

## IPitomy Q Manager Chat Server Setup Instructions



### About IPitomy Chat

IPitomy's integrated chat server allows text chat communications between IPitomy users with desktop Q Manager as well as with users that have a qualified jabber Client (also known as XMPP client) Besides the chat feature, the server also provides presence status for registered users.

IPitomy has also used the Chat server to send Q Alerts to a special chat client. This special alert notifies subscribers that there has been an abandoned call in the specified Queue. A text message is sent to the System Message Chat Client that displays the call information for that caller, including Time, Caller ID and Campaign/Queue.

### Enabling the Chat Server

1. Select Chat Under PBX Setup
2. Select Yes from the Enable Server Drop Down
3. Note that the status changes to running

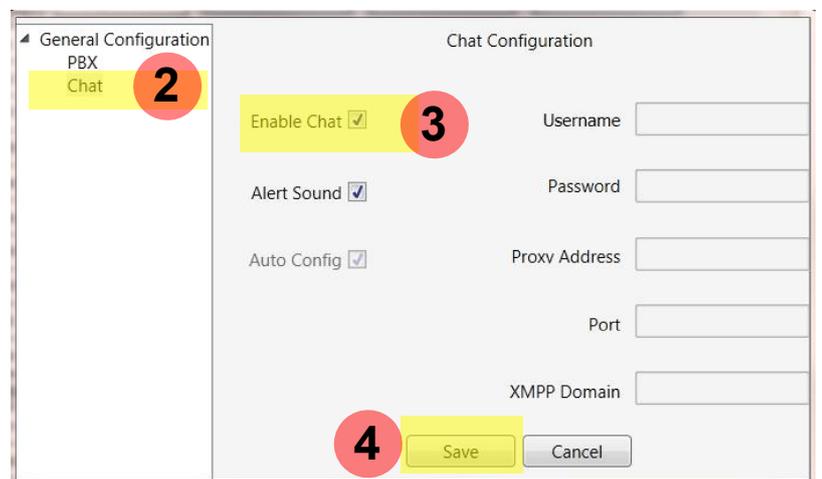
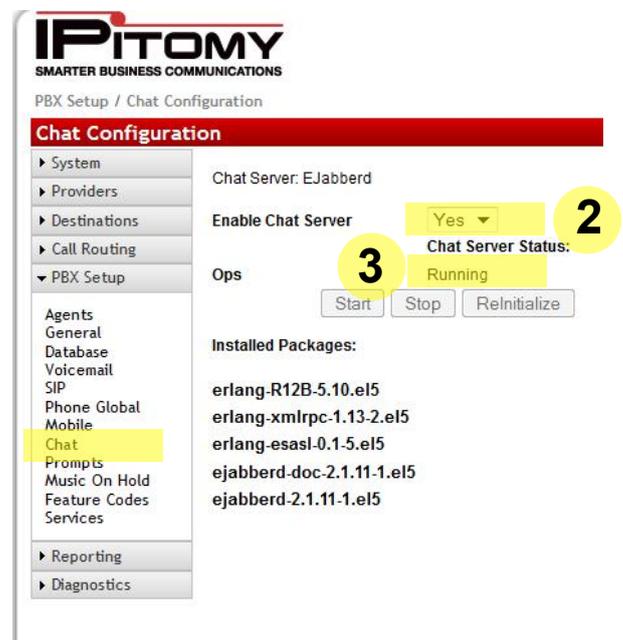
The Server is now enabled

Each extension is now set up with a chat client that is associated with the extension number. When the server is enabled then the Chat client will need to be enabled for each user.

### Enabling the Chat Client in Q Manager

Each client is enabled in the Q Manager Settings screen. From the Q Manager desktop screen for each user:

1. Select Settings from the Desktop Q manager Screen of each user who will be enabled with Chat
2. Select Chat from the Pop Up screen
3. Select Enable
4. Click Save and Exit the program. Wait approximately 30 seconds. You will see the Chat icons appear on the Q manager screen.



## Queue Manager Display

### Using Chat

To initiate a text chat with another user, Click the Chat Icon in their Q manager extension Display Screen

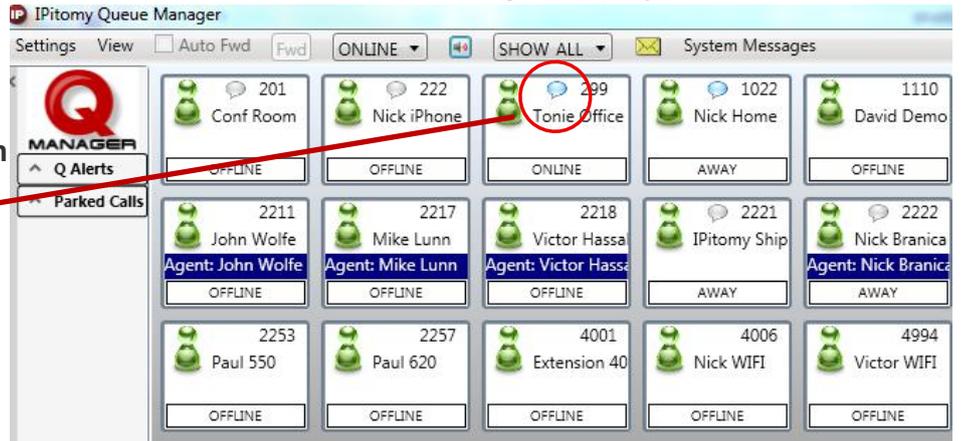
A Chat window will Pop Up There is a text entry field at the bottom for entering text messages.

Messages you send will be displayed in the Text Display above the text entry area.

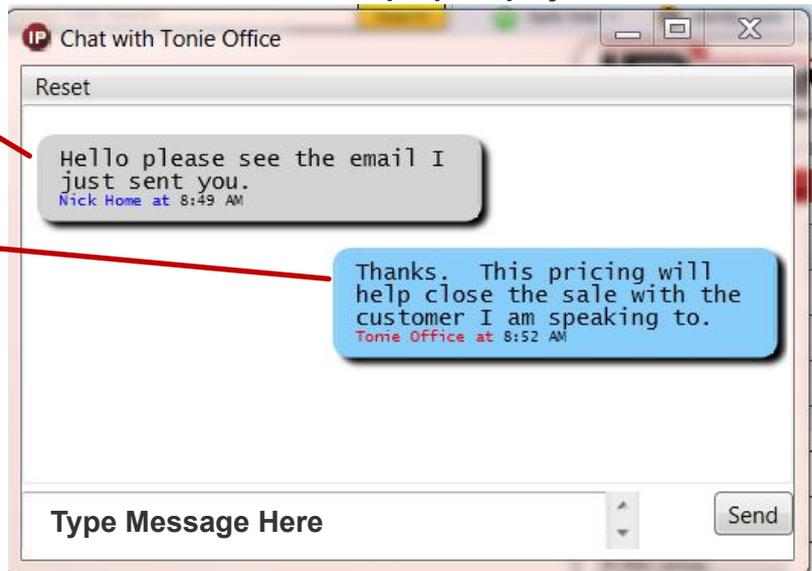
Sent Message appears in Gray

Replies to messages appear in Blue

Other Chat XMPP Clients can be subscribed to the server by using the extension credential for logging into the voice mail (Extension Number and Pin Number)



## Chat Pop Up Display



### System Messages

For Monitoring certain System activity, alerts can be enabled for displaying Abandoned Calls for every Queue.

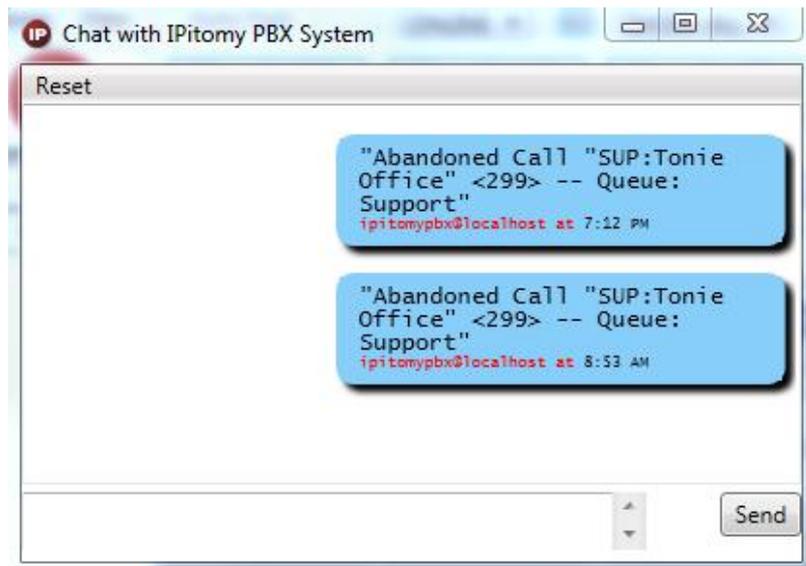
IPitomy will send out a text message with all of the call information for each abandoned call.

The messages will accumulate until the reset button is clicked. After reset, the messages will resume in a fresh message display.

Call Information included is:

1. Caller ID
2. Queue/Campaign Information
3. Time

## System Messages



## Setting Up Abandoned Call Alerts

Abandoned Call Alerts are set up in each Queue configuration Screen.

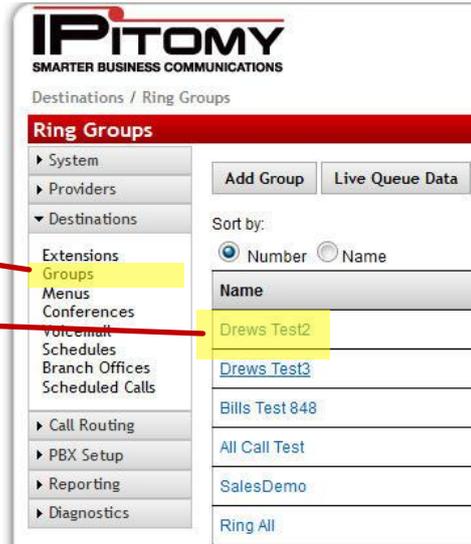
Go To Groups under Destinations

1. Select Groups Under Destinations
2. Select the Group/Queue that is to be configured

Scroll Down to the Q Manager Alerts Section in the Group/Queue configuration screen

In The Field for Enable Abandoned Call Text Alert select Yes

In the field for Send Text message to: Fill in the box with the extension number of the user that will receive the text messaging alert. For multiple recipients, put in additional extension numbers separated by a comma.



QManager Alerts	
Enable Alerts	Yes ▼
Alert when Call Exceeding Service Level	Yes ▼
Alert # of calls queued is greater than or equal to	2
Alert # of agents + members available is less than or equal to	0
Alert # of agents + members online is less than or equal to	1
Enable Abandoned Call Text Alert	Yes ▼
Send Text Message to:	2227,2211,2222,2217,2221