PhoneView

CISCO
Compatible

PhoneView Version 7 New Features

Non Disruptive Call Testing Using Virtual Softphones to Emulate Endpoints

PhoneView can now facilitate additional, non "End User" associated, endpoints to provide testing devices which do not interfere with user calling activity, all from a single PC.

For example;

- Provides a single solution for interactive testing
- Eliminate the need for multiple PC's or physical devices when testing
- Test multiple Cisco Jabber user devices together
- Test advanced features (i.e. Monitor & Record)
- Perform complex dial-plan and feature tests
- Test audio/video calls between clusters
- No need to reconfigure your own personal Cisco Jabber instance
- Place test calls into Voice Mail & IVR systems, for example Cisco UCCX Contact Centre

Included in your PhoneView version 7.0 license will be a single virtual phone which will allow you to register a Cisco Jabber endpoint locally for testing.

Remote Control of Cisco Softphones (Cisco Jabber & IP Communicator) From Within PhoneView

UnifiedFX have embedded Cisco Jabber inside PhoneView and are now able to register multiple Jabber instances on a single PC. So, it is now possible to use PhoneView to register and control multiple endpoints (across multiple clusters if required) on CUCM, literally no need for Physical phones, just a single PC running PhoneView.

The new PhoneView licensing model will accommodate a matching Softphone count for every physical end point purchased. For example, if you purchase a PhoneView 10,000 phone license you will also receive a matching 10,000 Softphones at no additional charge.

This will enable you to;

- Work with physical and softphones together in a single interface
- Deliver remote assistance and testing for softphones without the need for exposing a full PC desktop
- Offer Multi Cluster support, register Cisco Jabber instances with different CUCM systems
- Register multiple "real" Cisco Jabber instances on a single PC. Each instance is a full controllable CTI endpoint
- Support two way Audio and Video calling for each Cisco Jabber Instance
- Have the ability to register any users Cisco Jabber device locally
  - Test users Cisco Jabber device when user offline
  - Test/Validate 3rd party call control/applications
  - Avoid re-configuring personal Cisco Jabber instance
  - Inject/Record Audio/Video (Standard Windows App)

Should you wish to extend your virtual phone capability you will be able to optionally purchase additional virtual phone capacity.

UnifiedFX

PhoneView Version 7 New Features
UCCX Integration

Version 7.0 New Features

Remote Control of Softphones
(Cisco Jabber &
IP Communicator)
From Within PhoneView

Non Disruptive Call Testing
Using Virtual Softphones
to Emulate Endpoints

Remote Control of
UCCX Agents From Within
PhoneView

Non Disruptive Agent Testing
Using Emulated UCCX Agents

System Requirements

- Microsoft .Net 4.5.2 Full
- Microsoft Windows 7/8/10
- 1.6GHz CPU or greater
- 4GB Ram
- 1 GB Disk Space

Remote Control of UCCX Agents From Within PhoneView

PhoneView version 7.0 has the ability to control UCCX Agents from inside PhoneView and is able to register multiple UCCX Agents on a single PC. This can be used to facilitate testing with operational contact centre agents in real time. The new PhoneView licensing model by default will allow control of 10 configured agents and additional agents can be purchased if required.

This will enable you to;

- See real time Agent status
- Login or logout any Agent
- Set the state of any Agent
- Support multiple UCCX systems and High Availability
- Listen in to Agents remotely

Non Disruptive Agent Testing Using Emulated UCCX Agents

Using the Virtual Softphone facility within PhoneView we can now provide registering and control of virtual Contact Centre Agents to provide non-intrusive testing of Agent Contact Centre functionality.

Included in your PhoneView version 7.0 license will be a single virtual agent which will allow you to register one agent locally for testing. Should you wish to extend your testing capabilities and build more sophisticated test scenarios you will be able to optionally purchase additional virtual agent capacity.

This will enable you to;

- Perform End-to-End testing of your UCCX Systems
- Validate & Test UCCX Scripts and their Interactions
- Test ACD & Agent "Skills Based Routing"
- Test Queue Overflow
- Test Supervisor operations
- Test UCCX Monitor/Recording Systems/Components
- Avoid the need for multiple PCs or physical devices when testing
- Avoid the need to login multiple Finesse browser sessions

Virtual UCCX Agents displaying various call states within PhoneView