

Product Datasheet

Busy Alerter Callback



Directory

- Phone Directory
- Jabber UDS Server
- Web Directory
- IPS Popup / Reverse Lookup
- Personal Directory
- H350 Video Conf directory
- Corporate Speed Dials
- ClickNDial

Alerting

- Voice Alert
- IPS Pager

Admin tools

- Morning Check
- Phone Remote
- Phone Robot
- Provisioning
- Phone Deployment
- CMS Admin & Selfcare
- Extension Mobility Report

Manager Assistant

- IP Phone / Jabber Interface

Productivity tools

- IPS Phone Config
- IPS Alarm Callback
- IPS Lock
- Wakeup Call
- Missed Call Alerter
- Conference Center
- Busy Alerter Callback
- Desktop Popup
- Finesse Gadgets
- Spark Bot

Attendant Console / IVR / Group

- Tannounce
- Line Group Manager
- Silent Monitoring

Extension Mobility tools

- TSSO
- Delog / Relog
- Pin & Password Manager

Recording

- Call Recording
- Recording Notification

1 Busy Alerter Callback description

telisca Busy Alerter Callback is an application for Cisco Unified Communications Manager's that helps handling calls when the user is already online, busy (do not accept new call) or do not answer. Busy Alert Callback provides an IP Phone interface as well as audio messages.

Usually, when the called line supports two or more calls (busy trigger parameter is greater than one) the calling party only hears a normal ringing tone, so Busy Alert Callbacks alerts the user and provides further options. The caller can decide to be redirected to the called party's Voice Mail, switchboard or carry on ringing the intended destination.

Busy Alerter also provides a way to set a callback request on the calling side or called side. Busy Alerter Callback also enable the user to set a callback when the called party is available again.

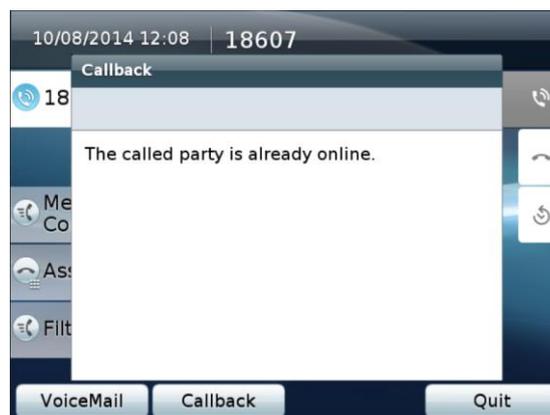
1.1 Internal calls, IP phone user interface

For internal calls, with Busy Alerter callback, it displays a popup screen on the calling IP Phone which:

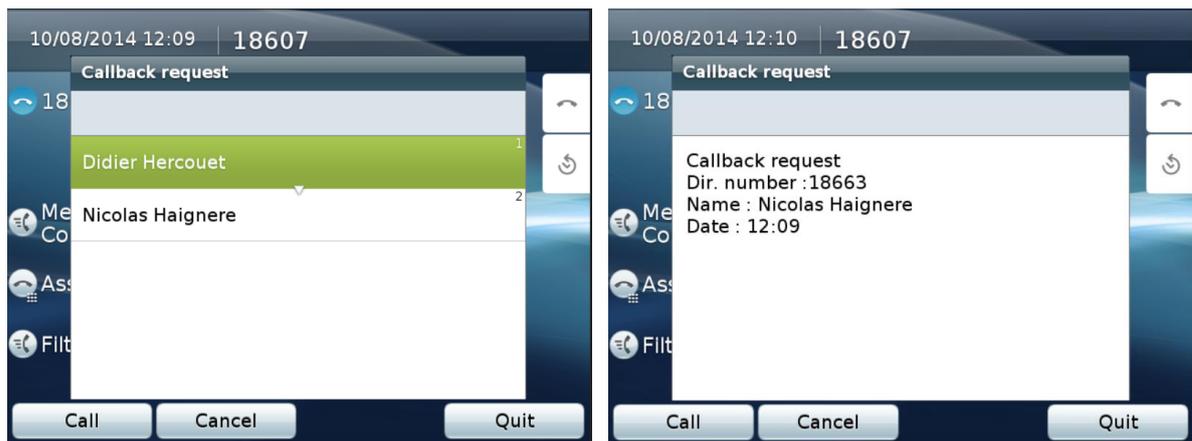
- When the called party is already online (but ringing),
- When the called party is busy (busy tone),
- When the called party does not answer.

From the softkey displayed on the caller's phone, they can choose:

- To be redirected to the Voice Mail,
- To set a callback request on calling side or called side (several callbacks can be programmed).



When the called party is available again, a notification screen is pushed on the calling phone or the called phone. From this screen it is possible to dial the other party or cancel the callback. Multiple callbacks requests appear as a list so that the user can select the one he wants to handle first.



The callback request is pushed periodically until the call has succeed or calling party has cancelled the request or the called party has set a callback request in the other direction.

1.2 External calls, audio messages

With Busy Alerter Callback, when the called party is already online, external callers are redirected to an audio server that delivers a message telling that the called party is already on line. The application gives the opportunity to press a DTMF code in order to select the following actions:

- Be redirected to the voicemail (if the user has a voice mail enabled),
- Be redirected to a switchboard,
- Try ringing the phone anyway.

Different notification messages can be played depending of the called directory number range.

1.3 Calling party waiting on audio server that calling party is available

A new mode is available (based on External Call Control Profile) which allows the calling party to wait online, until the called party is available.

If the called party still accepts another call, a call is generated to the destination whilst they wait, they either hear an audio message or a simulated busy tone. As soon as the called party is idle, the initial call rings on the destination.

If the called party does not accept another call, the calling party will hear an audio message or simulated busy tone. When the called party accepts another call, the previous behavior is happening.

1.4 Architecture

Busy Alerter Callback manages a CTI link with Cisco Unified Communications Manager. It can also take benefit of an External Call Control Profile associated to a Translation Pattern.

The application can automatically monitor all phones that supports at least two incoming calls, or a selected list of directory numbers or all phones.

Busy Alerter Callback also includes an audio server that can deliver G711 audio messages.

1.5 Administration

The administrator takes advantage of a Web based administration to define configuration settings/parameters and can setup the warn intext or audio notification message. Examples of audio messages are provided, and it is easy to create new one using multi-language Text to Speech.

Concatenate languages	<input type="text" value="2 languages"/>	
Voices	<input type="text" value="Microsoft Server Speech Text to Speech Voice (en-GB, Hazel)"/>	
Text to speech	<input type="text" value="The called contact is currently online. Please press 1 to leave a message, or 2 to ring him anyway."/>	Generate Play
Voices	<input type="text" value="Microsoft Server Speech Text to Speech Voice (fr-FR, Hortense)"/>	
Text to speech	<input type="text" value="Votre correspondant est déjà en ligne. Merci de tapez 1 si vous souhaitez être dirigé vers la messagerie ou 2 pour faire sonner quand même son poste."/>	
Or upload audio file	<input type="text"/>	<input type="button" value="Parcourir..."/>

1.6 Requirements

Supported Cisco CUCM and IP Phones:

- CUCM version 10.5, 11.5, 12, BE 6000, BE 7000
- Cisco IP Phone 6921, 6941, 6945, 6961, 7811, 7821, 7841, 7861, 7921, 7925, 7926, 7937, 7940 (SCCP), 7941, 7942, 7945, 7960 (SCCP), 7961, 7962, 7965, 7970, 7971, 7975, 8811, 8821, 8831, 8841, 8845, 8851, 8861, 8865, 8941, 8945, 8961, 9951, 9971, IP Communicator.

Audio Messages based on G711 μ Law or ALaw codec.

- Windows servers supported:
 - Windows Server 2012 or 2012 R2 Update 1 Essentials
 - Windows Server 2012 or 2012 R2 Update 1 Standard
 - Windows Server 2016 Essentials
 - Windows Server 2016 Standard
 - Windows Server 2019 Essentials
 - Windows Server 2019 Standard
- Minimum configuration: 1 vCPU, 4GB RAM, 70GB disk
- Virtual Machine VMware vSphere, Hyper-V or Cisco UCS, Cisco UCS-E
- Cloud ready

Busy Alerter Callback IP Phone interface is available in English, German, French, Spanish, Dutch and Polish.