

AltiWeb™ Manual

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AltiWeb

AltiServ Contact Center 5.0/AltiContact Manager 5.0 integrates VoIP, Auto Attendant, and Microsoft Internet Information Services (IIS) to provide the AltiWeb feature, which allows internet users to talk to an extension via VoIP and share web pages.

New in Version 5.0

- Web Call Back allows a web surfer to make a call back requestthrough AltiContact Manager to connect an agent with this customer. This feature does not require NetMeeting but can only be used in conjunction with AltiContact Manager's Multi-Media Queue (a Queue Management API).
- URL Push allows a web surfer to push or share a URL using a webcall back request or with a NetMeeting web call.

System Requirements

- Client/Server System only: AltiServ Contact Center 5.0 or AltiContact Manager 5.0 running on Windows 2000 or Windows NT
- **Client System**: Microsoft Internet Explorer 5.5 or better, or Netscape 4.7 or better, NetMeeting 3.01, and Sound Card
- Web Server: Microsoft Internet Information Services (IIS) 4.0/5.0

License Requirements

AltiWeb 5.0 requires the AltiWeb Server License.

AltiWeb Components



Figure 1. AltiWeb Component Overview

Installing AltiWeb

Make sure AltiServ Contact Center/AltiContact Manager Release 5.0 has been installed on the system and the link to TCP/IP is enabled before continuing with CDR Search setup.

- 1. Log in to the client machine using a domain account and make sure it is connected to the network on which ACC/ACM is running.
- 2. Exit all Windows applications.
- 3. Insert the AltiWare CD into the CD ROM drive of the IIS web server, open the AltiWeb folder, and run the Setup.exe program. Follow the step-by-step installation instructions as they appear on the screen.

4. AltiWeb installs into the Home directory of the IIS server. To verify installation, start IIS, and select Default Web Site. The WebCall directory appears at the bottom of the directory, as shown below.



Figure 2. Logical AltiWeb installation in IIS

5. Verify the physical location of the AltiWeb directory by right-clicking the Default Web Site, and selecting Properties. On the Home Directory tab of the Properties dialog, the Local Path field shows AltiWeb's

physical location on the drive (in this case C:\Inetpub\wwwroot\altiweb).

Internet Information Se Action yew ↓ ⊕	rvices LIX
Tree	Name Path
1 Internet Information Service	applet
🗄 🚇 * jasonqian 🛛 🖸	efault Web Site Properties
🗉 😴 Default FTP Site	
🗟 🦽 Default Web Site	Directory Security HTTP Headers Custom Errors Server Extensions
🕫 🔤 IISSAMPLES	Web Site Operators Performance ISAPI Filters Home Directory Documents
🕫 🛞 IISADMIN	When connecting to this resource, the content should come from:
🕀 🏀 IISHELP	 A directory located on this computer
🖲 🚰 SCRIPTS	C A share located on another computer
🖲 🕞 IISADMPVVD	C A redirection to a URL
🖲 🚂 msadc	
🖲 🥶 Mai	Logal Path: C/(netpub/wwwroot Browse
🗉 🛃 _vti_bin	Script source access
Printers	Read Index this resource
e eachme	Write
the consist	Directory browsing
H- applet	Analisation Cotting
	Approaron Serings
E 🛃 Administration Wel	Application name: Default Application Remove
🗄 🌤 Default SMTP Site	Starting point: <default site="" web=""></default>
	Execute Permissions: Scripts and Executables
<u>, </u>	Application Protection: Low (IIS Process)
	OK Cancel Apply Help

Figure 3. Local Path in IIS Properties dialog

AltiWeb Directory Structure

The AltiWeb directory contains the following subdirectories:

- **Applet**—Sample files you can use to set up AltiWeb. Refer to the following sections for details.
- **Docs**—Documentation on AltiWeb.
- **Images**—Graphics used in the html files residing in the Applet directory.

Applet Subdirectory Files

The Applet subdirectory contains sample pages you can use to set up Web Call, as well as files necessary for proper AltiWeb functioning.

- **Contact.htm**—Customer Information page for use with Auto Attendant
- **contactaltigen.htm**—Customer Information page for use without Auto Attendant
- 4 AltiWeb

- customerid.htm—Page where caller enters customer ID
- **directory.htm**—Template for creating an in-house AltiWeb directory (for internal use only)
- **IVR_top.htm**—Frameset for top.htm and IVRApplet.htm
- **IVRApplet.htm**—Sends connected information to the main AltiWeb applet
- **NetMeeting.htm**—Error message indicating NetMeeting not found and providing opportunity to download
- **Nsapplet.zip**—Contains files necessary for the proper functioning of AltiWeb (Do not modify this file.)
- **Nsplugin.zip**—Contains files necessary for the proper functioning of AltiWeb (Do not modify this file.)
- productid.htm—Page where caller enters product ID
- **sales_cid.htm**—Frameset for customerid.htm
- **sales_pid.htm**—Frameset for productid.htm
- **Top.htm**—Collects caller input and sends the result to the next IVRApplet.htm
- AltiWeb.cab—Contains files necessary for the proper functioning of AltiWeb (Do not modify this file.)
- AltiWeb.htm—Page displaying AltiWeb window
- AltiWeb.js—JavaScript file necessary for the proper functioning of AltiWeb
- Wizard.htm—Error message advising caller to run the initial configuration for NetMeeting

Collecting Form Data, IVR Data, and URL History

You can configure AltiWeb to display Form Data, IVR Data, and URL History when a web call is answered by an extension with the AltiAgent application.



Figure 4. Caller Data window in AltiAgent

Tagging Pages for URL History

To appear in the URL history, the pages the caller visits prior to the call must be tagged, as shown below:

```
<head>
<script language="JavaScript" src="altiweb.js"></script>
<script language="JavaScript">
tagURL(location.href)
</script>
</head>
```

For more information on configuring:

- IVR Data: Refer to "Configuring IVR for Scenario 2" on page 16.
- Form Data: "Customizing Contactaltigen.htm" on page 9 or "Customizing Contact.htm" on page 14.

Scenario 1—Caller Data from Web Page

The following scenario, based on contactaltigen.htm, exemplifies the simplest implementation of AltiWeb.

- 1. A web caller browses the company web site and has a question regarding some product information.
- 2. The web caller clicks the "contact us" link on the web page. The Customer Information page (contactaltigen.htm) opens.



Figure 5. Contactaltigen.htm page

3. The web caller enters the required information, then clicks the Submit button. The AltiWeb window (altiweb.htm) appears.

🕘 Customer In	formation - Microsoft In	ternet Explorer		_ 🗆 🗙
j Eile Edit ⊻iev	v F <u>a</u> vorites <u>T</u> ools <u>H</u> elp			
Back For	→ 😧 🚺 ward Stop Refres	습 බ h Home Search Fa	ixe intervention in the second secon	Print
🛛 Address 🙋 http	://206.111.153.243/webca	l/applet/contactaltigen.htm	▼ ଟିେେ	Links »
Note:	Custo	mer Informatie	DN	
	If you use WIN95, plea	ise start NetMeeting before su	ubmit this page.	X
	First Name	john		-
	Last Name	doe	Group: Time: 11:41:24	
	Company Name	AltiGen	Status:	
	Email Address	jdoe@altigen.com		
	Phone Number	5102523556	Retty Hangup	
	Fax Number	5102524543		
		-		
	1	Submit Reset		_
, Done Done			internet	

Figure 6. The AltiWeb window

- **Note:** If NetMeeting is not installed on the caller's computer (or it's not configured correctly), an error message displays.
- **Note:** This scenario directly dials a preset extension. You can also set the AltiWeb window to display a DialPad the caller can use to dial any extension. For details, refer to "Customizing Contactaltigen.htm" on page 9.
- 4. Once NetMeeting successfully connects to an AltiGen VoIP port, the web caller is routed to the proper extension.

5. If the call goes to an AltiAgent user, the Caller Data window shows the Form Data and URL history.

Collected Caller Data from Auto Attendant : Supplement Caller Data from Web Page : CompanyName=AltiGen DialPad=0 EmailAddress=jdoe@altigen.com Extension=1000 FaxNumber=5102524543 FirstName=john LastName=doe PhoneNumber=5102523556 Reset=Reset Submit=Submit http://206.111.153.243/webcall/applet/webcall.htm?ServerIP=206.111.15 Web URL Paths : http://206.111.153.243/webcall/applet/contactaltigen.htm http://206.111.153.243/webcall/applet/contactaltigen.htm http://206.111.153.243/webcall/applet/contactaltigen.htm http://206.111.153.243/webcall/applet/contactaltigen.htm http://206.111.153.243/webcall/applet/contactaltigen.htm	Collected Caller Data from Auto Attendant :
Supplement Caller Data : Collected Caller Data from Web Page : CompanyName=AltiGen DialPad=0 EmailAddress=jdoe@altigen.com Extension=1000 FaxNumber=5102524543 FirstName=john LastName=doe PhoneNumber=5102523556 Reset=Reset Submit=Submit http://206.111.153.243/webcall/applet/webcall.htm?ServerIP=206.111.15 Web URL Paths : http://206.111.153.243/webcall/applet/contactaltigen.htm http://206.111.153.243/webcall/applet/contactaltigen.htm http://206.111.153.243/webcall/applet/contactaltigen.htm http://206.111.153.243/webcall/applet/contactaltigen.htm http://206.111.153.243/webcall/applet/contactaltigen.htm	
Supplement Caller Data : Collected Caller Data from Web Page : CompanyName=AltiGen DialPad=0 EmailAddress=jdoe@altigen.com Extension=1000 FaxNumber=5102524543 FirstName=john LastName=doe PhoneNumber=5102523556 Reset=Reset Submit=Submit http://206.111.153.243/webcall/applet/webcall.htm?ServerIP=206.111.15 Web URL Paths : http://206.111.153.243/webcall/applet/contactaltigen.htm http://206.111.153.243/webcall/applet/contactaltigen.htm http://206.111.153.243/webcall/applet/contactaltigen.htm http://206.111.153.243/webcall/applet/contactaltigen.htm http://206.111.153.243/webcall/applet/contactaltigen.htm	
Collected Caller Data from Web Page : CompanyName=AltiGen DialPad=0 EmailAddress=jdoe@altigen.com Extension=1000 FaxNumber=5102524543 FirstName=john LastName=doe PhoneNumber=5102523556 Reset=Reset Submit=Submit http://206.111.153.243/webcall/applet/webcall.htm?ServerIP=206.111.15 Web URL Paths : http://206.111.153.243/webcall/applet/contactaltigen.htm http://206.111.153.243/webcall/applet/contactaltigen.htm http://206.111.153.243/webcall/applet/contactaltigen.htm http://206.111.153.243/webcall/applet/contactaltigen.htm http://206.111.153.243/webcall/applet/contactaltigen.htm http://206.111.153.243/webcall/applet/contactaltigen.htm	Supplement Caller Data :
CompanyName=AltiGen DialPad=0 EmailAddress=jdoe@altigen.com Extension=1000 FaxNumber=5102524543 FirstName=john LastName=doe PhoneNumber=5102523556 Reset=Reset Submit=Submit http://206.111.153.243/webcall/applet/webcall.htm?ServerIP=206.111.15 Web URL Paths : http://206.111.153.243/webcall/applet/contactaltigen.htm http://206.111.153.243/webcall/applet/contactaltigen.htm http://206.111.153.243/webcall/applet/contactaltigen.htm http://206.111.153.243/webcall/applet/contactaltigen.htm http://206.111.153.243/webcall/applet/contactaltigen.htm http://206.111.153.243/webcall/applet/contactaltigen.htm http://206.111.153.243/webcall/applet/contactaltigen.htm http://206.111.153.243/webcall/applet/contactaltigen.htm http://www.altigen.com/pro.html http://www.microsoft.com	Collected Collex Data from Web Dago :
DialPad=0 EmailAddress=jdoe@altigen.com Extension=1000 FaxNumber=5102524543 FirstName=john LastName=doe PhoneNumber=5102523556 Reset=Reset Submit=Submit http://206.111.153.243/webcall/applet/webcall.htm?ServerIP=206.111.15 Web URL Paths : http://206.111.153.243/webcall/applet/contactaltigen.htm http://206.111.153.243/webcall/applet/contactaltigen.htm http://206.111.153.243/webcall/applet/contactaltigen.htm http://206.111.153.243/webcall/applet/contactaltigen.htm http://206.111.153.243/webcall/applet/contactaltigen.htm	Company Alema-AltiCon
EmailAddress=jdoe@altigen.com Extension=1000 FaxNumber=5102524543 FirstName=john LastName=doe PhoneNumber=5102523556 Reset=Reset Submit=Submit http://206.111.153.243/webcall/applet/webcall.htm?ServerIP=206.111.15 Web URL Paths : http://206.111.153.243/webcall/applet/contactaltigen.htm http://206.111.153.243/webcall/applet/contactaltigen.htm http://206.111.153.243/webcall/applet/contactaltigen.htm http://206.111.153.243/webcall/applet/contactaltigen.htm http://206.111.153.243/webcall/applet/contactaltigen.htm	DiolDod-0
Extension=1000 FaxNumber=5102524543 FirstName=john LastName=doe PhoneNumber=5102523556 Reset=Reset Submit=Submit http://206.111.153.243/webcall/applet/webcall.htm?ServerIP=206.111.15 Web URL Paths : http://206.111.153.243/webcall/applet/contactaltigen.htm http://206.111.153.243/webcall/applet/contactaltigen.htm http://206.111.153.243/webcall/applet/contactaltigen.htm http://206.111.153.243/webcall/applet/contactaltigen.htm http://206.111.153.243/webcall/applet/contactaltigen.htm http://206.111.153.243/webcall/applet/contactaltigen.htm	EmpilAddross-ideo@eltigen.com
FaxNumber=5102524543 FirstName=john LastName=doe PhoneNumber=5102523556 Reset=Reset Submit=Submit http://206.111.153.243/webcall/applet/webcall.htm?ServerIP=206.111.15 Web URL Paths : http://206.111.153.243/webcall/applet/contactaltigen.htm http://206.111.153.243/webcall/applet/contact.htm http://206.111.153.243/webcall/applet/contactaltigen.htm http://206.111.153.243/webcall/applet/contactaltigen.htm http://206.111.153.243/webcall/applet/contactaltigen.htm http://www.altigen.com/pro.html http://www.microsoft.com	EntailAduress-jube@aliigen.com
FirstName=john LastName=john LastName=doe PhoneNumber=5102523556 Reset=Reset Submit=Submit http://206.111.153.243/webcall/applet/webcall.htm?ServerIP=206.111.15 Web URL Paths : http://206.111.153.243/webcall/applet/contactaltigen.htm http://206.111.153.243/webcall/applet/contactaltigen.htm http://206.111.153.243/webcall/applet/contactaltigen.htm http://206.111.153.243/webcall/applet/contactaltigen.htm http://206.111.153.243/webcall/applet/contactaltigen.htm http://206.111.153.243/webcall/applet/contactaltigen.htm http://206.111.153.243/webcall/applet/contactaltigen.htm	Extension=1000 FoxMumbor=E102E24E42
LastName=Joint LastName=doe PhoneNumber=5102523556 Reset=Reset Submit=Submit http://206.111.153.243/webcall/applet/webcall.htm?ServerIP=206.111.15 Web URL Paths : http://206.111.153.243/webcall/applet/contactaltigen.htm http://206.111.153.243/webcall/applet/contactaltigen.htm http://206.111.153.243/webcall/applet/contactaltigen.htm http://206.111.153.243/webcall/applet/contactaltigen.htm http://206.111.153.243/webcall/applet/contactaltigen.htm URL Sharing http://www.altigen.com/pro.html http://www.microsoft.com	FaxNumper=5102524545
PhoneNumber=5102523556 Reset=Reset Submit=Submit http://206.111.153.243/webcall/applet/webcall.htm?ServerIP=206.111.15 Web URL Paths : http://206.111.153.243/webcall/applet/contactaltigen.htm http://206.111.153.243/webcall/applet/contact.htm http://206.111.153.243/webcall/applet/contact.htm http://206.111.153.243/webcall/applet/contactaltigen.htm URL Sharing http://www.altigen.com/pro.html http://www.microsoft.com	FilstName-john
Photerkumber-5102020000 Reset=Reset Submit=Submit http://206.111.153.243/webcall/applet/webcall.htm?ServerIP=206.111.15 Web URL Paths : http://206.111.153.243/webcall/applet/contactaltigen.htm http://206.111.153.243/webcall/applet/contact.htm http://206.111.153.243/webcall/applet/contact.htm URL Sharing http://www.altigen.com/pro.html http://www.microsoft.com	DhanaNumbar-E102E23EE6
Submit=Submit http://206.111.153.243/webcall/applet/webcall.htm?ServerIP=206.111.15 Web URL Paths : http://206.111.153.243/webcall/applet/contactaltigen.htm http://206.111.153.243/webcall/applet/contactaltigen.htm http://206.111.153.243/webcall/applet/contactaltigen.htm http://206.111.153.243/webcall/applet/contact.htm http://206.111.153.243/webcall/applet/contact.htm http://206.111.153.243/webcall/applet/contact.htm URL Sharing http://www.altigen.com/pro.html http://www.microsoft.com	Phone Number - 5102323330
Submit-Submit http://206.111.153.243/webcall/applet/webcall.htm?ServerIP=206.111.15 Web URL Paths : http://206.111.153.243/webcall/applet/contactaltigen.htm http://206.111.153.243/webcall/applet/contactaltigen.htm http://206.111.153.243/webcall/applet/contact.htm http://206.111.153.243/webcall/applet/contact.htm http://206.111.153.243/webcall/applet/contact.htm http://206.111.153.243/webcall/applet/contact.htm URL Sharing http://www.altigen.com/pro.html http://www.microsoft.com	
Web URL Paths : http://206.111.153.243/webcall/applet/contactaltigen.htm http://206.111.153.243/webcall/applet/contact.htm http://206.111.153.243/webcall/applet/contactaltigen.htm URL Sharing http://www.altigen.com/pro.html http://www.microsoft.com	http://206.111.153.243/webcell/epplet/webcell.htm2ServerID=206.111.1
Web URL Paths : http://206.111.153.243/webcall/applet/contactaltigen.htm http://206.111.153.243/webcall/applet/contact.htm http://206.111.153.243/webcall/applet/contactaltigen.htm URL Sharing http://www.altigen.com/pro.html http://www.microsoft.com	http://200.111.100.240/webcall/apple/webcall.html/bervelin=200.111.1
http://206.111.153.243/webcall/applet/contactaltigen.htm http://206.111.153.243/webcall/applet/contact.htm http://206.111.153.243/webcall/applet/contactaltigen.htm URL Sharing http://www.altigen.com/pro.html http://www.microsoft.com	Web URL Paths :
http://206.111.153.243/webcall/applet/contact.htm http://206.111.153.243/webcall/applet/contactaltigen.htm URL Sharing http://www.altigen.com/pro.html http://www.microsoft.com	http://206.111.153.243/webcall/applet/contactaltigen.htm
http://206.111.153.243/webcall/applet/contactaltigen.htm URL Sharing http://www.altigen.com/pro.html http://www.microsoft.com	http://206.111.153.243/webcall/applet/contact.htm
URL Sharing http://www.altigen.com/pro.html http://www.microsoft.com	http://206.111.153.243/webcall/applet/contactaltigen.htm
URL Sharing http://www.altigen.com/pro.html http://www.microsoft.com	
URL Sharing http://www.altigen.com/pro.html http://www.microsoft.com	
http://www.altigen.com/pro.html http://www.microsoft.com	URL Sharing
http://www.microsoft.com	http://www.altigen.com/pro.html
	http://www.microsoft.com

Figure 7. Caller Data window in AltiAgent

6. From this point, in addition to voice communication, the agent can push and share web pages with the caller. For procedures, refer to the section on "Viewing, Sharing, or Pushing Data" in the AltiAgent Manual.

Customizing Contactaltigen.htm

You can use the Contactaltigen.htm page to collect caller information, and automatically direct the call to a specific extension. This collected information is then displayed on the agent's screen.

To alter form data:

Using Notepad or another html editor, modify Contactaltigen.htm source code as follows:

1. Change the ServerIP.

Set the value of the ServerIP to the IP address of the server on which AltiWare resides.

```
<input type="hidden" name="ServerIP" value="206.111.153.203">
```

2. Set DialPad visibility.

By default, the code is set to hide the Dial Pad (value = "0") and to dial a specific number (value = "300"). To show the Dial pad, change the values as shown below:

Show DialPad, Let Caller Dial Extension

<input type="hidden" name="Extension" value=""><input type="hidden" name="DialPad" value="1">

Hide DialPad, Autoconnect to Extension 300

<input type="hidden" name="Extension" value="300"><input type="hidden" name="DialPad" value="0">

3. Alter the data collection fields.

Shown below is the form row that collects the caller's first name. Copy, modify, or delete variables to your company's specifications.

```
<font size="2"
face="Verdana"><b>First Name&nbsp;</b></font>
<font face="Verdana"><input
type="text" size="20" maxlength="40" name="FirstName"
tabindex="1">   </font>
```

Scenario 2—Caller Data from IVR

The following scenario, based on contact.htm, exemplifies a customized implementation of AltiWeb.

- 1. A web caller browses the company web site and has a question regarding some product information.
- 2. The web caller clicks the "contact us" link on the web page. The Customer Information page (contact.htm) opens.

Customer Info	ormation - Micros	oft Internet Expl	orer			_ 🗆 ×
_ <u>F</u> ile <u>E</u> dit ⊻iew	F <u>a</u> vorites <u>T</u> ools	: <u>H</u> elp				19
Back Forv	vard Stop	Refresh Home	Search Fav	inites History	Inail ▼	Print »
🛛 Address 🙆 http:/	/206.111.153.243	/webcall/applet/cont	act.htm		•	∂Go ∐Links »
	(Customer I	nformatio	on		^
						_
	Customer	laba da a				
	Name	jonn ace				
	Credit Card	Visa 💌	2365-2345-84	176-8473		
	We coll goods	to omort pooplo	oply			
	we sell goods	to smart people	Only.			
	You can buy fr	om us only if yo	u can answer	this question.		
	Question					
	Cockroach as	s Caterpillar to g	go out and bu	iy some flowe	rs	
	to decorate th hasn't come b	e room. 3 hour ack. Why?	s passed and	Caterpillar		
	Answer	Because				
Note	Please make sure y	ou have NetMeeting 3	.01 installed and	used it at least one	e before.	
	If you use W	IN95, please start Net	Meeting before su	ıbmit this page.		
		Submit	Reset			_
) 🔊 Done					Internet	

Figure 8. Contact.htm page

3. The web caller enters the required information, then clicks the Submit button. The AltiWeb window (altiweb.htm) appears.

🖉 Customer Information - Micro	soft Internet Explorer				
Ele Edit View Favorites Tool	s Help			3	
Back Forward Stop	Refresh Home Search	n Favorites History	Mail F	nint »	
Address 🛃 http://206.111.153.243	/webcall/applet/contact.htm		• @	Go Links »	
	Customer Inford	🚳 WabCall - Microe	oft Internet E		
	customer infor	webcair - Micros	on memer L		
		Group:	Time:		
			11:45:57		
Customer		Status:		Charle Gallery Charles	
Name	john doe	Initializing Net	deeting		
Credit Card	Visa 💌 2365-2	Reliy	Hangup	Send	
We sell goods	to smart people only.				_
You can buy fr	rom us only if you can a	nswer this questio	n.		
Question					
Cockroach as to decorate th	ks Caterpillar to go out a Ne room. 3 hours passe	and buy some flow d and Caterpillar	vers		
hasn't come b	ack. Why?				
	Deserved				
Answer	Decause				
Note:Please make sure ;	ou have NetMeeting 3.01 install	ed and used it at least	once before.		
If you use W	IN95, please start NetMeeting b	efore submit this page.			
	Submit Dasa	•			
	Jubinit	•		<u> </u>	
e Done			😴 Internet		

Figure 9. AltiWeb window with DialPad visible

- **Note:** If NetMeeting is not installed on the caller's computer (or it's not configured correctly), an error message displays.
- 4. Once NetMeeting successfully connects to an AltiGen VoIP port, the web caller sees the Customer Support page, and hears a prompt requesting the selection of Sales or Tech support.



Note: The DialPad is visible to allow the web caller to close the IVR Attendant windows and dial a number directly, if so desired.

5. The caller selects Sales, and the Customer ID window (customerid.htm) appears.

🗿 Sales Menu - Microsoft Internet Explorer	
Customer ID	
Customer ID	
Submit Reset	
	•

Figure 10. Customer ID window

6. Once the caller enters the customer ID and clicks Submit, the Product ID window (productid.htm) appears.

🚰 Sales Menu - Microsoft Internet Explorer	_ 🗆 ×
Product ID	
Product ID 5432145	
Submit Reset	
•	•

Figure 11. Product ID window

7. After the caller enters the product ID and clicks Submit, the web caller is routed to the proper extension.

8. If the call goes to an AltiAgent user, the Caller Data window shows Form data, IVR data, and URL history.

Source/Contact	
Collected Caller Data from /	Auto Attendant :
Customer ID=54565	
Product ID=654356	
Supplement Caller Data :	
Collected Caller Data from \	Web Page :
Answer=Because	
CreditCardNumber=2365	-2345-8476-8473
CreditType=Visa	
DialPad=1	
Extension=	
Reset=Reset	
ServerIP=206.111.153.203	3
Submit=Submit	
http://206.111.153.243/we	ebcall/applet/webcall.htm?CustomerName=john c
Web URL Paths :	
http://206.111.153.243/we	ebcall/applet/contactaltigen.htm
http://206.111.153.243/we	ebcall/applet/contact.htm
IDI Sharing	
http://www.altigen.com/pro	html
http://www.akigen.com/pro	.110111
nap.//www.interesenceen	
3	

Figure 12. Caller Data window in AltiAgent

9. From this point, in addition to voice communication, the agent and caller can share web pages. For procedures, refer to the section on "Viewing, Sharing, or Pushing Data" in the AltiAgent manual.

Customizing Contact.htm

You can use the Contact.htm page to collect caller information, and then automatically direct the call to a specific extension. This caller information is then displayed on the agent's screen.

To alter form data:

Using Notepad or another html editor, modify Contact.htm source code as follows:

1. Change the ServerIP.

Set the value of the ServerIP to the IP address of the server on which AltiWare resides.

<input type="hidden" name="ServerIP" value="206.111.153.203">

2. Set DialPad visibility.

By default, the code in contact.htm is set to show the Dial Pad (value = "1") and not to dial a specific number (value = ""). To hide the Dial-Pad, change the values as shown below:

Hide DialPad, Autoconnect to Extension 300

```
<input type="hidden" name="Extension" value="300"><input type="hidden" name="DialPad" value="0">
```

Show DialPad, Let Caller Dial Extension

```
<input type="hidden" name="Extension" value=""><input type="hidden" name="DialPad" value="1">
```

3. Alter the data collection fields.

Shown below is the form row that collects the caller's full name.

Copy, modify, or delete variables to your company's specifications.

```
<b><small><font face="Verdana">Customer Name&nbsp;</font></
small></b>
```



```
<input type="text" name="CustomerName" maxlength=40 size=20 tabindex=1> &nbsp;&nbsp;</font>
```

Configuring IVR for Scenario 2

Scenario 2 demonstrates how to use AA/IVR in conjunction with AltiWeb. For example, when the web caller clicks the Submit button (1), Web Call connects and the Customer Support page appears. When the customer clicks Sales (2), the Customer ID (3) and Product ID (4) pages follow before the caller is put through.

Customer Information - Microsoft Internet Ex	plorer _ 📃 🗙			
Elle Edit View Favorites Tools Help				
↔ ↔ ↔ ⊗ Image: Constraint of the second sec	Search Favorites History Mail Print			
Address 🛃 http://206.111.153.243/webcal/applet/co	ntact.htm 💽 🔗 Links »			
Customer Information				
	WebCall - Microsoft Internet Explorer			
🎒 Main Menu - Microsoft Inter 📃 🔲 🗙				
Customer Support	11:45:57 (4.64) (4.64)			
2	Initializing NetMeeting			
Sales <u>Tech Support</u>	Retry Hangup Send			
to decorate the room. 3 hot hasn't come back. Why?	go out and buy some flowers urs passed and Caterpillar			
wote:viease make sure you have wetweeting If you use WIN95, please start N	3.01 installed and used it at least once before.			
1 Submit	Reset			
Done 🗧	🔹 Internet 🥢			

sales_cid.htm

	Sales Menu - Microsoft Internet Explorer				
	Custom	sales_pid.htm			
3		🖆 Sales Menu - Microsoft Internet Explorer 📃 🔲 🗙			
_		Product ID			
	Customer ID				
	Submit				
		Product ID 5432145			
		Submit Reset			
	4	4 •			

Figure 13. Using IVR to push pages to the caller

Configuring IVR

- **Note:** For detailed instructions, refer to IVR Configuration in the *AltiWare System Installation & Administration Manual* or *AltiContact Manager System Administration Manual*.
- 1. Run IVR.
- 2. Select 0-expand tree.

Auto Attendant 1 TOP MENU		?	×
 ○ -expand tree (TOP MENU) 1- get digits (Customer ID 5-5) 8 - expande tree services (Customer ID 5-7) - 8 - expansion 1000 - 0 - 0 - 0 - 0 - 0 - 0 - 0 - 0 - 0 - 0	Item ID Item Name IP Brompt IP Push <u>U</u> RL Actions	0 TOP MENU 1 * http://206.111.153.203/webcall/applet/ivr_top.ht Level - Expand Tree *	
Hide 'No Action' Items	01	K Concel Apply Help	1

Figure 14. "0 - expand tree" window

- 3. Make the following entries, then click Apply.
 - Type an Item Name, if desired.
 - To assign a voice message, check Prompt and select the number of the appropriate message.
 - Check Push URL, and type the path of the page you want to display.
 - Select Level-Expand Tree in the Actions dropdown.

4. Select 1-get digits.

Auto Attendant 1 TOP MENU		<u>? ×</u>
	ltem ID Item <u>N</u> ame	O1 CUSTOMER ID
- 3 - dial by name - 4 - no action	Erompt	
5-no action 6-no action	₽ Push <u>U</u> RL	http://206.111.153.203/webcall/applet/sales_ci
	Actions	Adv Collect Digits
0 - to operator *- repeat level	Text Tag	Customer ID
# - mail box access T - to operator	Min. Length	5
	Max. Length	5 🛨
	PSTN Call Inter-	Digit Timeout 7 📩 seconds
	Web Call Respo	onse Timeout 30 🔹 seconds
	Auto Attendant w digits.	vill go to the next level after collecting enough
۲		
T Hide 'No Action' Items	0	K Concel Apply Help

Figure 15. "1-get digits" window

- 5. Make the following entries, and click Apply.
 - Type an Item Name, if desired.
 - Check Push URL, and type the path of the page you want to display (e.g., sales_cid.htm).
 - Select Adv.- Collect Digits from the Actions dropdown.
 - Set the Min. and Max. Lengths that the caller must enter.
 - Adjust the Web Call Response Timeout to give the web caller enough time to provide all meaningful information.

6. Select &-get digits.

Auto Attendant 1 TOP MENU		<u>? ×</u>
O - expand tree (TOP MENU) O - expand tree (TOP MENU) O - 1 - get digits (Customer ID 5-5) (CUSTOMER O - 0 - 0 - 0 - 0 - 0 - 0 - 0 - 0 -	ltem <u>I</u> D Item <u>N</u> ame	018 PRODUCT ID
- 3 - dial by name - 4 - no action	Erompt	
5-no action 6-no action	₽ Push <u>U</u> RL	http://206.111.153.203/webcall/applet/sales_pi
- 7 - no action - 8 - no action - 9 - no action	Actions	Adv Collect Digits
- 0 - to operator * - repeat level	Text Tag	Product ID
#-mail box access T - to operator	Min. Length	6
	Max. Length	3
	PSTN Call Inter-	Digit Timeout 7 📩 seconds
	Web Call Respo	onse Timeout 30 📩 seconds
	Auto Attendant w digits.	ill go to the next level after collecting enough
Hide 'No Action' Items	Oł	Cancel Apply Help

Figure 16. "& - get digits" window

- 7. Make the following entries, then click Apply.
 - Type an Item Name, if desired.
 - Check Push URL, and type the path of the page you want to display (e.g., sales_pid.htm).
 - Select Adv. Collect Digits from the Actions dropdown.
 - Set the Min. and Max. Lengths that the caller must enter.
 - Adjust the Web Call Response Timeout to give the web caller enough time to provide all meaningful information.

8. Select &-to extension.



Figure 17. "& - to extension" window

- 9. Make the following entries, then click OK.
 - Type an Item Name, if desired.
 - Select Call To Ext/Workgroup from the Actions dropdown.
 - Select the Extension

Troubleshooting

If a web caller cannot connect and an error message displays, the cause may be one of the following:

Error Message	Cause		
Server connection failed. Please try again later.	 ACC/ACM IP address is not correct ACC/ACM is not running Firewall is not open 		
No more available sessions. Please try again later.	• All session licenses are used or there are no session licenses at all.		

Uninstalling AltiWeb

- From the Windows Start menu, select Programs → AltiWeb 5.0
 → Uninstall AltiWeb 5.0.
- 2. Click OK when the dialog box asks if you want to uninstall the program, and respond to any additional prompts.

Alternatively

- 1. In the Control Panel, select Add/Remove Programs.
- 2. Choose AltiWeb 5.0 and click the Add/Remove or Change/Remove button, depending on which version of Windows you're running.
- 3. Click OK in the dialog box to confirm you want to remove the service, and respond to any additional prompts.

AltiWeb Security

AltiWeb (and AltiReach) uses Microsoft IIS as a web server, which poses web server security issues common to all Microsoft users. AltiGen recommends the following basics steps to protecting AltiWare from viruses and worms:

- Update your virus definition every day
- Enable real-time scan and exclude AltiServ and PostOffice folders
- Schedule Daily Full Scan

Computer viruses can penetrate a PC in many ways, network shares, emails, OS security holes, and more. Here are some common practices to follow. If necessary, open shares for READ ONLY. Monitor Microsoft security bulletins for updates. Open only the necessary ports on your firewall.

Symantec Norton AntiVirus Corporate Edition 7.5

Update your virus definition every day

For a Corporate Edition version, administrators can receive updates from either a dedicated local server or the Symantec LiveUpdate web site. Please refer to Norton Administration menu on how to set up a dedicated local server. To receive updates from the Symantec LiveUpdate web site

- 1. Click on File menu and choose schedule updates
- 2. Check enable scheduled automatic updates and click Schedule button
- 3. Set it for Daily at 8:00 PM



To receive updates on the fly, Click on File menu and choose LiveUpdate and get the latest virus definition.

Enable Real-Time scan

- 1. Click on Configuration menu and choose File System Realtime Protection
- 2. Check Enable File System Realtime Protection
- 3. Choose All Files for File Types
- 4. Check Display message on infected computer
- 5. (optional) Click Advanced button and bring up advanced options
- 6. (optional) Uncheck backup files before attempting repair if your system disk space is small.

- 7. Check Exclude selected files and folders and click Exclusions button
- 8. Enable Check file for exclusion before scanning and click Files/ Folders button
- 9. Find and check Altiserv and Postoffice folders and click OK

Schedule Daily Full Scan on all drives

- 1. Choose Edit menu and New Scheduled Scan
- 2. Edit the job name, ex, Daily Full Scan. Click Next
- 3. Set the frequency as Daily 9:00 PM and click Next
- 4. Check all the local hard drives and click Options
- 5. Choose All Files for File Types and set the CPU utilization for 50%
- 6. Click OK and Save

Now you have set it for daily scan for all files on your hard drives.

AltiWeb Security