

ECS Setup: Business Structure - Technical Tab

Business Structure: Technical Tab

The Technical Tab under the Business Structure provides enterprise level settings. Any setting that is editable in this tab will be applied to all Business Processes and Agents. Many of these settings are enabled/disabled by default and set to certain parameters based on Evolve IP best practice recommendations for our Contact Center customers.

Business Structure

General

License And Authorization

Technical

Handling Timeouts

Address Book

Time Zones

Caller ID's

CRM

Organization ID

e5497948-cdc4-4294-b30c-57a5db0fb748

TCPA Compliance

Disabled

Max Concurrent Automatic Dialing Interactions

100

DNC List

Disabled

Dialing Phone Expression

{(v+111)T(\\\,T(0?<areacode>[0-9]{3})\\T(\\\,T(?<prefix>{

Use Customer Number as ANI on Manual Transfer

No

Campaign DateTime Format

M/d/yyyy hh:mm:ss tt (9/14/2014 10:00:12 PM)

Organization Prefix

1160

Shift Start Time

00:00:00

Answering Machine Detection for Predictive/Power Dialer

Disabled

Allow Manual Call To DNC

Disabled

SME Caller ID

Customer

Max Delegates Due To Abandoned

25

Agent Contact Search Max Records Default

50

Organization Default Caller ID

8774594347

Automatic Reset Shift

Yes

Incoming interaction notification sound

Select the relevant item

Telephony tone notification for incoming calls

Yes

Agent Can See Other Agents State

Enabled

PCI Compliance

Disabled

1. **Organization ID** – this ID is given during the initial setup of the account and cannot be changed.
2. **Organization Prefix** – this prefix is given during the initial setup of the account and cannot be changed.
3. **Organization Default Caller ID** – the organization default Caller ID is provided during the initial setup of the account. It can be changed by reaching out to your Project Manager.
4. **TCPA Compliance** – by default this setting is always disabled. It is only utilized if customers have purchased minute bundles for the Dialer and are running Campaigns through the Supervisor client.
5. **Shift Start Time** – by default it is set to 00:00:00 indicating that the shift and contact center metrics will reset at midnight every night. This can be changed if you wish to reset the shift start time.
6. **Automatic Reset Shift** – by default this will be enabled. The shift will automatically reset at the shift start time, without needing an Admin or Supervisor to perform the task.
7. **Max Concurrent Automatic Dialing Interactions** – The total number of Concurrent Calls allowed when using the Dialer.
8. **Answering Machine Detection for Predictive/Power Dialer** – by default this setting is always disabled. This will be available to Admins or Supervisors to enable if they have purchased minute bundles for the Dialer and are running Campaigns through the Supervisor client. When enabled and placing automatic calls, if a answering machine is detected the system will tag that call and leave a Voicemail if programmed to do so in the Business Flow.
9. **Incoming Interaction Notification sound** – The sound that will play to agents or supervisors when receiving an incoming notification. The Project Manager will set this up on initial implementation.
10. **DNC List** – by default this setting is disabled. When enabled, callers and agents are able to add numbers to the DNC list. When these numbers are added they are stored in the system and can no longer be dialed.
11. **Allow Manual Call to DNC** – by default this setting is disabled. If enabled, Agents will have the ability to manually dial a number that is on the DNC list.
12. **Telephony Tone Notification for Incoming Calls** – by default this setting is enabled. Provides a tone/ring to agents or supervisors when receiving an incoming call.
13. **Dialing Phone Expression** – this is setup during initial implementation and should not be changed.
14. **SME Caller ID** – Not applicable for Unified or Overlay Contact Center Solutions
15. **Agent Can See Other Agents State** – by default this setting is enabled. Agents will be able to see the current state of other agents in their Agent Console directory.
16. **Use Customer Number as ANI on Manual Transfer** – by default this setting is disabled. If enabled, the customers callerID would display to the third party upon transfer rather than the Business Process or Agent from which the call is being transferred.
17. **Max Delegates Due to Abandoned** – be default this number is set to 25. This number can be adjusted. This will be the total max number of delegations to a supervisor due to Abandoned calls.
18. **Change Interaction Origin on Business Process Transfer** – by default this setting is disabled. When a call is transferred to another Business Process, if Disabled, the interaction type changes to "Incoming" and if Enabled, the interaction type changes to "Transferred". A tooltip is displayed with this information.
19. **PCI Compliance** – by default this setting is disabled and is utilized by both ECS Unified and Overlay solutions. If enabled, this will provide Supervisors and Agents with the ability to Pause and Resume their call recordings.
20. **Campaign Date/Time Format** – if utilizing the dialer, this can be adjusted to customer preference
21. **Agent Contact Search Max Records Default** – by default this number is set to 50.