

Product Datasheet

Missed Calls Email Alerter



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

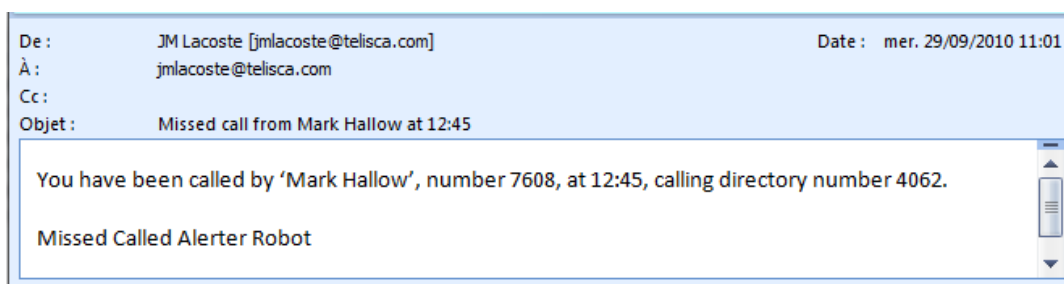
1 Missed Calls Email Alerter description

1.1 Overview

Missed Calls Email Alerter can notify a user of a missed call on his IP Phone line, by sending an email.

This application is useful both for companies that do not have a unified voice mail or when the voice mail does not send an email when the caller does not leave a voice message.

The email notification is configurable and contains the time of the call, the number originally called, the caller's number and the caller's name for internal calls (Display Name) and when reverse lookup is installed. Associated to an email-SMS gateway, it is also possible to send an SMS with this information.



1.2 Architecture

Missed Calls Email Alerter is based on a CTI Server that monitors all the phones that may require Missed Calls Email Alerter. After a ringing event, if the call is dropped on no answer or if the call is forwarded on no answer, it may be considered as missed and an email is sent to the user's logged (Extension Mobility) or associated to the phone.

1.3 Advances features

The email notification is triggered, depending of the settings:

- If not answered without being forwarded on no answer,
- If forwarded on no answer to another number,
- If forwarded on no answer to the voicemail,
- Only if original called number is the same or not,
- For external calls only or all calls,
- Only if calling number is known or not,

It is possible to check before sending the email that the called number is the number originally called (to avoid forwarded or redirected calls).

If the originally called number is the number of a Hunt Group (call distribution), then the application will detect this and send an email to the user associated with the number of the CUCM Hunt Group (the originally called number).

It is possible to limit MCEA use to the first line number, for instance to avoid sending notifications for second lines used as shared lines.

The application automatically finds the CUCM user ID associated with the line number (phones associated or logged using Extension Mobility) and sends the email to the address filled in CUCM End User form. If the email address is not available in CUCM's end user's info, it is possible to generate it by appending the company's domain name to the user ID or by searching the email address by user ID in LDAP or Active Directory.

If Shared Line Answered mode is enabled, it is possible to define a list of phones that will be alerted when another party has answered the call on one of their shared line.

Missed Calls eMail Alerter can be interface with telisca's IPS Global Directory core to do a reverse lookup based on the calling number. Then the calling name can be provided in the message.

1.4 Reporting

The application can send the emails by SMTP or Exchange. Email body can include html format. The title and body of the email may be customized and may contain information about the call. Messages are sent in two different languages depending of the CUCM user's locale. A different message can be sent when the calling name is provided (internal calling party, reverse lookup) or not.

A daily report is generated listing all missed calls treatments.

The screenshot shows the telisca web interface. The top navigation bar includes the telisca logo, 'TELISCA LAB', and a user profile 'administrateur'. The left sidebar contains a menu with items like Dashboard, Global configuration, Support, Attendant Console, Conference Center, Silent Monitoring, Desktop Popup, Busy Alerter Callback, IPS Global Directory, IPS Manager Assistant, IPS Phone Config, IPS Pager, Manager Assistant SFB, Missed Calls Alerter, Parameters, and e-mail config. The main content area is titled 'Home / Missed Calls Alerter / e-mail config' and features a 'Cancel' button and a 'Save' button. The configuration fields include:

- Language code: en-US
- Time format: 24H
- Case calling name is available (checkbox)
- e-mail title (Code): Missed call from %callingName%
- e-mail body (Code): A rich text editor containing the text: 'Vous avez reçu un appel de %callingName%, numéro %callingDN%, à %callTime%, appelant le numéro %origCalledDN%'.

1.5 Requirements

Supported Cisco CUCM:

- CUCM version 10.5, 11.5, 12, 12.5, 14, BE 6000, BE 7000

Available on private cloud company.telisca.cloud

On premise installation:

Windows servers supported:

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