



Alcatel-Lucent Dispatch Console

Release - 3.3

User Guide

8AL91324ENAA ed.10

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1. Introduction

1.1 Legal notice

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1.2 Context

The aim of this document is to explain how work the application Dispatch Console.

This document is used by Alcatel-Lucent Enterprise (ALE) project team, as user guide specification.

2. Document History

Edition	Date	Changes / Comments / Details
01	2021-10-15	Release 2.1.0
02	2021-10-25	Release 3.0.1
03	2022-04-19	Release 3.0.3
04	2022-04-27	Release 3.1.0
05	2022-06-03	Release 3.1.2
06	2022-10-01	Release 3.2.0
07	2022-10-01	Release 3.2.1
08	2023-04	Release 3.2.2
09	2023-07	Release 3.2.4
10	2023-10	Release 3.3.0

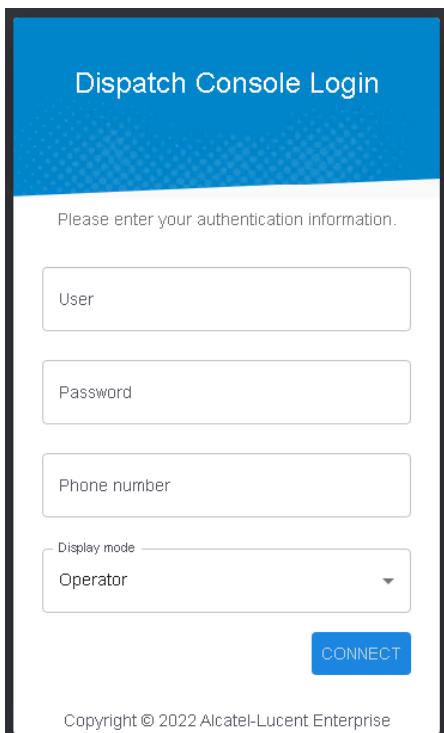
3. Dispatch Console interface

3.1 Main screen

Connect to the Dispatch Console URL:

[https://\[DC_SERVER_IP_ADDRESS\]:444/DispatchConsole](https://[DC_SERVER_IP_ADDRESS]:444/DispatchConsole)

Enter your credentials in the login Page (your LDAP credentials or DC account created by your administrator in the administrator interface):

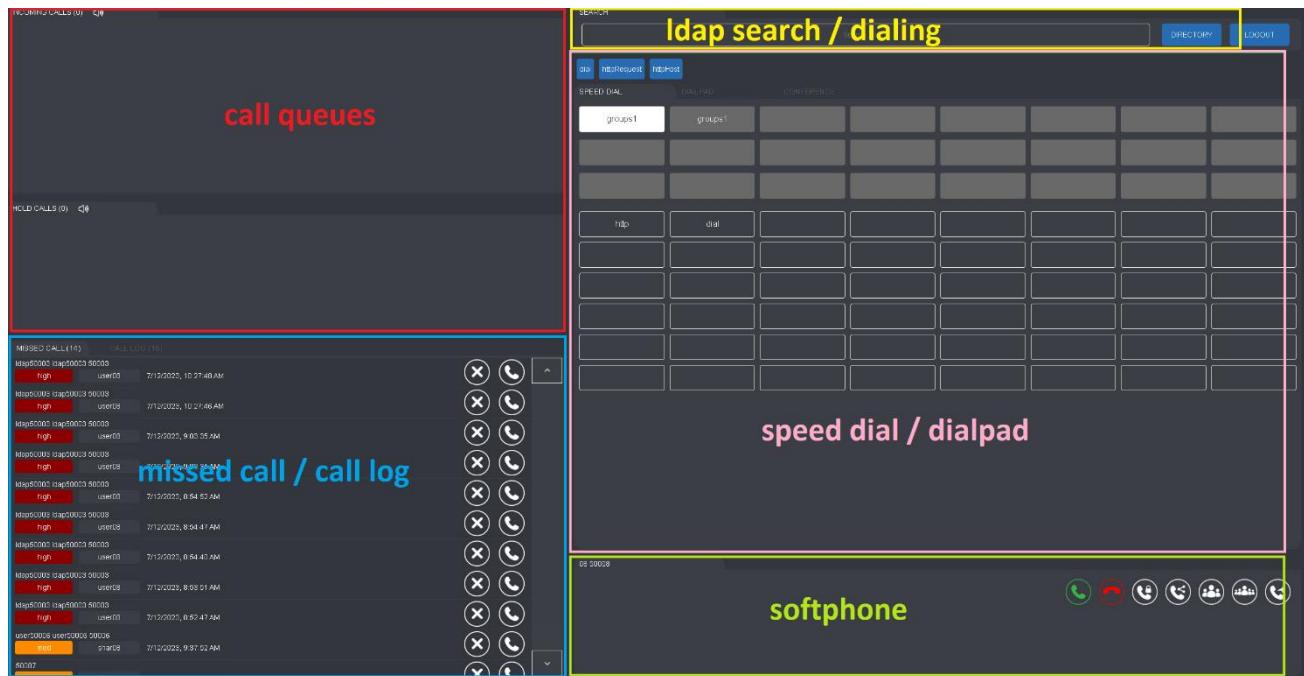


Please remember that the phone number cannot be a **multi-line device**. Select the display mode you would like to have, Operator or Lite.

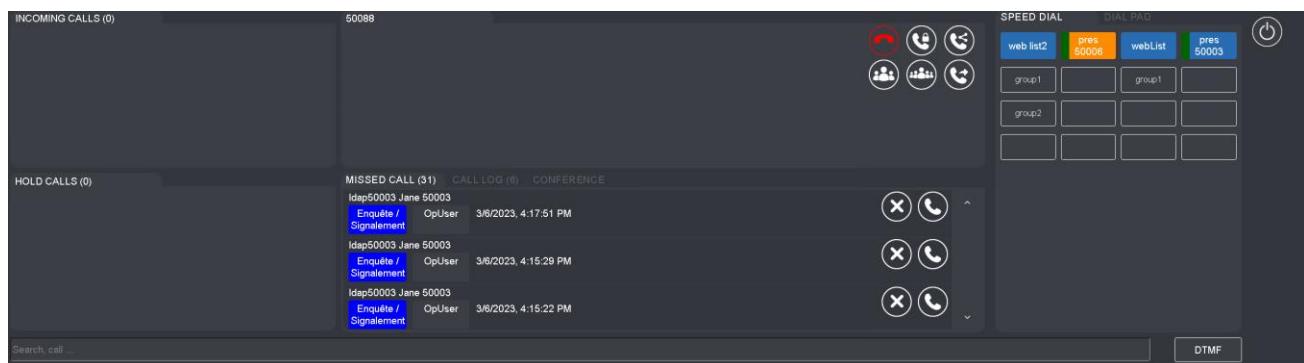
Operator interface:



Lite interface:



When successfully login, the Dispatch Console with Operator mode is shown as below:



3.2 Call Queues Widget

Call Queues are displayed in the upper left part of the screen.

- The first queue displays the Incoming calls specified in the Telephone Categories.
- The second one is dedicated to hold calls.

The screenshot shows the 'Telephone Categories' configuration screen at the top, which defines categories for telephones. It includes a search bar, a table with columns for Name, Description, and Actions, and a list of two categories: 'incoming' (Description: Incoming calls) and 'hold' (Description: Other calls). Below this is the 'Call Queues' widget, which displays two dark rectangular boxes. The top box is labeled 'INCOMING CALLS (0)' and the bottom box is labeled 'HOLD CALLS (0)'. The entire interface is set against a light gray background.

3.2.1 Incoming Calls queue

When a new call arrives on the Dispatch Console through RSI point, a new entry is displayed in the "INCOMING CALLS" queue widget:

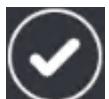
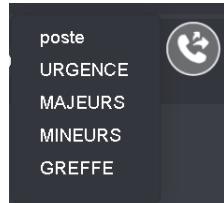
The screenshot shows the 'INCOMING CALLS (1)' queue. It displays a single call entry for 'ldap50003 Jane 50003'. The entry includes the caller's name, a blue button labeled 'Enquête / Signalement', the operator 'OpUser', the duration '00:00:05', and three circular icons with symbols: a checkmark, a phone, and a double arrow. The background of the queue is dark gray.

The blue button labeled **Enquête / Signalement** is the priority (label and background colour) defined in the Dispatch Console Administration interface (User Section):

RSI Queue	Mode	Alarm	Duration of alarm (s)	Category	Priority	Event Http Request	Transfer List	Actions
54044 (OpUser)	USER	audio/Disco.wav	0	incoming	3 (Enquête / Signalement / blue)		list2	 



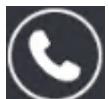
show a list to transfer this call.



is the Acknowledge call button:

- If the user clicks on the acknowledge call button within 30 seconds, the associated call will never be overflowed on another operator queue (the Acknowledge call button is blinking):
- Without clicking the acknowledge button, the associated call could be overflowed to another operator queue according to RSI Queues configuration:

RSI Queue Number	Description	Position Voice Guide Language	Waiting Voice Guide Number	Waiting Voice Guide Duration (ms)	Acknowledge Voice Guide Number	Acknowledge Voice Guide Duration (ms)
54090	rsiUser_54090		810	90000	810	30000



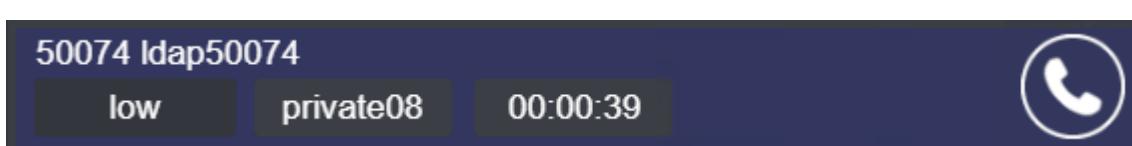
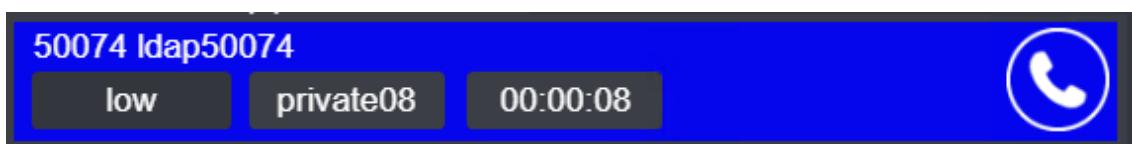
is the Pickup Call button:

If the user is idle and presses the Pickup Call button, the call is moved to the softphone widget and the user is in conversation with the caller.

You can perform the same action by pressing the shortcut key << / >> on your keyboard (only for Incoming Calls queue).

3.2.2 Private or shared queues

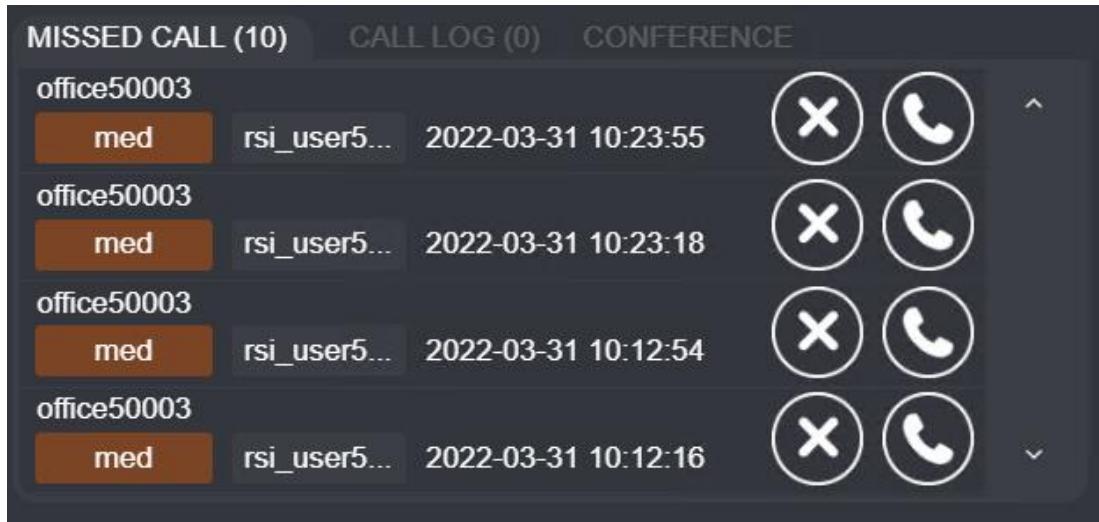
The calls transferred to the Private or Shared Rsi are displayed like that:



The line is flashing with the color of the priority associated to this Rsi queue

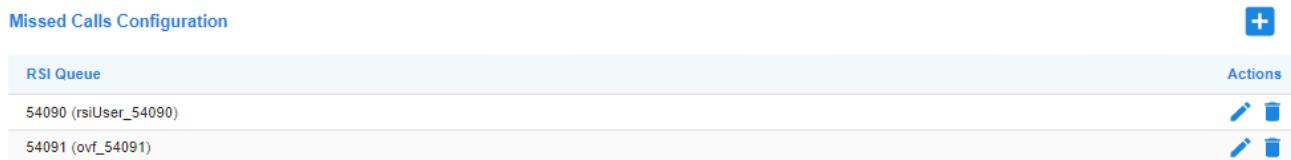
3.3 Missed calls widget

Missed calls are displayed in the Missed Call queue widget:



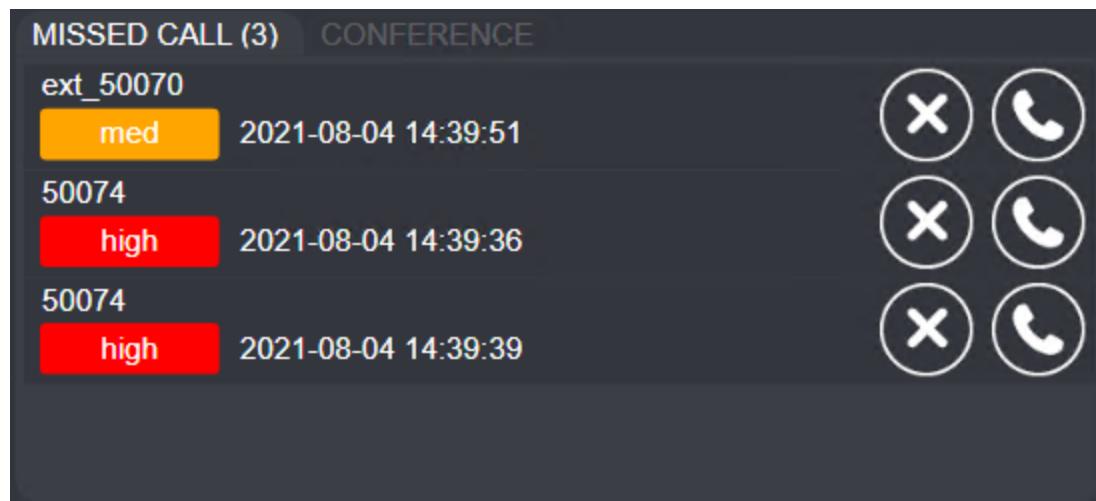
The Missed Call queue widget displays a list of 10 missed calls. Each entry shows the caller ID ('office50003'), the priority ('med'), the recipient ('rsi_user5...'), and the timestamp ('2022-03-31 10:23:55', '2022-03-31 10:23:18', '2022-03-31 10:12:54', '2022-03-31 10:12:16'). To the right of each entry are two circular icons: one with a white 'X' and one with a white telephone receiver. The entire list is scrollable, indicated by up and down arrows on the right side.

Missed calls are filtered according to the RSI queues configured in the Missed Calls Configuration of Users edition:



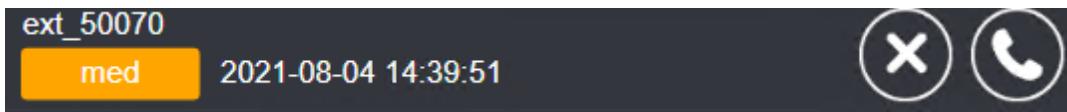
The Missed Calls Configuration screen shows a list of RSI Queues. The columns are 'RSI Queue' and 'Actions'. The 'Actions' column contains icons for edit and delete. The list includes '54090 (rsiUser_54090)' and '54091 (ovf_54091)'. A blue '+' button is located at the top right.

Missed calls are shown as below:



The Missed Call queue widget displays a list of 3 missed calls. The first entry is 'ext_50070' with priority 'med' (orange box) and timestamp '2021-08-04 14:39:51'. The second entry is '50074' with priority 'high' (red box) and timestamp '2021-08-04 14:39:36'. The third entry is '50074' with priority 'high' (red box) and timestamp '2021-08-04 14:39:39'. To the right of each entry are two circular icons: one with a white 'X' and one with a white telephone receiver.

For a missed call:



med

is the priority of the missed call.



is used to delete the missed call from the list.

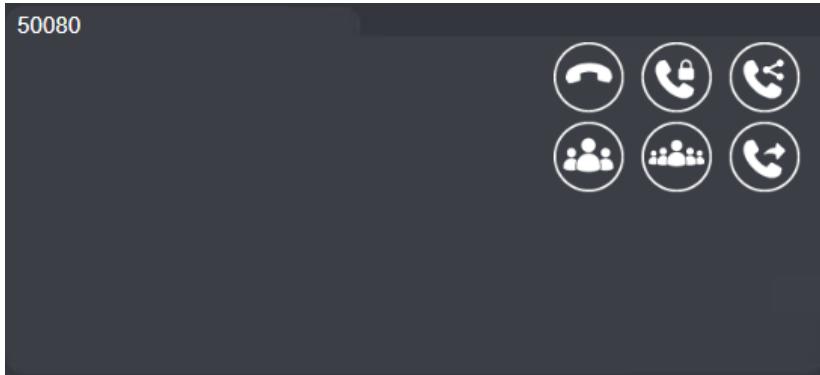


is used to perform a call to the missed call number.

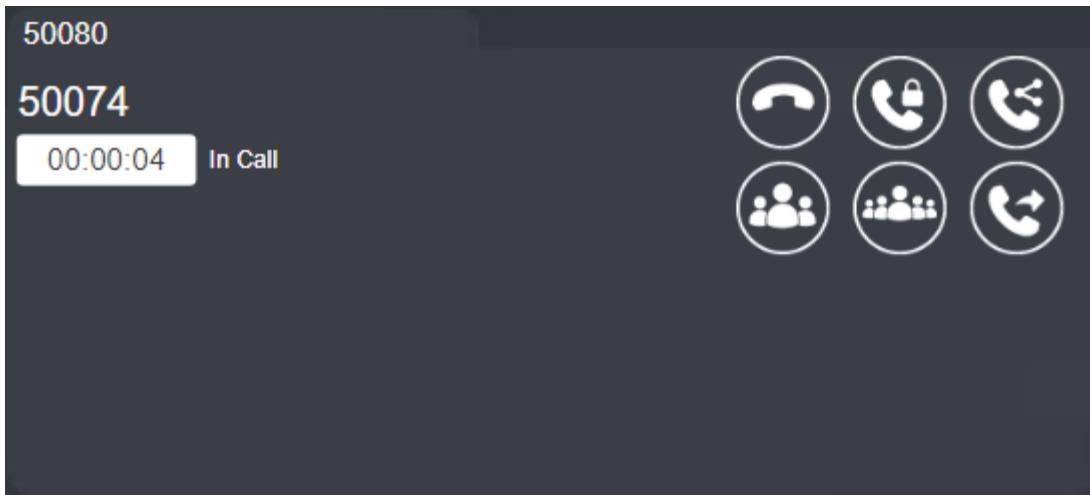
3.4 Softphone widget

The emulation of user's phone is displayed in the middle of the screen.

When user's phone is idle, the following screen is displayed (buttons are disabled):

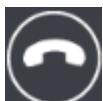


When the user is in conversation, the following screen is displayed:





are the call information



is used to hang up a call. The associated shortcut key is << . >>



is used to transfer the call to the private queue. The associated shortcut key is << - >>



is used to transfer the call to the shared queue.

Private queue and shared queue are displayed either in “Incoming Calls” or “Hold Calls” according to the user configuration:

RSI Queue	Mode	Alarm	Duration of alarm (s)	Category	Priority	Event Http Request	Actions
54044 (user88)	USER	audio/Disco.wav	30	incoming	3 (high / darkred)	displayWebPage	
54042 (shared)	SHARED			hold	2 (med / darkorange)		
54045 (private88)	PRIVATE			hold	1 (low / darkblue)		

The “USER” queue is associated to this user.

The “PRIVATE” queue is only visible and accessible by this user.

The “SHARED” queue is visible by several users.

The “SUPERVISION” queue is supervised by several users.



is used to perform on OXE 3-party conference



is used to perform on SoftCMP N-party conference (the user is configured in Softphone configuration, action is transfer_conference)

Softphone Configuration

line/col	Action Parameter Name	Action Parameter Value	Actions
1/1	release		
1/2	rsi_private	54045 (private88)	
1/3	rsi_shared	54042 (shared)	
2/1	conference		
2/2	transfer_conference	#\$VAR(userPhoneNumber)	
2/3	transfer		



is used to transfer the current call. The associated shortcut key is << * >>

3.5 Call logs widget

Call log are displayed in this part:

MISSED CALL (1)	CALL LOG (18)	CONFERENCE
50004 2022-04-07 17:10:18		X
50074 2022-04-19 15:33:58		X
50074 2022-04-19 15:35:11		X
50074 2022-04-19 15:37:00		X

3 call events are logged:



is the outgoing call



is the incoming call



is the missed call on the phone set.

3.6 Conference widget

When a call is transferred to the SoftCMP N-party conference, this call is displayed in the conference widget:

MISSED CALL (4)	CONFERENCE
50074	mute
	unmute
	speaker
	end call
	message



allow to control the audio level.



allow to transfer this call to another number



allow to mute or unmute the microphone



allow to mute or unmute the audio



allow to retrieve this call



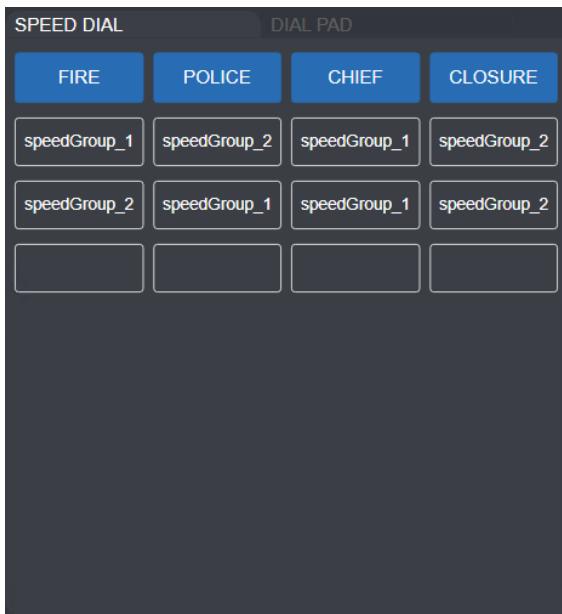
allow to release this call



allow to make a private call between the master of conference and this caller.

3.7 Dialpad/speeddial widget

The dial pad/speed dial widget is displayed in the right of the screen:



The four blue buttons are always visible in both dial pad mode and speed dial mode:



These buttons are defined in Speed Dial Permanent Buttons tables:

Name	Speed Dial Template	Summary
speedDialPermanent	default	(4 buttons)
speedDialNoPermanent	operator	(0 buttons)

The upper white speed dial panel (location) allow user to open the destination number of the selected location (grey button).

User can switch between these two views by pressing one of the two upper buttons.



DTMF

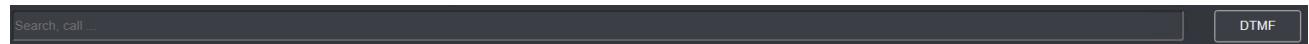
In dial pad mode, the button  allow to send digit. The default associated shortcut key is << + >>

In Operator interface, with DTMF enabled, press “Enter” key in the dialing field to send digit.

In Lite interface, with DTMF enabled, each digit is send automatically once entered.

3.8 Search dialing panel widget

The LDAP search or dialing is available in this panel:



The LDAP search starts after entering 3 letters

The result is shown as below:

Ida	Last Name	First Name	number
▼	ldap50074	Roger	50074
▼	ldap50003	Jane	50003
▼	ldapAgent50102	Rémi	50102

If the field contents only digit, press Enter key to perform a make call.



When the number is supervised by OXE and by O2G, a chip of color is added before the number. This is the status of the number when the search has been done.

4. Dispatch Console statistics

4.1 Overview

The dispatch console system generates statistics regarding:

- Login, logout
- Calls tickets (calls arrived on controller phone)
- Rsi tickets (this is similar as queue tickets)

4.2 Login logout ticket

This information is provided in order to know when controller logs into application and leaves.

Here is information available:

sessionId : mandatory, this information identify the websocket session, it is unique and allow correspondence with logout ticket

deviceNumber : number of the phone

TS : Timestamp of the ticket (number of second since 1/1/1970)

ipAddress : the ip address (web browser) that generate this ticket

isLogon : Boolean that identify a logon (true) or a logout (false)

duration : zero if this is a login and duration of the session when the ticket is a logout

userAccount : name of the account that is connected

4.3 Call Ticket

These elements are provided in order to know the origin of the call and the end of this call. A call could have multiple ticket, the ticket is representing operation of a call when it is on a controller. Here is information available:

ref : internal key for database

callRef : call identifier provided by OXE

callType : could be incoming outgoing or unknown

arrivalTS : arrival timestamp get when the call is presented to controller

endOfCallTS : timestamp when the call is no more on the controller (this call could be on another controller or back on a rsi)

deviceNumber : number of the controller that manage the call

otherDevice : the other device that is involved in the call (could be the caller or the called depending of the type of call)

ringDuration : time this call has stayed in ringing state

heldDuration : time this call has stayed in held state

activeDuration : time this call has stayed in communication state

cause : cause of the end of call (could be transfer, remote_clear, empty ...)

destination : where the call has been redirected. Could be empty if the call has not be redirected

initialCalled : the number initially called

4.4 RSI Ticket

These elements are provided to understand how many calls arrive on specific RSI queues. Here is information available:

ref : internal key for database

callCrid : unique routing session identifier, provided by oxe

callRef : unique identifier of the call, provided by oxe

callingNumber : number of the caller

calledNumber : number requested by the caller

rsiNumber : rsi number that handle the call
arrivalTS : timestamp of call arrival on rsi
destination : destination of the call
callTag : internal information associated with the call
duration : duration of the routing (depend of when a controller picks up the call)

4.5 Conference Ticket

These elements are provided to detail what happen during a conference.

4.5.1 Conference info

Id : internal identifier
Duration : duration in seconds of the conference
Conference : number of the conference would be the same as controller
conferenceId : unique id of the conference
originatedBy : caller number that is first put in conference
starts : timestamp of the start of the conference
endTS : timestamp of the end of conference

4.5.2 Conference call info

These tickets are generated if the softcmp conference parameter bdd.saveConferenceDetails is set to true.

Id : internal identifier
callRef : unique identifier of call
activeDuration : duration of communication state
heldDuration : duration of held state
ringDuration : duration of ringing state
callType : calltype of the call
conference : conference number should be the same as controller
conferenceId : unique identifier of conference
phoneName : name of the participant
phoneNumber : number of the participant
referTo : caller that has been put in conference
startTS : timestamp of the entrance in conference
endTS : timestamp of the end of conference for this device
transferTo : transfer destination of a caller in conference

4.5.3 Conference call info

These tickets are generated if the softcmp conference parameter bdd.saveConferenceDetails is set to true.

Id : internal identifier
audioState : state mute or not
callState state of the call HpOnMicOn, HpOffMicOn, HpOnMicOff, HpOffMicOff
cause : cause of call release UserBusy, UserHS, UserForwarded, ServerHS, WrongNumber, CallReferred CallTransferred
conferenceId : unique identifier of the conference
conferenceMode : Constant : “conference”
conferenceNumber : number of the conference should be the controller number
phoneName : name of the participant
phoneNumber : number of the participant
role : role of this leg : Participant, Master, Supervisor
TS : timestamp of the change

transferTo : transfer destination
type : type

4.6 Account to access statistics

In order to access these information, you must create a new account into the database. To do it, connect to dispatch console server and add in a terminal:

```
mysql -u root
```

you should have enter the database subsystem (replace ‘stat’ and ‘123456’ by your own credentials)

```
CREATE USER 'stat'@'%' IDENTIFIED BY '123456';
```

where ‘stat’ will be the name of the account and ‘123456’ the password. Choose carefully these credentials for safety reason

```
GRANT ALL PRIVILEGES ON statistics.* TO 'stat'@'%' WITH GRANT OPTION;
```

where stat is the name of account you choose, and statistics is the name of the database where data are located. Don’t change “statistics” name

```
FLUSH PRIVILEGES;
```

commit your modification

```
exit
```

exit the database subsystem.

5. Dispatch console configuration

Here a global description of the dispatch console configuration, available in the file
/etc/nginx/html/DispatchConsoleOperator/config/config.json

The modification must be done with caution.

The json format must be respected.

A refresh of the Dispatch Console interface is mandatory after modifications.

5.1 Ldap rest section

```
"ldaprest": {  
    "fieldsMapping": {  
        "name": {  
            "field": "cn",  
            "displayed": true,  
            "width": "20%",  
            "label": "Last Name"  
        }  
    },  
    "fieldsSeparator": ",",  
    "protocol": "https",  
    "displayName": "name",  
    "filter": "(%7C(CN=:searchText*)(telephoneNumber=:searchText))",  
    "key": "key used in displayName",  
    "mandatory": "mandatory",  
    "list": "the list of the \"fieldsMapping\" which displayed in the result",  
    "notUsed": "not used",  
    "size": "used only if \"displayed\" option is \"true\"; the size of the column",  
    "sub": "if \"true\", this field is displayed, if \"false\", this field is displays in a sub menu",  
    "title": "this label displayed in the result."}
```

```

"host": "172.27.135.45",
"prefixToRemoveInSearch": "",

"searchBase": "",
"path": "search",
"port": "444"
}

```

- ➔ mandatory field fill by installation process
- ➔ if the searchText includes this prefix, this prefix will be removed from search (example 002123456789 if prefix is 0 the search will be 02123456789)
- ➔ the name of the ldap base
- ➔ mandatory
- ➔ mandatory

5.2 Popup section

```

"popup": {
  "size": "width=1900,height=950"
}

```

The “mapserver” section is not yet used.

5.3 Audio notification section

This following section is applied for the audio alarm played on the web browser.

```

"notification": {
  "foregroundDisplay": true, ➔ not used
  "audio": true, ➔ mandatory
  "ringMode": "ALWAYS", ➔ not used
  "timeout": 30000, ➔ timeout for the duration of the alarm, if the duration of audio file is less
                than this timeout, the audio file will play in loop.
  "browser": true ➔ not used
}

```

5.4 Dialing option section

```

"dialingOption": {
  "redial": { ➔ this section is applied for the redial button of missed calls and call log
    "internalLength": "5", ➔ if the number of digits is greater than this “internalLength” option the
                            “externalPrefix” will be applied to dialing this phone number
    "externalPrefix": ""
  },
  "ldap": { ➔ this section is applied for the link of phone numbers
    "internalLength": "5", ➔ if the number of digits is greater than this “internalLength” option the
                            “externalPrefix” will be applied to dialing this phone number
    "externalPrefix": ""
}

```

5.5 Dispatch console section

```

"widgetOption": {
  "shortcutReleaseCall": ".",
  "showDialPad": true, ➔ key shortcut to release call
  "queue2Name": "hold", ➔ if “true”, the dial pad tab is displayed
  "showMapButton": false, ➔ mandatory
  "shortcutDTMF": "+", ➔ not used
  "showConferenceWidget": true, ➔ key shortcut to activate DTMF feature
  "displayWebSocketEvent": false, ➔ if “true”, the conference tab is displayed
  "showLdapResult": true, ➔ mandatory
  "emptyNumberLabel": "No Number", ➔ if “true”, the ldap result is displayed
  "showSpeedDial": true, ➔ display this string in case of the number is empty
  "queue1Name": "incoming", ➔ if “true”, the speed dial tab is displayed
}

```

- ➔ key shortcut to release call
- ➔ if “true”, the dial pad tab is displayed
- ➔ mandatory
- ➔ not used
- ➔ key shortcut to activate DTMF feature
- ➔ if “true”, the conference tab is displayed
- ➔ mandatory
- ➔ if “true”, the ldap result is displayed
- ➔ display this string in case of the number is empty
- ➔ if “true”, the speed dial tab is displayed
- ➔ mandatory

```

"intrusionAuthorised": true,           ➔ if "true", if a dispatch console user wants to call an other
                                         dispatch console user who is busy, a message will be displayed to
                                         be in conversation with this busy user.
"intrusionSuffix": 4,                  ➔ not used
"autopickup": "all",                  ➔ if "all", the incoming call from the queues and in the user phone
                                         set is automatically answered.
                                         ➔ If "rsi", only incoming call from the queues is automatically
                                         answered.
"shortcutPickup": "/",                ➔ key shortcut to pick up the first call from the incoming queue.
"shortcutRSIprivate_TakeCall": "-",    ➔ key shortcut to transfer the current call to the private queue.
"shortcutTransfer": "*"               ➔ key shortcut to transfer the current call in the hold call
}

```

5.6 Phone number formatter

The number formatter section allows the administrator to change dynamically number presented into the interface.

For example the first rule named "France" show two entries, a 10 digits length that does nothing and a 11 digits. The 11 digits rule checks if the number starts with 33, in this case the system will remove the two first digits and add a 0 in front. For example, if a call enters the system with 33612345678 as number the system will remove the 33 and add a 0. The final number displayed will be 0612345678

```

"numberFormatter": [
  {
    "label": "france",
    "rules": [
      {
        "length": 10
      },
      {
        "length": 11,
        "starting": "33",
        "remove": 2,
        "add": "0"
      }
    ]
  },
  {
    "label": "international",
    "rules": [
      {
        "minlength": 13,
        "starting": "00",
        "remove": 2
      }
    ]
  }
]

```

Parameter that are allowed in each rule section:

- length : exact length of the number
- Minlength : minimum length of the number (not valid if length is specified)
- Maxlength : maximum length of the number (not valid if length is specified)
- Starting : starting string of the number
- Remove : number of digit to remove
- Add : string to add after remove operation