

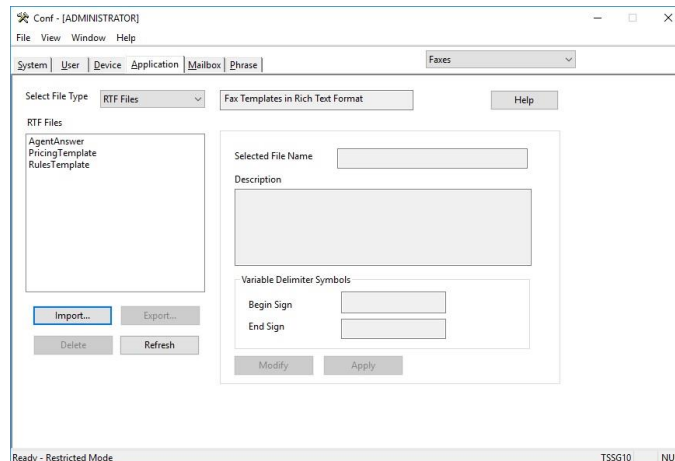
OmniTouch 4625 CCIVR Creating a FAX

Release 12.2

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Creating a FAX



Incoming faxes can be stored as FAX-objects (contains beside the TIFF file additional information like date and time of receipt, senders name and/or number, etc.) in a database which has the advantage that you also can make a statistical survey of incoming faxes. The handling of faxes like distribution, printing, converting to other file formats (e.g.: Word documents), etc. has to be realized through additional application(s). Contact your Solution Expert Center, if you want to make use of this new feature.

What the FAX option can do:
 Create an individual layout of the FAX
 Provide a predefined FAX for sending
 Send a FAX immediately
 Send a FAX at a predefined time
 Monitor the FAX Server
 Create and evaluate a statistical FAX report

What you need to know

The system CCivr offers with the FAX option the possibility to send FAX messages to a caller.

This option is called "FAX on demand".

A FAX message usually consists of a cover page and one or more following pages. You can create your cover page, e.g. with your individual company logo. Actual data can be added to this cover page template before being sent.

As contents of the following FAX pages, a fixed text for information, price list tables or photos of a brochure can be provided, or you create a template where actual data are added.

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The FAX option can be operated differently, depending on the application. The most important modes are:

One call FAX

If a caller wants to receive a FAX, it is sent immediately within the same call. Evaluation of the receiver information is only possible if the application receives the appropriate information via the ISDN number or by PIN code input.

Two call FAX

The FAX number of the customer is available in this operation mode and the application dials the number of the customer's FAX automatically and sends the FAX message. A special form of this mode is sending FAX messages according to a distribution list.

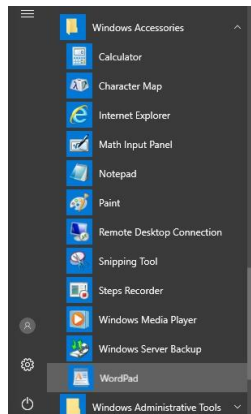
1 How to create a FAX cover page

The following section shows you how to create a cover page with fixed text and a template for a cover page with variable text.

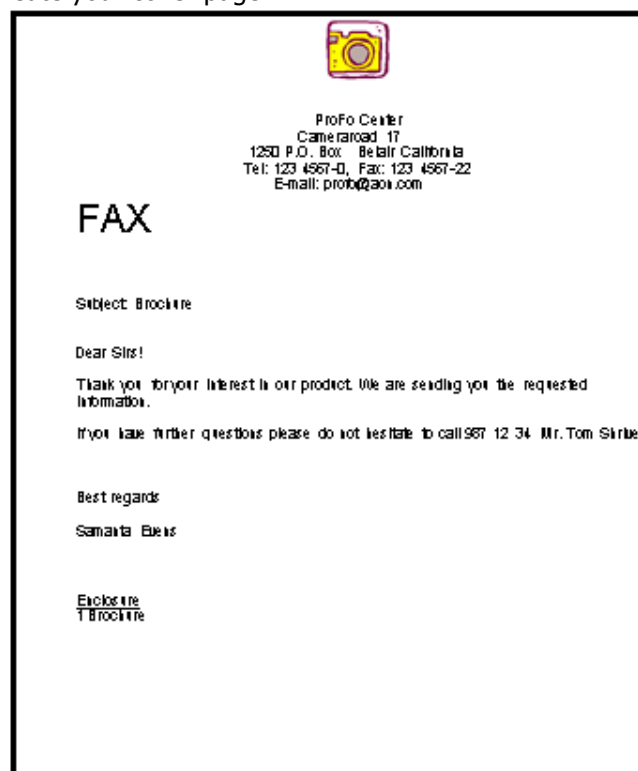
1.1 Cover page with fixed text

Fixed text means that the cover page is transmitted in the way you have created it. You can use WordPad or any other text editing system of your PC.

1. Open Wordpad



2. Create your cover page.



Example of a cover page with fixed text

3. Save the file as a "rtf" file,

To deliver your FAX all pages must be converted into TIFF format. Please use the installed Articonv.exe tool which converts the file into the format TIFF 5.0 CCITT group 3 1-DIM.

4. Open a command tool, change directory to "c:/CCIVr/bin",

5. Type: **articonv YourFilePath.rtf YourFaxPath.tiff -RL or -RH** (Where RH stands for High resolution and RL stands for Low resolution.

➤ Continue with section 'How to import a cover page or FAX page'.

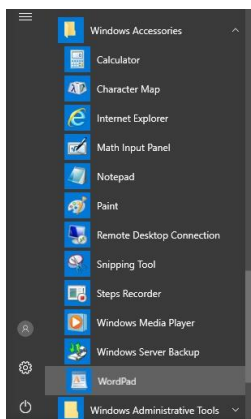
1.2 Template for a cover page with variable text

If the contents of a FAX cover page should be updated automatically by the system CCivr, e.g. if the name and address of a customer or actual prices should be added, you need a template for this FAX. The template has for all variable parts of the text free definable fields. The number of fields and their names as well as their begin and end sign can be defined by you and must be noted to the application designer. Characters must be used for symbols which are not used in the text (e.g. <, >, §, & etc.). The template must be created with WordPad text editor and stored in RTF file format.

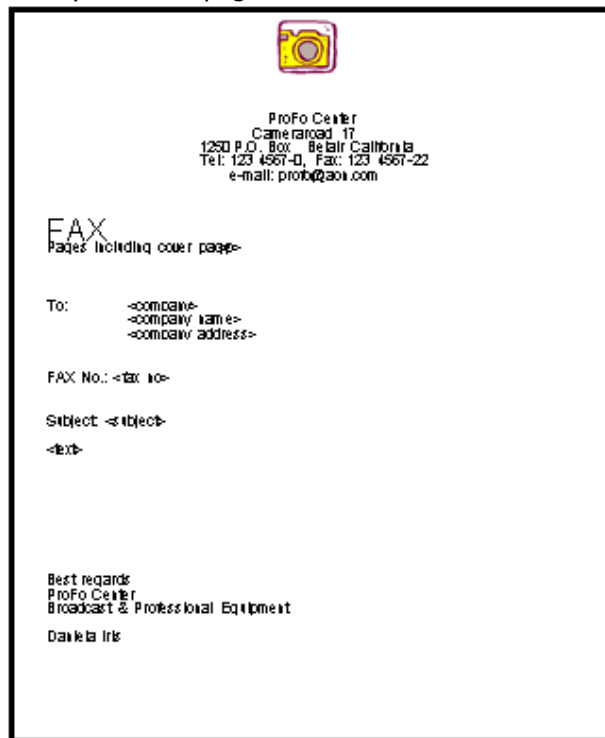
If the FAX is transmitted the application enters the actual data into the predefined fields of the template and converts the document into TIFF file format.

Example: the current date e.g. the 18th of January will be inserted in the field <date>. The notation of the date depends on your definition.

1. Open Wordpad



2. Create your cover page.



Example of a cover page with variable text

3. Click **File - Save As**.
4. Select the **directory** in the field 'Save in', where you want to store your cover page.
5. Enter a **Name** for your cover page file in the field 'File name'.
6. Select the **Rich Text Format** (RTF) in field 'Save as type'.
7. Click **Save**.

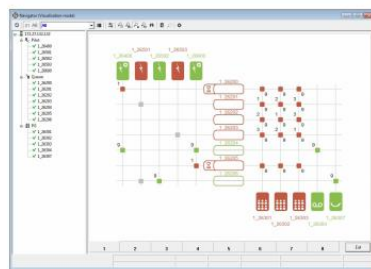
➤ Continue with section 'How to import a cover or a FAX page'.

2 How to create a FAX page

You can define a text document, price lists, tables or brochures with photos as a FAX page. This determines whether you can create a FAX page with fixed text or you must create a template with variable text. Please respect that pages with fixed text must be created in TIFF format, templates for pages with variable text in RTF format.

ALCATEL-LUCENT OMNITOUCH CONTACT CENTER STANDARD EDITION A NEW ERA OF CUSTOMER SERVICE SOLUTIONS

A scalable and reliable contact center solution for up to 5000 agents
Alcatel-Lucent OmniTouch® Contact Center Standard Edition is for companies with contact centers of all types and sizes, from small to large capacities, that are driven primarily by inbound voice interactions.



Currently with more than 800,000 seats worldwide, OmniTouch CC Standard Edition is based on a unique and patented matrix call-routing model. Flexible and customizable, changes can be made quickly using the "what you see is what you get" (WYSIWYG) management interface. No programming skills are required to address business demands.

Contact center modules available are:

- CC Supervision
- CC Distribution
- CC Agent
- CC IVR

Moving to a multimedia contact center solution no longer requires a complete rip and replace. Customers who already have OmniTouch Contact Center Standard Edition can deploy the OpenTouch® Customer Service Plug-in as an add-on (overlay). Benefits from multimedia interactions such as email, web chat or social media plus CRM applications like integration, workforce management, outbound and IVR capabilities.

KEY MODULES / FEATURES	BENEFITS
CC Supervision	Offers real-time one-click configuration and supervision, monitors all objects (pilots, queues, and groups) and provides full statistics compilation and detailed reports.
CC Distribution	Is an automatic call distributor (ACD) with a database embedded in an OmniPCX® Enterprise, offering cost-based powerful routing algorithms and the ability to build a virtual contact center.
CC Agent	Is a desktop application for agents providing full telephony and session control, advanced call monitoring, individual and group statistics, and access to critical information.
CC IVR	Provides interactive voice response (IVR), offering powerful self-service functionality, using the latest speech recognition and text-to-speech technologies, plus voice, fax and email integration. It can also be used for call pre-qualification, call back, customer survey and more.
Soft Panel Manager	Helps agents and supervisors quickly identify strengths and weaknesses, then establishes corrective strategies, optimizing the Contact Center's efficiency and customer service. As a business monitoring tool, Soft Panel Manager enables managers to make quick strategic or security decisions.

Fixed text page

The FAX page **must be supplied in TIFF format**. Use therefore the articonv tool available in `c:/CCIVr/bin` to convert the file into the TIFF format.

1. Open a command tool, change directory to `"c:/CCIVr/bin"`,
2. Type: **articonv YourFilePath.rtf YourFaxPath.tiff -RL or -RH** (Where RH stands for High resolution and RL stands for Low resolution).

Template for a variable page

Define the fields of the template as for a cover page with variable text and store this template in RTF format.

1. **Create** the template.
2. Click **File - Save As**.
3. Select the **directory** in the field 'Save in', where you want to store your FAX page.
4. Enter a **Name** for the FAX-page.
5. Select the **RTF** file format in the field 'Type'.
6. Click **Save**.

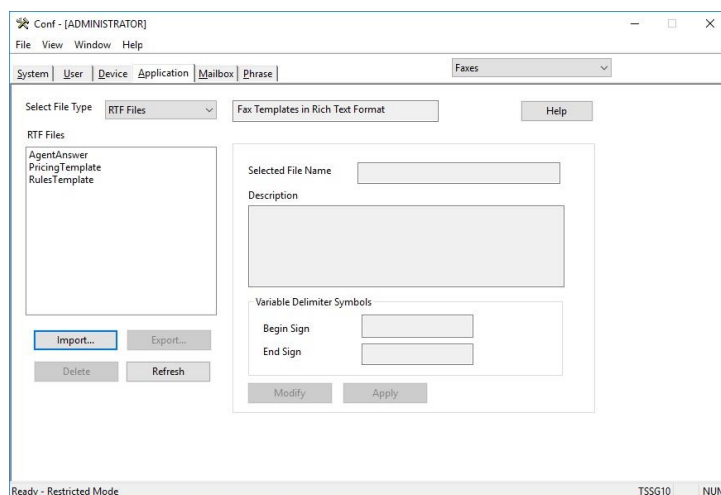
➤ Continue with section 'How to import a Cover page or FAX page'. After you have created the cover page and FAX page, log-in to the system and import the FAX page and the template into the application.

3 How to import a cover page or FAX page

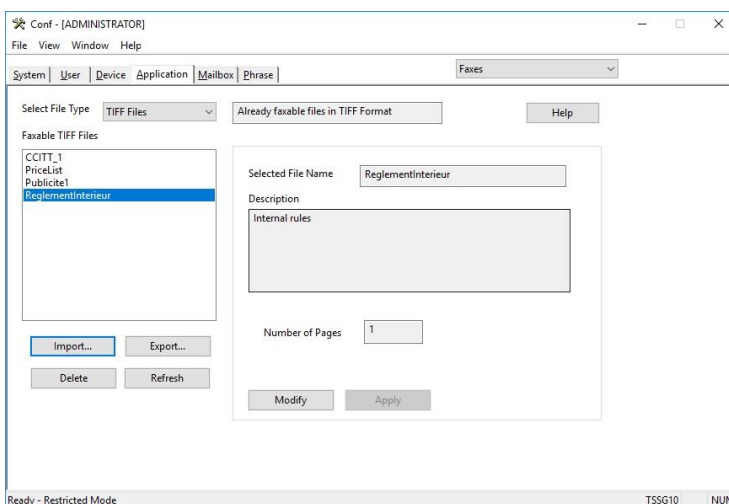
All FAX pages must be imported into the application. Please distinguish if you import a template or a page with fixed contents, because of the different file type.

1. Click the **Application** tab.
2. Select **Faxes** in the drop-down list box 'Components'.
3. If you want to import a template select the file type **RTF Files** in the drop-down list box 'Select File Type'. If you want to import a fixed content select the file type **TIFF Files** in the drop-down list box 'Select File Type'. (Tiff files MUST be **TIFF 5.0 CCITT group 3 1-DIM** compliant)
4. Click **Import**. The dialog box 'Open' is displayed.
5. Select the **drive and folder** in field 'Look in', the RTF type in field 'Files of type' and the name in field 'File name' and click **Open**.
6. For a template (RTF file) enter the used begin and end sign in the delimiter symbol fields 'Begin Sign' and 'End Sign'.
7. Enter a **description** for the page in the field 'Description'.
8. Click **Open**.

Example for RTF file (variable cover of FAX page)



Example for a TIFF file (fixed cover or FAX page)

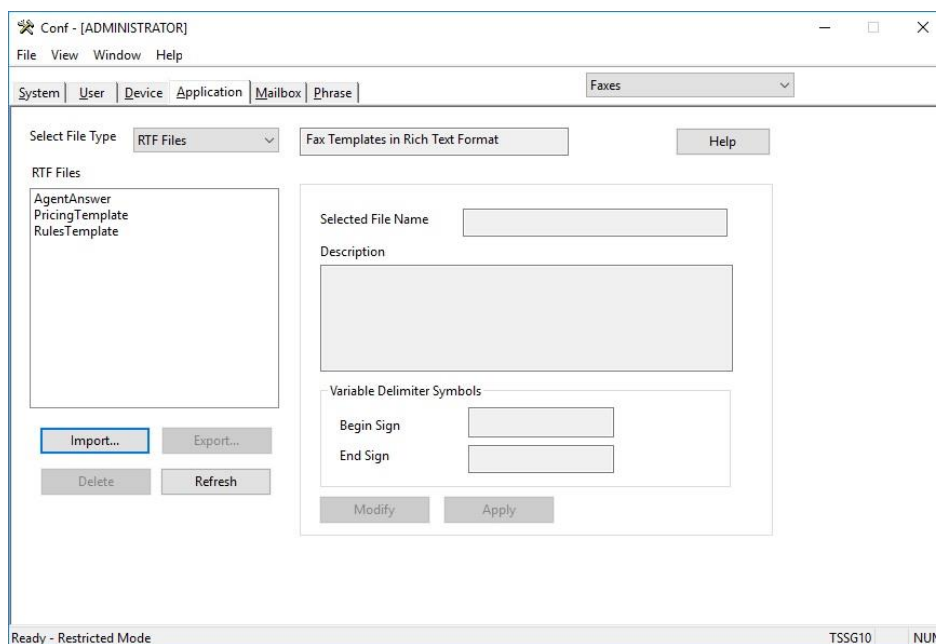


4 How you can modify a page

If you want to modify the FAX you must export the template or fixed page from the application to have access to modify it with WordPad or another text editing tool you have used.

1. Click the **Application** tab.
2. Select **Faxes** in the drop-down list box 'Components'.
3. Select the appropriate file type **RTF Files (or TIFF Files)** in the drop-down list box 'Select FileType'.
4. All files of this type are displayed in the list box Faxable RTF Files (or TIFF Files).
5. Click **Export**. The dialog box 'Save As' is displayed.
6. Select the **directory** in the drop-down list box 'Save in', the type in the drop-down list box 'Save as type', the name in the field 'File name' and
7. click **Save**.

Use WordPad or other text editing tool to make your modifications.




Please note:
When you have made your modifications,
you must import the file again.

5 How to send a FAX

Sending of a FAX is automatically performed from the application. It is sent either at the end of the call or the FAX server sets up a call and sends the FAX. If the FAX cannot be delivered, the FAX server retries to send the FAX. The number of retries is defined in the application. Information about the current delivery status can be obtained using the monitoring application.

Statistical reports contain more general information e.g. number of sent FAX within a certain period. The following sections about monitoring and statistics cover only the FAX. A description of general handling can be found in the brochure 'Monitoring your system and defining statistical reports'

6 How to monitor the FAX server

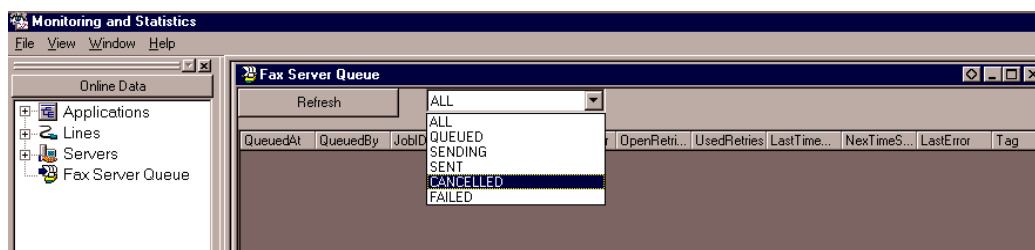
1. Click the **Monitoring - Statistics** icon  in the CCivr Login Panel.
2. Click on **Online - Data**.
3. Click on **FAX Server Queue**.

Columns and their meaning:


Select from the following statuses:

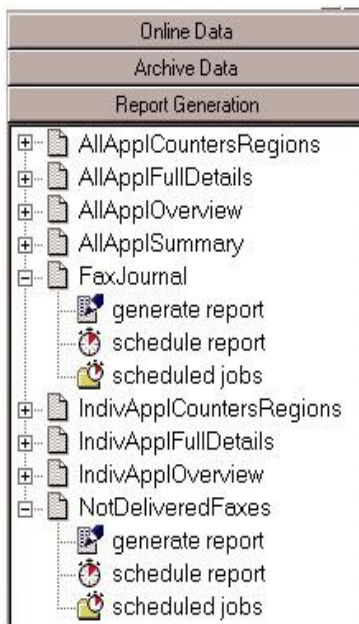
ALL	All FAX
QUEUED	Queued for sending
SENDING	Just sending
SENT	Already sent FAX
CANCELED	Sending was canceled
FAILED	Sending failed

FaxNumber	Recipient FAX device number
JobID	Current job number
JobState	Status of the job
LastError	Last error during sending
LastTime	Time of last retry
NextTimeSend	Time of next retry
OpenRetries	Number of remaining retries
PagesSent	Number of FAX pages sent
QueuedAt	Time when the FAX was queued
QueuedBy	Application who sends the fax
SendDuration	Duration of sending
Tag	For individual use
UsedRetries	Number of sending attempts



7 How to generate and evaluate a statistical report

1. Click the **Monitoring - Statistics** icon  in the CCivr Login Panel.
2. Click on **Report Generation**.
3. Click on **AllFaxesOutAllDetails** to create a report about all outgoing faxes or
 Click on **NotDeliveredFaxes** to create a report about all not yet delivered faxes or
 Click on **IndivFaxOutAllDetails** to create a report about outgoing faxes on a certain fax number or
 Click on **AllFaxesIncAllDetails** to create a report about all incoming faxes or
 Click on **IndivFaxIncDetails** to create a report about incoming faxes on a certain fax number.



You can either start the report generation immediately, click on generate report or you can schedule the report generation, click on schedule report.

Columns and their meaning:

Application Name	Name of the sending application
Current Num.	A unique internal number representing a fax job
Date Time	Date and time when the FAX was handled
Duration	Duration of the fax transmission
Fax Number	Recipient FAX device number
Next try to deliver	Time of next attempt to send the fax
Num. Pages	Number of sent pages
Put in queue at	Time when the fax was put the first time into the sending queue
Received at	Date and time of the incoming FAX
Retries No.	Number of retries to send the fax
Sender	Name and/or number of the sender
State	State of the sending task (Sent, Failed, Canceled, Sending, Queued)

END OF DOCUMENT