|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Genesys Application | | | | | | | | **logo.jpg** |
| **Service Owner** | **Support** | | | | Mohamed AbouHussein \ IT App Support CRM | | | |
|  | **Demand** | | | | Salah Fateen | | | |
|  | **TIM** | | | | Mohamed Helal | | | |
|  | **Delivery Manager** | | | | Amr Khalifa | | | |
|  | **Architecture** | | | | Hany Ouda | | | |
|  | **Business Owner** | | | | Hesham Ibrahim | | | |
| **List of Features** | 1. Genesys - Segmentation 2. Genesys – CSO flag 3. Genesys – Hotline - MDC 4. Genesys – Hotline - Activation 5. Genesys – Call Agent 6. IVR 366 – Create Dealer 7. IVR 366 – Validate Dealer Code 8. IVR 366 – Validate Dealer Dial 9. IVR 366 - TLS 10. IVR 366 – Last 3 chargers/day 11. IVR 3000 – Loyalty – Check balance 12. IVR 3000 – Loyalty – Redeem point 13. IVR 700,900,333 – Free usage 14. IVR 700,900,333 – Last Bill 15. IVR 700,900,333 - Survey 16. IVR 700,900,333 – Bill Amount Inquiry 17. IVR 567 – Create MNP request 18. IVR 567 – MNP Rejection 19. IVR 16511,511,777 - ISP 20. IVR 414 – PAS for Dealers | | | | | | | |
|  | **Voice Call Center** | | | | | | | |
|  | **Name** | | | | | **Owner** | | |
| **Configuration Server** | SV:DCS1CIM1:10.193.34.27 | | | | | IT SA Team | | |
| SV:DCS1CIM2:10.193.34.28 | | | | | IT SA Team | | |
| **Network Connection Server** | SV:IVR1NET1:10.193.32.147 | | | | | IT SA Team | | |
| NC:IVR2NET1:10.193.35.147 | | | | | IT SA Team | | |
| **NTS T-Server** | SV:IVR1NTS1:10.193.32.16 | | | | | IT SA Team | | |
| NC:IVR2NTS1:10.193.35.16 | | | | | IT SA Team | | |
| **IVR T-Server** | SV:IVR1NTS1:10.193.32.16 | | | | | IT SA Team | | |
| SV:IVR1NTS2:10.193.32.15 | | | | | IT SA Team | | |
| NC:IVR2NTS1:10.193.35.16 | | | | | IT SA Team | | |
| NC:IVR2NTS2:10.193.35.15 | | | | | IT SA Team | | |
| **Media Server** | SV:IVR1VMP1:10.193.32.41 | | | | | IT SA Team | | |
| SV:IVR1VMP2:10.193.32.42 | | | | | IT SA Team | | |
| SV:IVR1VMP3:10.193.32.43 | | | | | IT SA Team | | |
| SV:IVR1VMPHA:10.193.32.48 | | | | | IT SA Team | | |
| NC:IVR2VMP1:10.193.35.41 | | | | | IT SA Team | | |
| NC:IVR2VMP2:10.193.35.42 | | | | | IT SA Team | | |
| NC:IVR2VMP3:10.193.35.43 | | | | | IT SA Team | | |
| **SIP Proxy Server** | SV:IVR1VSP1:10.193.32.144 | | | | | IT SA Team | | |
| NC:IVR2VSP1:10.193.35.144 | | | | | IT SA Team | | |
| **CMP Configuration Server** | SV:IVR1CMP1:10.193.32.17 | | | | | IT SA Team | | |
| NC:IVR2CMP1:10.193.35.17 | | | | | IT SA Team | | |
| **Application Server**  -(Tomcat)  -Two App Server per each machine | SV:DCS1APP2:10.193.34.21 | | | | | IT SA Team | | |
| SV:DCS1APP3:10.193.34.22 | | | | | IT SA Team | | |
| SV:DCS1APP4:10.193.34.23 | | | | | IT SA Team | | |
| NC:DCS2APP1:10.193.37.21 | | | | | IT SA Team | | |
| NC:DCS2APP2:10.193.37.22 | | | | | IT SA Team | | |
|  |  | | **Video Call Center** | | |  | | |
|  | **Name** | | | | | **Owner** | | |
| **SIP Server** | SV:CCS1SIP1:10.193.33.20 | | | | | IT SA Team | | |
| SV:CCS1SIP2:10.193.33.21 | | | | | IT SA Team | | |
| **Video Media Server** | SV:CCS1VID1:10.193.33.11 | | | | | IT SA Team | | |
| **Application Server**  -(Tomcat) | SV:DCS1APP1:10.193.34.20 | | | | | IT SA Team | | |
|  |  | | | **Database** | |  | | |
|  | **Name** | | | | | **Owner** | | |
| **IVR Database** | NDM\SV:IVR1CMP1:10.193.32.17 --> (IVR + Video) | | | | | IT DB Team | | |
| NDM2\NC:IVR1CMP1:10.193.35.17 | | | | | IT DB Team | | |
| **Configuration Database** | CIMDB\SV:DCS1CIM1:10.193.34.27 | | | | | IT DB Team | | |
| CIMDB\SV:DCS1CIM2:10.193.34.28 | | | | | IT DB Team | | |
| **Relationships Details** | | | | | | | | |
| **Genesys Features dependency with External Systems** | | Genesys - Segmentation | | | | | Replica *(in case of outage all customers will take core value)* | |
| Genesys – CSO flag | | | | | Replica | |
| Genesys – Hotline - MDC | | | | | Billing DB | |
| Genesys – Hotline - Activation | | | | | Replica  PAS | |
| Genesys – Call Agent | | | | | Technical – Core | |
| IVR 366 – Create Dealer | | | | | Trouble Ticket Application | |
| IVR 366 – Validate Dealer Code | | | | | DTS web service | |
| IVR 366 – Validate Dealer Dial | | | | | Telepin DB | |
| IVR 366 - TLS | | | | | DTS Web service | |
| IVR 366 – Last 3 chargers/day | | | | | Telepin DB  Message Engine | |
| IVR 3000 – Loyalty – Check balance | | | | | Loyalty application | |
| IVR 3000 – Loyalty – Redeem point | | | | | Subscription application | |
| IVR 700,900,333 – Free usage | | | | | Adapters web service | |
| IVR 700,900,333 – Last Bill | | | | | Replica | |
| IVR 700,900,333 - Survey | | | | | UCS DB | |
| IVR 700,900,333 – Bill Amount Inquiry | | | | | Replica | |
| IVR 567 – Create MNP request | | | | | Trouble Ticket Application  Message Engine | |
| IVR 567 – MNP Rejection | | | | | Message Engine  Outbound IVR | |
| IVR 16511,511,777 - ISP | | | | | Replica | |
| IVR 414 – PAS for Dealers | | | | | PAS | |