Vodafone Germany IPCC

Release Notes

**Genesys Callback Configuration**

**(introducing Web/App Callback)**



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# Change History

|  |  |  |
| --- | --- | --- |
| **AUTHOR** | **COMPANY** | **CONTACT** |
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|  |  |  |  |
| --- | --- | --- | --- |
| **VERSION** | **ADDED BY** | **DATE** | **CHANGE** |
| 0.1 | Sonal Garg | 28/08/2017 | Initial Version |

# OVERVIEW

## Description

This document provides the configuration procedure of the Genesys call back and its provisioning into GMS, which will provide capacity, business hour and phone number validation API’s

## Components Affected

Table 3: Components affected

|  |  |
| --- | --- |
| **Existing Software Components Affected** | VIP-LAB  GMS, URS, ORS, SIP Server, SCXML tomcat  Production:  GMS, URS, ORS, SIP Server , SCXML tomcat |
| **Genesys applications** | Framework: Configuration Database will include the new option settings as well. |
| **Servers Affected VIP Lab** | Configuration/Management Layer - ts2ccgsv001:  GMS - ts2ccgsv405, ts2ccgsv406, ts2ccgsv012  URS – ts2ccgsv003  ORS – ts2ccgsv405  Outbound Sip Server – ts2ccgsv040, ts2ccgsv041  SCXML Tomcat – ts2ccgsv405 |
| **Servers Affected PROD** | Configuration/Management Layer - rn2ccgsv001  GMS - rn2ccgsv401, rn2ccgsv402, rn2ccgsv403, rn2ccgsv404  URS - rn2ccgsv003  ORS - rn2ccgsv401, rn2ccgsv402, rn2ccgsv403, rn2ccgsv404, rn2ccgsv407, rn2ccgsv408  SIP Server – rn2ccgsv040, rn2ccgsv041  SCXML Tomcat – rn2ccgsv405, rn2ccgsv406 |

|  |  |
| --- | --- |
| **Service Outage** | NO |
| **Restart of Application** | No |
| **Installation Time** | 2 hours |
|  | |

# Application Configuration

{#appConfig}**{name}**{#config}

App Name: {appName}

App Id: {appId}

Type: {type}

Version: {version}

State: {state}

Connected Servers: {connectedServers}

Working Directory: {workingDirectory}

App Prototype DBID: {appPrototypeDBID}

Startup Timeout: {startupTimeout}

Shutdown Timeout: {shutdownTimeout}

Port: {port}

Startup Flag: {startUpFlag}

Symbolic Link: {symbolicLink}

Server Information:

{#serverInfo} Name: {name}

Host: {host}

Host DBID: {hostDBID}

Backup Server DBID: {backupServerDBID}

Port: {port}

Timeout: {timeout}

Attempts: {attempts}

{/serverInfo}{/config}{/appConfig}

# Object Configuration

{#objectConfig}**{name}**

{#objectName}

Object Name: {objectName}

{/objectName}

Operation name: {operation}

Object Type: {objectType}

Object Id: {objectId}

Change Id: {changeId}

User: {user}

Env Id: {envId}

{#appName}App Name: {appName}{/appName}

Delta Value:

{#deltaValue} Op: {op}, Path: {path},{#value}Value:{value}{/value}

{/deltaValue}

{/objectConfig}

# Fallback

Table 4: Callback Service Fallback

|  |  |
| --- | --- |
| **SERVICE OUTAGE** | No |
| **RESTART OF APPLICATION** | No |
| **FALLBACK TIME** | 45 minutes |
| **FALLBACK PROCEDURE:** | |
| This chapter contains the details of Callback Service fallback which includes several tasks that will be applied to all Genesys applications involved in the solution.  **VIP LAB**  Execute the following steps with Configuration Manager:   1. Update the path in section [service.cb-availability-v1] from the *GMSCluster\_851* application object. 2. Update the path in section [service.cb-setup-v1] from the *GMSCluster\_851* application object. 3. Update the path in section [service.cb-statuscheck-v1] from the *GMSCluster\_851* application object. 4. Remove the Skills created in Callback folder. 5. Remove the list object (service\_vfde, service\_1212, service\_welcome, service\_vip) 6. Remove Switch Object and MMSL Service from Switch if it was created 7. Remove the created VQ 8. Remove the created Route point 9. Rollback the URS configuration and ORS options changes if performed 10. Disable the MSML configuration from the SIP Server object Options 11. Remove the connections from folling applicatins     1. ORS\_1\_P to SIP Server     2. SIPServer\_OCS\_P to ORS\_1\_P   Perform followings   1. Remove Wait for Target and Set Delay Strategies from IRD 2. Remove the SCXML WAR file from the tomcat server   **Production**  Execute the following steps with Configuration Manager/GA:   1. Update the path in section [service.cb-availability-v1] from the *GMSCluster\_851* application object. 2. Update the path in section [service.cb-setup-v1] from the *GMSCluster\_851* application object. 3. Update the path in section [service.cb-statuscheck-v1] from the *GMSCluster\_851* application object. 4. Remove the Skills created in Callback folder. 5. Remove the list object (service\_vfde, service\_1212, service\_welcome, service\_vip) 6. Remove the created VQ 7. Remove the created Route point 8. Disable the MSML configuration from the Sip Server Object options 9. Remove the connections from following applications    1. ORS\_1\_P, ORS\_2\_P, ORS\_3\_P to SIP Server    2. SIPServer\_OCS\_P to ORS\_1\_P, ORS\_2\_P, ORS\_3\_P   Perform followings   1. Remove Wait for Target and Set Delay Strategies from IRD 2. Remove the SCXML WAR file from the tomcat server | |
|  | |