



Innovaphone PBX v12r2 and Kiamo



Yann LE MAUX

Pre-sales manager
ylemaux@kiamo.fr

Pierre-France GAUTHIER

International Pre-Sales
pfgauthier@kiamo.eu

A major provider in the market of customer interaction management solutions for contact centres, Conecteo offers Kiamo, the native multi-channel software solution. Kiamo CAPTURES, PRIORITISES and DISTRIBUTES all multimedia flows depending on business rules, availability and employee skills.

Designed for all users, the solution stands out from the competition due to its rich functionality, ergonomic design and reliability. Kiamo responds to the problems of Customer Relations managers who need a unified customer strategy to improve their quality of service and relational performance.

Non-contractual document: this document describes the main features and uses of the Kiamo solution. Some of these features are not delivered in the basic version and require licenses. In case of doubt or if you are interested in one or more of these features, please ask your Kiamo partner whether they can be implemented with the licenses proposed.

Depending on the Kiamo version used, the screen shots in this document may be different from those of your interface.

The full documentation is available on mykiamo.fr.

Intellectual property rights

Use of this document is covered by French and international legislation on copyright and intellectual property. No part of this document may be reproduced, stored or transmitted for any purpose by any means whatsoever without the express written permission of Conecteo. Unless the licence agreement of Conecteo expressly stipulates otherwise, provision of this document does not give you any licence to these patents, trademarks, copyrights or other intellectual property rights.

Kiamo and Conecteo are registered trademarks of Conecteo.

© 2017 CONECTEO. ALL RIGHTS RESERVED. IDDN.FR.001.300028.008.S.P.2010.000.20100

TABLE OF CONTENTS

INITIAL SITUATION AND OBJECTIVES	4
1 INNOVAPHONE INSTALLATION	4
2 PHONES CONFIGURATION	6
3 INTERCONNECTION WITH KIAMO	7
4 TESTS	8

INITIAL SITUATION AND OBJECTIVES

This document describes how you can use a Kiamo based on an Innovaphone PBX Solution. Here are the different steps followed to proceed to the tests.

- 1) Innovaphone installation & configuration
- 2) Phone registration
- 3) First test: Establishing a connection between the phones
- 4) Kiamo installation & configuration
- 5) Final tests: Establishing a call on Kiamo contact center well redirected to a connected agent.
- 6) Final tests: Recording a conversation between a customer and the connected agent.

For these tests we used two servers:

- 1 VMware which is hosting the Innovaphone (IP Address: 10.10.1.143)
- 1 HyperV hosting the Kiamo (IP Address 10.10.10.43)
- 2 IP Phones (IP Addresses 10.10.10.45 & 10.10.10.46)

1 INNOVAPHONE INSTALLATION

Innovaphone has been installed following the given indication.

Once it has been installed you need to setup the routes and phone numbers.

You'll find below the PBX configuration:

10.10.1.143: innovaphone Virtual Appliance

General Interfaces IP4 IP6 Services PBX Gateway Maintenance

Config Objects Registrations Calls SOAP myPBX Dyn-PBXs

General Security Filter myPBX Import Export

PBX Mode Master

System Name Kiamo.eu Use as Domain

PBX Name France DNS

Unknown Registrations - With PBX Pwd only

Reverse Proxy Addresses Assume TLS

Music On Hold URL

External Music On Hold

Response Timeout 15

Dial Complete Timeout 4

No of Regs w/o Pwd. 1 - Security block time(s) 20

Recall Timeout

Max Call Duration (h)

Max WebRTC calls - Usage: 0 (max 0)

Group Default Visibility Online Status Presence On the phone Presence note Calls Calls with Number

Presence with Alert

Enable External Transfer

No CLIR on internal calls

Media Relay Off - No Media Relay if Addresses are identical or private

Generate CDRs

Route Root-Node External Calls to For calls from local PBX only

Route PBX-Node External Calls to

Route Internal Calls to

Escape Dialtone from

Prefix for Intl/Ntl/Subscriber

Tones EUROPE-PBX

Log Calls

Then we configured the different objects like operators to perform the calls.

Long Name	Name	No	HW-ID	Node	PBX	Filter	Groups	CF*	Fork	Config	Phone	Profile	Visibility	Rights	Type	Presence	Wakeup	
France	France	*1		root	France	+	+								PBX	+		
Kolima	kolima	9	kolima	root	France	+	+								Gateway	+		127.0.0.1*
Luc	Luc	3380	Luc	root	France	+	+	+	+	+	+	+	+	+		+		10.10.10.46*
Lucile	Lucile	3370	Lucile	root	France	+	+	+	+	+	+	+	+	+		+		10.10.10.45*

By clicking on the first object you have a quick PBX configuration.

General Node Licenses

Type: PBX

Long Name: France

Name: France Number: *1 Critical:

Parent Node: root Hide from LDAP:

Parent PBX: France

Password: [] retype Password: []

Busy On: [] Call(s)

Reporting:

Reverse Proxy:

Then you have to configure the Gateway

General Gateway

Type: Gateway

Description: [] Hide from LDAP:

Long Name: Kolima Display Name: []

Name: kolima Number: 9 Critical:

E-Mail: kolima []

Password: [] retype Password: []

Node: root Local:

PBX: France Reject ext. Calls:

Max Calls: [] Response Timeout: []

Hide Connected Endpoint:

UC:

Reporting:

Voicemail:

- Devices

Hardware Id	Name	PBX Pwd	No IP Filter	TLS only	No Mobility	Config VOIP	Reverse Proxy
kolima	[]	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
[]	[]	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Here the registered phones are Luc & Lucile (pwd Luc & Lucile). To try the softphone application proposed by Innovaphone we added the "myPBX License" in the "License" tab.

General User License Apps DECT

Type: User

Description: Luc Hide from LDAP:

Long Name: Luc Display Name: Luc

Name: Luc Number: 3380 Critical:

E-Mail: Luc []

Password: [] retype Password: []

Node: root Local:

PBX: France

Send Number: [] URL: []

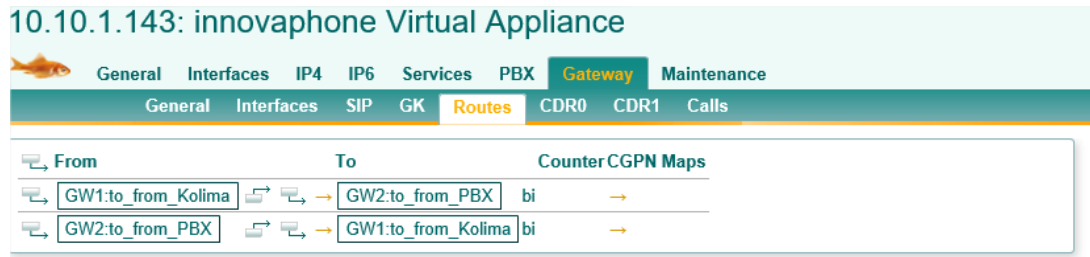
Group Indications:

Config Template:

- Devices

Hardware Id	Name	PBX Pwd	No IP Filter	TLS only	No Mobility	Config VOIP	Reverse Proxy
Luc	Desk-Phone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
[]	[]	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Finally, we have to set-up the gateway routes.



Once it's done we need to configure the phones and make sure that they are registered onto the IPVA.

2 PHONES CONFIGURATION

Through the web interface of the IP Phones, we configured the basic requirements corresponding to our wishes.

The screenshot shows the configuration page for a Kiamo IP phone profile named "Lucile". The configuration is divided into several sections:

- Profile Name:** Lucile
- Local/SC Settings:** Radio buttons for "local" (selected) and "sc". There are fields for "Voice Mail PhoneNumber", "On", "Off", and "Ring".
- Primary SIP Server:** Includes checkboxes for "SIP Unregister", "URI Type" (SIP selected), "SIP Transport" (UDP selected), and "Connect Reuse". Fields include "Service Domain" (Kiamo.eu), "Registrar Server Address" (10.10.1.143), "Proxy Server Address" (10.10.1.143), "SIP Local Port" (5060), "TLS Local Port" (5061), "Registration Timer" (3600), "Register Frequency" (600), and "Ring Tone" (Default).
- Backup SIP Server:** Includes a checked "SIP Unregister" checkbox, "URI Type" (SIP selected), "SIP Transport" (UDP selected), and "Connect Reuse". Fields include "Service Domain", "Registrar Server Address", "Proxy Server Address", "SIP Local Port" (5060), "TLS Local Port" (5061), "Registration Timer" (3600), and "Register Frequency" (600).
- User Accounts:** A table with columns for "Phone Number", "Phone Name", "Authentication ID", and "Password". The values are: Phone Number: 3370, Phone Name: LUCILE, Authentication ID: 3370, Password: ●●●●●●.

At the bottom right, there are buttons for "Apply", "Cancel", and "Back".

Once these configurations are saved and your phones restarted we will check that the phones are being registered onto the PBX.

10.10.1.143: innovaphone Virtual Appliance

General Interfaces IP4 IP6 Services **PBX** Gateway Maintenance

Config Objects **Registrations** Calls SOAP myPBX Dyn-PBXs

Address	Long Name	Name No	Device	Product	Firmware	Video Collab	Uptime
127.0.0.1*	H323	Kolima	kolima 9	kolima	innovaphone Virtual Appliance 12r2 sr16 [12.5443/1000/0]		0d 5h 53m 15s
10.10.10.46*	SIP	Luc	Luc 3380	Luc THOMSON			0d 5h 52m 9s
10.10.10.45*	SIP	Lucile	Lucile 3370	Lucile THOMSON			0d 5h 52m 23s

You can try to have a call between the two phones it should be working.

3 INTERCONNECTION WITH KIAMO

To install Kiamo, you can follow the guide available here: <https://my.kiamo.fr/docs/DOC-1934>

Once it has been well installed you need to configure the interconnection between Kiamo and Innovaphone. To configure it out, you need to access the NG Media Server through a web browser: <https://10.10.10.43:5081/ngms/login.htm> (admin/admin)

Then you need to configure the Trunk which will be used:

HOME

TRUNKS

CERTIFICATES

MONITORING

AUDIOPORT

LICENSE

TRUNK (SIP)

Name: trunk1

Enabled: Enabled

Operational Status: Enabled

Remote Address: 10.10.1.143

Remote Domain: 10.10.1.143

Remote Authentication Name:

Remote Authentication Password:

Local Address: 10.10.10.43

Local Domain: 10.10.10.43

Local Default User:

Local Default Display Name:

Local Address Media:

Registrar Enabled: Disabled

Registrar Address:

Registrar Expiration:

Ping State: Enabled

Accept REFER: Disabled

Accept Replaces: Disabled

Transport: UDP

Secured RTP (SRTP): Disabled

Speech Synthesis (MRCPv2): Disabled

Speech Recognition (MRCPv2): Disabled

Routes:

Apply Delete

You will also need to configure the TelcoCSCS.ini.
Once it's finished you have to create users and services.

4 TESTS

For our tests we used “9200” as a Default DNIS in the TelcoCSCS.

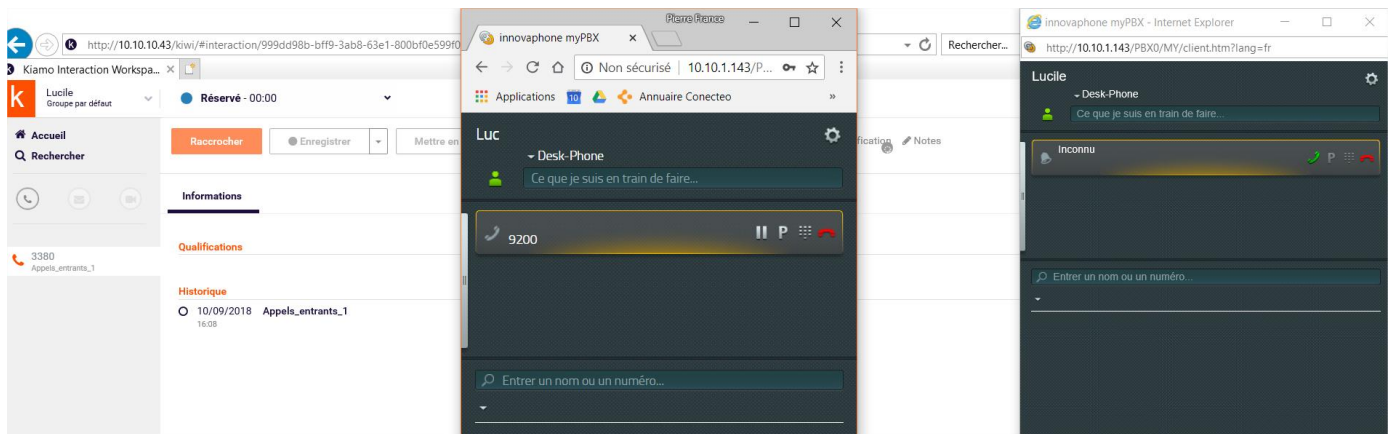
Lucile is an agent and here phone number is 3370.

Luc is a customer whose phone number is 3380.

Luc will call the 9200 and will be redirected to Lucile. To go further you can configure the voice recording.

If you have any other question about the configuration, please contact us at presales@kiamo.fr

We did the tests as well with Innovaphone Softphones as shown below.



kiamo

KEEP IN TOUCH!

kiamo.eu

mykiamo

mykiamo.fr

Yann LE MAUX

Pre-sales manager
ylemaux@kiamo.fr

Pierre-France GAUTHIER

International Pre-Sales
pfgauthier@kiamo.eu