

STONEVOICE

IVR Studio

System Guide

**For Cisco Unified CallManager
Express**

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1. INTRODUCTION

IVR - Interactive Voice Response - is a telephony technology that allows people to use any phone to interact with a computer database in order to acquire information or to enter data into that and that automates interaction with telephone callers.

Stonevoice IVR Studio software is a professional tool to design and create customized interactive voice response applications and behaviors to meet different kinds of business needs.

2. IVR STUDIO FEATURES

The IVR Studio consists of two components: the Run Time Engine and the Designer.

The IVR Studio Run-Time Engine, based on the VXML technology, is the application enabler that provides the basic functionality required by all IVR applications.

The IVR Studio Designer is the graphical user interface (GUI) to generate and customize the IVR projects simply and quickly.

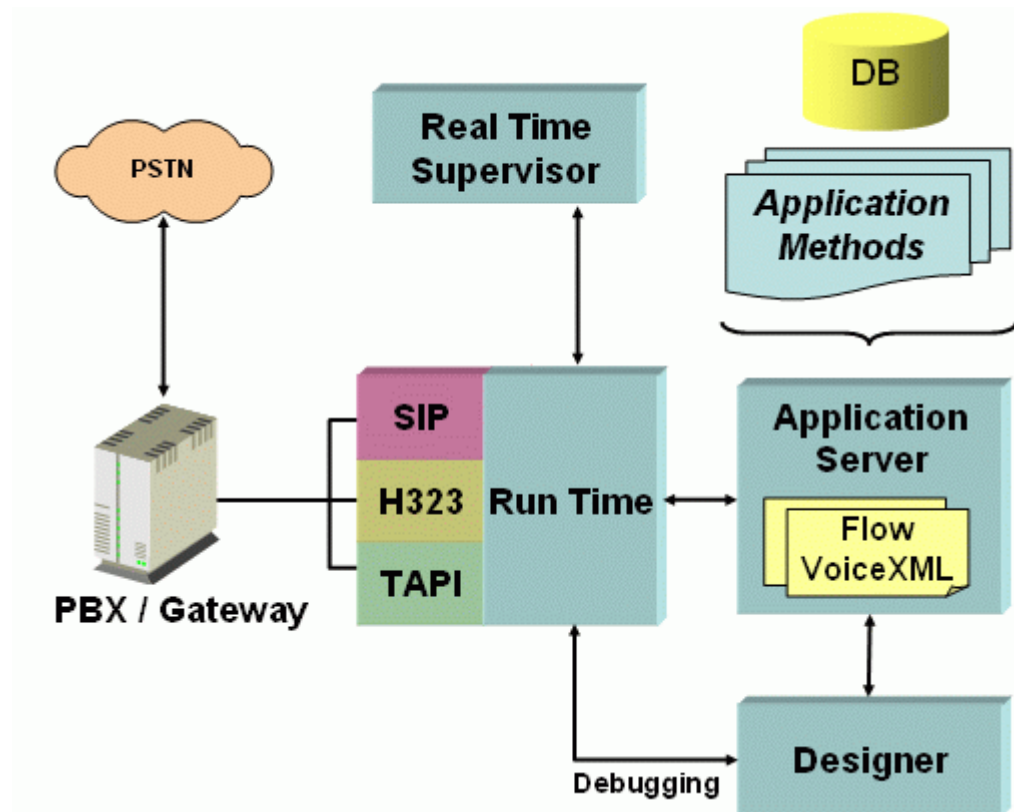
The IVR project is managed and run by the IVR Studio run-time engine; this is able to use the protocols H323, SIP or CTI (TAPI). The IVR Studio provides a flexible, cost-effective and reliable solution. The IVR Studio can create and customize any IVR project (interaction with any kind of database, night and day behaviours, timed actions, etc...)

3. ARCHITECTURE

IVR Studio is an all in one solution targeting all those companies that in order to run their business need a professional IVR service, flexible, easy and quick to customize to adapt to the changing customer relationship management requirements.

IVR Studio is made of two fundamental applications:

- **IVR Studio Designer**, a graphical interface that allows creating a logic flow to handle incoming calls according to the required behavior and that automatically generates a set of VXML scripts.
- **IVR Studio Runtime**, the standalone engine that runs the VXML scripts and handles the incoming call; it communicates with the telephony solution through standard **H.323**, **SIP** protocols or **CTI (TAPI)** interfaces.



3.1 INTEGRATION WITH IP TELEPHONY SYSTEMS: CISCO UNIFIED CALLMANAGER EXPRESS

IVR Studio integrates with Cisco Unified CallManager Express (in general with any Cisco Voice Gateway) through SIP.

Configuration on both sides (CCME and IVR Studio) are needed and described below.

3.1.1 CISCO UNIFIED CALLMANAGER EXPRESS CONFIGURATION

On CCME, please add dial-peer sending calls number 8888, as in our example, to IVR Studio:

```

!
dial-peer voice 8888 voip
description IVR-Studio SIP
destination-pattern 8888
session protocol sipv2
session target ipv4:192.168.204.11
dtmf-relay rtp-nte
codec g711ulaw
!

```

8888 will be the pilot point you can call to access IVR Studio

3.1.2 STONEVOICE IVR STUDIO CONFIGURATION

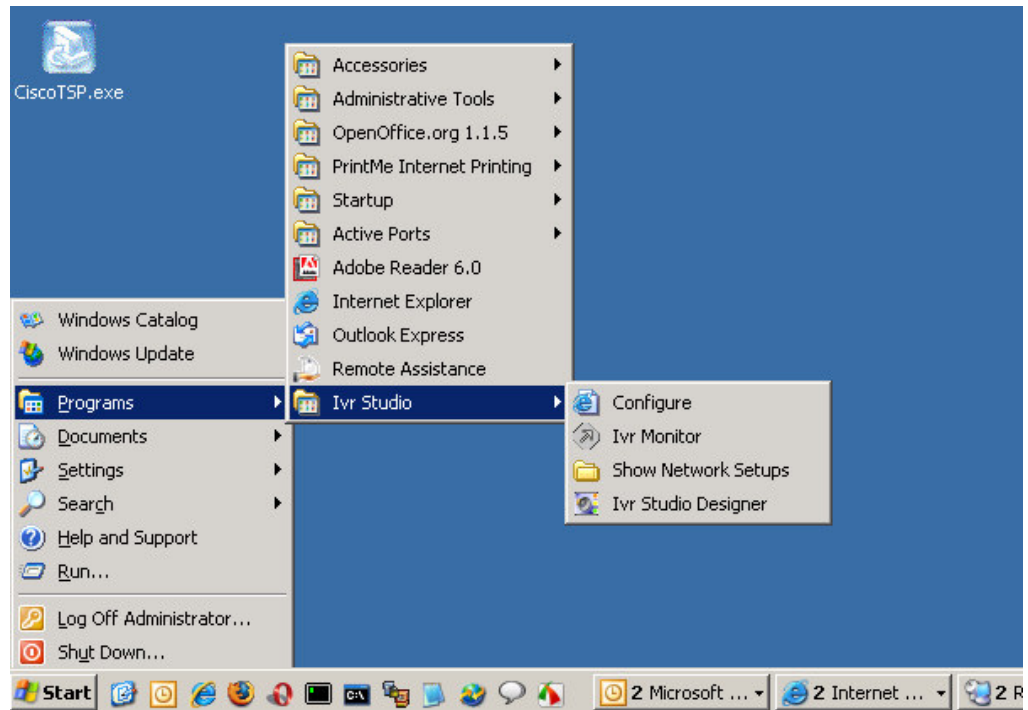
Let's Suppose to have 20.20.20.20 as CCME IP address.

Configuration is web based available through the link:

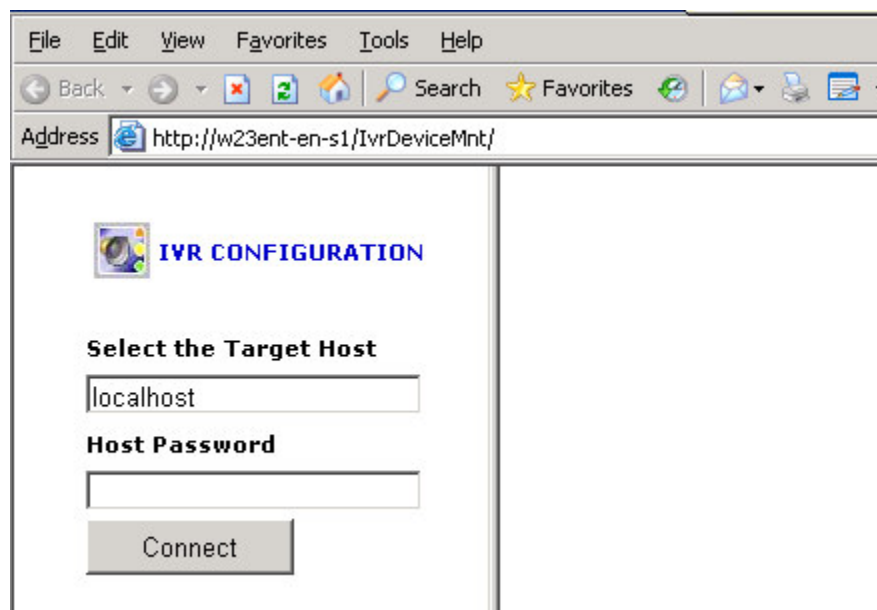
<http://192.168.204.11/ivrdevicemnt/>

where 192.168.204.11 is a sample of the IVR Studio machine IP address.

You can also follow the Configure link available in the IVR Studio machine program menu:



You will be starting from:



Click on the Connect button to start the configuration.

You will see the main menu:

IVR CONFIGURATION

Select the Target Host

localhost

Host Password

Connect

Installed Applications on LOCALHOST

- [Ivr Runtime](#)
- [TAPI Device](#)
- [H323 Device](#)
- [SIP Device](#)

Applications Control

- [Control Panel](#)
- [Security](#)

From this window you can configure the needed IVR device (TAPI, H.323 or SIP) and manage these in the "Control Panel":

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites

Address <http://w23ent-en-s1/IvrDeviceMnt/>

IVR CONFIGURATION

Select the Target Host

localhost

Host Password

Connect

Installed Applications on LOCALHOST

- [Ivr Runtime](#)
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Applications Control

- [Control Panel](#)
- [Security](#)

Control Panel

You can Start and Stop the applications installed on the target machine

- Ivr Runtime State: Running**
- H323 Device State: Running**
- Tapi Device State: Running**
- SIP Device State: Running**

To configure IVR Studio with Cisco Unified CallManager Express, you need to config. SIP devices.

Add a new SIP device by clicking on the "SIP Device" link and then on the "extension" tab.

The screenshot displays the "SIP Device" configuration page. At the top, there are three tabs: "Services", "Extensions", and "Advanced". The "Extensions" tab is selected. Below the tabs, there is a section titled "Extension List for the SIP Device (*)" containing a list of extension numbers: 8001, 8002, and 8003. To the right of this list are several configuration fields:

- Extension Properties:** A field for "Extension" with the value "8001".
- Registering Properties (**):** Fields for "Identity", "Password", and "Realm".
- Trunk Mode Properties (***)**: A field for "Pilot Number to Call" with the value "8888".

Below these fields are three buttons: "Add", "Update", and "Remove". At the bottom of the form, there is a checkbox labeled "Add and show Next" which is checked.

Footnote text at the bottom of the form:

- (*) You have to restart the Device to keep your changes effective
- (**) Set this properties to Register each Extension to a Proxy
- (***) Use the single Trunk creation option to place calls by Pilot Number

You have to insert as many extension as the number of concurrent ports (channels) you want to support (depends on the license you purchased).

Below the extension field there is the "Pilot Number" that needs to match the pattern to call IVR Studio you defined on CCME configuration.

After this from the "Services" page (just click on the "Services" tab), you can associate the created extensions to the IVR projects: to do this please select the pilot point created (8888) from the "Select a Number" combo box and select the available service from "Select Service".

You can create new services with IVR Studio Designer as described later in the guide.

SIP Device

Services
Extensions
Advanced

You can choose a Service for all the Extensions of the same Pilot Number

Select a Number

Select a Service

Or You can select a different Service for each Extension without a Pilot Number

Select an Extension

Select a Service

Current Extensions Configuration

```
8001 : Sample3-RepeatCode
8002 : Sample3-RepeatCode
8003 : Sample3-RepeatCode
```

View by Pilot Number

```
8888
+-- 8001 : Sample3-RepeatCode
+-- 8002 : Sample3-RepeatCode
+-- 8003 : Sample3-RepeatCode
```

Note: You have to restart the Ivr Runtime to keep your changes effective

With SIP extensions created and associated to the preferred script, the IVR Studio is ready to work with the CCME.

You just need to setup advanced properties to set the CCME IP address as SIP proxy and flag 'Create a Single Trunk'.

SIP Device

Setup your SIP Endpoints (*)

Proxy

Create a single Trunk

() You have to restart the Device to keep your changes effective*

[SIP Extensions Setup](#)

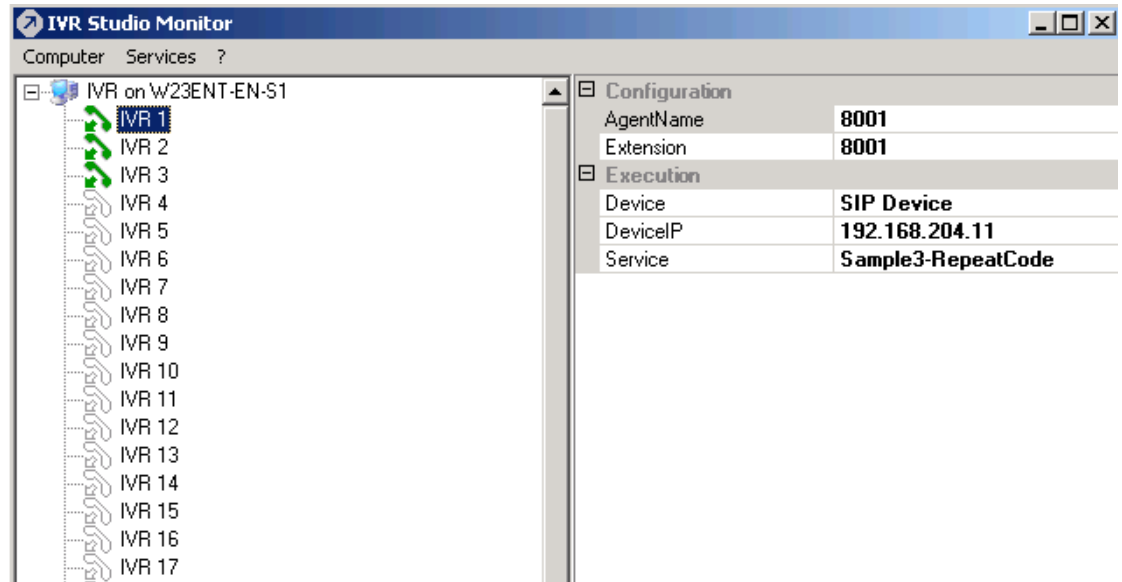
Now, just a restart of the SIP device is needed.

Please start the IVR Studio Monitor to live see incoming calls and status (Start -> Programs -> Ivr Studio -> Ivr Monitor).

As you can see in the screen-shot below, in the monitor windows you can see green or grey headsets.

Number of headsets depends on the licensed channels.

Color green means the IVR line is correctly working. Clicking on the green receiver you can see the extension number, device type and associated IVR project.



This should have addressed basic concepts to configure IVR Studio and CCME. In order to really start creating IVR project, you need to install and launch the IVR Studio Designer.

IVR Studio Designer can run on the same machine or on different ones.

You just can install by accessing to the share folder created during setup:

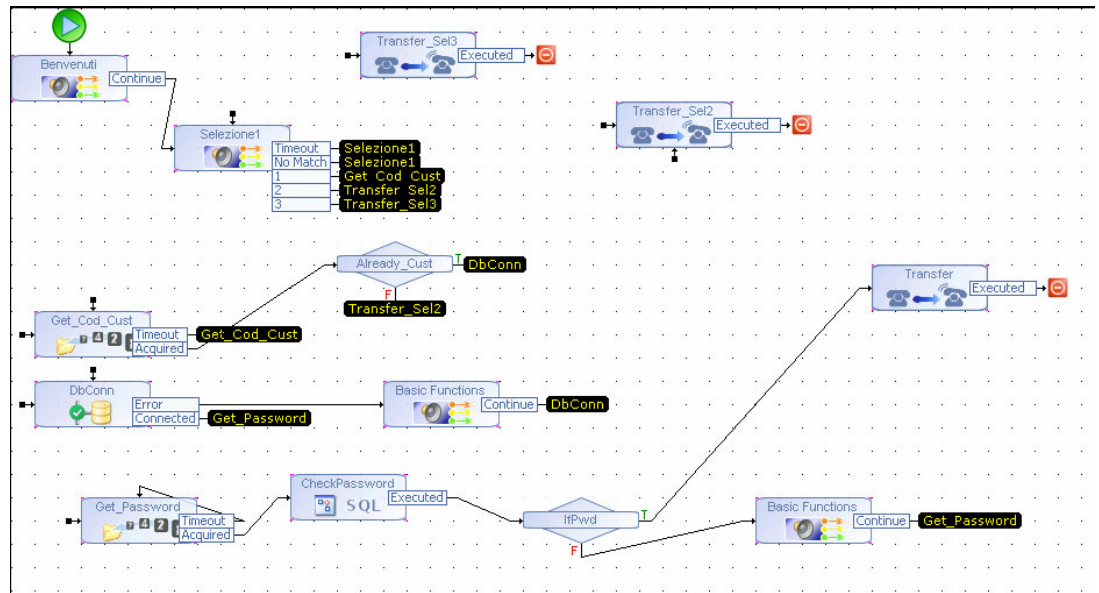
\\192.168.204.11\IvrSetup

Where 192.168.204.11 is the IVR Studio machine IP address in our example.



After installing the Designer, you can find in (Start -> Programs -> Ivr Studio -> Ivr Studio Designer).

Launch the Designer to modify the already available sample projects or create new ones (please refer to the online help available within the IVR Studio Designer).



4. LICENSES

The application registration can be done by clicking "Ivr Runtime" link from the main menu and then the "License" tab. Here you have just to click on the "I have an unlock code!" button, insert your unlock code and confirm by click on "Enter" button.

After this simple procedure a stop and start of the Ivr Runtime component is required (from the control panel button).

To receive an unlock code you must have purchased a license for IVR Studio. Please refer to info@stonevoice.com for any question related.

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites

Address <http://w23ent-en-s1/IvrDeviceMnt/>

IVR CONFIGURATION

Select the Target Host

Host Password

Installed Applications on LOCALHOST

- [Ivr Runtime](#)
- [TAPI Device](#)
- [H323 Device](#)
- [SIP Device](#)

Applications Control

- [Control Panel](#)
- [Security](#)

IVR Runtime

Properties **Licence**

Ivr Channels: 30

This is your Serial Number, use it to receive an Unlock Code

Serial Number: C00XW9104UI5

Enter here your unlock code to activate or upgrade your copy of Ivr Studio

Unlock Code

Note: You have to restart the Ivr Runtime to keep your unlock code effective

CONTACTS

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