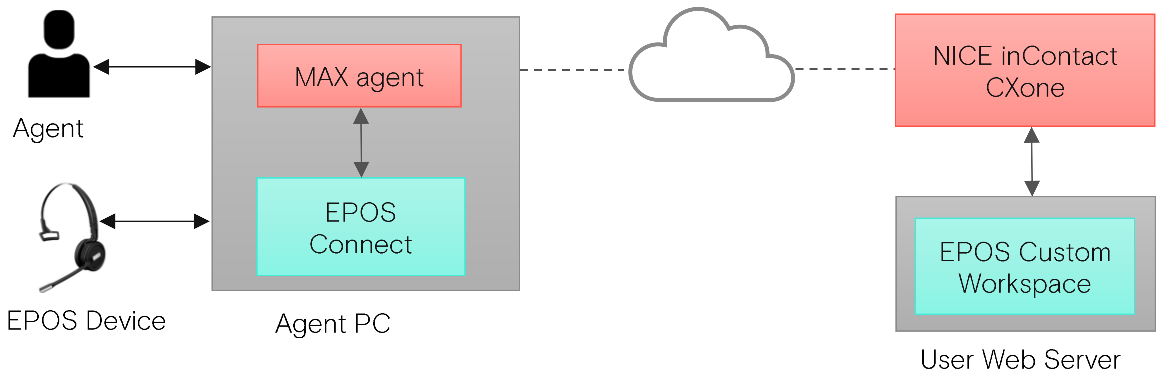
EPOS Call Control with NICE inContact: Instructions for Use

Introduction

This document describes how to set-up EPOS Call Control when working with NICE inContact and the MAX agent interface.

System Overview

Below diagram shows the high-level architecture of a system where an EPOS device is used in collaboration with the NICE inContact MAX agent softphone.



EPOS Connect

EPOS Connect is an easy-to-use desktop application allowing the agent to manage EPOS devices connected to the PC. With seamless plug-and-play EPOS Connect makes it simple to update device firmware and adjust device specific settings.

Please, follow this link for more information and to install the latest version of EPOS Connect.

MAX Agent

MAX – My Agent eXperience – is the agent interface used with CXone. The MAX agent interface is a web-based application using WebRTC for omnichannel customer support.

NICE inContact CXone

Nice InContact CXone™ is a cloud native contact center platform, which combines best-in-class omnichannel routing, workforce optimization, analytics, automation, and artificial intelligence.

EPOS Custom Workspace

The EPOS custom workspace for CXone enables EPOS headset and busy-light integration with CXone and the MAX agent interface. The custom workspace subscribes to the events from the MAX agent interface and interacts with EPOS Connect for call control and busy-light synchronization. The workspace needs to be placed on a web server as described in detail below in integration section.

EPOS Integration with NICE inContact

Prerequisite

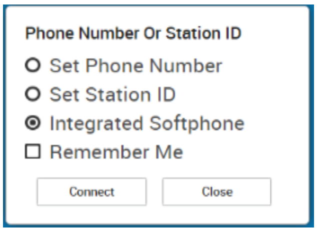
- EPOS Connect Application (Latest Version)
- NICE PLI (Zip package)
- Supported Browser like Chrome in user PC
- EPOS Headset
- Subscription to NICE inContact softphone

Steps to Integrate call control

Call control is enabled through an EPOS custom workspace developed for CXone and the MAX agent interface. The custom workspace is a webpage (iframe) that must be hosted on a server and linked to the CXone account.

Hosting of the workspace must be done on customer owned server. Below are the steps to link workspace to CXone and the MAX agent interface.

1. Download and install the latest version of EPOS Connect Application from this link
2. Unzip and copy the entire content of EPOS NICE inContact plugin to user owned server. Download from this link
3. Setup custom workspace in MAX
   a. Login to Nice InContact as admin from this link
   b. Select ACD -> ACD Configuration -> Business Units -> Select BU
   c. Select Edit and scroll down to custom workspaces
   d. Select Add Custom Workspace URL and enter the URL of the workspace. The URL must link to the file dseasdk.html in the folder "/common/html/". For example, if the server address is www.xyz.com then the custom URL will be www.xyz.com/NICE_1.0.0.121/common/html/dseasdk.html?sp=niceincontact
      Note the parameter "?sp=niceincontact" must be provided.
      For more information see this link
   e. Select Done
   f. The workspace is now available in the CXone agent.
4. Once above steps are done make sure EPOS Connect is running and start the Max Agent. Select "Integrated Softphone"



Phone Number Or Station ID

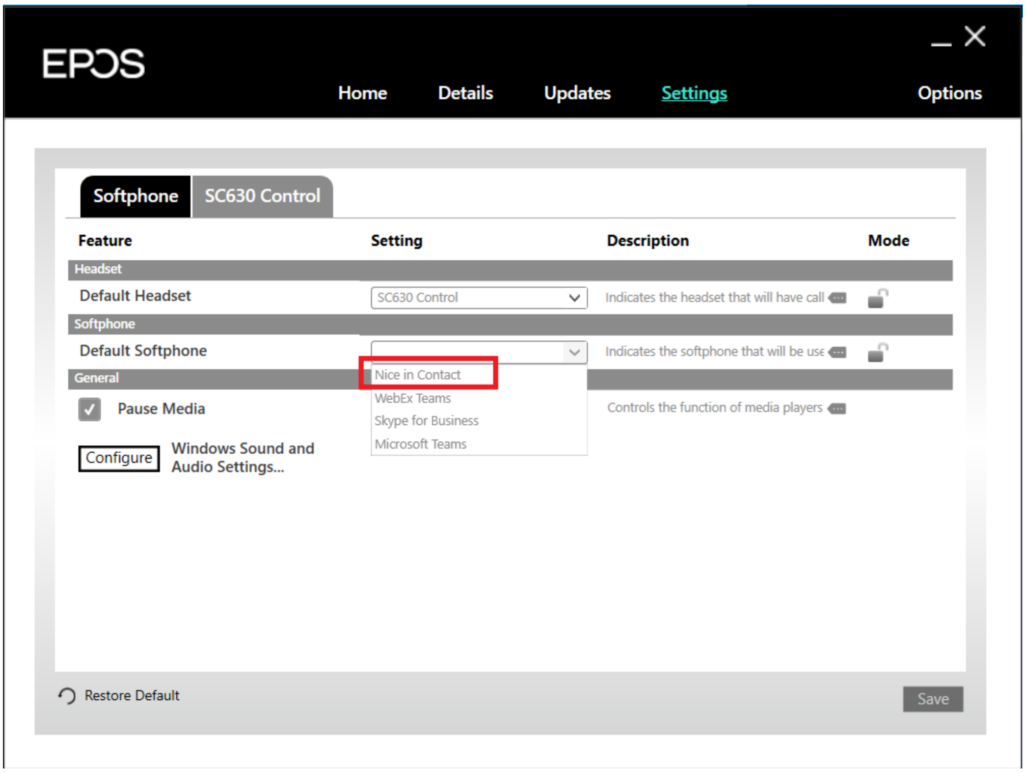
○ Set Phone Number

○ Set Station ID

● Integrated Softphone

□ Remember Me

5. The Max Agent will now run the EPOS custom workspace to initialize the EPOSSDK and trigger a secure web socket connection with EPOS Connect.
6. Once the connection is established successfully, the softphone list in EPOS Connect will be updated to include NICE inContact. Select NICE inContact as default softphone and save. Call Control is now enabled on connected EPOS devices.



Feature	Setting	Description	Mode
Headset			
Default Headset	SC630 Control	Indicates the headset that will have call	
Softphone			
Default Softphone		Indicates the softphone that will be use	
General			
☑ Pause Media		Controls the function of media players	
Configure Windows Sound and Audio Settings...			

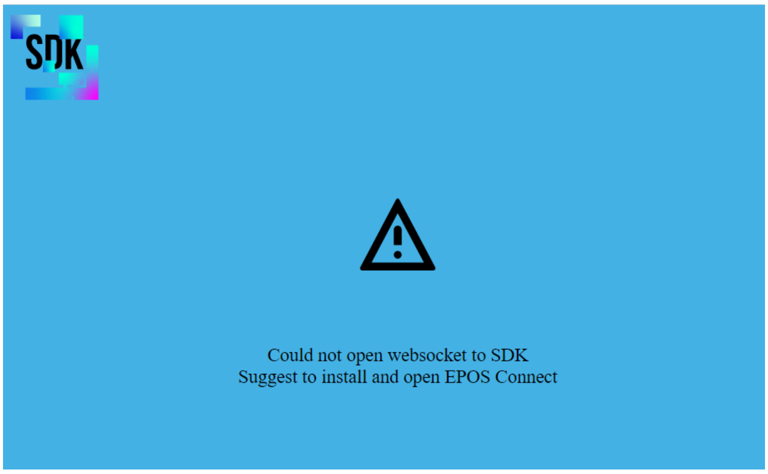
Supported Features

The supported call control operations are:

- Incoming Call
- Accept Call
- Reject Call
- End Call
- Outgoing Call
- Mute/Unmute
- Hold/Resume
- 3 Way call
- ABL set presence

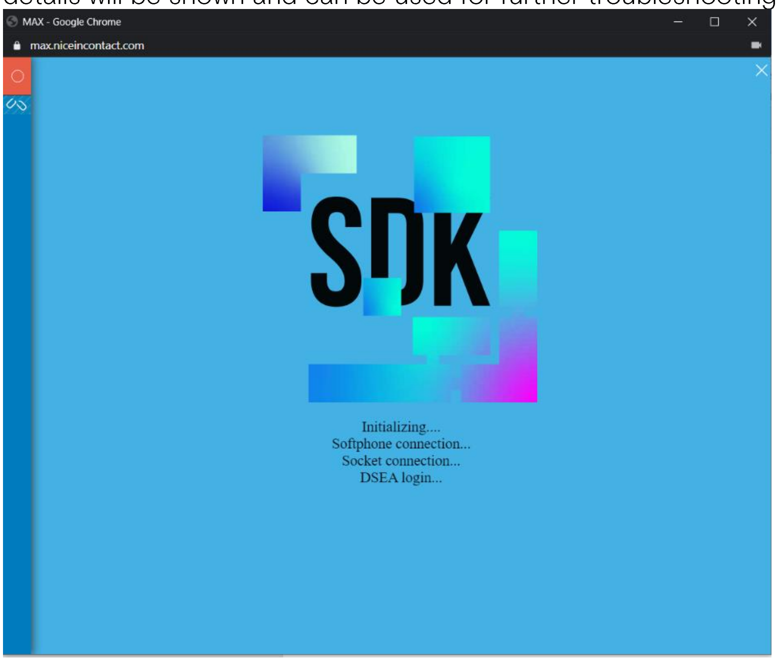
Troubleshooting

1. EPOS Connect uses 41088 port for secured web socket communication, make sure this port is not blocked by Anitvirus or Firewall in user's system. In case port is blocked or EPOS Connect is not started for any reason you can see the error message below



Could not open websocket to SDK
Suggest to install and open EPOS Connect

2. During step 5 the SDK will initialize, and the user can see the screen below. If anything goes wrong, details will be shown and can be used for further troubleshooting when communicating with EPOS.



Initializing....
Softphone connection...
Socket connection...
DSEA login...