPurge	POM purgin utility for filed to direct purge with attribute	nruc	
PurgePageSize	POM select purging limit	1	

DatasourcePath	POM header storage json	E:\Documents\payload.json	
OrganizationName	Name of the Organization.	SG_TS_SIT	
sshHostName	SSH Host Name.	XX.XXX.XXX.XXX	
sshPort	SSH Port Number.	22	
sshUserName	SSH UserName.	Abc	
sshPrivateKeyFile	SSH Private Key File Path.	E:\Documents\sshprivatekey.p k	
sshRemotePath	SSH Remote Path to store files.	/sshpath/	
toolName	During FTP to upload to POM server using pscp tool path	E:\Products\OCM\UI\bin\pscp.exe	
TimeZone	POM server TimeZone	GMT+05:30	
PomDateFormat	POM date format	dd/MM/yyyy	
CampaignSearchValue	Organization name to get list of campaign	SG_TS	
AuxiliaryAPILink	secondary link for HA Utility module, keep blank if primary link has to be used-		
PurgePerPageLimit	each page has max count in it, for purge contact batch api call	100	
ContactListFilter	Contact list filter attribute.	_manual	
contactListNameToSave	Contact list name to give for save contact list method.	SG_TS_Callback_1	
POMCampaignLinksConnectorPath	JSON file to store campaign links	E:\Newfolder\pomcampaignco nnect.json	
GetCampaignLinkURL	To get campaign links from POM server	https://ipaddress:port	
SaveCampaignLinkURL	To set campaign links to POM server	https://ipaddress:port	
ManualFileType	Type of the file for collections txt or csv.	txt/csv	
ManualJARFile	Path of JAR file.		
AdCountry	Country of AutoDialer SG or TH.	SG/TH	
CsvTempFileLocation	to store manual upload temp file during preprocessing	E:\Documents\Telesales\TH\T H\New folder\	
IvrOpsParameters	VR Ops Control Module Configurations.	IVR Interception 1,IVR Interception 2,IVR Personalization Interception,IVR Fee Waiver RPA	

TransactionCategory	Transaction Category List to get category dropdown in Transaction Limit Management module.	PetrolStation, RetailOutlet, Restaurants, Hotel	
BranchDetailsLocation	Locations for branch details	North, South, East, West, NorthEast, NorthWest, SouthEast, SouthWest, Central, ATM	
NextActionPersonalizeIvr	Personalize IVR module drop down values for "Next Action" to determine whether digital option will be automatically offered to the caller, or IVR will provide caller the option to self-select to proceed with digital option.	Auto SMS, Self-select	
SubActionPersonalizeIvr	Personalize IVR module drop down values for "Sub Action" to determine whether the call will be terminated or IVR will proceed with BAU call flow after SMS is triggered.	Terminate, Proceed to IVR	
IvrPhraseConfiguration Functionality	Functionality Names for IVR Phrase Configuration.	Account and Card Types, Host Return Code Announcements, IPO Announcement	
IvrAuthoFlagParameters	IVR Autho Flag Config Module Configurations.	Petrol, Mobile, Hotel, Order Given	
WorkFlowsFreeTextPath	WorkFlows Free text path to write XML files in Text Synonyms module	E:\\GIT\\OCM Group\\OCM\\\\OCM\\\\WorkFlowsFreeText\\	
PhoneNumbers	List of phone numbers to send message in Text Synonyms module	Comma separated mobile numbers	

5.1.32.2 Custom Reports Configurations

Key	Description	Possible Values	Config Validators
SecurityAdministratorRoleID	Security Administrator Role ID.	2	
RPAServiceEndpoint	Base Address configured in the RPA Upload Service exe.Config.	http:// xxx.xxx.xxx.xx:xxxxx /TRPAUploaderAPI/api/Post	
IsRPACertificateBindingRequired	Set to true if certificate is to be binded to the RPA request (https) when synchronizing with other servers.	true/false	
GenericServiceUserName	User Name Required for Login to Server.	Administrator (Specific User Name)	
GenericServicePassword	Password Required for Login to Server.	Password for given username	
GenericServiceServerURL	Nice integration.	URL	

GenericServiceServerName	Where we deployed the OCM.	localhost	
VDNList	Mapping of VDN numbers to be shown in analysis count graph.	44377,44371,87464,44377,4437 2,44373,44374,44375,44376,401 20,44033,89034,44373,87451,49 103,40120	
HotlineList	Mapping of hotline numbers to be shown in analysis count graph.	963404247,963404248,9634042 49,963404250,963404251,96340 4252,963404253,12345,67890,1 232344,45735,12435675,867563 45,324674123,2587612487,0981 3724	

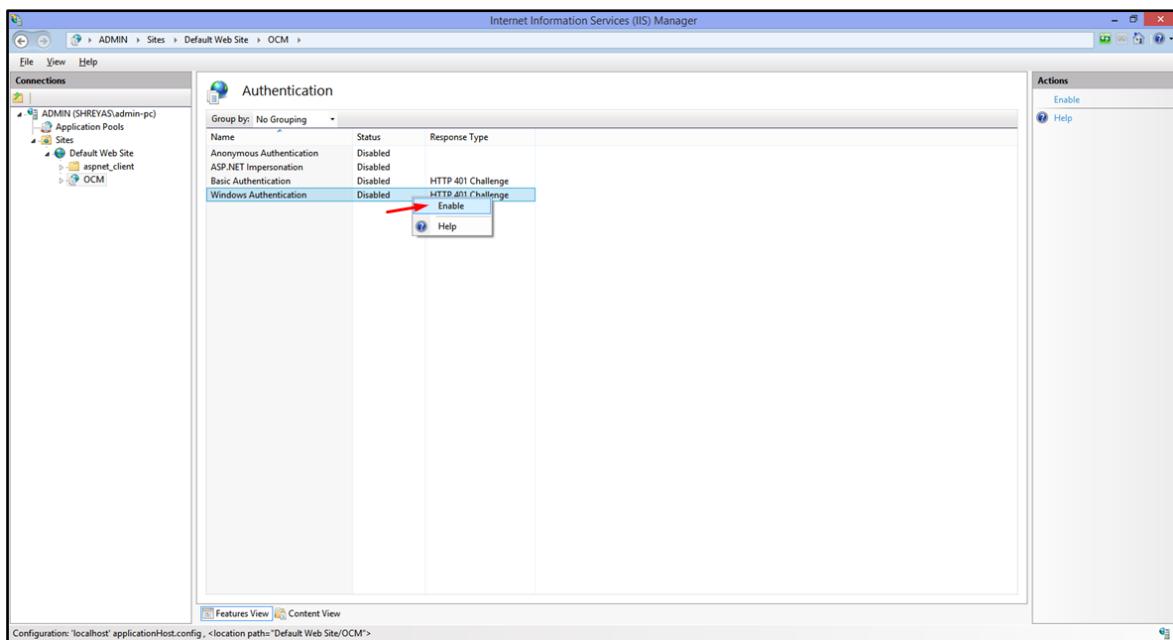
5.2 Authentication

There are two types of authentications in OCM.

5.2.1 Windows Authentication

If Windows authentication is **Enabled** and Anonymous authentication is **Disabled**, then Login type should be **IIS** in config file. In this case, **OCM** will take **IIS** credentials for **Authentication** and will be redirected directly to Home page without any user login.

Go to **IIS**, Enable **Windows Authentication**.



Set **LoginType** as 'iis' in config file.

```
// OCM Login Type IIS/Custom/SSO //
"LoginType": "IIS",
```

5.2.2 Custom Authentication (LDAP/AD/OpenLDAP)

If Windows authentication is **Disabled** and Anonymous authentication is **Enabled**, then Login type should be **custom** in config file. In this case, **OCM** will redirected to login page for valid user credentials.

- Any number of LDAPS can be configured.
- LoginType should be “Custom”.
- Configure LDAP domain name and IP address .
- Multiple LDAP server details can be updated here.
- LDAPType key is specifies your using **Active Directory** or **OpenLDAP**.

```

// LDAP Settings
// ServerURL should contain port number (example:10.133.146.11:389)
// first record in the list considered as default LDAPSetting
"LDAPSettings": [
    {
        "Domain": "DEVBOX",
        "ServerURL": "10.133.146.11:389", // this url should contain port number (i.e, 389)
        "BaseDn": "DC=devbox,DC=tetherfilabs,DC=com", // used for search user
        "UserBaseDn": "DC=devbox,DC=tetherfilabs,DC=com", // used for user authentication
        "SearchBaseDn": "DC=devbox,DC=tetherfilabs,DC=com",
        "SearchFilter": null,
        "SecureSocketLayer": false, // set true for secure socket layer connection
        "UseTLS": false, // set true for secure transport connection
        "AdminDn": "xxxxxxxxx",
        "AdminPassword": "xxxxxxxx",
        "LDAPType": 0 // set 0 for Active directory and 1 for OpenLDAP
    }
],
]

```

Key	Description	Possible Values
Domain	LDAP Domain Name	Tetherfi
ServerURL	IP Address with Port Number	xx.xx.xx.xx:xxx
BaseDn	LDAP Base DN	DC=devbox,DC=tetherfilabs,DC=com
UserBaseDn	LDAP User Base DN	CN=users,DC=devbox,DC=tetherfi,DC=com
SearchBaseDn	LDAP Search Base DN	DC=devbox,DC=tetherfi,DC=com
SearchFilter	Search Filter	
SecureSocketLayer	Secure Socket layer	True/false
UseTLS	Secure transport layer	True/false
AdminDn	LDAP Admin DN	CN=Admin,DC=devbox,DC=tetherfi,DC=com
AdminPassword	LDAP Admin password	*****
LDAPType	LDAP Authentication Type	0 for Active directory 1 for OpenLDAP

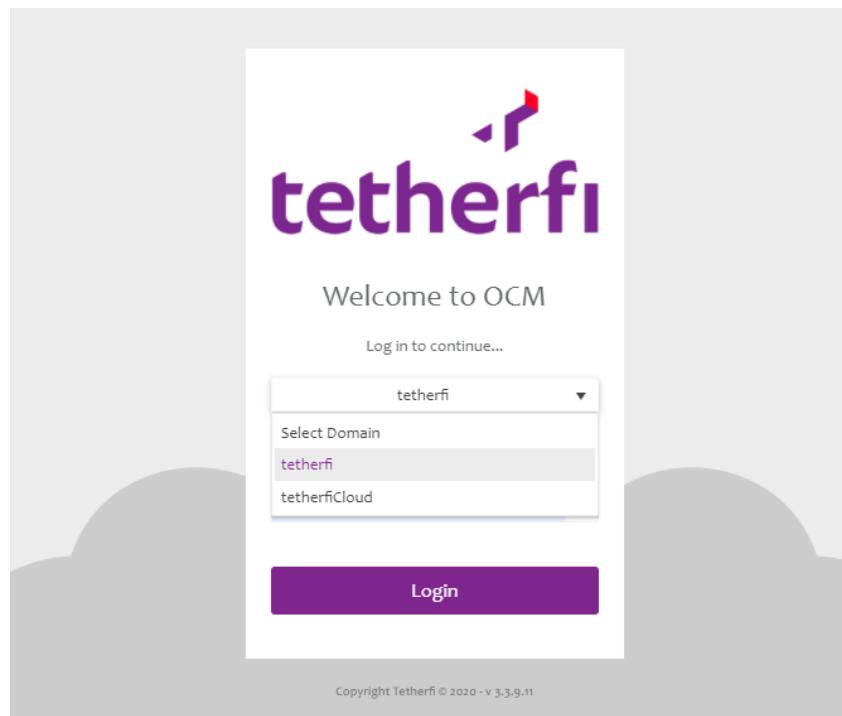
- go to **IIS (Internet Information Service) Manager**, enter **inetmgr** in **Run** (windows+R) or type **IIS** in windows search and enable Anonymous Authentication and disable Windows Authentication.

Internet Information Services (IIS) Manager

The screenshot shows the IIS Manager interface for the 'Default Web Site' under the 'OCM' site. A red box highlights the 'Authentication' icon in the left navigation bar. The main pane displays the 'Authentication' configuration page.

Name	Status	Response Type
Anonymous Authentication	Disabled	HTTP 401 Challenge
ASP.NET Impersonation	Enable	HTTP 401 Challenge
Basic Authentication		
Windows Authentication		

A red arrow points to the 'Enable' option for ASP.NET Impersonation. The status for this item is currently 'Disabled'.



OCM Login page with 2 LDAP Domains

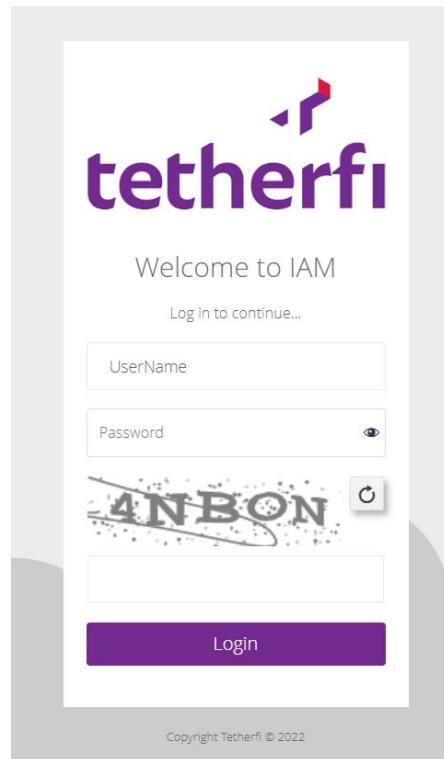
5.2.3 IAM Authentication

If IAM service is enabled by configuring Login Type as IAM then IAM Login screen will be displayed on login action and after entering the credentials IAM will validate the user and authorise the user.

Anonymous authentication is **Enabled**, then Login type should be **IAM** in config file. In this case, **OCM** will redirected to login page for valid user credentials.

- Anonymous authentication is **Enabled**.
- **LoginType** should be “IAM”.
- Configure **IAMLoginUrl** and **IAMServiceUrl**.

```
//IAM Login Url to connect IAM UI//  
"IAMLoginUrl": "https://trswindemo.tetherfilabs.com/IAMUI?ApplicationIdentity=OCM",  
  
//IAM Service Url to connect IAM Server//  
"IAMServiceUrl": "https://trslinuxdemo.tetherfilabs.com/iam/",  
.....
```



5.2.4 Auto Authentication

If Auto Authentication is enabled by configuring Login Type as Auto, the Auto login SSO page will be generated depending on the AutoLoginUrl configuration provided in OCM; if AutoLoginUrl is not configured in OCM, the user must manually visit the AutoLoginUrl. OCM will be launched with encrypted login details from the Auto login SSO page after a successful login and the user will be validated and authorised by OCM. Auto login authentication will only work with AuthType Role.

- Anonymous authentication is **Enabled**.
- **AuthType** Should be Role.
- Configure **AutoLoginUrl**, **AutoLogoutKey**, **AutoLoginUrlExpiry** and **AutoLoginParamSplitKey**.
- Launch URL for the external application side <https://localhost:44323/OCM/Login/AutoLanding>

```
// OCM Login Type IIS/Custom/SSO/IAM/Auto //
"LoginType": "Auto",

//Auto login application launch URL
"AutoLoginUrl": " https://localhost:44323/",
//Auto logout application URL keyvalue pairs
"AutoLogoutKey": {
    "logoutkey1": "https://localhost:44323/",
    "logoutkey2": "https://localhost:44323/"
},
//Auto login url expiry in min
"AutoLoginUrlExpiry": 10,
//key used to split value passed to the param dbld while auto login
"AutoLoginParamSplitKey": "_",
```

5.3 Access Configurations

5.3.1 AccessConfiguration.json

Each client, requests for their own set of modules and reports in OCM. From the base product enabling access to only required module and report is done in AccessConfiguration.json file. This file contains 5 main sections AdminPages, Reports, Dashboards, OtherApplications and Tabs.

```
{
  "JsonVersioningDetails": {
    "FileName": "AccessConfiguration.json",
    "Location": "",
    "Version": "4.1.3.15",
    "LastModifiedDateTime": "03-05-2022 11:00:00 PM",
    "LastModifiedBy": "Prathik",
    "Description": "Added new module and reports"
  },
  "AdminPages": {
    "Channels": [],
    "ChannelData": [],
    "CheckerChannelData": []
  },
  "Reports": {
    "Channels": [],
    "ChannelData": []
  },
  "Dashboards": {
    "Channels": [],
    "ChannelData": []
  },
  "OtherApplications": {
    "Channels": [],
    "ChannelData": []
  },
  "Tabs": {
    "AdminPagesAccess": true,
    "AdminPagesCheckerAccess": true,
    "ReportsAccess": true,
    "DashboardsAccess": true,
    "OtherApplicationsAccess": true
  }
}
```

Except Tabs, all other sections contain list of all channels inside Channels section.

```
{
  "JsonVersioningDetails": {
    "FileName": "AccessConfiguration.json",
    "Location": "",
    "Version": "4.1.3.15",
    "LastModifiedDateTime": "03-05-2022 11:00:00 PM",
    "LastModifiedBy": "Prathik",
    "Description": "Added new module and reports"
  },
  "AdminPages": {
    "Channels": [
      {
        "DisplayName": "TMAC",
        "FunctionalityName": "TMAC",
        "Included": true
      },
      {
        "DisplayName": "IVR",
        "FunctionalityName": "IVR",
        "Included": true
      },
      {
        "DisplayName": "Chat",
        "FunctionalityName": "Chat",
        "Included": true
      },
      {
        "DisplayName": "SMS",
        "FunctionalityName": "SMS",
        "Included": true
      },
      {
        "DisplayName": "Email",
        "FunctionalityName": "Email",
        "Included": true
      }
    ]
  }
}
```

ChannelData section under AdminPages section contains all modules. Likewise Reports ChannelData contains all Reports and Dashboard ChannelData contains all Dashboards.

```
{
  "JsonVersioningDetails": {
    "FileName": "AccessConfiguration.json",
    "Location": "",
    "Version": "4.1.3.15",
    "LastModifiedDateTime": "03-05-2022 11:00:00 PM",
    "LastModifiedBy": "Prathik",
    "Description": "Added new module and reports"
  },
  "AdminPages": {
    "Channels": [],
    "ChannelData": [
      {
        "DisplayName": "User Onboarding",
        "FunctionalityName": "UserOnboarding",
        "Channel": "Home",
        "Icon": "far fa-user-plus fa-2x",
        "Included": true
      },
      {
        "DisplayName": "Attribute Assignment",
        "FunctionalityName": "AttributeAssignment",
        "Channel": "TMAC",
        "Icon": "far fa-plus-square fa-2x",
        "Included": true
      },
      {
        "DisplayName": "Attributes",
        "FunctionalityName": "Attributes",
        "Channel": "TMAC",
        "Icon": "far fa-abacus fa-2x",
        "Included": true
      }
    ]
  }
}
```

CheckerChannelData section under AdminPages contains all the Checker modules

```
{
  "JsonVersioningDetails": {
    "FileName": "AccessConfiguration.json",
    "Location": "",
    "Version": "4.1.3.15",
    "LastModifiedDateTime": "03-05-2022 11:00:00 PM",
    "LastModifiedBy": "Prathik",
    "Description": "Added new module and reports"
  },
  "AdminPages": {
    "Channels": [],
    "ChannelData": [],
    "CheckerChannelData": [
      {
        "DisplayName": "Agent Setting Sync Checker",
        "FunctionalityName": "AgentSettingSync",
        "Channel": "TMAC",
        "Icon": "fas fa-user-cog fa-2x",
        "Included": true
      },
      {
        "DisplayName": "Branch Management Sync Checker",
        "FunctionalityName": "IvrBranchManagementSync",
        "Channel": "IVR",
        "Icon": "far fa-building fa-2x",
        "Included": true
      },
      {
        "DisplayName": "Host Value Mapping Sync Checker",
        "FunctionalityName": "IvrHostmapSync",
        "Channel": "IVR",
        "Icon": "fas fa-map-signs fa-2x",
        "Included": true
      }
    ]
  }
}
```

OtherApplications section contains modules for other applications like IW, AgentScripting, TMC, CampainManager etc.

```
        "Dashboards": {
            "Channels": [],
            "ChannelData": []
        },
        "OtherApplications": [
            {
                "Channels": [],
                "ChannelData": [
                    {
                        "DisplayName": "Interaction WorkFlow Maker",
                        "FunctionalityName": "InteractionWorkFlowMaker",
                        "Channel": "App",
                        "Icon": "fas fa-sitemap fa-2x",
                        "Included": true,
                        "Url": "https://dice.tetherfi.cloud/IWChatUI/application/index", // Url should be complete
                        "LoadFromIframe": false,
                        "QueryParam": [
                            {
                                "ParamName": "dblb",
                                "ParamValue": "GetUserLoggedIn()",
                                "QueryStringEncryption": 1, // 1- StringEncryptor, 2- AES, 0 - none
                                "UrlEncode": false
                            }
                        ]
                    },
                    {
                        "DisplayName": "Interaction WorkFlow Checker",
                        "FunctionalityName": "InteractionWorkFlowChecker",
                        "Channel": "App",
                        "Icon": "fas fa-sitemap fa-2x",
                        "Included": true,
                        "Url": "https://dice.tetherfi.cloud/IWChatUI/application/index", // Url should be complete
                        "LoadFromIframe": false,
                        "QueryParam": [
                            {

```

Change “Included” property value to true/false to enable/disable that Module/Report/Dashboard.

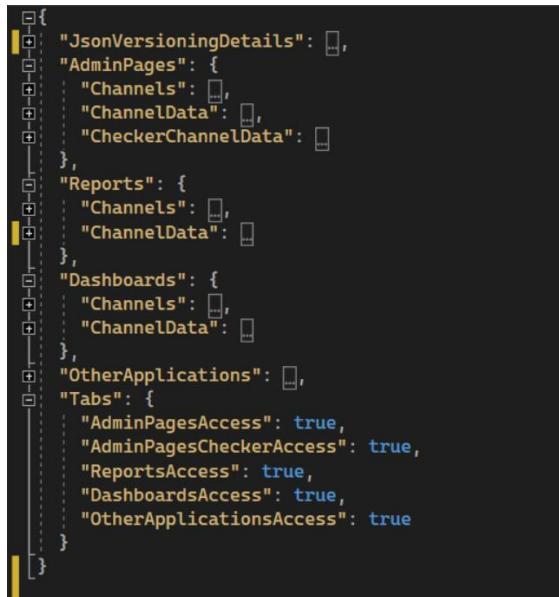
If "Included": true then that functionality is enabled otherwise it is disabled to the client.

To disable entire channel, set included property to false of that channel.

To enable/disable media download button in video reports, MediaDownloadAccess functionality is provided in OtherApplications section.

```
        },
        "OtherApplications": [
            "Channels": [
                "ChannelData": [
                    {
                        "DisplayName": "Media Download Access", // media download button in video reports
                        "FunctionalityName": "MediaDownloadAccess",
                        "Channel": "MediaAccess",
                        "Included": true
                    }
                ],
                "Tabs": {
```

To enable/disable respective tabs in Role Based Access Management module, Tabs section is provided as shown below.



```

{
  "JsonVersioningDetails": [],
  "AdminPages": {
    "Channels": [],
    "ChannelData": [],
    "CheckerChannelData": []
  },
  "Reports": {
    "Channels": [],
    "ChannelData": []
  },
  "Dashboards": {
    "Channels": [],
    "ChannelData": []
  },
  "OtherApplications": [],
  "Tabs": {
    "AdminPagesAccess": true,
    "AdminPagesCheckerAccess": true,
    "ReportsAccess": true,
    "DashboardsAccess": true,
    "OtherApplicationsAccess": true
  }
}

```

5.3.2 OCM Configuration Module

This module in OCM is used to edit json values to configure columns data in Admin modules, Reports, Dashboard and channels and channel Data from AccessConfiguration.json files. On load, it enables user to select json file to configure. The selected columns from json file will be loaded in the grid where user can edit column properties to configure.

If any new column to be added or removed, user must manually add or remove it in json file in backend.

The channels, channel data, checker channel data values under AdminPages, Reports, Dashboards, OtherApplications are enabled to edit from UI

Admin Pages: Channels enabled under Admin Pages are reflected as tabs under OCM. User can edit display title and included true or false. If all channel data modules under channel is included = false, then channel will not be displayed even if it is enabled.

Eg : If all modules under channel data for TMAC is included = false, then channel TMAC will not appear irrespective of channel included property if true or false.

The screenshot shows the 'OCM Configuration' interface. On the left, a sidebar lists various configuration sections like 'AccessConfiguration.json', 'AdminPages', 'Reports', etc. The main area is titled 'channels' and contains a table with columns: Display Name, Functionality Name, and Included. The table lists seven channels: TMAC, IVR, Chat, SMS, Email, Fax, and Home. Each row has an edit icon. At the bottom, there are navigation buttons (1-10, 10, items per page) and a status bar indicating '1-10 of 10 items'.

Display Name	Functionality Name	Included
TMAC	TMAC	true
IVR	IVR	true
Chat	Chat	true
SMS	SMS	true
Email	Email	true
Fax	Fax	true
Home	Home	true
AutoDialer	AutoDialer	true

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20/10/2020, 20:00:47 Omni Channel Manager

Channel data and Checker Channel data (Sync modules) display name, icon, included and channel under which module is added can be edited.

The screenshot shows the 'OCM Configuration' interface. The sidebar is identical to the previous screenshot. The main area is titled 'channelData' and contains a table with columns: Display Name, Functionality Name, Channel, Icon, and Included. The table lists seven channel data entries: User Onboarding, User Enrollment, Attribute Assignment, Attributes, Agent Template, Agent Skill Scheduler, and Skill Template. Each row has an edit icon. At the bottom, there are navigation buttons (1-10, 10, items per page) and a status bar indicating '1-10 of 128 items'.

Display Name	Functionality Name	Channel	Icon	Included
User Onboarding	UserOnboarding	Home	far fa-user-plus fa-2x	true
User Enrollment	UserEnrollment	Home	far fa-user-plus fa-2x	true
Attribute Assignment	AttributeAssignment	TMAC	far fa-plus-square fa-2x	true
Attributes	Attributes	TMAC	far fa-abacus fa-2x	true
Agent Template	AgentTemplate	TMAC	far fa-portrait fa-2x	true
Agent Skill Scheduler	AgentSkillTemplateAssignment	TMAC	fas fa-users-cog fa-2x	true
Skill Template	SkillTemplate	TMAC	fas fa-cog fa-2x	true
Slot Scheduler	SlotScheduler	TMAC	far fa-calendar-alt fa-2x	true

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20/10/2020, 20:01:13 Omni Channel Manager

Reports: Channels enabled under Reports are loaded for Channel dropdown in OCM report manager.



OCM

Welcome TETHERPI\Shruthi    

OCM Configuration  Refresh Application 

- AccessConfiguration.json
- AdminPages
- Reports
 - Channels
 - ChannelData
 - ReadOnlyChannelData
- Dashboards
- OtherApplications
- Admin Modules
- Dashboard
- Gamification
- Reports
- SocialMedia
- WebSync

Channels

Drag a column header and drop it here to group by that column

Display Name	Functionality Name	Included
Email	Email	true
IVR	IVR	true
Chat	Chat	true
Fax	Fax	true
SMS	SMS	true
Agent	Agent	true
CallBack	CallBack	true
Common	Common	true

Items per page  1 - 10 of 17 items 

Channel data and read only channel data for reports under selected Channel can be included

The screenshot shows the OCM Configuration interface. The left sidebar contains a navigation tree with categories like AccessConfiguration.json, AdminPages, Reports (Channels, ChannelData, ReadOnlyChannelData), Dashboards, OtherApplications, Admin Modules, Dashboard, Gamification, Reports, SocialMedia, and WebSync. The main content area has a purple header titled "ChannelData" with a sub-instruction "Drag a column header and drop it here to group by that column". Below is a table with columns: Display Name, Functionality Name, Channel, Icon, and Included. The table lists eight items:

	Display Name	Functionality Name	Channel	Icon	Included
	OCM CX Survey Response Report	OCMXSurveyResponseReport	Customer		true
	OCM CX Survey Status Report	OCMXSurveyStatusReport	Customer		true
	OCM CX CES Report	OCMXCESReport	Customer		true
	OCM CX CSAT Report	OCMXCSATReport	Customer		true
	OCM CX NPS Report	OCMXNPSReport	Customer		true
	OCM Face Auth Report	OCMFaceAuthReport	RemoteSecurity		true
	OCM Violation Report	OCMViolationReport	RemoteSecurity		true
	OCM CSO Survey Report	OCMCSOSurveyReport	IVR		true

Pagination at the bottom shows items 1-10 of 192 items.

Similarly, for channel and channel data under dashboards and Other applications can be updated under Dashboards and Other Applications respectively.

5.3.2.1 Admin Modules

The Grid column values are enabled to edit from UI to change column properties to be enabled or disabled by selecting respective json file from tree view.

The screenshot shows the 'AgentSetting.json' configuration page. The left sidebar lists various JSON files under 'Admin Modules'. The main area displays a table with columns: Title, Property Name, Editable, Column Width, ID, Form Group, Hidden, Width, and Encoded. The table contains 15 items, each with edit icons. The last row, 'Supervisor Name', has a width of 'col-lg-9'.

Title	Property Name	Editable	Column Width	ID	Form Group	Hidden	Width	Encoded
Lan ID	UserName	true	col-lg-6		2	false	100	false
Avaya Login ID	AvayaLoginID	true	col-lg-6		2	false	100	false
First Name	FirstName	true	col-lg-6		2	false	100	false
Last Name	LastName	true	col-lg-6		2	false	100	false
Org. Unit	TeamID	true	col-lg-6		2	false	100	false
Profile	Profile	true	col-lg-6		2	false	100	false
Supervisor	SupervisorID	true	col-lg-6		2	false	100	false
Supervisor Name	SupervisorName	true	col-lg-9		2	false	200	false

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20/10/2020, 20:03:47 Omni Channel Manager

5.3.2.2 Dashboards

The Box values are enabled to edit from UI to change column properties to be enabled or disabled by selecting respective dashboard json file from tree view. Users are enabled to update by inline editing as each box enables to edit its sub box.

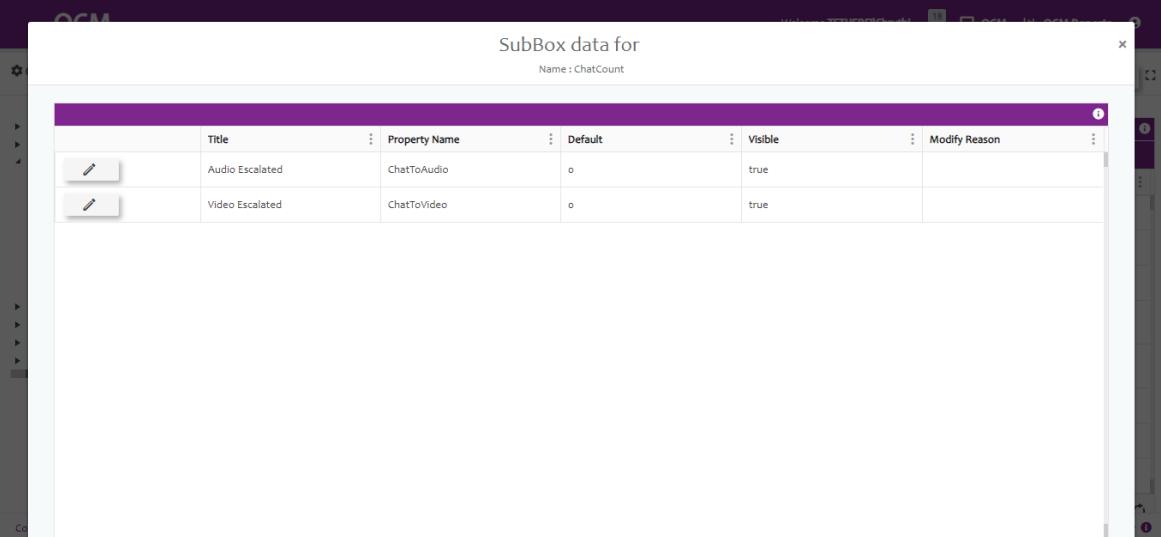
The screenshot shows the 'ChatDashboard.json' configuration page. The left sidebar lists various JSON files under 'Dashboard'. The main area displays a table with columns: Property Name, Title, Default, Color, Icon, Visible, and Modify Reason. The table contains 8 items, each with edit icons.

Property Name	Title	Default	Color	Icon	Visible	Modify Reason
ChatCount	Number of Chats	o	bg-blue	ion-md-chatbubbles	true	
TransferredChat	Transferred Chats	o	bg-yellow	ion-md-swap	true	
ConferencedChat	Conferenced Chats	o	bg-red	ion-md-chatbubbles	true	
AverageHandleTime	Average Handle Time	00:00:00	bg-aqua	ion-md-stopwatch	true	
FirstCallResolution	First Call Resolution	o	bg-green	ion-md-arrow-round-down	true	
ChatCallback	Chat Callback	o	bg-purple	ion-md-return-left	true	
AudioIP	Audio IP	o	bg-orange	ion-md-return-left	true	
VideoIP	Video IP	o	bg-teal	ion-md-return-left	true	

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20/10/2020, 20:04:14 Omni Channel Manager

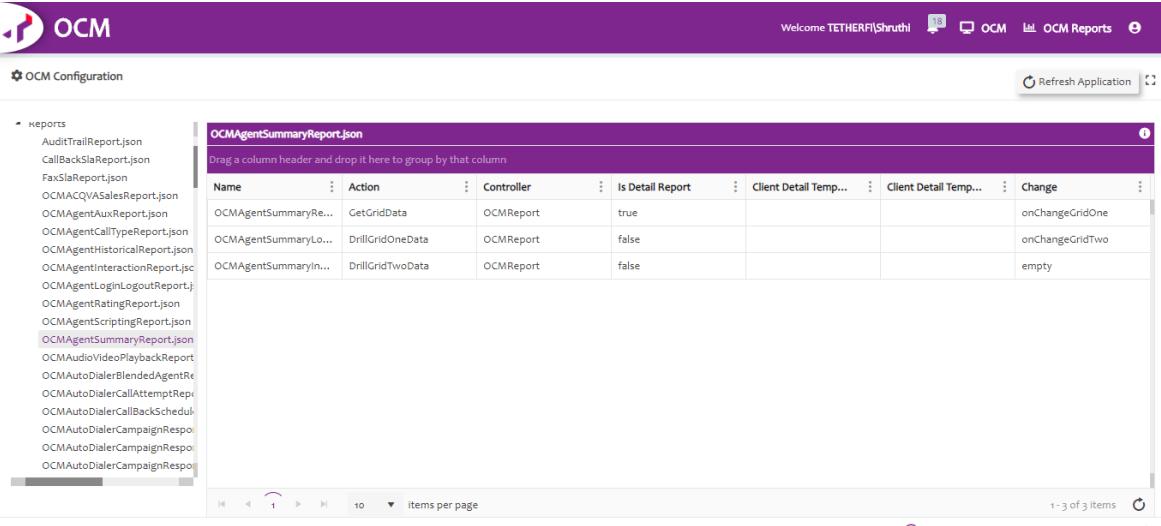
On click of each row, shows the sub box grid where users can update by inline editing.



The screenshot shows a SubBox data grid titled "SubBox data for Name : ChatCount". The grid has columns: Title, Property Name, Default, Visible, and Modify Reason. There are two rows: "Audio Escalated" (Property Name: ChatToAudio, Default: o, Visible: true) and "Video Escalated" (Property Name: ChatToVideo, Default: o, Visible: true).

5.3.2.3 Reports

By selecting respective report json file from tree view, the grid details are shown as below. On click of each row shows its respective grid column for inline editing.



The screenshot shows a grid titled "OCMAgentSummaryReport.json". The grid has columns: Name, Action, Controller, Is Detail Report, Client Detail Temp..., Client Detail Temp..., and Change. There are three rows:

- OCMAgentSummaryRe... (Action: GetGridData, Controller: OCMReport, Is Detail Report: true, Change: onChangeGridOne)
- OCMAgentSummaryL... (Action: DrillGridOneData, Controller: OCMReport, Is Detail Report: false, Change: onChangeGridTwo)
- OCMAgentSummaryIn... (Action: DrillGridTwoData, Controller: OCMReport, Is Detail Report: false, Change: empty)

The left sidebar shows a tree view under "Reports" with various JSON files listed.

The grid columns are displayed where user can change respective property values as below.

Column data for
Name : OCMAgentSummaryReport

	Title	Property Name	Include In Grid	Include In Report	Hidden	Column Type	Client Temp...	Data Form...	Modify Re...
	Agent ID	AgentID	true	true	false			number	
	Agent Name	AgentName	true	true	false			varchar	
	Team Name	TeamName	true	true	false			varchar	
	Supervisor Name	SupervisorName	true	true	false			varchar	
	Total Interaction	TotalInteraction	true	true	false			number	
	Total Voice	TotalVoice	true	true	false			number	
	Total Chat	TotalChat	true	true	false			number	

Copyright Tetherfi © 2020 - v 3.3.9.11 10 Items per page 1 - 10 of 40 items 20/10/2020, 20:06:00 - Omni Channel Manager

5.3.2.4 Json Info

User can refer “Json Info” page to update respective json values. Help icon in all grids shows json structure and description of each key used in json file.

Json Info

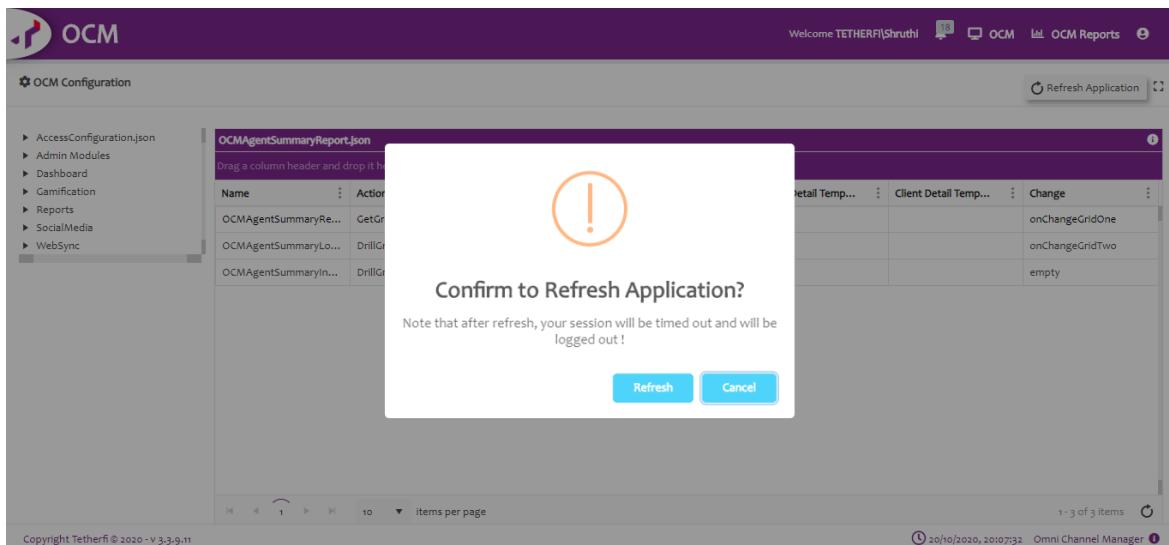
Admin Modules Reports Dashboards Access Configuration

```
{
  "JsonVersioningDetails": {
    "filename": "Json file name e.g.: IvrIntroductoryMessageAnnouncement.json",
    "location": "Location where json is stored",
    "version": "Latest version no of json file",
    "lastModifiedDateTime": "Last Modified Date Time",
    "lastModifiedBy": "Last changed by user",
    "description": "Latest changes done in json file"
  },
  "name": "Module Name, E.g.: \"IvrIntroductoryMessageAnnouncement\"",
  "displayName": "Module Display Name, E.g.: \"IVR Introductory Message Announcement\"",
  "isMandatory": "Is mandatory property is enabled true/false",
  "isWakerChecker": "Is Waker/Checker concept is enabled true/false",
  "configKey": "Config key required if any",
  "gridColumns": [
    {
      "title": "Column Display Name",
      "propertyName": "Property name same as table column name",
      "editable": "Column can be editable true/false",
      "columnwidth": "Column width in editor template",
      "id": "Unique Column ID to identify column",
      "label": "Label for column in editor template",
      "hidden": "Column not include in editor and grid true/false",
      "width": "Column width in grid",
      "encoded": "Column data encoded true/false",
      "clientTemplate": "Tempalte for client column data",
      "dateFormat": "Date format, E.g.: \"dd/MM/yyyy HH:mm:ss\"",
      "configProperty": "Config property if any",
      "mandatory": "Column data is mandatory true/false",
      "includeGrid": "Column hidden in the grid true/false",
      "fieldType": "Column field type",
      "maxLength": "Max length for the column data",
      "onKeyUpEvent": "Key up event"
    }
  ]
}
```

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5.3.2.5 Refresh Application

Once json files are updated, the updated property values will not be reflected unless the application is refreshed. “**Refresh Application**” button enables to refresh whole application by logging out the user session, hence refreshing json values to be reflected in updated modules or reports after relogging.



5.4 Access Authentication Type (AuthType)

In OCM two types of user access authentication can be set using below configuration key

```
//Authentication Configuration used in OCM(Page/Role)//
"authType": "Page"
```

5.4.1 Role

Role based access (view, add, edit, delete export) can be provided to role wise using Role Based Access Management and same role will be mapped to user in User Role Mapping module.

5.4.2 Page

Page based access (view, add, edit, delete export) can be provided to each user using their user id used to login to OCM using module User Management.

5.5 Enable/ Disable Maker Checker Functionality

- To enable/ disable Maker Checker Functionality, just make the Key “MakerChecker” in JSON Configurations to true or false.
- The JSON Configuration of a module can be found in path ~/OCM/Configurations/Admin Modules/module_name.json.

```

{
  "JsonVersioningDetails": {
    "FileName": "AgentSetting.json",
    "Location": "AdminModules",
    "Version": "3.2.8.30",
    "LastModifiedDateTime": "30-08-2019 08:30:00 AM",
    "LastModifiedBy": "Prathik",
    "Description": "Renamed team as org unit"
  },
  "Name": "AgentSetting",
  "DisplayName": "Agent Setting",
  "FormGroup": 2,
  "MakerChecker": true, // This line is highlighted with a red box
  "ConfigKey": "",
  "GridColumns": [
    {
      "Title": "Lan ID", // Land ID or 1Bank User Name
      "PropertyName": "UserName",
      "Editable": true,
      "ColumnWidth": "col-lg-3",
      "ID": "",
      "FormGroup": 2,
      "Hidden": false,
    }
  ]
}

```

AgentSetting.json

5.6 Enable/ Disable Report Hierarchy Functionality

- Report Hierarchy is Report Filter Type that can be used to set report filter based on values team/teamsupervisor/na.

Key	Value	Description
ReportFilterType	Na	if filter type is na, then no hierarchy filter is applied
ReportFilterType	Team	if there are 2 supervisors in belongs to one team and they are tagged to some agents or supervisor below them, if team filter is applied then both the supervisor can see each other below level.
ReportFilterType	Teamsupervisor	if there are 2 supervisors in belongs to one team and they are tagged to some agents or supervisor below them, if teamsupervisor filter is applied then supervisor can see only his below level teammates

- Report Filter Type can be changed in appsettings.json.

```
//Report Filter Type will be used to set report filter based on these
values team/teamsupervisor/na //
"ReportFilterType": "na"
```

5.7 Enable/ Disable Module Hierarchy Functionality

- Module Hierarchy is used to filter records in OCM Admin pages based on set org. unit.
- Module Hierarchy can be enabled/ disabled in appsettings.json.

```
// ModuleHierarchy is used to filter records in OCM Admin pages based on set
org. unit(true/false)//
"ModuleHierarchy": "false"
```

The screenshot shows the 'Intro Message Announcement' page in the OCM Admin interface. A modal window titled 'Intro Message Announcement' is open, containing fields for 'Functionality*', 'Hotline*', 'Start Date Time*', 'End Date Time*', 'Language*', 'Status', 'Interrupt', and 'Wave File*'. Below the modal is a table listing 'Wave File', 'Last Changed By', and 'Last Changed On' for two entries: 'MainMenu_21022020111' and 'Timeout_141020201...'. At the bottom of the modal are 'Save' and 'Cancel' buttons. The main page has a toolbar with 'Export to Excel' and other navigation links.

IVR Introductory Module without Module Hierarchy.

The screenshot shows the same 'Intro Message Announcement' page, but the 'Org. Unit*' dropdown in the modal is highlighted with a red box. This indicates that the module hierarchy feature is active, as it is required for the dropdown to appear. The rest of the interface and data table are identical to the previous screenshot.

IVR Introductory Module with Module Hierarchy.

5.8 Configure new Channel, Count, Display Skills and Filter Skills

- Any number of TMAC Channels can be configured to an agent using Agent Setting Module. However, these channels are also Configurable.
- To display skill names in OCM we need to provide proper “Operator” & “OperatorValue” for the given channels.
- New Channels can be added in ~/OCM/Configurations/Admin Modules/AgentSettingChannelCount.json.

Key	Description	Possible Values
Id	Channel ID	0
Channel	Channel name	Voice
Display	Display name	Voice
BaseInteraction	Base Interaction of the channel	VoiceInteraction
IsEnable	To enable/ disable channel	False
TabCount	Number of Tab Counts	0
Visible	To make channel visible/ not visible in the module	True
Operator	Operator to identify each channel (StartsWith/ EndsWith/ Contains/ Range)	StartsWith
OperatorValue	Shorthand Operator value for the Operator	vo

```
{
/*=====
-----<this json is used to set 'n' number of tmac channels for an agent,>
-----<Confirm the baseinteraction of each channel with TMAC team>
-----<Operator and OperatorValue will be used in Agent Skill Assignment for dynamic channel tabs>
-----<and in Intent Skill Mapping/Chat intent skill mapping to get chat skills>
-----*****THIS JSON WILL BE USED IN BELOW ADMIN PAGES*****>
-----AGENT SETTINGS,SKILL CONFIGURATION, AGENT SKILL ASSIGNMENT, INTENT SKILL MAPPING/SOI INTENT SKILL MAPPING----->
-----*****>

"JsonVersioningDetails": {
    "FileName": "AgentSettingChannelCount.json",
    "Location": "AdminModules",
    "Version": "3.2.6.16",
    "LastModifiedDateTime": "16-06-2019 08:30:00 AM",
    "LastModifiedBy": "Prathik",
    "Description": "Implemented dynamic channel tab in skill assignment, Added new key Prefix and Operator"
},
"AgentSettingChannelCount": [
{
    "Id": 0,
    "Channel": "voice",
    "Display": "Voice",
    "BaseInteraction": "VoiceInteraction",
    "IsEnable": false,
    "TabCount": 0,
    "Visible": true,
    "Operator": "StartsWith", //StartsWith/EndsWith/Contains/Range set either one of this
    "OperatorValue": "V0" //Operator StartsWith/EndsWith/Contains can be comma separated value
    //ex:SM,_SM,_SMS_ and Range canbe ex:1-99, 101-200
}
],
}
}
```

AgentSettingChannelCount.json

5.9 Configure new Agent Feature

- OCM Agent Features can be enabled/ disabled from Agent Setting Module. However, we can also add new features to Agent Setting module.
- These new features can be added in ~/OCM/Configurations/Admin Modules/AgentSettingChannelCount.json.

Key	Description	Possible Values
Feature	Feature Name	IsVoiceACDAutoAnswerEnabled
FeatureDisplay	Feature name to display in the module.	Auto Answer All ACD Calls
IsEnable	To enable/ disable the feature	false
Visible	To make feature visible/ not visible in the module.	True

```
{
/*-----<this json is used to set 'n' number of tmac channels for an agent,>
-----<Confirm the baseinteraction of each channel with TMAC team>
-----<Operator and OperatorValue will be used in Agent Skill Assignment for dynamic channel tabs>
-----<and in Intent Skill Mapping/Chat intent skill mapping to get chat skills>
*****THIS JSON WILL BE USED IN BELOW ADMIN PAGES*****
----->
-----> AGENT SETTINGS,SKILL CONFIGURATION, AGENT SKILL ASSIGNMENT, INTENT SKILL MAPPING/SOI INTENT SKILL MAPPING----->
----->

"JsonVersioningDetails": {
    "FileName": "AgentSettingChannelCount.json",
    "Location": "AdminModules",
    "Version": "3.2.6.16",
    "LastModifiedDateTime": "16-06-2019 08:30:00 AM",
    "LastModifiedBy": "Prathik",
    "Description": "Implemented dynamic channel tab in skill assignment, Added new key Prefix and Operator"
},
"AgentSettingChannelCount": [...],
//to disable below feature in agent setting feature tab make Visible: false
"AgentFeature": [
    {
        "Feature": "IsVoiceACDAutoAnswerEnabled",
        "FeatureDisplay": "Auto Answer All ACD Calls",
        "IsEnable": false,
        "Visible": true
    },
    {
        "Feature": "IsVoiceACDAutoACWEnabled",
        "FeatureDisplay": "Go ACW After Each ACD Calls",
        "IsEnable": false,
        "Visible": true
    },
    ...
]
}
}
```

AgentSettingChannelCount.json.

5.10 Enable/ Disable Module/ Report/ Dashboard

- All the admin modules / Reports / Dashboards are categorized into different channels in OCM.
- These channels are configurable in ~/OCM/Configurations/AccessConfiguration.json.

Key	Description	Possible Values
DisplayName	Display name to be shown in OCM	TMAC
FunctionalityName	Actual Functionality name	TMAC
Included	To Include/ not include in the OCM	true

```
{
  "JsonVersioningDetails": {
    "FileName": "AccessConfiguration.json",
    "Location": "",
    "Version": "3.2.9.24",
    "LastModifiedDateTime": "24-09-2019 06:00:00 PM",
    "LastModifiedBy": "Shreyas",
    "Description": "Added Dashboard Color Code Config Module under Admin Channel"
  },
  "AdminPages": {
    "Channels": [
      {
        "DisplayName": "TMAC",
        "FunctionalityName": "TMAC",
        "Included": true
      },
      {
        "DisplayName": "IVR",
        "FunctionalityName": "IVR",
        "Included": true
      },
      {
        "DisplayName": "Chat",
        "FunctionalityName": "Chat",
        "Included": true
      },
      {
        "DisplayName": "SMS",
        "FunctionalityName": "SMS",
        "Included": false
      },
      {
        "DisplayName": "Email",
        "FunctionalityName": "Email",
        "Included": true
      }
    ]
  }
}
```

AccessConfiguration.json

Key	Description	Possible Values
DisplayName	Display name to be shown in OCM	Fax Address Book
FunctionalityName	Actual Functionality name	FaxAddressBook
Channel	Channel to which the Channel Data should belong to.	Fax
Icon	Icon to display in OCM	far fa-address-book fa-2x
Included	To Include/ not include in the OCM	true

```
{
  "JsonVersioningDetails": {
    "FileName": "AccessConfiguration.json",
    "Location": "",
    "Version": "3.2.9.24",
    "LastModifiedDateTime": "24-09-2019 06:00:00 PM",
    "LastModifiedBy": "Shreyas",
    "Description": "Added Dashboard Color Code Config Module under Admin Channel"
  },
  "AdminPages": {
    "Channels": [ ],
    "ChannelData": [
      {
        "DisplayName": "IW Master Access Matrix",
        "FunctionalityName": "IwMasterAccessMatrix",
        "Channel": "Home",
        "Icon": "far fa-shield-check fa-2x",
        "Included": true
      },
      {
        "DisplayName": "Fax Address Book",
        "FunctionalityName": "FaxAddressBook",
        "Channel": "Fax",
        "Icon": "far fa-address-book fa-2x",
        "Included": false
      },
      {
        "DisplayName": "Social Media Application",
        "FunctionalityName": "SocialMediaApplication",
        "Channel": "SM",
        "Icon": "far fa-cogs fa-2x",
        "Included": true
      }
    ]
  }
}
```

AccessConfiguration.json

5.11 Report Configurations and Hiding Column in Report

- OCM Reports are configurable. Any column can be hidden or shown based on the preferences. A column can be hidden by making “Hidden” key to true under “Columns” in Report Configuration file.
- Report Configuration file is ~OCM/Configurations/Reports/Report_name.json.

Key	Description	Possible Values
Title	Display name to be shown in OCM	Transaction
PropertyName	Actual Property name	Transaction
IncludeInReport	To include the property in report or not	true
IncludeInMenu	To include the property in the menu or not	true
Hidden	To hide the property in OCM	true
ClientTemplate	For client template methods	-
DataFormatType	To specify the data format types	-

```

        "Controller": "AuditTrailReport",
        "DataParameter": "",
        "ServerOperation": "",
        "GridAutoResize": "1",
        "PageSize": "10",
        "Identity": [],
        "ReportAutoCompleteSearch": {
            "Title": "Function Name",
            "PropertyName": "FunctionName"
        },
        "Columns": [
            {
                "Title": "Transaction",
                "PropertyName": "Transaction",
                "IncludeInReport": true,
                "IncludeInMenu": true,
                "Hidden": true,
                "ClientTemplate": "",
                "DataFormatType": ""
            },
            {
                "Title": "Function",
                "PropertyName": "Function",
                "IncludeInReport": true,
                "IncludeInMenu": true,
                "Hidden": false,
                "ClientTemplate": "",
                "DataFormatType": ""
            },
            {
                "Title": "User ID",
                "PropertyName": "UserID",
                "IncludeInReport": true,
                "IncludeInMenu": true,
                "Hidden": false,
                "ClientTemplate": ""
            }
        ]
    }
}

```

AuditTrailReport.json

5.12 Admin Module Configurations and Hiding Field in Module

- OCM Admin Modules are configurable. The fields in the module can be changed or hidden.
- The fields can be hidden by making “Hidden” key as true in Admin Modules Configuration.
- The Admin Module configuration is ~/OCM/Configurations/Admin Modules/Module_name.json.

Key	Description	Possible Values
Title	Display name to be shown in OCM	Transaction
PropertyName	Actual Property name	Transaction
Editable	To make Property editable or not	true
ID	Column ID	id
FormGroup	Number of Form groups	2

Hidden	To make property hidden	true
Width	Bootstrap column width	Col-lg-4
Encoded	To make HTML encode true / false	true
ClientTemplate	To add client template method	-
Mandatory	To make if column is mandatory or not	true
FieldType	Field Type of the column	numeric
IncludeGrid	To include grid or not	
DateFormat	To specify the date format	{0: dd/MM/yyyy HH:mm:ss}
IsDuplicateAllowed	To specify if duplicate records are allowed or not	true
MaxLength	To specify the max length of inputs	20
Width	To specify the actual width of column	200
OnKeyUpEvent	To add a On Key Up Keyboard event method	-
OnMouseOutEvent	To add a mouse out event method	-

```
{
  "JsonVersioningDetails": {
    "FileName": "AgentAuxCodes.json",
    "Location": "AdminModules",
    "Version": "3.3.2.4",
    "LastModifiedDateTime": "23-01-2020 12:30:00 PM",
    "LastModifiedBy": "Faizan",
    "Description": "Added New page"
  },
  "Name": "AgentAuxCodes",
  "DisplayName": "TMAC Aux Codes",
  "FormGroup": 2,
  "MakerChecker": false, //keep always false, as maker-checker functionality is not included
  "ConfigKey": "", //LDAP or IDM
  "GridColumns": [
    {
      "Title": "ID",
      "PropertyName": "Id",
      "Editable": true,
      "ColumnWidth": "col-lg-8",
      "ID": "",
      "FormGroup": 2,
      "Hidden": true,
      "Width": 100,
      "Encoded": false,
      "ClientTemplate": "",
      "Mandatory": false,
      "FieldType": "",
      "IncludeGrid": false
    },
    {
      "ClientTemplate": "",
      "ColumnWidth": "col-lg-8",
      "ConfigProperty": "",
      "DateFormat": "",
      "Editable": true,
      "Width": 100
    }
  ]
}
```

AgentAuxCodes.json

5.13 Configure Skill Configuration Mode

- Skill Configuration mode can be set in appsettings.json.

```
//Skill Configuration mode (0 for CM Data Sync ,1 for SMSAPI) //
"SkillConfigurationMode": "1"
```

Key	Value	Description
SkillConfigurationMode	0	In skill configuration module, data will be displayed/inserted/updated directly from the database.
SkillConfigurationMode	1	In skill configuration module data will be displayed/inserted/updated/deleted through the smsapi, if the data should return from database then endpoint of the SMSAPI should be WQ mode and if the data should be

		return from CM then the endpoint of the SMSAPI should be CM mode.
--	--	---

- When we insert a new skill in the configuration mode the skill name should start with prefix "voice" or "chat" or "email" or "fax".
- When we delete the skill in skill configuration module then we will check whether the skill is assigned to agent or not, if not assigned then will delete the skill.

5.14 Configure IW Interpreter

IW Interpreter configuration can be done based on channels using `~/OCM/Configurations/Interpreter/InterpreterConfig.json` file as shown below.

```
{
  "IWInterpreterConfiguration": {
    "Channels": [
      {
        //voice channel
        "Channel": "voice",
        "Display": "Voice",
        "Visible": true,
        "Servers": [
          {
            "Url": "http://10.133.146.11:8080/IWInterpreterWebApp/restServices/",
            "Protocol": "",
            "CertificatePath": ""
          }
        ],
        "Functions": {
          "GetOrderTakeIntentList": "GetOrderTakeIntentList",
          "WriteOrderTakeIntentList": "WriteOrderTakeIntentList",
          "GetDnisBasedCallCountMap": "GetDnisBasedCallCountMap",
          "GetRoleBasedCallFlowAccessMatrix": "GetRoleBasedCallFlowAccessMatrix",
          "WriteRoleBasedCallFlowAccessMatrix": "WriteRoleBasedCallFlowAccessMatrix",
          "GetRoleBasedConfigMasterAccessMatrix": "GetRoleBasedConfigMasterAccessMatrix",
          "WriteRoleBasedConfigMasterAccessMatrix": "WriteRoleBasedConfigMasterAccessMatrix"
        }
      }
    ]
  }
},
```

Key	Description	Possible Values
Channel	Channel name.	voice, chat, email... etc
Display	Channel name to be displayed in UI.	Voice, Chat, Email... etc
Visible	Channel should be visible or not in UI.	true/false
Url	IWInterpreterWebApp URL.	<code>http://xxx.xxx.xxx.xx:xxxxx/IWInterpreterWebApp/restServices/</code>
Protocol	IWInterpreterWebApp protocol type.	-
CertificatePath	IWInterpreterWebApp certificate path folder.	-

GetOrderTakeIntentList	Method name to get list of intents for order take configuration.	GetOrderTakeIntentList
WriteOrderTakeIntentList	Method name to update the intent for order take configuration.	WriteOrderTakeIntentList
GetDnisBasedCallCountMap	Method name to get DNIS based call count map for dashboard.	GetDnisBasedCallCountMap
GetRoleBasedCallFlowAccessMatrix	Method name to get IW call flow list along with access based on role.	GetRoleBasedCallFlowAccessMatrix
WriteRoleBasedCallFlowAccessMatrix	Method name to update the IW call flow access based on role.	WriteRoleBasedCallFlowAccessMatrix
GetRoleBasedConfigMasterAccessMatrix	Method name to get IW master access based on role.	GetRoleBasedConfigMasterAccessMatrix
WriteRoleBasedConfigMasterAccessMatrix	Method name to update IW master access based on role.	WriteRoleBasedConfigMasterAccessMatrix

5.15 Configure Gamification API

Gamification API configuration can be done using
 ~/OCM/Configurations/Gamification/GamificationAPIConfiguration.json file as shown below.

```
{
  "GamificationAPIConfiguration": {
    "Servers": [
      {
        "Url": "http://dice.tetherfi.cloud:55448/TGamificationEngineService/api/",
        "Protocol": "",
        "CertificatePath": ""
      }
    ],
    "Functions": {
      "GetBadges": "GetBadges",
      "GetMaticType": "GetMaticType",
      "GetJSON": "GetJSON",
      "UpdateJSON": "UpdateJSON",
      "CheckStatus": "CheckStatus"
    },
    "GoalType": "Daily,Weekly,Monthly",
    "TargetType": "Daily,Weekly,Monthly,Yearly"
  }
}
```

Key	Description	Possible Values
Url	TGamificationEngineService URL	https://xxx.xxx.xxx.xx:xxxxx/TGamificationEngineService/api/
Protocol	TGamificationEngineService protocol type	-
CertificatePath	TGamificationEngineService certificate path folder	-
GetBadges	Method name to get list of badges	GetBadges
GetMaticType	Method name to get the matic type	GetMaticType
GetJSON	Method name to get json	GetJSON
UpdateJSON	Method name which is used to update JSON	UpdateJSON
CheckStatus	Method name which is used to check status	CheckStatus
GoalType	Specifies the list of goal types	Daily, Weekly, Monthly
TargetType	Specifies the list of target types	Daily, Weekly, Monthly, Yearly

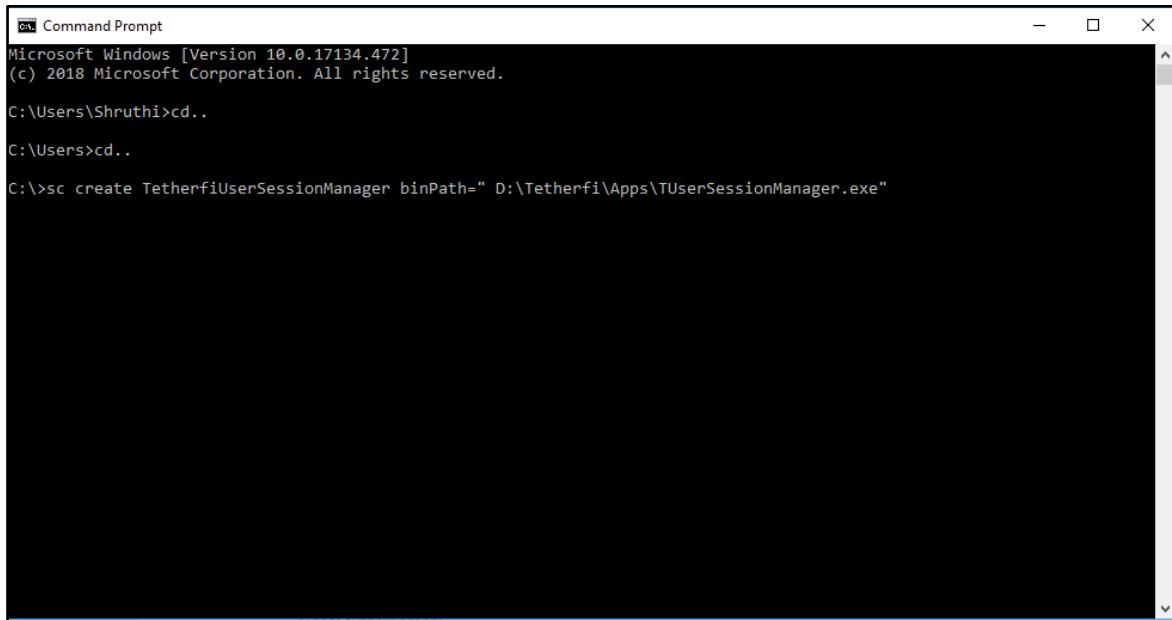
5.16 TUserSessionManager

TUserSessionManager is a component to maintain logged in user session handles timeout and provide the same for any application for authentication purposes.

Step 1: Create the service using Command Prompt as Administrator with below command:

```
sc create service_name binPath=" full path of TUserSessionManager.exe"
```

Eg: sc create TetherfiUserSessionManager binPath=" D:\Tetherfi\Apps\TUserSessionManager.exe"



```
Command Prompt
Microsoft Windows [Version 10.0.17134.472]
(c) 2018 Microsoft Corporation. All rights reserved.

C:\Users\Shruthi>cd..

C:\Users>cd..

C:\>sc create TetherfiUserSessionManager binPath=" D:\Tetherfi\Apps\TUserSessionManager.exe"
```

Step 2: Do the below config file changes to include endpoints for the different user session manager servers in the connector section of appsettings.json file which is present in OCM:



```
"connectors": [
  {
    "serviceType": "GlobalRegistry",
    "addresses": []
  },
  ...,
  ...,
  ...,
  {
    "serviceType": "TUserSessionManager",
    "uniqueKey": "TUserSessionManager",
    "serviceName": "PrimaryService",
    "addresses": [
      {
        "key": "rest",
        "value": "http://localhost:45000/TetherfiUserSessionManager"
      }
    ]
  }
],
```

Step 3: In order to enable UserSessionManager service set IsSessionManagerEnabled to “1” and LoginType to “custom” in appsettings.json file.

```
// OCM Login Type IIS/Custom/SSO //
"LoginType": "custom",
```

UserSessionManagerServerCount indicates number of user session manager server configured.

OCMTimeoutPopupTime indicates the number of seconds to display OCM Timeout popup.

```

// User Session Servers Count//
"UserSessionManagerServerCount": "1",

// Session Manager is disabled/enabled (0/1) //
"IsSessionManagerEnabled": "1",

//OCM Timeout Popup Time in seconds//
"OCMTimeoutPopupTime": "60",

```

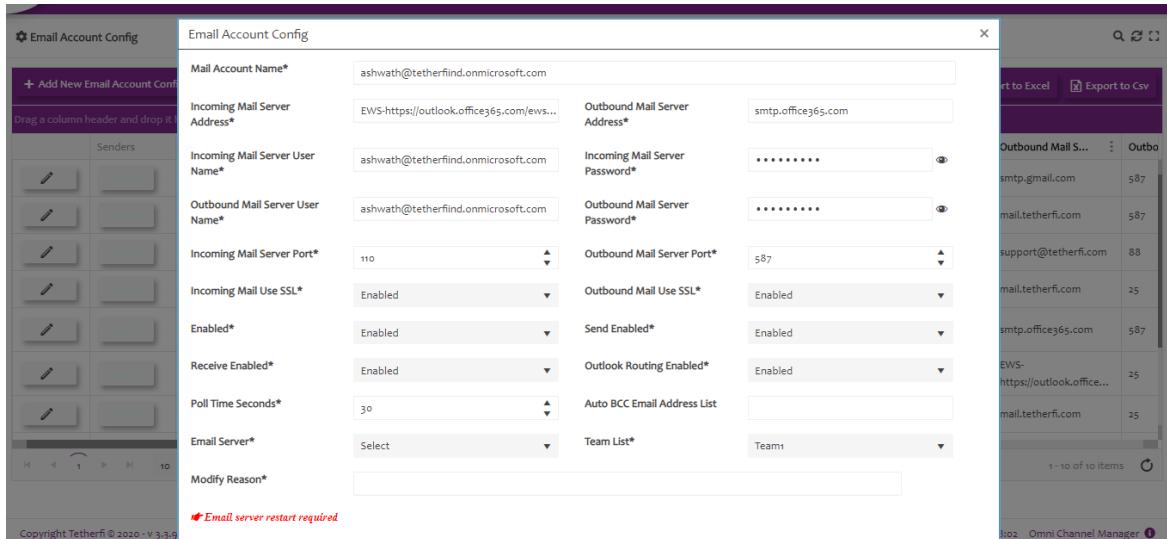
Find TetherfiUserSessionManager Service Deployment guide and Design Document in below SVN paths:

<https://docs.tetherfi.com/documentation/tetherfi-user-session-manager-deployment-guide/>

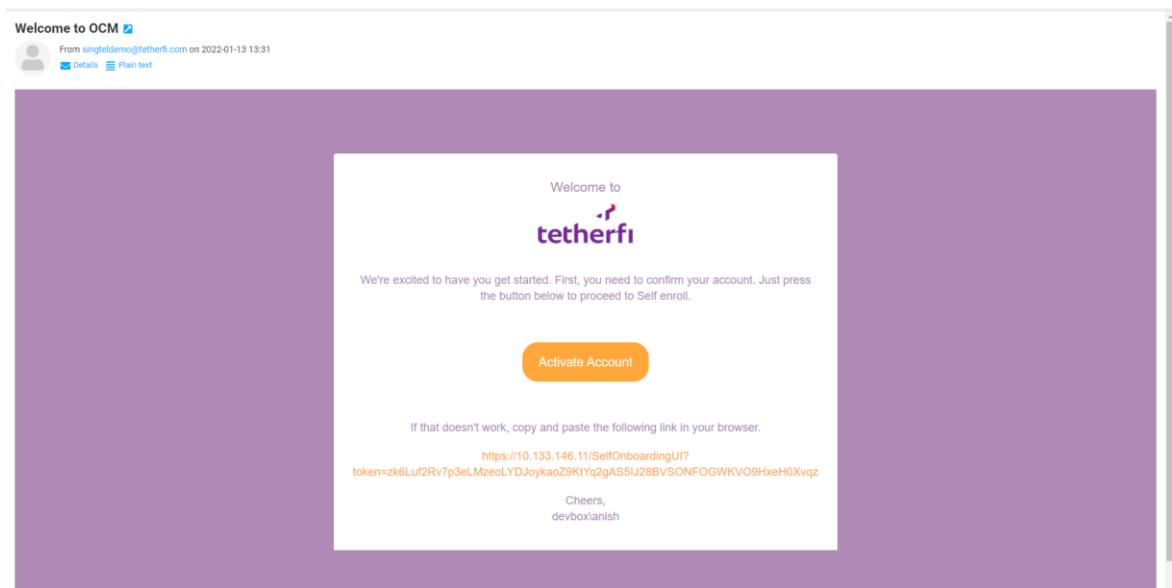
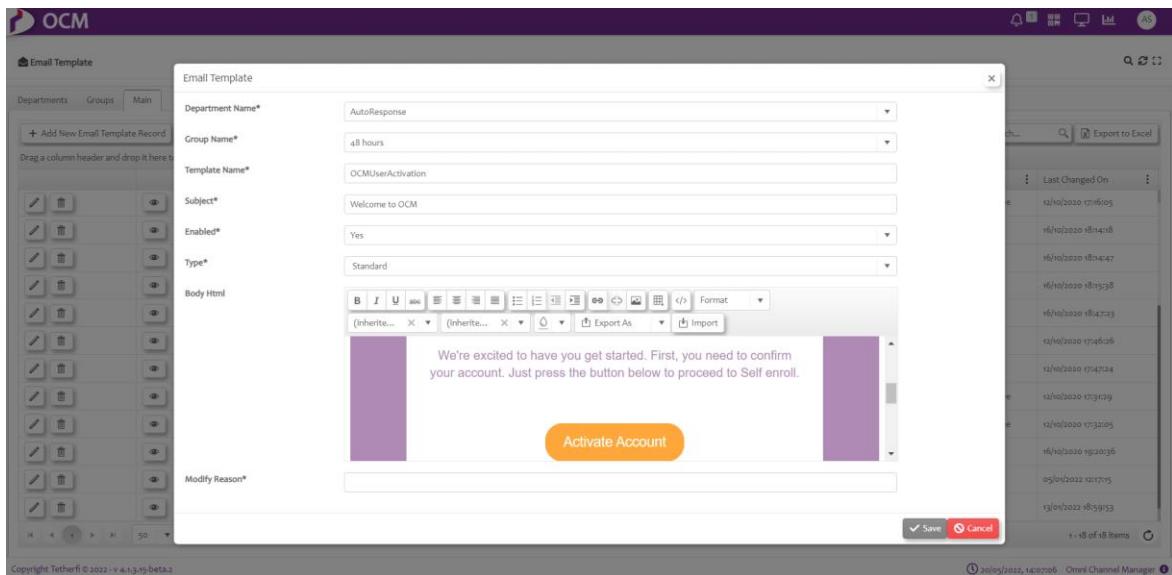
<https://docs.tetherfi.com/documentation/tusersessionmanagerdesigndocument/>

5.17 User Enrollment and Self Onboarding.

- To deploy User Activation webpage, refer [User enrollment and self-onboarding Deploying steps.](#)
- Activation link sent to user through email using EMM or SMTP. In case of EMM, the mailbox id from which email is sent to user should be configured in Email Account Config module as shown below.



- Template for Activation mail should be added to email template module with “**SelfOnboardEmailTemplate**” as template name.



- To send activation link to the user, below configuration keys need to be added in appsettings.json file.

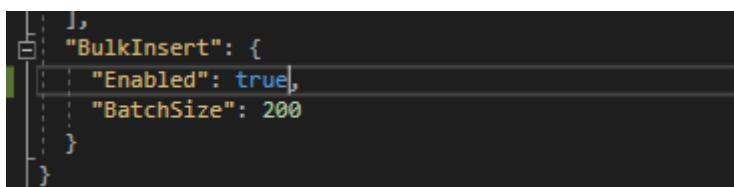
Key	Description	Possible Values
SelfOnboardUrl	External Webpage URL for Self onboarding	https://10.133.146.11/SelfOnboardingUI/
SelfOnboardLogo	Self onboarding email Logo path (should have public access)	https://10.133.146.11/OCM_MSSQL/Images/customerlogo.png
SelfOnboardEmailTemplate	Name of the SelfOnboarding Email Template	UserActivation
EmailManagerServiceEndPoint	Email Manager Service Endpoint to send emails	http://xx.xxx.xxx.xx:xxxxx/restapi/SendEmailFromExternal

EmailManagerServerCertificateFolder	Email Manager Certificate folder	D:\\
EmailManagerMailboxID	Email manager mailbox id from which mail is sent for user activation	test@sample.onmicrosoft.com
EnableEMMService	Send Mail based on EMM or SMTP, true then mail through EMM false through smtp	true/false
fromAddress	Username of the sender for SMTP	test@tetherfi.com
password	Password of the sender for SMTP	password
SMTPServer	SMTP Server	Mail.tetherfi.com
Port	SMTP Port Number	25
SSL	SSL Enabled or Disabled for SMTP	true/false

- Using User onboarding module, supervisor can enroll the users. For more details refer this <https://tetherfi-pte-ltd.atlassian.net/l/c/nVp6W8iD>
- To know more about [OCM API](#).

5.18 Enable/Disable Import button in Agent Settings

To enable or disable import features button in Agent settings module can be done using ~/OCM/Configurations/Admin Modules/AgentSetting.json file as shown below.



Key	Description	Possible Values
Enabled	To enable or disable the import button in Agent Setting	True, false
BatchSize	To split the records of the import data in AuditTrail tab to avoid the size exceed in the table.	Maximum value can be 200

5.19 To display Attribute Category in Attribute

To add the new categories in Attribute module can be done using ~/OCM/Configurations/Admin Modules/AttributeCategories.json file as shown below.

```
{
  "JsonVersioningDetails": {
    "FileName": "AttributesCategories.json",
    "Location": "AdminModules",
    "Version": "4.0.6.3-beta",
    "LastModifiedDateTime": "20-08-2020 12:30:00 PM",
    "LastModifiedBy": "Prathik",
    "Description": "Added New page"
  },
  "AttributesCategories": [
    {
      "Id": 0,
      "Category": "channel",
      "Display": "Channel",
      "Visible": true
    },
    {
      "Id": 1,
      "Category": "Intent",
      "Display": "Intent",
      "Visible": true
    },
    {
      "Id": 2,
      "Category": "Package",
      "Display": "Package",
      "Visible": true
    },
    {
      "Id": 3,
      "Category": "CustomerType",
      "Display": "CustomerType",
      "Visible": true
    },
    {
      "Id": 4,
      "Category": "Age"
    }
  ]
}
```

Key	Description	Possible Values
Id	Id of the Category	0,1,2,3... so on
Category	Name of the Category used for storing in table	
Display	Name of the Category used for displaying in UI	
Visible	To show or hide the Category	True, false

5.20 Configuration in Organizational Structure

To add the new level hierarchy in Organizational Structure can be done using ~OCM/Configurations/Admin Modules/AgentHierarchy.json file as shown below.

```

"JsonVersioningDetails": {
  "FileName": "AgentHierarchy.json",
  "Location": "AdminModules",
  "Version": "4.0.6.3-beta",
  "LastModifiedDateTime": "31-05-2019 08:30:00 AM",
  "LastModifiedBy": "Prathik",
  "Description": "Versioning Added"
},
"AgentHierarchy": [
  {
    "ID": 1,
    "LevelHierarchy": "Country",
    "ParentID": 0,
    "FilterType": "na" //Filter Type will be used to set get Agent Hierarchy based on these values team/teamsupervisor/na
  },
  {
    "ID": 2,
    "LevelHierarchy": "Division",
    "ParentID": 1,
    "FilterType": "na" //Filter Type will be used to set get Agent Hierarchy based on these values team/teamsupervisor/na
  },
  {
    "ID": 3,
    "LevelHierarchy": "Department",
    "ParentID": 2,
    "FilterType": "na" //Filter Type will be used to set get Agent Hierarchy based on these values team/teamsupervisor/na
  }
],

```

Key	Description	Possible Values
Id	Id of the Hierarchy	0,1,2,3... so on
LevelHierarchy	Name of the Hierarchy	
ParentID	Parent Id of the Hierarchy	Values will be the Id of the above Hierarchy
FilterType	This is used to set get the Agent Hierarchy	Team, Teamsupervisor, na

5.21 Add/Remove the Action from Profanity Words

To add or remove the Action from Profanity Words can be done using ~OCM/Configurations/Admin Modules/OpaqueData.json file as shown below.

```

{
  "JsonVersioningDetails": {
    "FileName": "OpaqueData.json",
    "Location": "AdminModules",
    "Version": "4.0.6.3-beta",
    "LastModifiedDateTime": "09-11-2018 12:30:00 PM",
    "LastModifiedBy": "Prathik",
    "Description": "Added New page"
  },
  "Name": "opaqueData",
  "DisplayName": "Profanity Words",
  "FormGroup": 2,
  "Markerchecker": false //Keep always false, as marker-checker functionality is not included
  "ConfigKey": "{'Action':'block,mask'}",
  "GridColumns": [
    {
      "Title": "ID",
      "PropertyName": "Id",
      "Editable": true,
      "Columnwidth": "col-lg-8",
      "ID": "",
      "FormGroup": 2,
      "Hidden": true,
      "Width": 100,
      "Encoded": false,
      "ClientTemplate": "",
      "Mandatary": false
    }
  ]
}

```

Key	Description	Possible Values
ConfigKey	To add or remove the Action	<ul style="list-style-type: none"> • {'Action':'block,mask'} • {'Action':'block' }

5.22 Display/Hide tabs in Role Based Access Management

To display or hide the tabs from Role Based Access Management can be done using ~/OCM/Configurations /AccessConfiguration.json file as shown below.

```
{
  "JsonVersioningDetails": {
    "FileName": "AccessConfiguration.json",
    "Location": "",
    "Version": "4.0.6.3-beta",
    "LastModifiedDateTime": "03-03-2021 11:00:00 PM",
    "LastModifiedBy": "Prathik",
    "Description": "Added new module and reports"
  },
  "AdminPages": {
    "Channels": [...],
    "ChannelData": [...],
    "CheckerChannelData": [...]
  },
  "Reports": [...],
  "Dashboards": [...],
  "OtherApplications": {
    "Channels": [...],
    "ChannelData": [...]
  },
  "Tabs": {
    "AdminPagesAccess": true,
    "AdminPagesCheckerAccess": true,
    "ReportsAccess": true,
    "DashboardsAccess": true,
    "OtherApplicationsAccess": true
  }
}
```

Key	Description	Possible Values
AdminPagesAccess	To display or hide the Admin Pages tab	True, false
AdminPagesCheckerAccess	To display or hide the Admin Pages Checker tab	True, false
ReportAccess	To display or hide the Report tab	True, false
DashboardAccess	To display or hide the Dashboard tab	True, false
OtherApplicationAccess	To display or hide the Other Application tab	True, false

5.23 Configuration in Self Service Config

To add or remove the Entity Name from the Self Service config can be done using ~OCM/Configurations/Admin Modules/IVRConfigValues.json as shown below.

```

"Entity": [
  {
    "EntityName": "Skill",
    "EntityValue": "SkillName",
    "FieldType": "DropDown", //EntityName is shown based on FieldType from here
    "DropDownList": [
      "Action": "GetSkillExtList",
      "Controller": "Generic"
    ],
    "Parameter": [
      {
        "Key": "OutofOfficeHourMessage",
        "Value": "",
        "FieldType": "TextArea" //Value is shown based on FieldType from here
      }
    ]
  },
  {
    "EntityName": "IVR",
    "EntityValue": "IVR",
    "FieldType": "TextBox",
    "DropDownList": [
      "Action": "",
      "Controller": ""
    ],
    "Parameter": [
      {
        "Key": "CEP Logic,Mobile,Order Take,Order Given,test,KA Module 1,KA Module 2,Repeat KA Module 2,Terminate after KA Module",
        "Value": "On,Off",
        "FieldType": "DropDown",
        "DropDownList": [
          "Action": "GetValues",
          "Controller": "IvrConfig"
        ]
      },
      {
        "Key": "PreferredLanguageDays",
        "Value": "",
        "FieldType": "Numeric"
      }
    ]
  }
]

```

To hide the EntityName from the DropDownList, we need to remove the block of that EntityName from the Json file. For example if we don't need Skill EntityName in the module then we need to remove below mentioned block from the json file.

```

//Similar FieldType parameters having similar Values are added together with comma separated
"Entity": [
  {
    "EntityName": "Skill",
    "EntityValue": "SkillName",
    "FieldType": "DropDown", //EntityName is shown based on FieldType from here
    "DropDownList": [
      "Action": "GetSkillExtList",
      "Controller": "Generic"
    ],
    "Parameter": [
      {
        "Key": "OutofOfficeHourMessage",
        "Value": "",
        "FieldType": "TextArea" //Value is shown based on FieldType from here
      }
    ]
  },
  {
    "EntityName": "IVR",
    "EntityValue": "IVR",
    "FieldType": "TextBox",
    "DropDownList": [
      "Action": "",
      "Controller": ""
    ],
    "Parameter": [
      {
        "Key": "CEP Logic,Mobile,Order Take,Order Given,test,KA Module 1,KA Module 2,Repeat KA Module 2,Terminate after KA Module",
        "Value": "On,Off",
        "FieldType": "DropDown",
        "DropDownList": [
          "Action": "GetValues",
          "Controller": "IvrConfig"
        ]
      },
      {
        "Key": "PreferredLanguageDays",
        "Value": "",
        "FieldType": "Numeric"
      }
    ]
  }
]

```

Key	Description	Possible Values
EntityName	Name of the Entity	Skill, IVR or VDN
EntityValue	Value of the Entity	
FieldType	Type of the Field which will be shown in UI	"DropDown", "Numeric", "TextBox", "TextArea"

Action	To add the method name to get the dropdown values. This will present under DropDownList property	
Controller	Name of the class used for calling Action property. This will present under DropDownList property	
Key	This is used for displaying the Parameter values depending on the Entity Name. This will be present under Parameter property	
Value	This is used for showing the values based on the key selection. This will be present under Parameter property	

5.24 Enable/Disable button in Slot Scheduler

To enable or disable the Upload Calling List button in SlotScheduler enable the key in ~OCM/Configurations/Admin Modules/SlotScheduler.json file as shown below.

```
{
  "JsonVersioningDetails": {
    "FileName": "IvrOperatingHours.json",
    "Location": "AdminModules",
    "Version": "4.0.6.3-beta",
    "LastModifiedDateTime": "06-11-2020 08:30:00 AM",
    "LastModifiedBy": "Shruthi",
    "Description": "Pagination, Search and sort by using ORM"
  },
  "Name": "SlotScheduler",
  "DisplayName": "Slot Scheduler",
  "FormGroup": 2,
  "MarkerCheckers": false,
  "ConfigKey": "{'DisplayUploadButton':true}", //DisplayUploadButton value to pass not to show the button then "false" to show the button "true"
  "GridColumns": [
    {
      "Title": "slot Group",
      "PropertyName": "SlotGroup",
      "Editable": true,
      "ColumnWidth": "col-lg-3",
      "ID": "",
      "FormGroup": 2,
      "Hidden": false,
      "Width": 200,
    }
  ]
}
```

Key	Description	Possible Values
ConfigKey	To enable or display the button	<ul style="list-style-type: none"> • {'DisplayUploadButton':true} • {'DisplayUploadButton':false}

5.25 Configuration in Template

To add the default values for theme, screen, widget and to enable or disable the tabs in Template module can be done using `~/OCM/Configurations/Admin Modules/AgentTemplateDefaultValue.json` file as shown below.

```

"ThemeOptions": "theme-default,theme-default-2,theme-teal-red,theme-default-dark,theme-blue-grey-dark,theme-pink-grey-dark",
"ScreenName": "Home,HomeAOT,Supervisor,SupervisorAOT,Voice,VoiceAOT,TextChat,TextChatAOT,Email,EmailAOT",
"Widgets": "AllInteractions,AHT-Trans-Conf-Count,AUXStatus,InteractionDetails,AgentPerformance,AgentGamification,AgentPendingCallbacks,AgentFeedback,AgentScore,TRS,Gamification,Singl
"TabView": [
  {
    "TabName": "Template",
    "Include": true
  },
  {
    "TabName": "Template Screen",
    "Include": true
  },
  {
    "TabName": "Template Screen Widgets",
    "Include": true
  },
  {
    "TabName": "Template Auxcodes",
    "Include": true
  },
  {
    "TabName": "Template OpHours",
    "Include": true
  }
]

```

Key	Description	Possible Values
ThemeOptions	To add the names of themes to show in Template module	theme-default,theme-default-2,theme-teal-red,theme-default-dark,theme-blue-grey-dark,theme-pink-grey-dark
ScreenName	To add the names of the screen to show in Template Screen tab	Home,HomeAOT,Supervisor,SupervisorAOT, Voice,VoiceAOT,TextChat,TextChatAOT,Email,EmailAOT
Widgets	To add the names of the widgets to show in Template Screen Widgets tab	AllInteractions,AHT-Trans-Conf-Count,AUXStatus,InteractionDetails,AgentPerformance
TabName	To add the name of the tab present in the template module. This will be present under TabView property	Template, Template Screen, Template Screen Widgets, Template OpHours, Template Features
Include	To display or hide the tabs in Template module. This will be present under TabView property	True, false
AgentProfilePictureMaxFileSize	Maximum file size for an agent profile picture in kb. For base 64 profile picture types, this key value has no effect. By default, the maximum size for base 64 is 30 kb.	30

To get the features in Template Feature tab, go to `~/OCM/Configurations/Admin Modules/AgentSettingChannelCount.json` file and add “FeatureType” : 1 in “AgentFeature” property as shown in the below screenshot.

```

        ],
        //to disable below feature in agent setting,user onboardind and TemplateFeature(org. level) tab make "Visible": false
        //new property added to differentiate features "FeatureType": 1/0/null
        //to show the below features in AgentSetting/useronboarding tab make FeatureType: 0 or dont add the FeatureType property
        //to show the below features in TemplateFeature(org. level) tab make FeatureType: 1, these Features only available in TemplateFeature module
        //the feature available in TemplateFeature(org. level) can not be changed in Agent level
        //features can be made configurable either agent level or org. level as per the solution provided by adding FeatureType
    "AgentFeature": [
        {
            "Id": 1,
            "Feature": "AllowSupervisorToChangeStatus",
            "FeatureDisplay": "Allow Supervisor to ChangeStatus",
            "IsEnable": false,
            "Visible": true,
            "FeatureType": 1
        },
        {
            "Id": 2,
            "Feature": "AllowSupervisorToCapturePicture",
            "FeatureDisplay": "Allow Supervisor to CapturePicture",
            "IsEnable": false,
            "Visible": true,
            "FeatureType": 1
        }
    ],

```

5.26 Configuration in TMC Access Management

To add the new feature in TMC Access Management can be done using `~/OCM/Configurations/Admin Modules/TMCAccessManagement.json` file as shown below.

```

{
    "JsonVersioningDetails": {
        "FileName": "TMCAccessManagement.json",
        "Location": "AdminModules",
        "Version": "4.0.6.3-beta",
        "LastModifiedDate": "23-04-2021 11:30:00 PM",
        "LastModifiedBy": "anish",
        "Description": "new"
    },
    "TMCAccess": [
        {
            "DisplayName": "Solution DashBoard",
            "FunctionalityName": "TMC_SolutionDashBoard",
            "Channel": "Offshore",
            "Included": true
        },
        {
            "DisplayName": "Create Solution",
            "FunctionalityName": "TMC_CreateSolution",
            "Channel": "Offshore",
            "Included": true
        },
        {
            "DisplayName": "License Generator",
            "FunctionalityName": "TMC_Licensegenerator",
            "Channel": "Offshore",
            "Included": true
        },
        {
            "DisplayName": "Uploaded Package",
            "FunctionalityName": "TMC_UploadedPackage",
            "Channel": "Onsite",
            "Included": true
        }
    ]
}

```

Key	Description	Possible Values
DisplayName	To display the name of the feature in UI	
FunctionalityName	Name of the feature which will be used to store in table	
Channel	Name of the Channel	<ul style="list-style-type: none"> • OffShore • OnSite
Included	To enable or disable the feature from showing in UI	<ul style="list-style-type: none"> • True • false

5.27 Configuration in User onboarding

To enable or disable import features button and to display or hide the Channel Count, Features widgets in User Onboarding module can be done using ~/OCM/Configurations/Admin Modules/UserOnboarding.json file as shown below.

```

    "Name": "UserOnboarding",
    "DisplayName": "User Onboarding",
    "FormGroup": 2,
    "MarkerChecker": false,
    "ConfigKey": "{'AgentProfilePictureEnabled':false,'IsChannelsEnabled':true,'IsFeaturesEnabled':false}", //to enable or disable steps while editing a record
  },
  "BulkInsert": {
    "Enabled": true,
    "BatchSize": 200
  }
}

```

Key	Description	Possible Values
ConfigKey	To display or hide the widgets in UserOnboarding If the value is true then the widget will be displayed otherwise it will be hidden	{'AgentProfilePictureEnabled':true,'IsChannelsEnabled':true,'IsFeaturesEnabled':true}
Enabled	To enable or disable the import button in User onboarding	True, false
BatchSize	To split the records of the import data in AuditTrail tab to avoid the size exceed in the table.	Maximum value can be 200

5.28 Configuration in WorkCode List

To add the new work code hierarchy in WorkCode List can be done using ~/OCM/Configurations/Admin Modules/WorkCodeList.json file as shown below.

```

        "JsonVersioningDetails": {
            "FileName": "WorkCodeList.json",
            "Location": "AdminModules",
            "Version": "4.0.6.3-beta",
            "LastModifiedDateTime": "08-11-2018 08:30:00 AM",
            "LastModifiedBy": "Prathik",
            "Description": "New json for WorkGroup/WorkCode Creation"
        },
        "WorkcodeHierarchy": [
            {
                "ID": 1,
                "WorkLevel": "WorkGroup",
                "ParentID": 0
            },
            {
                "ID": 2,
                "WorkLevel": "WorkCode",
                "ParentID": 1
            }
        ]
    }
}

```

Key	Description	Possible Values
ID	Id of the Hierarchy	1,2,3...so on
WorkLevel	Name of the work code	
ParentID	Parent Id of the Hierarchy	Values will be the Id of the above Hierarchy

5.29 Configuration in Role Based Access Management

To enable/disable Add Profile Org.Unit to Roles button in Role Based Access Management one can do so using ~OCM\Configurations\Admin Modules\RoleManagement.json file as shown below.

```

        "Name": "RoleManagement",
        "DisplayName": "Role Based Access Management",
        "FormGroup": 2,
        "MarkerChecker": false,
        "ConfigKey": {"'ProfileOrgUnittoRoles' : true},
        ...
        ...
    }
}

```

Key	Description	Possible Values
ConfigKey	To Hide or display the “Add Profile Org.Unit to Roles” button in Role Based Access Management module set its value to true or false respectively.	{'ProfileOrgUnittoRoles':true}

5.30 Configuration of WaveFile Upload SaveAction for IVR Host Value Mapping

SaveAction can be configured in ~OCM\Configurations\Admin Modules\IvrHostValueMapping.json as shown below.

```

{
    "Name": "IvrHostmap",
    "DisplayName": "IVR Hostmap",
    "FormGroup": 2,
    "MakerChecker": false,
    "ConfigKey": "",

    {
        "Title": "Wave File",
        "PropertyName": "WaveFile",
        "Editable": true,
        "Width": 150,
        "ID": "",
        "Encoded": false,
        "ClientTemplate": "#=WaveFileTag#",
        "FieldType": "Upload",
        "ColumnWidth": "col-lg-8",
        "FormGroup": 2,
        "Hidden": false,
        "Mandatory": true,
        "IncludeGrid": false,
        "WaveFile": {
            "Id": "waveFile",
            "Name": "waveFileTag",
            "SelectEventName": "attachClickHandler",
            "UploadEventName": "onWavFileUpload",
            "RemoveEventName": "attachRemoveHandler",
            "SaveAction": "SaveToChecker", //if makerchecker is false change it to SaveToChecker else Save
            "RemoveAction": "Remove",
            "SaveController": "FileUpload",
            "RemoveController": "FileUpload",
            "DisplayTag": "WavefileTag",
            "Validation": [ ".wav" ]
        },
        "IsSearchable": true,
        "SearchOperator": "contains"
    }
},

```

Key	Description	Possible Values
SaveAction	When maker checker is true keep SaveAction value as Save else it is as SaveToChecker.	"Save" or "SaveToChecker"

5.31 Configuration of WaveFile Upload SaveAction for IVR Branch Management

SaveAction can be configured in ~OCM\Configurations\Admin Modules\IvrBranchManagement.json as shown below.

```

{
    "Name": "IvrBranchManagement",
    "DisplayName": "IVR Branch Management",
    "FormGroup": 2,
    "MakerChecker": false,
    "ConfigKey": "",

    {
        "Title": "Wave File",
        "PropertyName": "WaveFile",
        "Editable": true,
        "Width": 150,
        "ID": "",
        "Encoded": false,
        "ClientTemplate": "#=WaveFileTag#",
        "FieldType": "Upload",
        "ColumnWidth": "col-lg-8",
        "FormGroup": 2,
        "Hidden": false,
        "Mandatory": true,
        "IncludeGrid": false,
        "WaveFile": {
            "Id": "waveFile",
            "Name": "waveFileTag",
            "SelectEventName": "attachClickHandler",
            "UploadEventName": "onWavFileUpload",
            "RemoveEventName": "attachRemoveHandler",
            "SaveAction": "SaveToChecker", //if makerchecker is false change it to SaveToChecker else Save
            "RemoveAction": "Remove",
            "SaveController": "FileUpload",
            "RemoveController": "FileUpload",
            "DisplayTag": "WavefileTag",
            "Validation": [ ".wav" ]
        },
        "IsSearchable": true,
        "SearchOperator": "contains"
    }
},

```

```
{
    "Title": "Branch Wav File",
    "PropertyName": "BranchWavefile",
    "Editable": true,
    "Width": 150,
    "ID": "",
    "Encoded": false,
    "ClientTemplate": "#=BranchWavefileTag#",
    "FieldType": "Upload",
    "ColumnWidth": "col-lg-3",
    "FormGroup": 2,
    "Hidden": false,
    "Mandatory": true,
    "IncludeGrid": false,
    "WaveFile": {
        "Id": "branchFileTag",
        "Name": "waveFileTag",
        "SelectEventName": "attachClickHandler",
        "UploadEventName": "onBranchWavFileUpload",
        "RemoveEventName": "attachRemoveHandlerForBranch",
        "SaveAction": "SaveToChecker", //if makerchecker is false change it to SaveToChecker else Save
        "RemoveAction": "Remove",
        "SaveController": "FileUpload",
        "RemoveController": "FileUpload",
        "DisplayTag": "BranchWavefileTag",
        "Validation": [ ".wav" ]
    },
    "IsDuplicateAllowed": true
},
```

```
{
    "Title": "Address Wav File",
    "PropertyName": "AddressWavefile",
    "Editable": true,
    "Width": 150,
    "ID": "",
    "Encoded": false,
    "ClientTemplate": "#=AddressWavefileTag#",
    "FieldType": "Upload",
    "ColumnWidth": "col-lg-3",
    "FormGroup": 2,
    "Hidden": false,
    "IncludeGrid": false,
    "Mandatory": true,
    "WaveFile": {
        "Id": "addressFileTag",
        "Name": "waveFileTag",
        "SelectEventName": "attachClickHandlerSecond",
        "UploadEventName": "onAddWavFileUpload",
        "RemoveEventName": "attachRemoveHandlerforAddress",
        "SaveAction": "SaveToChecker", //if makerchecker is false change it to SaveToChecker else Save
        "RemoveAction": "Remove",
        "SaveController": "FileUpload",
        "RemoveController": "FileUpload",
        "DisplayTag": "AddressWavefileTag",
        "Validation": [ ".wav" ]
    },
    "IsDuplicateAllowed": true
},
```

Key	Description	Possible Values
SaveAction	When maker checker is true keep SaveAction value as Save else it is as SaveToChecker.	"Save" or "SaveToChecker"

5.32 Configuration of WaveFile Upload SaveAction for Personalize IVR

SaveAction can be configured in ~OCM\Configurations\Admin Modules\ Personalizelvr.json as shown below.

```

        "Name": "PersonalizeIvr",
        "DisplayName": "Personalize IVR",
        "FormGroup": 2,
        "MakerChecker": false,
        "ConfigKey": ""
    }
}

```

```

    {
        "Title": "Start Prompt Wave File",
        "PropertyName": "StartPromptWaveFile",
        "Editable": true,
        "Width": 150,
        "ID": "",
        "Encoded": false,
        "ClientTemplate": "#= StartPromptWaveFileTag#",
        "FieldType": "Upload",
        "ColumnWidth": "col-lg-6",
        "FormGroup": 2,
        "Hidden": false,
        "Mandatory": true,
        "IsDuplicateAllowed": true,
        "Wavefile": {
            "Id": "startPrompt",
            "Name": "waveFileTag",
            "SelectEventName": "attachClickHandlerForStartPrompt",
            "UploadEventName": "onStartPromptWavFileUpload",
            "RemoveEventName": "onStartPromptWavFileRemove",
            "SaveAction": "SaveToChecker", //if makerchecker is false change it to SaveToChecker else Save
            "RemoveAction": "Remove",
            "SaveController": "FileUpload",
            "RemoveController": "FileUpload",
            "DisplayTag": "StartPromptWaveFileTag",
            "Validation": [ ".wav" ]
        },
        "IsSearchable": true,
        "SearchOperator": "contains"
    },
}

```

```

    {
        "Title": "End Prompt Registered Wave File",
        "PropertyName": "EndPromptRegisteredWaveFile",
        "Editable": true,
        "Width": 150,
        "ID": "",
        "Encoded": false,
        "ClientTemplate": "#= EndPromptRegisteredWaveFileTag#",
        "FieldType": "Upload",
        "ColumnWidth": "col-lg-6",
        "FormGroup": 2,
        "Hidden": false,
        "Mandatory": true,
        "IsDuplicateAllowed": true,
        "Wavefile": {
            "Id": "endPromptReg",
            "Name": "waveFileTag",
            "SelectEventName": "attachClickHandlerForEndPromptRegistered",
            "UploadEventName": "onEndPromptRegisteredWavFileUpload",
            "RemoveEventName": "onEndPromptRegisteredWavFileRemove",
            "SaveAction": "SaveToChecker", //if makerchecker is false change it to SaveToChecker else Save
            "RemoveAction": "Remove",
            "SaveController": "FileUpload",
            "RemoveController": "FileUpload",
            "DisplayTag": "EndPromptRegisteredWaveFileTag",
            "Validation": [ ".wav" ]
        },
        "IsSearchable": true,
        "SearchOperator": "contains"
    },
}

```

```
{
    "Title": "End Prompt Calling Wave File",
    "PropertyName": "EndPromptCallingWaveFile",
    "Editable": true,
    "Width": 150,
    "ID": "",
    "Encoded": false,
    "ClientTemplate": "#= EndPromptCallingWaveFileTag#",
    "FieldType": "Upload",
    "ColumnWidth": "col-lg-6",
    "FormGroup": 2,
    "Hidden": false,
    "Mandatory": true,
    "IsDuplicateAllowed": true,
    "WaveFile": {
        "Id": "endPromptCall",
        "Name": "waveFileTag",
        "SelectEventName": "attachClickHandlerforEndPromptCalling",
        "UploadEventName": "onEndPromptCallingWavFileUpload",
        "RemoveEventName": "onEndPromptCallingWavFileRemove",
        "SaveAction": "SaveToChecker", //if makerchecker is false change it to SaveToChecker else Save
        "RemoveAction": "Remove",
        "SaveController": "FileUpload",
        "RemoveController": "FileUpload",
        "DisplayTag": "EndPromptCallingWaveFileTag",
        "Validation": [ ".wav" ]
    },
    "IsSearchable": true,
    "SearchOperator": "contains"
},
```

Key	Description	Possible Values
SaveAction	When maker checker is true keep SaveAction value as Save else it is as SaveToChecker.	"Save" or "SaveToChecker"

5.33 Configuration of WaveFile Upload SaveAction for IVR Phrase Configuration

SaveAction can be configured in ~OCM\Configurations\Admin Modules\IvrPhraseConfiguration.json as shown below.

```
{
    "Name": "IvrPhraseConfiguration",
    "DisplayName": "Personalize IVR Phrase Configuration",
    "FormGroup": 2,
    "MakerChecker": false,
    "ConfigKey": ""}
```

```
{
    "Title": "Wave File",
    "PropertyName": "WaveFile",
    "Editable": true,
    "Width": 150,
    "ID": "",
    "Encoded": false,
    "ClientTemplate": "#= WaveFileTag#",
    "FieldType": "Upload",
    "ColumnWidth": "col-lg-8",
    "FormGroup": 2,
    "Hidden": false,
    "Mandatory": true,
    "IsDuplicateAllowed": true,
    "WaveFile": {
        "Id": "waveFile",
        "Name": "waveFileTag",
        "SelectEventName": "attachClickHandler",
        "UploadEventName": "onWavFileUpload",
        "RemoveEventName": "onWavfileRemove",
        "SaveAction": "SaveToChecker", //if makerchecker is false change it to SaveToChecker else Save
        "RemoveAction": "Remove",
        "SaveController": "FileUpload",
        "RemoveController": "FileUpload",
        "DisplayTag": "WavefileTag",
        "Validation": [ ".wav" ]
    }
},
}
```

Key	Description	Possible Values
SaveAction	When maker checker is true keep SaveAction value as Save else it is as SaveToChecker.	"Save" or "SaveToChecker"

5.34 Configuration in IVR Introductory Message Announcement

SaveAction can be configured in ~OCM\Configurations\Admin Modules\IvrIntroductoryMessageAnnouncement.json as shown below.

```
{
    "Name": "IvrIntroductoryMessageAnnouncement",
    "DisplayName": "IVR Introductory Message Announcement",
    "FormGroup": 2,
    "MakerChecker": false,
    "ConfigKey": ""
}
```

```
{
    "Title": "Wave File",
    "PropertyName": "WaveFile",
    "Editable": true,
    "Width": 150,
    "ID": "",
    "Encoded": false,
    "ClientTemplate": "#=WaveFileTag#",
    "FieldType": "Upload",
    "ColumnWidth": "col-lg-7",
    "FormGroup": 2,
    "Hidden": false,
    "IncludeGrid": false,
    "Mandatory": true,
    "Wavefile": {
        "Id": "waveFile",
        "Name": "waveFileTag",
        "SelectEventName": "attachClickHandler",
        "UploadEventName": "onWavFileUpload",
        "RemoveEventName": "attachRemoveHandler",
        "SaveAction": "SaveToChecker", //if makerchecker is false change it to SaveToChecker else Save
        "RemoveAction": "Remove",
        "SaveController": "FileUpload",
        "RemoveController": "FileUpload",
        "DisplayTag": "IntroWavefileTag",
        "Validation": [ ".wav" ]
    }
},
}
```

Key	Description	Possible Values
SaveAction	When maker checker is true keep SaveAction value as Save else it is as SaveToChecker.	"Save" or "SaveToChecker"

5.35 Configuration in IVR Callback Announcement

SaveAction can be configured in ~OCM\Configurations\Admin Modules\IvrCallBackAnnouncement.json as shown below.

```
"Name": "IvrCallBackAnnouncement",
"DisplayName": "CallBack Announcement",
"FormGroup": 2,
"MakerChecker": false, //keep always false, as maker-checker functionality is not included
"ConfigKey": "", //LDAP or IDM
```

```
{
    "Title": "Wav File",
    "PropertyName": "WaveFile",
    "Editable": true,
    "ColumnWidth": "col-lg-6",
    "ID": "",
    "FormGroup": 2,
    "Hidden": false,
    "Width": 100,
    "Encoded": false,
    "ClientTemplate": "#=callbackWavefileTag#",
    "Mandatory": true,
    "FieldType": "Upload",
    "IncludeGrid": false,
    "WaveFile": {
        "Id": "waveFile",
        "Name": "waveFileTag",
        "SelectEventName": "attachClickHandler",
        "UploadEventName": "onWavFileUpload",
        "RemoveEventName": "attachRemoveHandler",
        "SaveAction": "SaveToChecker", SaveAction,
        "RemoveAction": "Remove",
        "SaveController": "FileUpload",
        "RemoveController": "FileUpload",
        "DisplayTag": "callbackWavefileTag",
        "Validation": [ ".wav" ]
    },
    "IsSearchable": true,
    "SearchOperator": "contains"
},
```

Key	Description	Possible Values
SaveAction	Since there is no maker checker functionality enabled for this, always keep SaveAction value as "SaveToChecker"	"SaveToChecker"

5.36 Configuration of External Application Load

Configuration of external application load inside OCM can be done using AccessConfiguration.json.

- Channel data includes Name, FunctionalityName, Channel, Icon, and Included. For External Application Load we need to add Url, LoadFromIframe andQueryParam.
- QueryParam will have ParamName, ParamValue, QueryStringEncryption, and UrlEncode.
- If LoadFromIframe is true inside channel data config, then normal flow of OCM is changed. Instead of rendering the OCM View, it will be redirected to the IframeController and iframe src is loaded inside the IframeView.cshtml. If LoadFromIframe is false, page will be redirected to the specific url.
- Query string can be sent from iframe controller and encoding / encrypting can be done.
- All existing flow will be remained, and these changes will work only if the config is enabled.
- Make sure that the URL provided for external app load should be from same origin and secure http connection otherwise browser will not display the web view.

For example, OCM is hosted in <https://dice.tetherfi.cloud/OCM> then the Url should be https://dice.tetherfi.cloud/EXTERNAL_APP.

```
{
    "DisplayName": "Campaign Manager",
    "FunctionalityName": "CampaignManager",
    "Channel": "App",
    "Icon": "fas fa-phone fa-2x",
    "Included": true,
    "Url": "https://dice.tetherfi.cloud/TCM_Client/ui/campaign_manager_ui.html", // Url should be complete
    "LoadFromIframe": true,
    "QueryParam": [
        {
            "ParamName": "dblb",
            "ParamValue": " GetUserLoggedIn() | GetUserIP()",
            "QueryStringEncryption": 1, // 1- AES, 2- StringEncryptor, 0 - none
            "UrlEncode": true
        },
        {
            "ParamName": "p",
            "ParamValue": "GetCurrentSessionID()",
            "QueryStringEncryption": 1, // 1- AES, 2- StringEncryptor, 0 - none
            "UrlEncode": true
        }
    ]
},
```

AccessConfiguration.json

Key	Description	Possible Values
Url	External page url of same origin	
LoadFromIframe	Load external page inside OCM using iframe or not	true/false
QueryParam	Parameters to be passed along with url	
ParamName	Query Parameter Name	For Ex: dblb
ParamValue	Query Parameter Value. If value is a method, then it should end with () and multiple values (OR) for single param are passed using	For Ex: GetUserLoggedIn()
QueryStringEncryption	Type of encryption to be used for param	1 – StringEncryptor 2 – AES 0 – none
UrlEncode	Url should be encoded or not	true/false

5.37 OCM API Configurations

OCM has exposed some API endpoints which can be used by external applications. To access secure OCM Web API consumer should have api-key which can be generated using client key (site key).

All the client key configured in **apiclientkeyregistry.json**

Key	Description	Possible Values
Site	It contains site base URL of external application. This may include the port.	https://ocm.onboarding.com/apa/ Here ocm.onboarding is site name localhost:44323

ClientKey	Secret Unique Id. This is given to all the site to access the OCM api. This ClientKey used to get ApiKey for api Authorization by calling below .../Generic/apikey?clientkey=12345678	73c31ff8-6247-11ec-90d6-0242ac120003
------------------	--	---

To enable Swagger in appsettings.json check true for **EnableSwagger**

Key	Description	Possible Values
EnableSwagger	API details are available in /swagger/index.html	true/false

5.38 Enable/ Disable Validate Checker Wav Files for Approval Functionality

- To enable/ disable Validate Checker Wav Files For Approval Functionality, just make the Key “ValidateCheckerWavFilesForApproval” in appsettings.json to true or false.

5.39 Configure new External Dashboard

Configure new external dashboard alongside other OCM dashboard's can be done using AccessConfiguration.json under Dashboards section in ChannelData .

- Channel data includes Name, FunctionalityName, Channel, Icon, and Included. For External Dashboard we need to add EmbeddedExtDashboard , Url, andQueryParam.
- EmbeddedExtDashboard is set to true if the dashboard will load externally from an url.
- QueryParam will have ParamName, ParamValue, QueryStringEncryption, and UrlEncode.
- Query string can be sent to the iframe url and encoding / encrypting can be done.
- Make sure that the URL provided for external dashboard should be from same origin and secure http connection otherwise browser will not display the web view.

For example, OCM is hosted in <https://dice.tetherfi.cloud/OCM> then the Url should be https://dice.tetherfi.cloud/EXTERNAL_DASHBOARD.

```
{
  "DisplayName": "Google Drive",
  "FunctionalityName": "GoogleDriveDashboard",
  "Channel": "Custom",
  "Icon": "fas fa-paper-plane",
  "Included": true,
  "EmbeddedExtDashboard": true,
  "Url": "https://dicedev.tetherfi.cloud/Dashboards/Drive", // Url should be complete
  "QueryParam": [
    {
      "ParamName": "dblb",
      "ParamValue": " GetUserLoggedIn()",
      "QueryStringEncryption": 0, // 1- StringEncryptor, 2- AES, 0 - none
      "UrlEncode": false
    }
  ]
},
```

AccessConfiguration.json

Key	Description	Possible Values
Url	External page url of same origin	https://localhost/TetherfiDrive /application/index
EmbeddedExtDashboard	Is to be set to True if the dashboard is to be loaded from external url	true/false
QueryParam	Parameters to be passed along with url	
ParamName	Query Parameter Name	For Ex: dblb
ParamValue	Query Parameter Value. If value is a method, then it should end with () and multiple values (OR) for	For Ex: GetUserLoggedIn()

	single param are passed using	
QueryStringEncryption	Type of encryption to be used for param	1 – StringEncryptor 2 – AES 0 – none
UrlEncode	Url should be encoded or not	true/false

5.40 Enable/Disable Custom Admin Modules and Reports.

- To enable/ disable Custom Admin Modules and Reports, enable the Key “IsCustomEnabled” in appsettings.json to 1 (enabled) or 0 (disabled).
- Add all the custom release to the deployed path.
- If “IsCustomEnabled” is not enabled and custom release are not present then the user interface displays a 404 error for the loaded Custom Module or Report.

Appsettings.json

Key	Description	Possible Values
IsCustomEnabled	Enables/Disables Custom Admin Modules and Reports.	1/0

```
// Custom is disabled/enabled (0/1) //
"IsCustomEnabled": 1,
```

5.41 Enable/Disable tabs/steps based on role-based access control (RBAC) in User Onboarding

- The **IsRoleBasedStepAccessEnabled** key defined in User Onboarding Json will enable this feature for the entire solution.

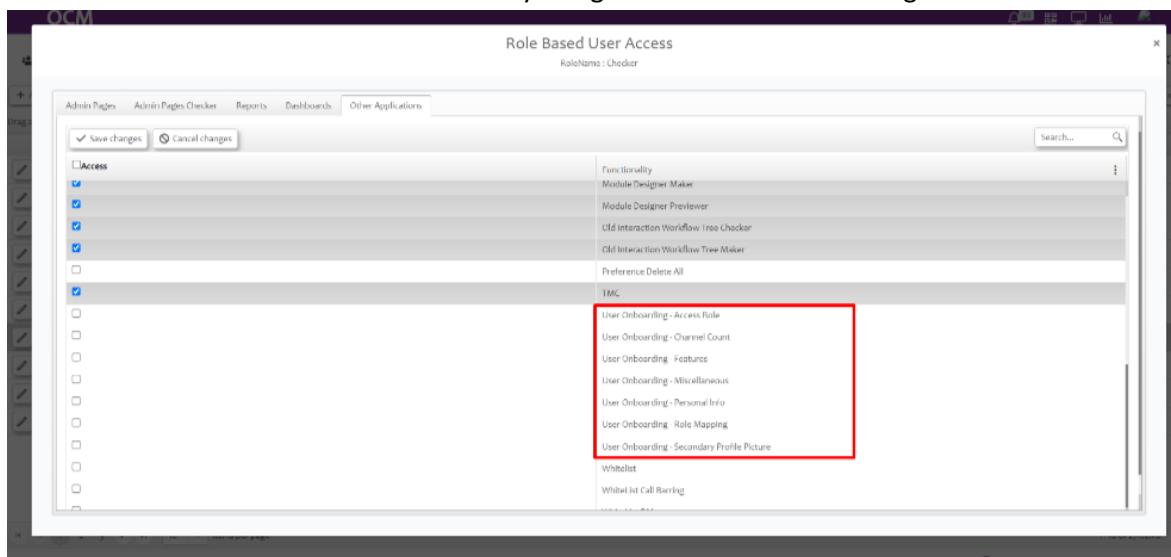
```
{
  "JsonVersioningDetails": {
    "FileName": "UserOnboarding.json",
    "Location": "AdminModules",
    "Version": "4.1.12.30",
    "LastModifiedDate": "11-01-2023 08:30:00 AM",
    "LastModifiedBy": "Shruthi",
    "Description": "Added Created Datetime"
  },
  "Name": "UserOnboarding",
  "DisplayName": "User Onboarding",
  "FormGroup": 2,
  "MarkerChecker": false,
  "ConfigKey": "[{'SelfEnrollmentInvite':true,'AgentProfileSecondaryLimit': 2,'IsAssignRole':false,'IsRoleBasedStepAccessEnabled':false}]" //to enable
  "GridColumns": [
    {
      "Title": "Email Address",
      "PropertyName": "EmailID",
      "Editable": true,
      "ColumnWidth": "col-lg-3",
      "ID": ""
    }
  ]
}
```

- If the value of **IsRoleBasedStepAccessEnabled** is false, step/tab access is not validated.
- Each step has been defined to set access control with a unique functionality name, as follows:
 - UserOnboarding-PersonalInfo

- UserOnboarding-ProfilePicture
 - UserOnboarding-SecondaryProfilePicture
 - UserOnboarding-ChannelCount
 - UserOnboarding-Features
 - UserOnboarding-RoleMap
 - UserOnboarding-AccessRole
 - UserOnboarding-Miscellaneous
- Add the above keys to AccessConfiguration's OtherApplications->ChannelData section.

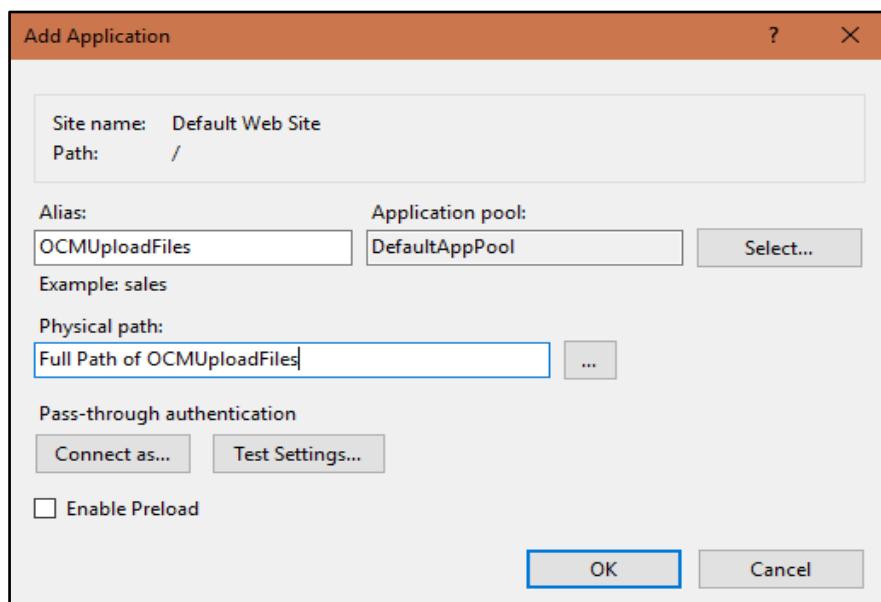
```
{
  "DisplayName": "User Onboarding - Personal Info",
  "FunctionalityName": "UserOnboarding-PersonalInfo",
  "Channel": "ModuleAccess",
  "Included": true
},
{
  "DisplayName": "User Onboarding - Profile Picture",
  "FunctionalityName": "UserOnboarding-ProfilePicture",
  "Channel": "ModuleAccess",
  "Included": true
},
{
  "DisplayName": "User Onboarding - Secondary Profile Picture",
  "FunctionalityName": "UserOnboarding-SecondaryProfilePicture",
  "Channel": "ModuleAccess",
  "Included": true
},
{
  "DisplayName": "User Onboarding - Channel Count",
  "FunctionalityName": "UserOnboarding-ChannelCount",
  "Channel": "ModuleAccess",
  "Included": true
},
{
  "DisplayName": "User Onboarding - Features",
  "FunctionalityName": "UserOnboarding-Features",
  "Channel": "ModuleAccess",
  "Included": true
},
{
  "DisplayName": "User Onboarding - Role Mapping",
  "FunctionalityName": "UserOnboarding-RoleMap",
  "Channel": "ModuleAccess",
  "Included": true
},
{
  "DisplayName": "User Onboarding - Access Role",
  "FunctionalityName": "UserOnboarding-AccessRole",
  "Channel": "ModuleAccess",
  "Included": true
},
{
  "DisplayName": "User Onboarding - Miscellaneous",
  "FunctionalityName": "UserOnboarding-Miscellaneous",
  "Channel": "ModuleAccess",
  "Included": true
}
```

- If step functionality is not included in the **AccessConfiguration** Json, it is enabled by default (**IsRoleBasedStepAccessEnabled** or step/tab access not considered).
- To remove/hide any steps in the module, set the "Included" value to false.
- The prior step-hiding configuration keys have been removed from the JSON file of the UserOnboarding module.
- Provide access to the above functionality using Role Based Access Management.

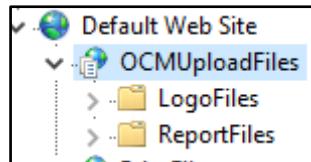


6 OCM Upload Files Deploying Steps

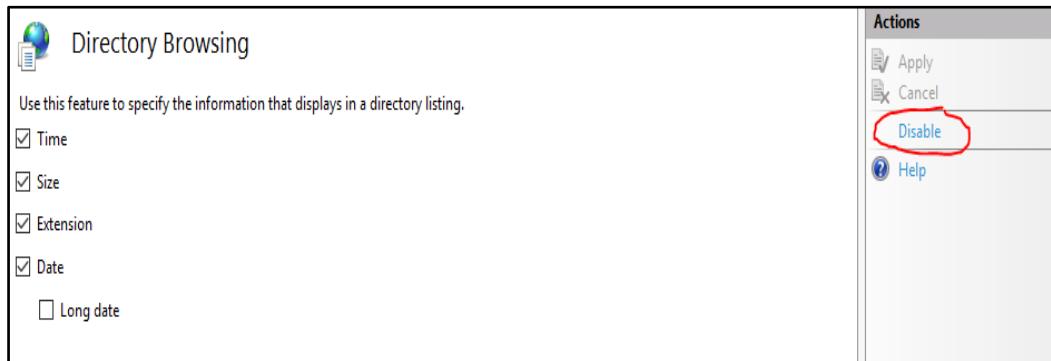
- Create a new folder named OCMUploadFiles, inside this create the separate folders for each stream. (if required)
- Go to IIS, create a new application - > give the path of OCMUploadFiles in Alias and OCMUploadFiles full path and click on OK.



- Once created, you can see something like this



- Now click on Directory Browsing and enable it if it's disabled.



- Now to test this, you can keep some files in the OCMUploadFiles folder and click on Browse from IIS. It will open in browser and you can access files from the browser.