

WebLine Media Blender™ Reference Guide



Version 3.0

Contents

Use this *Media Blender Reference Guide* as a resource when setting up and maintaining your Media Blender configuration. This guide provides a complete listing of all properties used to configure all supported CTI drivers. It also describes each of the configuration files used by Media Blender.

Note that this guide is intended only as a reference; for a more procedural approach to setting up Media Blender, see the *Media Blender Configuration Handbook*.

Section 1: Media Blender Properties

[blender.properties](#)

Section 2: WebLine Collaboration Medium properties

[Collaboration.properties](#)

Section 3: ACD/CTI driver configuration

[Aspect driver](#)

- [ACD.aspect.properties](#)

[ASAI driver](#)

- [ACD.asai.properties](#)

[CT-Connect driver](#)

- [ACD.ctc.properties](#)

[JTAPI Media](#)

- [ACD.jtapi.properties](#)

[Lucent ICM Media](#)

- [ACD.icm.properties](#)

[Media Blender Telephony Integration API](#)

- [ACD.socket.properties](#)

[Event Filters](#)

Section 4: Configuration files

[Physical location file](#)

[Agent password file](#)

[Calltype table](#)

[Phantom pool file](#)

[Skills table](#)

[Agent filter file](#)

[Eventbridge map file \(Aspect only\)](#)

[Agent group file \(CSTA switches only\)](#)

[Position ID file \(Nortel switches only\)](#)

Appendix A:Media Blender administration

Appendix B: Media Blender Alerts

[Alerts for all participating media](#)

[Alerts for all ACD media](#)

[Collaboration medium alerts](#)

[Aspect medium alerts](#)

[ASAI medium alerts](#)

[CT-Connect medium alerts](#)

[JTAPI medium alerts](#)

[Media Blender Telephony Integration API medium alerts](#)

[Trailhead medium alerts](#)

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Section 1: Media Blender Properties

This section describes the properties used in the Blender Properties file. The Blender properties is typically called blender.properties file must reside in the <webline dir>\servlet\properties\blender.

Use the properties file to:

- Identify Media Blender
- Identify the logfile and path
- Identify participating media
- Specify Media Blender threads
- Specify whether Media Blender starts with JWS
- Set up email alert notification

In addition, you use this properties file to [configureCTI event filters](#). (The default Media Blender configuration is set to share all events, which will be ideal for most configurations. You may, however, decide to alter certain event filters based on your particular installation.)

blender.properties

You configure the behavior of Media Blender in a properties file that resides in the <weblines dir>\servlet\properties\blender directory. This file is typically called blender.properties. You identify this file using the InitFile property of the Blender servlet on the Java Web Server (JWS).

You use this file to configure and improve the performance of Media Blender. You also use this file to define all media in your configuration to Media Blender (see Medium property, below.)

Use each property only once in each properties file. If you include a property more than once in a file, Media Blender automatically recognizes the setting in the last occurrence of the property, overwriting the value in preceding occurrences.

Be sure to enter all properties in either all uppercase or all lowercase letters.

You can set the following properties in the Blender properties file:

Identify Media Blender

name=

Display only. Identifies this Media Blender.

licensekey=

Required. This property displays the license key (serial number) for Media Blender. This number is automatically entered by the installation program.

Identify the logfile and specify logfile format:

logpath=

Property type: String

Default value: none

Required. This property identifies the path for the location of the log files. The value here should consist of a directory path name. Typically, this directory is named Logs and is located under the WebLine install directory. If this property is empty, no log files will be stored on the disk. Note that value you enter here must end with a forward slash (/).

Example:

```
C:/WebLine/Logs/
```

logfiletimestamp=

Property type: Boolean

Default value:true

This property determines whether Media Blender appends log file names with the date and time of creation. Log-1999-07-31-7-12_1.log

verbose=

Property type: Integer

Default value: 1

This property indicates the level of verbosity of logged messages. Acceptable values are:

1 -- Urgent

2 -- Critical

3 -- Important

4 -- Informational

Note that, if the verbosity level is set too high, the system generates large log files, which impacts system performance and will cause files to rotate frequently.

loglines=

Property type: Integer

Default value: 20000

This property type sets the maximum number of lines per log file.

logcount=

Property type: Integer

Default value: 2

This property specifies a maximum number of log files. Each time a log is create, Media Blender assigns it a unique name by appending the number

Identify participating media

medium#=

Property type: Filename

Default value: none

Required. This property identifies the properties files for all media used with this Media Blender. When specifying media, number each medium sequentially, beginning with 1. In addition, be sure to list the queuing medium last.(In most cases, this will be Collaboration.properties.) Note that these properties files must exist in the same directory as blender.properties.

Example:

```
medium1=ACD.aspect.properties
```

```
medium2=Collaboration.properties
```

Specify the number of threads used by Media Blender

commandhandlers=

Property type: Integer

Default value: 100

This property indicates the number of threads normally used by this Media Blender. WebLine recommends using a value of 40 or greater. Higher values improve performance at high call volume.

commandhandlersceiling=

Property type: Integer

Default value : 500

This property indicates the maximum number of threads this Media Blender can use. We recommend using a value of 500 or greater. The value -1 indicates no limit.

Specify whether Media Blender should start with JWS

autostart=

Property type: Boolean

Default value: false

This property indicates whether to start Media Blender and all media when the Java Web Server and the Blender servlet are started. Do not set this property to true until you are sure that all of your media are properly configured. If set to false, Media Blender is started from the Blender Control panel. (See online help for the Media Blender Control Panel.)

Set up alert notification

emailnotify=

Property type: Boolean

Default value: false

This property turns alert notification off and on. Set this property to true if you want to email alert notices. Set this property to false if you do not want to email alert notices.

emailnotifyheader=

Property type: String

Default value: none

This property allows you to specify a text file to be appended to the beginning of the email alert notice.

emailnotifyfooter=

Property type: String

Default value: none

This property allows you to specify a text file to be appended to the end of the email alert notice.

emailnotifsmtppserver=

Property type: String

Default value: None

This property identifies the SMTP server used to deliver the alert notice.

emailnotifyfrom=

Property type: String

Default value: blender@<localhost>

This property specifies an email address that will appear in the From field on the email.

emailnotifyto=

Property type: String

Default value: None

Required. This property specifies an email address to which the alert notices will be sent. You can enter a comma-separated list of several email addresses, to send the notification to more than one recipient.

emailnotifysubject=

Property type: String

Default value: None

This property contains the text to be inserted in the subject field when no new Blender alerts are listed.

emailnotifytimeoutminutes=

Property type: Integer

Default value: 1440 minutes (one day)

This property specifies the amount of time (in minutes) between email messages. This property must be set to 15 minutes or higher.

emailnotifyonmessages=

Property type: Boolean

Default: True

This property specifies whether messages will be sent automatically to the email recipient. Messages differ from email alert digests in that they are one-time only events. (For instance, the message *Startup complete* will be sent on Blender Startup. The message *Shutdown complete* will be sent when Blender is shut down.)

emailnotifyonnewalerts=

Property type: Boolean

Default: True

This property specifies whether to send a message when a new alert occurs.

emailnotifyoncurrentalerts=

Property type: Boolean

Default: True

This property specifies whether to send a message when the time specified in the `emailnotifytimeoutminutes` expires.

emailnotifyondroppedalerts=

Property type: Boolean

Default:true

This property specifies whether to send a message when an alert is dropped.

Section 2: WebLine Collaboration Medium properties

WebLine Media Blender can be configured to communicate with the WebLine Collaboration Medium (WCS). This section discusses these tasks:

- Specify the login ID, password, and privilege of the Blender Agent
- Identify the WCS connection
- Configure multiple Media Blenders
- Identify error HTML pages

Collaboration.properties

You configure WCS behavior in a properties file that resides in the \<WebLine dir>\servlet\properties\blender directory. (You identify the filename for this properties file using the Medium property in the Media Blender properties file.) Typically, this file is named Collaboration.properties (where xx indicates version number.) Use this properties file to determine which events WCS can accept and share. See [Event Filters](#) for more information about event filter parameters.

In addition to event parameters, Collaboration.properties contains the properties listed below.

NOTE: Use each property only once in each properties file. If you include a property more than once in a file, Media Blender automatically recognizes the setting in the last occurrence of the property, overwriting the value in preceding occurrences.

Unless otherwise noted, you can enter these properties in all uppercase or all lowercase letters.

name=

Display only. This property identifies the medium.

package=

This property identifies the Java package name of this Blender medium. In this file, it must be set to Com.Weblin.Blender.Weblin. This package must be accessible to the Java Web Server through its CLASSPATH.

Specify the log in ID, password, and privilege of the Blender Agent

On the WebLine CollaborationServer (WCS), you set up a *Blender Agent*, which is the agent used by Media Blender to log in to the WCS. The Blender Agent is set up in the agent database like any other agent, with a username, password, and permanent extension. On the Blender Server, you also identify the Blender Agent using the loginid and loginpw properties in the Collaboration.properties file.

Note: Do not confuse the *Blender Agent* with actual WCS agents who sign onto the switch and the WCS and take calls.

You use the Blender Agent's permanent extension to direct callback requests to the Media Blender. This permanent extension is embedded in the callback request form served to the caller when requesting callback. When the caller fills out and returns the form, the request is routed via the permanent extension number to Media Blender.

The Blender Agent's permanent extension is set to 125 by default on the WCS. (You can change this number if you wish.) This permanent extension also appears in the sample callback HTML page, callFormACD.html.)

loginid=

Property type: string

Default value: none

Required. This property is the username of the Blender Agent on the WCS.

loginpw=

Property type: string

Default value: none

Required. This property is the password for the Blender Agent on the WCS.

Note: You should change the loginid and loginpw properties for security reasons. You must also change the username and password on the WebLine Collaboration Server.

wlapi_privlevel=

Property type: string

Default value: none

This property indicates the privilege level for the WLAPI agent on the WCS.

Acceptable values: 1

Important: This property must be entered in all lowercase letters.

Identify the WCS connection

wlapi_host=

Property type: string

Default value: none

This property indicates the host name or IP address of the WCS.

Important: This property must be entered in all lowercase letters.

wlapi_port=

Property type: integer

Default value: none

This property specifies the port Media Blender uses to connect to WCS. This is typically port 80.

Important: This property must be entered in all lowercase letters.

To configure multiple Media Blenders

These properties enable you to identify an agent filter file, used in a multiple-blender configuration. For more information on the agent filter file, see:

- [Agent filter file](#), in [Section 4: Configuration files](#)
- The *Media Blender Configuration Handbook*, Appendix B: Using Multiple Media Blenders

acceptagenteventsfile=

Property type: filename

Default value: none

This property identifies the file that lists agent IDs for which to accept signon and signoff events. We provide a sample file, agentfilter.properties, in the <weblines dir>\servlet\properties\blender\ directory.

shareagenteventsfile=

Property type: filename

Default value: none

This property identifies the file that lists agent IDs for which signon and signoff events should be shared. We provide a sample file, agentfilter.properties, in the \<weblinedir>\servlet\properties\blender\ directory.

Specify error page URLs

The default pages referred to in this section reside on the Collaboration Server in the /<weblinedir>/pub/html/forms/ directory. In some cases, you may want to alter some of these pages so that they request user information; that way, you can retrieve valuable information about potential customers even when callback is unavailable.

errorurl =

Property type:URL

Default value: /blender/Error.html

This property specifies the URL of the HTML page served when a Blender error occurs. Sample HTML for this page resides on the WCS.

errorqueueurl=

Property type: URL

Default value: /blender/ErrorQueue.html

This property specifies the URL of the HTML page served when an error occurs while queueing a call. Sample HTML for this page resides on the WCS.

errordropurl=

Property type: URL

Default value: /blender/ErrorDrop.html

This property specifies the URL of the HTML page served when Media Blender and WCS are unable to successfully drop a call. Sample HTML for this page resides on the WCS.

Section 3: ACD/CTI driver configuration

You configure the ACD media used by Media Blender by modifying properties set in different files that reside in the `weblinedir>\servlet\properties\blender` directory. The drivers currently available are:

- [Aspect](#)
- [ASAI](#)
- [CT-Connect](#)
- [JTAPI](#)
- [Lucent ICM](#)
- [Blender Socket](#)

For all participating media, you need to:

- Configure properties specific to the media type--Use the Table of Contents on the left to go to descriptions of properties used for each media type.
- [Configure events](#). (The default Media Blender configuration is set to share all events, which will be ideal for most configurations. You may, however, decide to alter certain event filters based on your particular installation.)

Configuring the Trailhead medium

If you are using WebLine's Trailhead (formerly known as DirectRequest), you must also configure properties files for the Trailhead medium on the Media Blender server. Complete information about this properties file appears in *Trailhead Configuration and Administration*.

Aspect driver

Configuring the Aspect driver consists of these tasks:

- [Configuring Aspect properties](#)
- [Configuring EventBridge](#)

[Configure Aspect Properties](#)

You configure Aspect ACDs for use with Media Blender in a properties file that resides in the \<weblinedir>\servlet\properties\blender directory. (You identify this file to Media Blender using the Medium property in the Blender properties file.) This file is typically named ACD.aspect.properties. Use this properties file to:

- Identify ApplicationBridge and its link to Media Blender
- Use EventBridge to blend physical agent signons/signoffs and to detect call alerting
- Specify your CTI strategy
- Set an unanswered threshold for predictive calls
- Use a phantom line CTI strategy
- Use calltypes to determine CTI strategy
- Recognize and queue inbound calls
- Identify VoIP calls
- Enable skills-based routing
- Enable blended agent login
- Set dialing prefixes and filters
- Specify automatic-answer
- Specify acceptable lengths for phone numbers
- Set agent state after each call
- Configure multiple Media Blenders
- Specify error page URLs
- Determine which CTI events the medium can accept and share

Configure Eventbridge

If your Aspect ACD uses EventBridge software, you need to set up a properties file that specifies how each agent or agent group should be monitored. See the [Eventbridge map file \(Aspect only\)](#) section, in [Section 4: Configuration files](#) for more information.

ACD.aspect.properties

You configure Aspect ACDs for use with Media Blender in a properties file that resides in the \<weblinedir>\servlet\properties\blender directory. (You identify this file to Media Blender using the Medium property in the Blender properties file.) This file is typically named ACD.aspect.properties.

Use this properties file to configure Media Blender to work with the Aspect system. This file also determines which events the Aspect ACD medium can accept and share. See [Event Filters](#) for complete information about event filter parameters.

Use each property only once in each properties file. If you include a property more than once in a file, Media Blender automatically recognizes the setting in the last occurrence of the property, overwriting the value in preceding occurrences.

Unless otherwise specified, be sure to enter all properties in all lowercase letters.

In addition to CTI event filter parameters, ACD.aspect.properties contains these properties:

name=

Display only. This property identifies the medium.

package=

This property displays the Java package name of this Blender medium. In this file, it must be set to Com.WebLine.Blender.ACD. This package must be accessible to the Java Web Server through its CLASSPATH.

ctipackage=

Display only. This property specifies which kind of ACD medium to load. In this file, it must be set to com.Webline.Blender.ACD.Aspect.AppBridge.

Identify ApplicationBridge and it's link to Media Blender

socketport=

Property type: Integer

Default value: None

This property identifies the port number used in the Application Bridge setup.

linkid=

Property type: Integer

Default value: None

This property identifies the link ID used in the Application Bridge setup.

delimiter=

Property type: Character

Default value: , (comma)

This property identifies the delimiter used in the Application Bridge setup.

header=

Property type: String

Default value: None

This property identifies the host name used in the Application Bridge setup. Be sure to use correct capitalization for the host name. The Aspect system requires an exact match.

appid=

Property type: Integer

Default value: 0

This property identifies the Aspect application ID.

Use EventBridge to blend physical agent signons/signoffs and to detect call alerting

eventbridge=

Property type: Boolean

Default value: false

This property indicates whether the ACD supports EventBridge software.

Acceptable values: true, false

eventbridgemap=

Property type: String

Default value: eventbridge.properties

This property identifies the properties file Media Blender that contains EventBridge filters. This file is typically named eventbridge.properties and resides in the <weblines dir>\servlet\properties\blender directory. See [Eventbridge map file \(Aspect only\)](#) in [Section 4: Configuration files](#) for information on setting up the eventbridge.properties file

To specify your CTI strategy (if CTI strategy is not determined by call type)

ctistrategy=

Property type: String

Default value: PhantomWaitRelease

This property specifies the CTI Strategy to be used. Use this property only if you are using a single call type. If you are using multiple call types, you must create a Call Type Table to determine CTI Strategy and identify it using the calltypetable property. For more information on CTI strategies, as well as on how to use call types to determine them, see the *Media Blender Configuration Handbook*.

Acceptable values: Predictive, PhantomWaitRelease, and PhantomWaitNoRelease.

To set an *unanswered* threshold for predictive calls

predictivernatimeout=

Property type: Integer

Default value: None

This property specifies the maximum amount of time (in seconds) that the Call Center should allow before declaring a call unanswered. This property is used only with Predictive CTI Strategy.

Acceptable values: 2-digit numeric

Use a phantom line CTI strategy

If you decide to use a phantom line strategy with your Aspect Callcenter, keep in mind that the phantoms you set up must be physical phones and have corresponding listings in [agents.properties](#) and [passwords.properties](#).

phantompool=

Property type: String

Default value: none

This property specifies the name of the file that lists phantom extensions. See the Switch Administrator for the name of this file.

For more information on setting up a phantom line file, see:

- [Phantom pool file](#) in [Section 4: Configuration files](#)
- *The Media Blender Configuration Handbook*

Acceptable values: true, false.

phantomalertthreshold=

Property type: integer

Default value: 5

This property determines when Media Blender sends an alert regarding phantom lines being unavailable. When a call is queued to a phantom strategy and all phantom lines are being used for other calls, Media Blender holds the call request until a phantom line is available. The number you enter in `phantomalertthreshold`, however, lets you specify the number of calls Media Blender will hold under these circumstances before sending an alert message.

Use calltypes to determine CTI strategy

calltypetable=

Property type: String

Default value: none

This property specifies the name of the file that maps call type codes to CTI Strategies. Include this property only if you are using multiple call types. If you are using only one call type, define your CTI Strategy in the `ctistrategies` property.

For more information on setting up a Call Type Table, see [Calltype table](#) in [Section 4: Configuration files](#).

calltypefield=

Property type: String

Default value: USER1

This property specifies which field on the callback page contains the call type code. Include this property only if you are using multiple call types.

If you are using WCS release 3.0:

Enter this value in the calltypefield property...	...to indicate this Appl field on callFormACD.html
USER1 (default)	Appl1

Note that, with WCS 3.0, you can also define a unique calltype variable on the callback page. If you do so, be sure to point to the correct variable using the `calltypefield` property in your ACD properties file.

For WCS release 2.51:

Enter this value in the calltypefield property...	...to indicate this ApplStr field on callFormACD.html
USER1 (default)	Appl1
USER2	Appl2
USER3	Appl3
USER4	Appl4

Make sure you must enter the `calltypefield` property values using all uppercase letters.

For more information on setting up your callback page, see the *Media Blender Configuration Handbook*.

Recognize and queue inbound calls

queuetrunkcalls=

Property type: Boolean

Default value: None

This property specifies whether Media Blender should queue inbound calls. This property is used for call-monitoring via the Media Blender API.

To identify VoIP calls

callidsearchorder=

Property type: String

Default value: None

This property determines the search order for matching an incoming call to an existing session. You must specify both the type of call-associated information and the type ID it contains. For example, you might enter *ani-ip* to specify that you want to search the call's ANI for the IP address of the caller. Use this property only in conjunction with a VoIP medium.

Enter the call-associated information code, followed by a hyphen, followed by the session type code.

Valid call information codes are:

Call Information	Description
ani	Automatic Number Identification
uui	User-to-User Information
dnis	Dialed Number Identification Service
digits	Dialed digits
ucid	Universal Call Identification
other	Reserved

Valid session type codes are:

Session type	Description
blender	ID generated by Media Blender
ip	IP address of the caller
did	Direct Inward Dial call
aspect	Aspect Call Tracking ID
lucent	Lucent UCID
other	Reserved

routerrequest(x)=

Property type: String

Default: none

This property specifies the type of call-associated information to extract from Data Variable in the Call Information Message (CIM) from the switch. This information is extracted from the CIM when the SEND DATA command is executed in the CCT that routes incoming trunk calls. (See the *Media Blender Switch Administrator's Guide: Aspect CallCenter* for more information). There are 5 routerrequest properties, which correspond to the Data Variables, as follows:

Property	CIM Data Variable
routerequesta=	Data Variable A
routerequestb=	Data Variable B
routerequestc=	Data Variable C
routerequestd=	Data Variable D
routerequeste=	Data Variable E

Acceptable values are:

Value	Description
called	The recipient of the call (i.e. the DNIS number)
caller	The originator of the call. This may be the IP address (in a Voice-Over-IP call) or ANI.
trunkgroup	The trunk group number
digits	DTMF digits
uui	User-to-User Information

routereply(x)=

Property type: String

Default: none

These properties allow you to pass caller information (gathered from the callback page) to the Aspect ACD in a Call Information Message Response (CIMR). This information is passed when the RECEIVE DATA command is executed in the CCT that routes incoming trunk calls. (See the *Media Blender Switch Administrator's Guide: Aspect CallCenter* for more information). There are 5 routereply properties, which correspond to the Data Variables, as follows:

Property	CIMR Data Variable
routereplya=	Data Variable A
routereplyb=	Data Variable B
routereplyc=	Data Variable C
routereplyd=	Data Variable D
routereplye=	Data Variable E

To use these properties, first identify the type of caller information you want to pass to each variable and locate the HTML field in which that information will appear in the callback form. For instance, the following property uses the customerFirstName field (from callformACD.html) to pass the caller's first name to Data Variable B:

```
routereplyb=customerFirstName
```

Enable skills-based routing

skilltable=

Property type: Filename

Default value: none

This property specifies the name of the file that maps WebLine routing addresses to the routing numbers on the ACD. The routing number for Aspect switches is a Call Control Table (CCT). See the Aspect ACD Administrator to obtain CCT numbers.

For more information on setting up a skills table, see:

- [Skills table](#) in [Section 4: Configuration files](#)

the *Media Blender Configuration Handbook*

Enable blended agent login

These properties enable you to set up blended agent login, so that agents can log in to the switch and the WCS simultaneously. For more information on blended login, see:

- [Physical location file](#) and [Agent password file](#) in [Section 4: Configuration files](#)
- The *Media Blender Configuration Handbook*.

Note: Application Bridge does not show agent signon and signoff events. All signoff events initiated on WCS are blended to the switch. However, signoff events initiated on the switch are not blended to WCS. To blend agent signoff, you must purchase Event Bridge software from Aspect and the Event Bridge Driver from WebLine.

passwordfile=

Property type: Filename

Default value: none

This property specifies the name of the file that maps agents' logical IDs to passwords.

Note: If you plan to use a blended dynamic log on, be sure to comment out this property or remove it from the file. (You can also choose to delete all entries in the password file.)

physicallocationfile=

Property type: Filename

Default value: none

This property specifies the name of the file that maps agents' logical IDs to physical Ds.

Note: If you plan to use a blended dynamic log on, be sure to comment out this property or remove it from the file. (You can also choose to delete all entries in the physical location file.)

signoffonerror=

Property type: Boolean

Default value: false

This property indicates behavior for blended logon to the switch. If the system cannot perform a blended logon to the switch and this property is set to true, Media Blender logs that agent out of all other media as a result.

Acceptable values: true, false.

Set dialing prefixes and filters

Use these properties to establish your local and long-distance dialing parameters. See *Configuring your ACD* in the *Media Blender Configuration Handbook* for more information on how these properties work together.

diallocalprefix=

Property type: Phone Digits, 0-9, *, #

Default value: None.

This property indicates the prefix that must be dialed before a local telephone number.

diallongdistanceprefix=

Property type: Phone Digits 0-9, *, #

Default value: None

This property indicates the prefix that must be dialed before a long-distance telephone number.

dialacdprefix=

Property type: Phone Digits 0-9, *, #

Default value: none

This property sets the prefix that must be dialed before dialing into an ACD queue.

dialspecialprefix=

Property type: Phone Digits 0-9, *, #

Default value: none

This property lets you enter a prefix that can be used instead of the prefix entered in diallongdistanceprefix.

specialdiallist=

Property type: space-delimited list of numbers

Default value: none

This property determines whether Media Blender will assign the prefix specified in the dialspecialprefix property to a phone number. This property contains a list of numbers. If a phone number begins with one of these numbers, Media Blender assigns the prefix specified in the dialspecialprefix property to it. If a phone number does not begin with one of these numbers, the prefix specified in the diallongdistanceprefix property will be used instead.

specialdigitstrim=

Property type: Boolean

Default value: false

This property indicates whether Media Blender should strip the numbers listed in the dialspecialprefix property when placing a call. If this property is set to true and Media Blender detects a call that begins with a number in the specialdiallist, Media Blender strips the prefix (listed in the dialspecialprefix property) when placing the call.

ignoreareacode=

Property type: Phone Digits 0-9, *, #

Default value: none

This property indicates the local area code that is stripped from 10-digit telephone numbers that begin with this area code. This property is required unless the ACD uses a direct long-distance trunk or voice-over-net (VON).

Acceptable values: 3-digit area codes

prefixfilter=

Property type: Space delimited list of phone digits

Default value: 911 900 0 90 212540 976 809

This property defines a set of area codes that should not be called. If the caller enters a callback number beginning with any of these digits, he or she receives an error. The default value is a list of standard toll or emergency prefixes.

Specify automatic-answer

autoanswer=

Property type: Boolean

Default value: false

This property specifies whether Blender causes the agent's phone to automatically answer incoming calls. If the ACD is set to answer automatically, set this property to false. For Phantom CTI Strategies, one of the systems must answer for the agent.

Acceptable values: true, false.

Specify phone number length

permittedphonenumberlength=

Property type: Digits

Default value: 10

This property indicates acceptable lengths for phone numbers (excluding prefixes.) Enter a space-separated list of acceptable lengths. For example, 10 11 indicates that phone numbers can be either 10 or 11 digits long.

If you do not want to check for telephone number length, you can disable this feature by entering a negative number here (e.g. -1)

Specify agent state

postcallstate=

Property type: String

Default value: none

This property indicates the kind of post- call state in which the agent should be placed when a call is ended.

Acceptable values are:

Value	Description
W	Wrap-Up--Calls are held for a time, allowing agent to wrap up business.
A	Available--Allows new call requests for the agent.
I	Idle--Indicates that the agent is not ready to accept new calls.
?	None--Indicates agent's state is not affected.

readyaftersignon=

Property type: Boolean

Default value: false

This property indicates whether the agent is placed in a ready state when logged in.

Acceptable values: true, false.

signoffreleaseready=

Property type: Boolean

Default value: false

This property indicates whether the agent is placed in a "not ready" state just before logging off.

Acceptable values: true, false.

To configure multiple Media Blenders

These properties enable you to identify an agent filter file, used in a multiple-blender configuration. For more information on the agent filter file, see:

- [Agent filter file](#), in [Section 4: Configuration files](#)
- The *Media Blender Configuration Handbook*, Appendix B: Using Multiple Media Blenders

acceptagenteventsfile=

Property type: filename

Default value:agentfilter.properties

This property identifies the file that lists agent IDs for which to accept signon and signoff events. We provide a sample file, agentfilter.properties, in the \<webline dir>\servlet\properties\blender\ directory.

shareagenteventsfile=

Property type: filename

Default value:agentfilter.properties

This property identifies the file that lists agent IDs for which signon and signoff events should be shared. We provide a sample file, agentfilter.properties, in the \<webline dir>\servlet\properties\blender\ directory.

Specify error page URLs

The default pages referred to in this section reside on the Collaboration Server in the /<webLine dir>/pub/html/forms/ directory. In some cases, you may want to alter some of these pages so that they request user information; that way, you can retrieve valuable information about potential customers even when callback is unavailable.

errorurl =

Property type:URL

Default value: /blender/Error.html

This property specifies the URL of the HTML page served when a Blender error occurs. Sample HTML for this page resides on the WCS.

errorqueueurl=

Property type: URL

Default value: /blender/ErrorQueue.html

This property specifies the URL of the HTML page served when an error occurs while queuing a call. Sample HTML for this page resides on the WCS.

errordropurl=

Property type: URL

Default value: /blender/ErrorDrop.html

This property specifies the URL of the HTML page served when Media Blender and WCS are unable to successfully drop a call. Sample HTML for this page resides on the WCS.

errortendigitURL=

Property type: URL

Default value: /blender/ErrorTenDigit.html

This property specifies the URL of the HTML page served when a caller submits a phone number comprised of less than ten digits. Sample HTML for this page resides on the WCS.

errordialprefixurl=

Property type: URL

Default value: /blender/ErrorDialPrefix.html

This property specifies the URL of the HTML page served when a caller submits a phone number with an unacceptable area code. Sample HTML for this page resides on the WCS.

errorassignurl=

Property type: URL

Default value: /blender/ErrorAssign.html

This property specifies the URL of the HTML page served as the result of a problem assigning a call. Sample HTML for this page resides on the WCS.

errornoanswerurl=

Property type: URL

Default value: /blender/ErrorNoAnswer.html

This property specifies the URL of the HTML page served when a predictive call is unanswered. Sample HTML for this page resides on the WCS.

errorbusyurl=

Property type: URL

Default value: /blender/ErrorBusy.html

This property specifies the URL of the HTML page served when a predictive call detects a busy signal. Sample HTML for this page resides on the WCS.

errormachineurl=

Property type: URL

Default value: /blender/ErrorMachine.html

This property specifies the URL of the HTML page served when a predictive call detects an answering machine. Sample HTML for this page resides on the WCS.

errorafterhoursurl=

Property type: URL

Default value: /blender/ErrorAfterHours.html

This property specifies the URL of the HTML page served after normal business hours. Sample HTML for this page resides on the WCS.

ASAI driver

You configure the ASAI driver in a properties file that resides in the \<weblinedir>\servlet\properties\blender directory. (You identify this file to Media Blender using the Medium property in the Blender properties file.) This file is typically named ACD.asai.properties. Use this properties file to:

- Identify the IP address and port number of the MAPD board on the Definity switch
- Indicate whether the switch supports Expert Agent Selection (EAS)
- Indicate whether to ask the switch for agent name
- Monitor agent groups and blend agent signoff
- Specify your CTI strategy (if CTI strategy is not determined by call type)
- Configure predictive dialing
- Use a phantom line CTI strategy
- Use call types to determine CTI strategy
- Identify calls from sources other than the switch
- Recognize and queue inbound calls
- Identify VoIP calls
- Enable skills-based routing
- Enable blended agent login
- Set dialing prefixes and filters
- Specify autoanswer
- Specify acceptable lengths for phone numbers
- Set agent state after each call
- Configure multiple Media Blenders
- specify error page URLs
- Determine which CTI events the medium can accept and share

ACD.asai.properties

The ASAI driver allows you to bypass CTI middleware and communicate directly with an ASAI switch. You configure the ASAI driver in a properties file that resides in the \<weblinedir>\servlet\properties\blender directory. (You identify this file to Media Blender using the Medium property in the Blender properties file.) This file is typically named ACD.asai.properties. This file also determines which events the Aspect ACD medium can accept and share. See [Event Filters](#) for complete information about event filter parameters.

Use each property only once in each properties file. If you include a property more than once in a file, Media Blender automatically recognizes the setting in the last occurrence of the property, overwriting the value in preceding occurrences.

In addition to CTI event filter parameters, ACD.asai.properties contains these properties:

name=

Display only. This property identifies the medium.

package=

This property displays the Java package name of this Blender medium. In this file, it must be set to Com.WebLine.Blender.ACD. This package must be accessible to the Java Web Server through its CLASSPATH.

ctipackage=

Display only. This property specifies which kind of ACD medium to load. In this file, it must be set to com.Webline.Blender.ACD.ASAI.

Identify the IP address and port number of the MAPD board on the Definity switch

hostname=

Required. This property contains the IP address or network name of the Multi-Application Platform (MAPD) on the Definity switch. See the *Media Blender Switch Administrator's Guide: Lucent Definity Generic 3* for more information.

link=

Required. This property indicates the link number used on the MAPD board. This value should match the number entered in the **Link** field on the DLG Administration screen on the Lucent Definity. See the *Media Blender Switch Administrator's Guide: Lucent Definity Generic 3* for more information.

Indicate whether the switch supports Expert Agent Selection (EAS)

expertagentselection=

Property type: Boolean

Default value: true

This property indicates whether the switch supports Expert Agent Selection (EAS).

Indicate whether to ask the switch for agent name

querydirectoryname=

Property type: Boolean

Default value: true

This property indicates whether Media Blender should ask the switch for an agent's name to put in logs and displays. Under very heavy load it may be desirable to turn this default feature off to reduce network traffic.

Monitor agent groups and blend agent signoff

monitorskills=

Property type: Integer

Default value: None

This property allows Media Blender to monitor agent signon/signoff events for each skill group on a Lucent Definity switch. Type a space-separated list of skill groups. This enables blended logout; if an agent logs off the phone, the agent is automatically logged out of Collaboration. Note that this property does not have to be set for blended login or logout to work from Collaboration.

Specify your CTI strategy (if CTI strategy is not determined by call type)

ctistrategy=

Property type: String

Default value: PhantomWaitRelease

This property specifies the CTI Strategy to be used. Use this property only if you are using a single call type. If you are using multiple call types, you must create a Call Type Table to determine CTI Strategy and identify it using the calltypetable property. For more information on CTI strategies, as well as on how to use call types to determine them, see the *Media Blender Configuration Handbook*.

Acceptable values: Predictive, PhantomWaitRelease, and PhantomWaitNoRelease.

Configure predictive dialing

predictivemaxrings=

Property type: Integer

Default value: 7

This property specifies the number of rings that must occur before a predictive call fails. Possible values are 1-15.

predictiveallowmachines=

Property type: Boolean

Default value: false

This property indicates whether to allow answering machines to be queued to agents. You may want to set this property to true to account for PBX or cellular systems that may be interpreted as answering machines to the Call Classifier.

predictivepostanswerclassify=

Property type: Boolean

Default value: false

This property specifies whether or not to use the Lucent Call Classifier after a call has been answered (this property is typically used to detect answering machines.)

Note that not all configurations can detect answering machines. Answering machine detection requires the following:

- Lucent Definity Generic 3 V3 or greater
- Call Classifier TN774B or later, and TN2182. See the CallVisor ASAI Technical Reference for more information.

If your configuration does not include both of these, set this property to false. If you do not set this property to false, you will receive a *Requested Facility not Subscribed/Provisioned* error when a callback is attempted . If you do receive this error, you can either set this property to false, or upgrade the Call Classifier Circuit Packs.

Note that if predictivepostanswerclassify is false, then predictiveallowmachines must be set to true.

Use a phantom line CTI strategy

phantompool=

Property type: String

Default value: none

This property specifies the name of the file that lists phantom extensions. See the Switch Administrator for the name of this file.

For more information on setting up a phantom line file, see:

- [Phantom pool file](#) in [Section 4: Configuration files](#)
- *The Media Blender Configuration Handbook*

Acceptable values: true, false.

phantomalertthreshold=

Property type: integer

Default value: 5

This property determines when Media Blender sends an alert regarding phantom lines being unavailable. When a call is queued to a phantom strategy and all phantom lines are being used for other calls, Media Blender holds the call request until a phantom line is available. The number you enter in `phantomalertthreshold`, however, lets you specify the number of calls Media Blender will hold under these circumstances before sending an alert message.

Use call types to determine CTI strategy

calltypetable=

Property type: String

Default value: none

This property specifies the name of the file that maps call type codes to CTI Strategies. Include this property only if you are using multiple call types. If you are using only one call type, define your CTI Strategy in the `ctistrategies` property.

For more information on setting up a Call Type Table, see [Calltype table](#) in [Section 4: Configuration files](#).

calltypefield=

Property type: String

Default value: USER1

This property specifies which field on the callback page contains the call type code. Include this property only if you are using multiple call types.

If you are using WCS release 3.0:

Enter this value in the <code>calltypefield</code> property...	...to indicate this <code>Appl</code> field on <code>callFormACD.html</code>
USER1 (default)	Appl1

Note that, with WCS 3.0, you can also define a unique `calltype` variable on the callback page. If you do so, be sure to point to the correct variable using the `calltypefield` property in your ACD properties file.

For WCS release 2.51:

Enter this value in the <code>calltypefield</code> property...	...to indicate this <code>Appl</code> field on <code>callFormACD.html</code>
USER1 (default)	Appl1
USER2	Appl2
USER3	Appl3
USER4	Appl4

Make sure you must enter the `calltypefield` property values using all uppercase letters.

Identify calls from sources other than the switch

monitorqueues=

Property type: Integer

Default value: None

This property allows an ACD medium to detect calls originating from outside the switch (i.e. from another switch or a VoIP gateway). Enter a space-separated list of route-point addresses (VDNs on a Lucent Definity. See the Media Blender Switch Administrator's Guide: Lucent Definity Generic 3 for more information.

Recognize and queue inbound calls

queuetrunkcalls=

Property type: Boolean

Default value: None

This property specifies whether Media Blender should queue inbound calls. This property is used for call-monitoring via the Media Blender API.

Identify VoIP calls

callidsearchorder=

Property type: String

Default value: None

This property determines the search order for matching an incoming call to an existing session. You must specify both the type of call-associated information and the type ID it contains. For example, you might enter *ani-ip* to specify that you want to search the call's ANI for the IP address of the caller. Use this property only in conjunction with a VoIP medium.

Enter the call-associated information code, followed by a hyphen, followed by the session type code.

Valid call information codes are:

Call Information	Description
ani	Automatic Number Identification
uui	User-to-User Information
dnis	Dialed Number Identification Service
digits	Dialed digits
ucid	Universal Call Identification
other	Reserved

Valid session type codes are:

Session type	Description
blender	ID generated by Media Blender
ip	IP address of the caller
did	Direct Inward Dial call
aspect	Aspect Call Tracking ID
lucent	Lucent UCID
other	Reserved

Enable skills-based routing

skilltable=

Property type: Filename

Default value: none

This property specifies the name of the file that maps WebLine routing addresses to the routing numbers on the ACD. The routing number for Lucent switches is the Vector Directory Number (VDN). See the Lucent Switch Administrator to obtain VDNs.

For more information on setting up a skills table, see:

- [Skills table](#) in [Section 4: Configuration files](#)
- the *Media Blender Configuration Handbook*

Enable blended agent log in

These properties enable you to set up blended agent login, so that agents can log in to the switch and the WCS simultaneously. For more information on blended login, see:

- [Physical location file](#) and [Agent password file](#) in [Section 4: Configuration files](#)
- The *Media Blender Configuration Handbook*.

passwordfile=

Property type: Filename

Default value: none

This property specifies the name of the file that maps agents' logical IDs to passwords.

Note: If you plan to use a blended dynamic log on, be sure to comment out this property or remove it from the file. (You can also choose to delete all entries in the password file.)

physicallocationfile=

Property type: Filename

Default value: none

This property specifies the name of the file that maps agents' logical IDs to physical Ds.

Note: If you plan to use a blended dynamic log on, be sure to comment out this property or remove it from the file. (You can also choose to delete all entries in the physical location file.)

signoffonerror=

Property type: Boolean

Default value: false

This property indicates behavior for blended logon to the switch. If the system cannot perform a blended logon to the switch and this property is set to true, Media Blender logs out all other media as a result.

Acceptable values: true, false.

Set dialing prefixes and filters

Use these properties to establish your local and long-distance dialing parameters. See *Configuring your ACD* in the *Media Blender Configuration Handbook* for more information on how these properties work together.

diallocalprefix=

Property type: Phone Digits, 0-9, *, #

Default value: None.

This property indicates the prefix that must be dialed before a local telephone number.

diallongdistanceprefix=

Property type: Phone Digits 0-9, *, #

Default value: None

This property indicates the prefix that must be dialed before a long-distance telephone number.

dialspecialprefix=

Property type: Phone Digits 0-9, *,.#

Default value: none

This property lets you enter a prefix that can be used instead of the prefix entered in diallongdistanceprefix.

specialdiallist=

Property type: space-delimited list of numbers

Default value: none

This property determines whether Media Blender will assign the prefix specified in the dialspecialprefix property to a phone number. This property contains a list of numbers. If a phone number begins with one of these number, Media Blender assigns the prefix specified in the dialspecialprefix property to it. If a phone number does not begin with one of these numbers, the prefix specified in the diallongdistanceprefix property will be used instead.

specialdigittrim=

Property type: Boolean

Default value: false

This property indicates whether Media Blender should strip the numbers listed in the `dialspecialprefix` property when placing a call. If this property is set to true and Media Blender detects a call that begins with a number in the `specialdiallist`, Media Blender strips the prefix (listed in the `dialspecialprefix` property) when placing the call.

dialacdprefix=

Property type: Phone Digits 0-9, *, #

Default value: none

This property sets the prefix that must be dialed before dialing into an ACD queue.

ignoreareacode=

Property type: Phone Digits 0-9, *, #

Default value: none

This property indicates the local area code that is stripped from 10-digit telephone numbers that begin with this area code. This property is required unless the ACD uses a direct long-distance trunk or voice-over-net (VON).

Acceptable values: 3-digit area codes

prefixfilter=

Property type: Space delimited list of phone digits

Default value: 911 900 0 90 212540 976 809

This property defines a set of area codes that should not be called. If the caller enters a callback number beginning with any of these digits, he or she receives an error. The default value is a list of standard toll or emergency prefixes.

Specify autoanswer

autoanswer=

Property type: Boolean

Default value: false

This property specifies whether Blender causes the agent's phone to automatically answer incoming calls. If the ACD is set to answer automatically, set this property to false. For Phantom CTI Strategies, one of the systems must answer for the agent.

Acceptable values: true, false.

Specify acceptable lengths for phone numbers

permittedphonenumlength=

Property type: Digits

Default value: 10

This property indicates acceptable lengths for phone numbers (excluding prefixes.) Enter a space-separated list of acceptable lengths. For example, 10 11 indicates that phone numbers can be either 10 or 11 digits long.

If you do not want to check for telephone number length, you can disable this feature by entering a negative number here (e.g. -1)

Set agent state after each call

postcallstate=

Property type: String

Default value: none

This property indicates the kind of post- call state in which the agent should be placed when a call is ended.

Acceptable values are:

Value	Description
W	Wrap-Up--Calls are held for a time, allowing agent to wrap up business.
A	Available--Allows new call requests for the agent.
I	Idle--Indicates that the agent is not ready to accept new calls.
?	None--Indicates agent's state is not affected.

readyaftersignon=

Property type: Boolean

Default value: false

This property indicates whether the agent is placed in a ready state when logged in.

Acceptable values: true, false.

signoffreleaseready=

Property type: Boolean

Default value: false

This property indicates whether the agent is placed in a "not ready" state just before logging off.

Acceptable values: true, false.

Configure multiple Media Blenders

These properties enable you to identify an agent filter file, used in a multiple-blender configuration. For more information on the agent filter file, see:

- [Agent filter file](#), in [Section 4: Configuration files](#)
- The *Media Blender Configuration Handbook*, Appendix B: Using Multiple Media Blenders

acceptagenteventsfile=

Property type: filename

Default value:agentfilter.properties

This property identifies the file that lists agent IDs for which to accept signon and signoff events. If this is blank, all signon and signoff events are accepted. Use this property in configurations that include multiple Blender servers with one Collaboration server. We provide a sample file, agentfilter.properties, in the `<webLine dir>\servlet\properties\blender\` directory.

shareagenteventsfile=

Property type: filename

Default value:agentfilter.properties

This property identifies the file that lists agent IDs for which signon and signoff events should be shared. If this is blank, all signon and signoff events are accepted. Use this property in configurations that include multiple Blender servers with one Collaboration server. We provide a sample file, agentfilter.properties, in the `<webLine dir>\servlet\properties\blender\` directory. S

Specify error page URLs

The default pages referred to in this section reside on the Collaboration Server in the `/<webLine dir>/pub/html/forms/` directory. In some cases, you may want to alter some of these pages so that they request user information; that way, you can retrieve valuable information about potential customers even when callback is unavailable.

popqueueurl=

Property type: Boolean

Default value: True

This property indicates whether an HTML page will be served to inform the caller that his or her call has been placed in the queue.

callqueuedurl=

Property type: Valid URL

Default value: /blender/callqueued.htmlx

This property identifies the URL of the HTML page served to a caller who is queued to wait for an agent. In the default value above, x represents a number indicating how many callers are ahead in the queue. Javascript or CGI can be used to present the number to the caller.

querydirectoryname=

Property type: Boolean

Default value: true

This property specifies whether Media Blender should look up agents names on the Definity database. This option provides better logging displays, but is not recommended for high-volume situations.

agentreasoncode=

Property type: 0-9

Default value: 0

This property indicates the reason for an agent logout or state change. 0 indicates that a reason code is not used. Values 1-9 are configurable codes that indicate to the Definity system why an agent is logging out or changing work state.

errorurl =

Property type:URL

Default value: /blender/Error.html

This property specifies the URL of the HTML page served when a Blender error occurs. Sample HTML for this page resides on the WCS.

errorqueueurl=

Property type: URL

Default value: /blender/ErrorQueue.html

This property specifies the URL of the HTML page served when an error occurs while queueing a call. Sample HTML for this page resides on the WCS.

errordropurl=

Property type: URL

Default value: /blender/ErrorDrop.html

This property specifies the URL of the HTML page served when Media Blender and WCS are unable to successfully drop a call. Sample HTML for this page resides on the WCS.

errortendigiturl=

Property type: URL

Default value: /blender/ErrorTenDigit.html

This property specifies the URL of the HTML page served when a caller submits a phone number comprised of less than ten digits. Sample HTML for this page resides on the WCS.

errormachineurl=

Property type: URL

Default value: /blender/ErrorMachine.html

This property specifies the URL of the HTML page served when a predictive call detects an answering machine. Sample HTML for this page resides on the WCS.

errorbusyurl=

Property type: URL

Default value: /blender/ErrorBusy.html

This property specifies the URL of the HTML page served when a predictive call detects a busy signal. Sample HTML for this page resides on the WCS.

errorassignurl=

Property type: URL

Default value: /blender/ErrorAssign.html

This property specifies the URL of the HTML page served as the result of a problem assigning a call. Sample HTML for this page resides on the WCS.

errordialprefixurl=

Property type: URL

Default value: /blender/ErrorDialPrefix.html

This property specifies the URL of the HTML page served when a caller submits a phone number with an invalid area code. Sample HTML for this page resides on the WCS.

errorinvalidurl=

Property type: URL

Default value: /blender/ErrorInvalid.html

This property specifies the URL of the HTML page served when a caller submits an invalid phone number.

errornoanswerurl=

Property type: URL

Default value: /blender/ErrorNoAnswer.html

This property specifies the URL of the HTML page served when a predictive call is unanswered. Sample HTML for this page resides on the WCS.

CT-Connect driver

You configure the CT-Connect driver for use with Media Blender in a properties file that resides in the `\<webline dir>\servlet\properties\blender` directory. You identify this file to Media Blender using the Medium property in the Blender properties file. (This file is typically named `ACD.ctc.properties`.)

Use this properties file to:

- Identify the CTC server
- Identify the protocol used by the switch
- Specify your CTI strategy
- Use predictive CTI strategy
- Use a phantom line CTI strategy
- Use call types to determine CTI strategy
- Identify calls from sources other than the switch
- Recognize and queue inbound calls
- Identify VoIP calls
- Enable skills-based routing
- Enable blended agent log in
- Set dialing prefixes and filters
- Specify automatic answer
- Specify acceptable lengths for phone numbers
- Set agent state after each call
- Configure multiple Media Blenders
- Configure CSTA and Nortel Switch properties
- Configure Lucent Definity switches
- Specify error page URLs
- Determine which CTI events the medium can accept and share

ACD.ctc.properties

You configure CT-Connect media in a properties file that resides in the \<weblinedir>\servlet\properties\blender directory. You identify this file to Media Blender using the Medium property in the Blender properties file. (This file is typically named ACD.ctc.properties.)

Use this properties file to determine which CTI events the CT-Connect medium can accept and share. See [Event Filters](#) for complete information about event filter parameters.

Use each property only once in each properties file. If you include a property more than once in a file, Media Blender automatically recognizes the setting in the last occurrence of the property, overwriting the value in preceding occurrences.

Unless otherwise specified, be sure to enter all properties in all lowercase letters.

In addition to CTI event filter parameters, ACD.ctc.properties contains these properties:

name=

Display only. This property identifies the medium.

package=

This property displays the Java package name of this Blender medium. In this file, it must be set to Com.WebLine.Blender.ACD. This package must be accessible to the Java Web Server through its CLASSPATH.

ctipackage=

This property displays which kind of ACD medium to load. In this file, it must be set to Com.Weblinedir.Blender.ACD.Ctc.

Identify the CT-Connect server

servername=

Property type: String

Default value: none

Required. This property identifies the network name or IP address for the CT-Connect server.

logicalidentifier=

Property type: String

Default value: None

Required. This property identifies the name for the link at the CTC Server.

networktype=

Property type: String

Default value: ncacn_ip_tcp

This property identifies the type of network used.

Network Protocol	Value
NetBios over NetBEUI	ncacn_nb_nb
TCP/IP	ncacn_ip_tcp
DECnet	ncacn_dnet_nsp
NetBIOS over TCP/IP	ncacn_nb_tcp
Named pipes	ncacn_np
Novell SPX	ncacn_spx

Identify the protocol used by the switch

protocol=

Property type: String

Default value: CSTA

This property identifies the switch protocol.

Acceptable values are:

Value	Switch Protocol	ACDs
CSTA	Computer Supported Telephony Applications	Switches with CSTA-compliant links that are supported by Dialogic CT-Connect
ASAI	CallVisor ASAI G3	Lucent Definity Generic 3
MLP	Meridian Link Protocol	Nortel Meridian 1
MLS	Meridian Link Service	Nortel Symposium

agentpasswordrequired=

Property type: Boolean

Default value: false

This property indicates whether the switch requires passwords for agent login.

Acceptable values: true, false

Specify your CTI strategy (if CTI strategy is not determined by call type)

ctistrategy=

Property type: String

Default value: PhantomWaitRelease

This property specifies the CTI Strategy to be used. Use this property only if you are using a single call type. If you are using multiple call types, you must create a Call Type Table to determine CTI Strategy and identify it using the calltypetable property. For more information on CTI strategies, as well as on how to use call types to determine them, see the *Media Blender Configuration Handbook*.

Acceptable values: Predictive, PhantomWaitRelease, and PhantomWaitNoRelease.

Use predictive CTI strategy

predictivemaxrings=

Property type: Integer

Default value: Switch setting

This property specifies the number of rings that must occur before a predictive call fails.

predictivecalldetect=

This value determines how predictive call detection operates.

Acceptable values for CSTA switches:

Value	Description
1	Enables the switch's default processing for the call.
4	Call succeeds when the called device answers the call.
5	Call succeeds when the called device rings.

Acceptable values for the Lucent Definity G3:

Value	Description
1	Connection to an answering machine is not detected.
2	Call fails if an answering machine is detected.
3	Call succeeds if a person or answering machine answers the call.
6	Switch administration determines call treatment on answering machine detection.

Use a phantom line CTI strategy

phantompool=

Property type: String

Default value: none

This property specifies the name of the file that lists phantom extensions. See the Switch Administrator for the name of this file.

For more information on setting up a phantom line file, see:

- [Phantom pool file](#) in [Section 4: Configuration files](#)
- *The Media Blender Configuration Handbook*

Acceptable values: true, false.

phantomalertthreshold=

Property type: integer

Default value: 5

This property determines when Media Blender sends an alert regarding phantom lines being unavailable. When a call is queued to a phantom strategy and all phantom lines are being used for other calls, Media Blender holds the call request until a phantom line is available. The number you enter in `phantomalertthreshold`, however, lets you specify the number of calls Media Blender will hold under these circumstances before sending an alert message.

Use call types to determine CTI strategy

calltypetable=

Property type: String

Default value: none

This property specifies the name of the file that maps call type codes to CTI Strategies. Include this property only if you are using multiple call types. If you are using only one call type, define your CTI Strategy in the `ctistrategies` property.

For more information on setting up a Call Type Table, see [Calltype table](#) in [Section 4: Configuration files](#)

calltypefield=

Property type: String

Default value: USER1

This property specifies which field on the callback page contains the call type code. Include this property only if you are using multiple call types.

If you are using WCS release 3.0:

Enter this value in the calltypefield property...	...to indicate this Appl field on callFormACD.html
USER1 (default)	Appl1

Note that, with WCS 3.0, you can also define a unique calltype variable on the callback page. If you do so, be sure to point to the correct variable using the calltypefield property in your ACD properties file.

For WCS release 2.51:

Enter this value in the calltypefield property...	...to indicate this Appl field on callFormACD.html
USER1 (default)	App1
USER2	App2
USER3	App3
USER4	App4

Make sure you must enter the calltypefield property values using all uppercase letters.

For more information on setting up your callback page, see the *Media Blender Configuration Handbook*.

Identify calls from sources other than the switch

monitorroutepoints=

Property type: Integer

Default value: None

This property allows an ACD medium to detect calls originating from outside the switch (i.e. from another switch or a VoIP gateway). Enter a space-separated list of route-point addresses.

Recognize and queue inbound calls

queuetrunkcalls=

Property type: Boolean

Default value: None

This property specifies whether Media Blender should queue inbound calls. This property is used for call-monitoring via the Media Blender API.

Identify VoIP calls

callidsearchorder=

Property type: String

Default value: None

This property determines the search order for matching an incoming call to an existing session. You must specify both the type of call-associated information and the type ID it contains. For example, you might enter *ani-ip* to specify that you want to search the call's ANI for the IP address of the caller. Use this property only in conjunction with a VoIP medium.

Enter the call-associated information code, followed by a hyphen, followed by the session type code.

Valid call information codes are:

Call Information	Description
ani	Automatic Number Identification
uui	User-to-User Information
dnis	Dialed Number Identification Service
digits	Dialed digits
ucid	Universal Call Identification
other	Reserved

Valid session type codes are:

Session type	Description
blender	ID generated by Media Blender
ip	IP address of the caller
did	Direct Inward Dial call
aspect	Aspect Call Tracking ID
lucent	Lucent UCID
other	Reserved

Enable skills-based routing

skilltable=

Property type: Filename

Default value: none

This property specifies the name of the file that maps WebLine routing addresses to the routing numbers on the ACD. See your ACD administrator to obtain routing numbers.

For more information on setting up a skills table, see:

- [Skills table](#) in [Section 4: Configuration files](#)
- the *Media Blender Configuration Handbook*.

Enable blended agent log in

These properties enable you to set up blended agent login, so that agents can log in to the switch and the WCS simultaneously. For more information on blended login, see:

- [Physical location file](#) and [Agent password file](#) in [Section 4: Configuration files](#)
- The *Media Blender Configuration Handbook*

passwordfile=

Property type: Filename

Default value: none

This property specifies the name of the file that maps agents' logical IDs to passwords.

physicallocationfile=

Property type: Filename

Default value: none

This property specifies the name of the file that maps agents' logical IDs to physical Ds.

signoffonerror=

Property type: Boolean

Default value: false

This property indicates behavior for blended login to the switch. If the system cannot perform a blended login to the switch and this property is set to true, Media Blender logs out all other media as a result.

Acceptable values: true, false.

groupfile=

Property type: String

This property is applicable ONLY to those switches that require agents to enter their agent group numbers when logging in. This property identifies the name of the file that lists ACD groups into which agents are logged. This file is typically called groups.properties and must reside in the \<weblinedir>\server\properties\blender directory.

The agent group file is applicable to the Lucent Definity G3 switch only in these situations:

- The switch protocol is set to CSTA and the CSTA switch requires one or more agent groups for agent signon
- The switch protocol is set to ASAI and Expert Agent Selection is not being used

For more information on creating this file, see [Agent group file \(CSTA switches only\)](#) in [Section 4: Configuration files](#).

Set dialing prefixes and filters

Use these properties to establish your local and long-distance dialing parameters. See *Configuring your ACD* in the *Media Blender Configuration Handbook* for more information on how these properties work together.

diallocalprefix=

Property type: Phone Digits, 0-9, *, #

Default value: None.

This property indicates the prefix that must be dialed before a local telephone number.

diallongdistanceprefix=

Property type: Phone Digits 0-9, *, #

Default value: None

This property indicates the prefix that must be dialed before a long-distance telephone number.

dialspecialprefix=

Property type:Phone Digits 0-9, *,.#

Default value: none

This property lets you enter a prefix that can be used instead of the prefix entered in diallongdistanceprefix.

specialdiallist=

Property type: space-delimited list of numbers

Default value: none

This property determines whether Media Blender will assign the prefix specified in the dialspecialprefix property to a phone number. This property contains a list of numbers. If a phone number begins with one of these number, Media Blender assigns the prefix specified in the dialspecialprefix property to it. If a phone number does not begin with one of these numbers, the prefix specified in the diallongdistanceprefix property will be used instead.

specialdigitstrim=

Property type: Boolean

Default value: false

This property indicates whether Media Blender should strip the numbers listed in he dialspecialprefix property when placing a call. If this property is set to true and Media Blender detects a call that begins with a number in the specialdiallist, Media Blender strips the prefix (listed in the dialspecialprefix property) when placing the call.

dialacdprefix=

Property type:Phone Digits 0-9, *, #

Default value: none

This property sets the prefix that must be dialed before dialing into an ACD queue.

ignoreareacode=

Property type:Phone Digits 0-9, *, #

Default value: none

This property indicates the local area code that is stripped from 10-digit telephone numbers that begin with this area code. This property is required unless the ACD uses a direct long-distance trunk or voice-over-net (VON).

Acceptable values: 3-digit area codes

prefixfilter=

Property type: Space delimited list of phone digits

Default value: 911 900 0 90 212540 976 809

This property defines a set of area codes that should not be called. If the caller enters a callback number beginning with any of these digits, he or she receives an error. The default value is a list of standard toll or emergency prefixes.

Specify automatic answer

autoanswer=

Property type: Boolean

Default value: false

This property specifies whether Blender causes the agent's phone to automatically answer incoming calls. If the ACD is set to answer automatically, set this property to false. For Phantom CTI Strategies, one of the systems must answer for the agent.

Acceptable values: true, false.

Specify acceptable lengths for phone numbers

permittedphonenumlength=

Property type: Digits

Default value: 10

This property indicates acceptable lengths for phone numbers (excluding prefixes.) Enter a space-separated list of acceptable lengths. For example, 10 11 indicates that phone numbers can be either 10 or 11 digits long.

If you do not want to check for telephone number length, you can disable this feature by entering a negative number here (e.g. -1)

Set agent state after each call

postcallstate=

Property type: String

Default value: none

This property indicates the kind of post- call state in which the agent should be placed when a call is ended.

Acceptable values are:

Value	Description
W	Wrap-Up--Calls are held for a time, allowing agent to wrap up business.
A	Available--Allows new call requests for the agent.
I	Idle--Indicates that the agent is not ready to accept new calls.
?	None--Indicates agent's state is not affected.

readyaftersignon=

Property type: Boolean

Default value: false

This property indicates whether the agent is placed in a ready state when logged in.

Acceptable values: true, false.

signoffreleaseready=

Property type: Boolean

Default value: false

This property indicates whether the agent is placed in a *not ready* state just before logging off.

Acceptable values: true, false.

Configure multiple Media Blenders

These properties enable you to identify an agent filter file, used in a multiple-blender configuration. For more information on the agent filter file, see:

- [Agent filter file](#), in [Section 4: Configuration files](#)
- The *Media Blender Configuration Handbook*, Appendix B: Using Multiple Media Blenders

acceptagenteventsfile=

Property type: filename

Default value: none

This property identifies the file that lists agent IDs for which to accept signon and signoff events. We provide a sample file, `agentfilter.properties`, in the `<weblinedir>\servlet\properties\blender\` directory. See [Agent filter file](#) for more information.

shareagenteventsfile=

Property type: filename

Default value: none

This property identifies the file that lists agent IDs for which signon and signoff events should be shared. We provide a sample file, `agentfilter.properties`, in the `<weblinedir>\servlet\properties\blender\` directory. See [Agent filter file](#) for more information.

Configure CSTA and Nortel Switches only

preassignagents= (used for CSTA and Nortel switches only)

Property type: Boolean

Default value: false

This property indicates whether the CT-Connect medium assigns CTC channels to agents during Media Blender initialization. Setting this property to true enables unblended login for CSTA and Nortel switches.

agentidrequired= (used for CSTA and Nortel switches only)

Property type: Boolean

Default value: true

This property indicates whether the switch requires an agent ID for logging in. (This property is not applicable to the Lucent Definity G3; for this switch, make sure to set the expertagentselection property appropriately.)

cstaphase= (used for CSTA switches only)

Property type: Integer

Default value: 1

This property defines the CSTA protocol level supported by the switch. This property is required only if the Protocol property is set to CSTA.

Acceptable values: 1, 2

positionidfile=(used for Nortel switches only)

Property type: String

Default value: positionids.properties

This property identifies the name of the file that maps Nortel telephone extensions to position IDs.

Configure Lucent Definity Generic 3 switches

expertagentselection=

Property type: Boolean

Default value: false

This property indicates whether the switch supports Expert Agent Selection (EAS). This property is applicable only if the protocol property has been set to ASAI for the Lucent Definity G3 switch.

Acceptable values: true, false

monitorskills=

Property type: Integer

Default value: None

This property allows Media Blender to monitor agent signon/signoff events for each skill group on a Lucent Definity switch. Type a space-separated list of skill groups. This enables unblended login on this ACD.

Specify error page URLs

The default pages referred to in this section reside on the Collaboration Server in the /<webLine dir>/pub/html/forms/ directory. In some cases, you may want to alter some of these pages so that they request user information; that way, you can retrieve valuable information about potential customers even when callback is unavailable.

errorurl =

Property type: URL

Default value: /blender/Error.html

This property specifies the URL of the HTML page served when a Blender error occurs. Sample HTML for this page resides on the WCS.

errorqueueurl=

Property type: URL

Default value: /blender/ErrorQueue.html

This property specifies the URL of the HTML page served when an error occurs while queuing a call. Sample HTML for this page resides on the WCS.

errordropurl=

Property type: URL

Default value: /blender/ErrorDrop.html

This property specifies the URL of the HTML page served when Media Blender and WCS are unable to successfully drop a call. Sample HTML for this page resides on the WCS.

errortendigitURL=

Property type: URL

Default value: /blender/ErrorTenDigit.html

This property specifies the URL of the HTML page served when a caller submits a phone number comprised of less than ten digits. Sample HTML for this page resides on the WCS.

errordialprefixurl=

Property type: URL

Default value: /blender/ErrorDialPrefix.html

This property specifies the URL of the HTML page served when a caller submits a phone number with an unacceptable area code. Sample HTML for this page resides on the WCS.

errorassignurl=

Property type: URL

Default value: /blender/ErrorAssign.html

This property specifies the URL of the HTML page served as the result of a problem assigning a call. Sample HTML for this page resides on the WCS.

errornoanswerurl=

Property type: URL

Default value: /blender/ErrorNoAnswer.html

This property specifies the URL of the HTML page served when a predictive call is unanswered. Sample HTML for this page resides on the WCS.

errorbusyurl=

Property type: URL

Default value: /blender/ErrorBusy.html

This property specifies the URL of the HTML page served when a predictive call detects a busy signal. Sample HTML for this page resides on the WCS.

errormachineurl=

Property type: URL

Default value: /blender/ErrorMachine.html

This property specifies the URL of the HTML page served when a predictive call detects an answering machine. Sample HTML for this page resides on the WCS.

errornoagentsurl=

Property type: URL

Default value: /blender/ErrorNoAgents.html

This property specifies the URL of the HTML page served when no agents are available. Sample HTML for this page resides on the WCS.

JTAPI Media

You configure JTAPI media for use with Media Blender in a properties file that resides in the \<WebLine dir>\servlet\properties\blender directory. You identify this file to Media Blender using the Medium property in the Blender properties file. (This file is typically named ACD.jtapi.properties.)

Use this properties file to:

- Identify the JTAPI implementation
- Configure call retry attempts
- Specify your CTI strategy (if CTI strategy is not determined by call type)
- Use predictive CTI strategy
- Use a phantom line CTI strategy
- Use incoming call types to determine CTI strategy
- Enable skills-based routing
- Enable blended agent log in
- Monitor agent groups and blend agent signon/signoff
- Set dialing prefixes and filters
- Specify automatic answer
- Specify acceptable lengths for phone numbers
- Set agent state after each call
- Configure multiple Media Blenders
- Specify error page URLs
- Determine which CTI events the medium can accept and share

ACD.jtapi.properties

Use this properties file to configure Media Blender to work with your ACD. See [Event Filters](#) for complete information about event filter parameters.

Use each property only once in each properties file. If you include a property more than once in a file, Media Blender automatically recognizes the setting in the last occurrence of the property, overwriting the value in preceding occurrences.

Unless otherwise specified, be sure to enter all properties in all lowercase letters.

In addition to CTI event filter parameters, ACD.jtapi.properties contains these properties:

name=

Display only. This property identifies the medium.

package=

Display only. This property determines which package to load for the medium. In this file, it should be set to Com.WebLine.Blender.ACD. (This package must be accessible to the Java Web Server through its CLASSPATH.)

ctipackage=

Display only. This property specifies which kind of ACD medium to load. In this file, it must be set to Com.Webline.Blender.ACD.JTAPI.

Identify the JTAPI implementation

peer=

Property type:String

Default value:none

This property identifies the JTAPI implementation used by Media Blender. For Lucent Passageway, this should be set to com.lucent.jtapi.tsapi.TsapiPeer.

user =

Property type: String

Default value: none

This property is the username to log in to JTAPI. For Lucent Passageway, this value should be a username on the PassageWay TServer. The user must have privileges to access call control and monitoring services on agent terminals that receive calls from Media Blender.

password =

Property type: String

Default value: none

This property is the password for the JTAPI user listed above.

service =

Property type: String

Default value: none

This property indicates the CSTA Tlink to the ACD/PBX on the Passageway TServer. For Lucent Passageway, this is typically LUCENT#<switchname>#CSTA#<tserver name>. (See your switch administrator for more information.)

Configure call retry attempts

numretries=

Property type: Integer

Default value: 3

This property indicates how many times to retry calls that fail due to the inavailability of resources on the switch.

retrywaittime=

Property type: integer

Default value: 5000

This property indicates the wait time (in milliseconds) between retry attempts.

Specify your CTI strategy (if CTI strategy is not determined by call type)

ctistrategy=

Property type: String

Default value: PhantomWaitRelease

This property specifies the CTI Strategy to be used. Use this property only if you are using a single call type. If you are using multiple call types, you must create a Call Type Table to determine CTI Strategy and identify it using the calltypetable property. For more information on CTI strategies, as well as on how to use call types to determine them, see the *Media Blender Configuration Handbook*.

Acceptable values: Predictive, PhantomWaitRelease, PhantomWaitNoRelease, PhantomNoCallNoRelease, and PhantomNoCallRelease.

Use predictive CTI strategy

predictivemaxrings=

Property type: Integer

Default value: 6

This property indicates how many times the phone must ring before a predictive call is considered unanswered.

Valid values: Any integer between 2 and 15.

Use a phantom line CTI strategy

phantompool=

Property type: String

Default value: none

This property specifies the name of the file that lists phantom extensions. See the Switch Administrator for the name of this file.

For more information on setting up a phantom line file, see:

- [Phantom pool file](#) in [Section 4: Configuration files](#)
- *The Media Blender Configuration Handbook*

phantomalertthreshold=

Property type: integer

Default value: 5

This property determines when Media Blender sends an alert regarding phantom lines being unavailable. When a call is queued to a phantom strategy and all phantom lines are being used for other calls, Media Blender holds the call request until a phantom line is available. The number you enter in `phantomalertthreshold`, however, lets you specify the number of calls Media Blender will hold under these circumstances before sending an alert message.

Use incoming call types to determine CTI strategy

calltypetable=

Property type: String

Default value: none

This property specifies the name of the file that maps call type codes to CTI Strategies. Include this property only if you are using multiple call types. If you are using only one call type, define your CTI Strategy in the `ctistrategies` property.

For more information on setting up a Call Type Table, see [Calltype table](#) in [Section 4: Configuration files](#).

calltypefield=

Property type: String

Default value: USER1

This property specifies which field on the callback page contains the call type code. Include this property only if you are using multiple call types.

If you are using WCS release 3.0:

Enter this value in the <code>calltypefield</code> property...	...to indicate this <code>Appl</code> field on <code>callFormACD.html</code>
USER1 (default)	Appl1

Note that, with WCS 3.0, you can also define a unique calltype variable on the callback page. If you do so, be sure to point to the correct variable using the calltypefield property in your ACD properties file.

For WCS release 2.51:

Enter this value in the calltypefield property...	...to indicate this Appl field on callFormACD.html
USER1 (default)	App11
USER2	App12
USER3	App13
USER4	App14

Make sure you must enter the calltypefield property values using all uppercase letters.

For more information on setting up your callback page, see the *Media Blender Configuration Handbook*.

Enable skills-based routing

skilltable=

Property type: Filename

Default value: none

This property specifies the name of the file that maps WebLine routing addresses to the routing numbers on the ACD.

For more information on setting up a skills table, see:

- [Skills table](#) in [Section 4: Configuration files](#)
- the *Media Blender Configuration Handbook*

Enable blended agent log in

These properties enable you to set up blended agent login, so that agents can log in to the switch and the WCS simultaneously. For more information on blended login, see:

- [Physical location file](#) and [Agent password file](#) in [Section 4: Configuration files](#)
- The *Media Blender Configuration Handbook*.

passwordfile=

Property type: Filename

Default value: none

This property specifies the name of the file that maps agents' logical IDs to passwords.

Note: If you plan to use a blended dynamic log on, be sure to comment out this property or remove it from the file. (You can also choose to delete all entries in the password file.)

physicallocationfile=

Property type: Filename

Default value: none

This property specifies the name of the file that maps agents' logical IDs to physical Ds.

Monitor agent groups and blend agent signon/signoff

monitorskills=

Property type: Integer

Default value: None

This property allows Media Blender to monitor agent signon/signoff events for each skill group on a Lucent Definity switch. Type a space-separated list of skill groups. This enables unblended login on this ACD.

Set dialing prefixes and filters

Use these properties to establish your local and long-distance dialing parameters. See *Configuring your ACD in the Media Blender Configuration Handbook* for more information on how these properties work together.

diallocalprefix=

Property type: Phone Digits, 0-9, *, #

Default value: None.

This property indicates the prefix that must be dialed before a local telephone number.

diallongdistanceprefix=

Property type: Phone Digits 0-9, *, #

Default value: None

This property indicates the prefix that must be dialed before a long-distance telephone number.

dialspecialprefix=

Property type: Phone Digits 0-9, *,.#

Default value: none

This property lets you enter a prefix that can be used instead of the prefix entered in diallongdistanceprefix.

specialdiallist=

Property type: space-delimited list of numbers

Default value: none

This property determines whether Media Blender will assign the prefix specified in the dialspecialprefix property to a phone number. This property contains a list of numbers. If a phone number begins with one of these number, Media Blender assigns the prefix specified in the dialspecialprefix property to it. If a phone number does not begin with one of these numbers, the prefix specified in the diallongdistanceprefix property will be used instead.

specialdigitstrim=

Property type: Boolean

Default value: false

This property indicates whether Media Blender should strip the numbers listed in the dialspecialprefix property when placing a call. If this property is set to true and Media Blender detects a call that begins with a number in the specialdiallist, Media Blender strips the prefix (listed in the dialspecialprefix property) when placing the call.

dialacdprefix=

Property type: Phone Digits 0-9, *, #

Default value: none

This property sets the prefix that must be dialed before dialing into an ACD queue.

ignoreareacode=

Property type: Phone Digits 0-9, *, #

Default value: none

This property indicates the local area code that is stripped from 10-digit telephone numbers that begin with this area code. This property is required unless the ACD uses a direct long-distance trunk or voice-over-net (VON).

Acceptable values: 3-digit area codes

prefixfilter=

Property type: Space delimited list of phone digits

Default value: 911 900 0 90 212540 976 809

This property defines a set of area codes that should not be called. If the caller enters a callback number beginning with any of these digits, he or she receives an error. The default value is a list of standard toll or emergency prefixes.

Specify automatic answer

autoanswer=

Property type: Boolean

Default value: false

This property specifies whether Blender causes the agent's phone to automatically answer incoming calls. If the ACD is set to answer automatically, set this property to false. For Phantom CTI Strategies, one of the systems must answer for the agent.

Acceptable values: true, false.

Specify acceptable lengths for phone numbers

permittedphonenumlength=

Property type: Digits

Default value: 10

This property indicates acceptable lengths for phone numbers (excluding prefixes.) Enter a space-separated list of acceptable lengths. For example, 10 11 indicates that phone numbers can be either 10 or 11 digits long.

If you do not want to check for telephone number length, you can disable this feature by entering a negative number here (e.g. -1)

Set agent state after each call

postcallstate=

Property type: String

Default value: none

This property indicates the kind of post- call state in which the agent should be placed when a call is ended.

Acceptable values are:

Value	Description
W	Wrap-Up--Calls are held for a time, allowing agent to wrap up business.
A	Available--Allows new call requests for the agent.
I	Idle--Indicates that the agent is not ready to accept new calls.
?	None--Indicates agent's state is not affected.

signoffonerror=

Property type: Boolean

Default value: false

This property indicates behavior for blended logon to the switch. If the system cannot perform a blended logon to the switch and this property is set to true, Media Blender logs that agent out of all other media as a result.

Acceptable values: true, false.

readyaftersignon=

Property type: Boolean

Default value: false

This property indicates whether the agent is placed in a ready state when logged in.

Acceptable values: true, false.

signoffreleaseready=

Property type: Boolean

Default value: false

This property indicates whether the agent is placed in a "not ready" state just before logging off.

Acceptable values: true, false.

Configure multiple Media Blenders

These properties enable you to identify an agent filter file, used in a multiple-blender configuration. For more information on the agent filter file, see:

- [Agent filter file](#), in [Section 4: Configuration files](#)
- The *Media Blender Configuration Handbook*, Appendix B: Using Multiple Media Blenders

acceptagenteventsfile=

Property type: filename

Default value: none

This property identifies the file that lists agent IDs for which to accept signon and signoff events. We provide a sample file, `agentfilter.properties`, in the `<webLine dir>\servlet\properties\blender\` directory. See [Agent filter file](#) for more information.

shareagenteventsfile=

Property type: filename

Default value: none

This property identifies the file that lists agent IDs for which signon and signoff events should be shared. We provide a sample file, `agentfilter.properties`, in the `<webLine dir>\servlet\properties\blender\` directory. See [Agent filter file](#) for more information.

Specify error page URLs

The default pages referred to in this section reside on the Collaboration Server in the `/<webLine dir>/pub/html/forms/` directory. In some cases, you may want to alter some of these pages so that they request user information; that way, you can retrieve valuable information about potential customers even when callback is unavailable.

errorurl =

Property type:URL

Default value: `/blender/Error.html`

This property specifies the URL of the HTML page served when a Blender error occurs. Sample HTML for this page resides on the WCS.

errorqueueurl=

Property type: URL

Default value: /blender/ErrorQueue.html

This property specifies the URL of the HTML page served when an error occurs while queueing a call. Sample HTML for this page resides on the WCS.

errordropurl=

Property type: URL

Default value: /blender/ErrorDrop.html

This property specifies the URL of the HTML page served when Media Blender and WCS are unable to successfully drop a call. Sample HTML for this page resides on the WCS.

errortendigitURL=

Property type: URL

Default value: /blender/ErrorTenDigit.html

This property specifies the URL of the HTML page served when a caller submits a phone number comprised of less than ten digits. Sample HTML for this page resides on the WCS.

errordialprefixurl=

Property type: URL

Default value: /blender/ErrorDialPrefix.html

This property specifies the URL of the HTML page served when a caller submits a phone number with an unacceptable area code. Sample HTML for this page resides on the WCS.

errorassignurl=

Property type: URL

Default value: /blender/ErrorAssign.html

This property specifies the URL of the HTML page served as the result of a problem assigning a call. Sample HTML for this page resides on the WCS.

errornoanswerurl=

Property type: URL

Default value: /blender/ErrorNoAnswer.html

This property specifies the URL of the HTML page served when a predictive call is unanswered. Sample HTML for this page resides on the WCS.

errormachineurl=

Property type: URL

Default value: /blender/ErrorMachine.html

This property specifies the URL of the HTML page served when a predictive call detects an answering machine. Sample HTML for this page resides on the WCS.

errornoagentsurl=

Property type: URL

Default value: /blender/ErrorNoAgents.html

This property specifies the URL of the HTML page served when no agents are available. Sample HTML for this page resides on the WCS.

Lucent ICM Media

Media Blender supports the Lucent Internet Call Center versions 2.0 and 3.0. This medium supports both PSTN calls and Voice-Over-IP telephony. You configure this medium for use with Media Blender in a properties file that resides in the \<weblinedir>\servlet\properties\blender directory. You identify this file to Media Blender using the Medium property in the Blender properties file. (This file is typically named ACD.icm.properties.)

Note: To use this medium, your Web Administrator must alter a WebLine Collaboration HTML form to define the type of call. The directory \<weblinedir>\pub\html\forms\ on the Collaboration Server contains sample HTML documents your Web Administrator can use for this purpose. See the *Media Blender Configuration Handbook* for more information.

Use this properties file to:

- Identify your CTI strategy
- Specify which field on the callback page contains the call type code
- Enable skills-based routing
- Enable blended agent log in
- Set dialing prefixes and filters
- Specify acceptable lengths for phone numbers
- Configure multiple Media Blenders
- Determine which CTI events the medium can accept and share

ACD.icm.properties

Use this properties file to configure Media Blender to work with Lucent ICM. In this file, you can determine which CTI events the Lucent ICM medium can accept and share. See [Event Filters](#) for complete information about event filter parameters.

Use each property only once in each properties file. If you include a property more than once in a file, Media Blender automatically recognizes the setting in the last occurrence of the property, overwriting the value in preceding occurrences.

Unless otherwise specified, be sure to enter all properties in all lowercase letters.

In addition to CTI event filter parameters, ACD.icm.properties contains these properties:

name=

Display only. This property identifies the medium.

package=

This property displays the Java package name of this Blender medium. In this file, it must be set to Com.WebLine.Blender.ACD. This package must be accessible to the Java Web Server through its CLASSPATH.

host=

Property type: String

Default Value: None

This property specifies the host name or IP address of Lucent Internet Call Manager (ICM) server.

Note: If you are using the same machine to run both the ICM server and Media Blender, you must set up the Java Web Server to run on a port other than port 80. See [Changing the Java Web Server Port](#) for more information.

ctipackage=

Property type: string

Default value: none

This property specifies which kind of ACD medium to load.

For release 2.0, set this property to: Com.WebLine.Blender.ACD.LucentICM

For release 3.0, set this property to: Com.WebLine.Blender.ACD.LucentICM3

Identify your CTI strategy (if CTI strategy is not determined by call type)

ctistrategy=

Property type: String

Default value: Predictive

This medium supports only the Predictive strategy. Do not change this property.

Acceptable values: Predictive

Specify which field on the callback page contains the call type code

calltypefield=

Property type: String

Default value: USER1

This property specifies which field on the callback page contains the call type code. Include this property only if you are using multiple call types.

If you are using WCS release 3.0:

Enter this value in the calltypefield property...	...to indicate this Appl field on callFormACD.html
USER1 (default)	Appl1

Note that, with WCS 3.0, you can also define a unique calltype variable on the callback page. If you do so, be sure to point to the correct variable using the calltypefield property in your ACD properties file.

For WCS release 2.51:

Enter this value in the calltypefield property...	...to indicate this Appl field on callFormACD.html
USER1 (default)	Appl1
USER2	Appl2
USER3	Appl3
USER4	Appl4

Make sure you must enter the calltypefield property values using all uppercase letters.

For more information on setting up your callback page, see the *Media Blender Configuration Handbook*.

Enable skills-based routing

skilltable=

Property type: Filename

Default value: none

This property specifies the name of the file that maps WebLine routing addresses to the routing numbers on the ACD. The routing number for Lucent switches is the Vector Directory Number on the switch. See the Lucent ICM ACD Administrator to obtain VDN numbers.

For more information on setting up a skills table, see:

- [Skills table](#) in [Section 4: Configuration files](#)
- the *Media Blender Configuration Handbook*

agentgroup=

Property type: String

Default Value: None

This property identifies hunt group to log agents into. If the switch is configured to use Expert Agent Selection (EAS), do not use this property.

Enable blended agent log in

These properties enable you to set up blended agent login, so that agents can log in to the switch and the WCS simultaneously. For more information on blended login, see:

- [Physical location file](#) and [Agent password file](#) in [Section 4: Configuration files](#)
- The *Media Blender Configuration Handbook*

passwordfile=

Property type: Filename

Default value: none

This property specifies the name of the file that maps agents' logical IDs to passwords.

Note: If you plan to use a blended dynamic log on, be sure to comment out this property or remove it from the file. (You can also choose to delete all entries in the password file.)

physicallocationfile=

Property type: Filename

Default value: none

This property specifies the name of the file that maps agents' logical IDs to physical Ds.

signoffonerror=

Property type: Boolean

Default value: false

This property indicates behavior for blended logon to the switch. If the system cannot perform a blended login to the switch and this property is set to true, Media Blender logs out all other media as a result. Acceptable values: true, false.

Set dialing prefixes and filters

Use these properties to establish your local and long-distance dialing parameters. See *Configuring your ACD in the Media Blender Configuration Handbook* for more information on how these properties work together.

diallocalprefix=

Property type: Phone Digits, 0-9, *, #

Default value: None.

This property indicates the prefix that must be dialed before a local telephone number.

Note: If you choose to set up your dialing prefixes here, do not set them up on the ICM machine as well. Be sure to leave the Prepend Digits for Callback property on the Lucent ICM administration page blank.

diallongdistanceprefix=

Property type: Phone Digits 0-9, *, #

Default value: None

This property indicates the prefix that must be dialed before a long-distance telephone number.

Note: If you choose to set up your dialing prefixes here, do not set them up on the ICM machine as well. Be sure to leave the Prepend Digits for Callback property on the Lucent ICM administration page blank.

dialspecialprefix=

Property type: Phone Digits 0-9, *, .#

Default value: none

This property lets you enter a prefix that can be used instead of the prefix entered in diallongdistanceprefix.

specialdiallist=

Property type: space-delimited list of numbers

Default value: none

This property determines whether Media Blender will assign the prefix specified in the dialspecialprefix property to a phone number. This property contains a list of numbers. If a phone number begins with one of these numbers, Media Blender assigns the prefix specified in the dialspecialprefix property to it. If a phone number does not begin with one of these numbers, the prefix specified in the diallongdistanceprefix property will be used instead.

specialdigitstrim=

Property type: Boolean

Default value: false

This property indicates whether Media Blender should strip the numbers listed in the dialspecialprefix property when placing a call. If this property is set to true and Media Blender detects a call that begins with a number in the specialdiallist, Media Blender strips the prefix (listed in the dialspecialprefix property) when placing the call.

ignoreareacode=

Property type:Phone Digits 0-9, *, #

Default value: none

This property indicates the local area code that is stripped from 10-digit telephone numbers that begin with this area code. This property is required unless the ACD uses a direct long-distance trunk or voice-over-net (VON).

Acceptable values: 3-digit area codes

prefixfilter=

Property type: Space delimited list of phone digits

Default value: 911 900 0 90 212540 976 809

This property defines a set of area codes that should not be called. If the caller enters a callback number beginning with any of these digits, he or she receives an error. The default value is a list of standard toll or emergency prefixes.

Specify acceptable lengths for phone numbers

permittedphonenumlength=

Property type: Digits

Default value: 10

This property indicates acceptable lengths for phone numbers (excluding prefixes.) Enter a space-separated list of acceptable lengths. For example, 10 11 indicates that phone numbers can be either 10 or 11 digits long.

If you do not want to check for telephone number length, you can disable this feature by entering a negative number here (e.g. -1)

Configure multiple Media Blenders

These properties enable you to identify an agent filter file, used in a multiple-blender configuration. For more information on the agent filter file, see:

- [Agent filter file](#), in [Section 4: Configuration files](#)
- The *Media Blender Configuration Handbook*, Appendix B: Using Multiple Media Blenders

acceptagenteventsfile=

Property type: filename

Default value: none

This property identifies the file that lists agent IDs for which to accept signon and signoff events. We provide a sample file, agentfilter.properties, in the <weblines dir>\servlet\properties\blender\ directory. See [Agent filter file](#) for more information.

shareagenteventsfile=

Property type: filename

Default value: none

This property identifies the file that lists agent IDs for which signon and signoff events should be shared. We provide a sample file, agentfilter.properties, in the \<weblines dir>\servlet\properties\blender\ directory. See [Agent filter file](#) for more information.

Media Blender Telephony Integration API

The Media Blender Telephony Integration API allows Media Blender to work with ACDs other than those for which WebLine provides specific drivers. You configure the Telephony Integration API in a properties file that resides in the \<WebLine dir>\servlet\properties\blender directory. (You identify this file to Media Blender using the Medium property in the Blender properties file.)

This file is typically named ACD.socket.properties. You identify this file to Media Blender using the Medium property in the Blender properties file. (This file is typically named ACD.socket.properties.)

Use this properties file to:

- Monitor agents
- Monitor ACDs
- Identify your CTI package and strategy (if CTI strategy is not determined by call type)
- Use a phantom line CTI strategy
- Use incoming call types to determine CTI strategy
- Enable skills-based routing
- Enable blended agent log in
- Set dialing prefixes and filters
- Specify automatic answer
- Specify acceptable lengths for phone numbers
- Set agent state after each call
- Configure multiple Media Blenders
- specify error page URLs
- Determine which CTI events the medium can accept and share

ACD.socket.properties

Use this properties file to determine which CTI events the MBTI API medium can accept and share. See [Event Filters](#) for complete information about event filter parameters.

Use each property only once in each properties file. If you include a property more than once in a file, Media Blender automatically recognizes the setting in the last occurrence of the property, overwriting the value in preceding occurrences.

Unless otherwise specified, be sure to enter all properties in all lowercase letters.

In addition to CTI event filter parameters, ACD.socket.properties contains these properties:

name=

Display only. This property identifies the medium.

package=

This property displays the Java package name of this Blender medium. In this file, it must be set to `Com.WebLine.Blender.ACD`. This package must be accessible to the Java Web Server through its CLASSPATH.

ctipackage=

Display only. This property specifies which kind of ACD medium to load. In this file, it must be set to `com.Webline.Blender.ACD.Socket`.

socketport=

Property type: integer

Default value: 7002

This property identifies the port number used by MBTI API. The default port number is 7002.

mediumisserver=

Property type: Boolean

This property determines if this ACD medium acts as a MBTI API server or a MBTI API client.

sockethost=

Property type: String

This property is used only if the `mediumisserver` property is set to false. This property indicates the name of the server computer where the CTI Translation Component is running.

Monitor agents

premonitoragents=

Property type: Boolean

Default value: true

This property indicates whether agents are monitored during Media Blender initialization. If it is set to true, all agents listed in the file specified by the `physicallocationfile` property are monitored. This property should be set to true if you are using unblended agent signon.

Monitor ACDs

monitoracds=

Property type: Boolean

Default value: false

This property indicates whether ACDs are monitored for queue events from MBTI-API.

ignoreextraparameters=

Property type: Boolean

Default value: false

This property lets you determine whether to ignore unrecognized reply and event message parameters. If set to true, unrecognized reply and event message parameters are ignored and the message is accepted. If set to false, unrecognized parameters cause reply or event messages to be rejected and an error message appears in the Blender log file.

Identify your CTI strategy (if CTI strategy is not determined by call type)

ctistrategy=

Property type: String

Default value: Predictive

This property specifies the CTI Strategy to be used. Use this property only if you are using a single call type. If you are using multiple call types, you must create a Call Type Table to determine CTI Strategy and identify it using the `calltypetable` property. For more information on CTI strategies, as well as on how to use call types to determine them, see the *Media Blender Configuration Handbook*.

Acceptable values: Predictive, PhantomOneLine

Use a phantom line CTI strategy

phantompool=

Property type: String

Default value: none

This property specifies the name of the file that lists phantom extensions. See the Switch Administrator for the name of this file.

For more information on setting up a phantom line file, see:

- [Phantom pool file](#) in [Section 4: Configuration files](#)
- *The Media Blender Configuration Handbook*

Acceptable values: true, false.

phantomalertthreshold=

Property type: integer

Default value: 5

This property determines when Media Blender sends an alert regarding phantom lines being unavailable. When a call is queued to a phantom strategy and all phantom lines are being used for other calls, Media Blender holds the call request until a phantom line is available. The number you enter in phantomalertthreshold, however, lets you specify the number of calls Media Blender will hold under these circumstances before sending an alert message.

Incoming call types to determine CTI strategy

calltypetable=

Property type: String

Default value: none

This property specifies the name of the file that maps call type codes to CTI Strategies. Include this property only if you are using multiple call types. If you are using only one call type, define your CTI Strategy in the ctistrategies property.

For more information on setting up a Call Type Table, see [Calltype table](#) in [Section 4: Configuration files](#).

calltypefield=

Property type: String

Default value: USER1

This property specifies which field on the callback page contains the call type code. Include this property only if you are using multiple call types.

If you are using WCS release 3.0:

Enter this value in the calltypefield property...	...to indicate this Appl field on callFormACD.html
USER1 (default)	Appl1

Note that, with WCS 3.0, you can also define a unique calltype variable on the callback page. If you do so, be sure to point to the correct variable using the calltypefield property in your ACD properties file.

For WCS release 2.51:

Enter this value in the calltypefield property...	...to indicate this Appl field on callFormACD.html
USER1 (default)	App1
USER2	App2
USER3	App3
USER4	App4

Make sure you must enter the calltypefield property values using all uppercase letters.

For more information on setting up your callback page, see the *Media Blender Configuration Handbook*.

Enable skills-based routing

skilltable=

Property type: Filename

Default value: none

This property specifies the name of the file that maps WebLine routing addresses to the routing numbers on the ACD.

For more information on setting up a skills table, see:

- [Skills table](#) in [Section 4: Configuration files](#)
- the *Media Blender Configuration Handbook*

Enable blended agent log in

These properties enable you to set up blended agent login, so that agents can log in to the switch and the WCS simultaneously. For more information on blended login, see:

- [Physical location file](#) and [Agent password file](#) in [Section 4: Configuration files](#)
- The *Media Blender Configuration Handbook*.

passwordfile=

Property type: Filename

Default value: none

This property specifies the name of the file that maps agents' logical IDs to passwords.

Note: If you plan to use a blended dynamic log on, be sure to comment out this property or remove it from the file. (You can also choose to delete all entries in the password file.)

physicallocationfile=

Property type: Filename

Default value: none

This property specifies the name of the file that maps agents' logical IDs to physical Ds.

Set dialing prefixes and filters

Use these properties to establish your local and long-distance dialing parameters. See *Configuring your ACD in the Media Blender Configuration Handbook* for more information on how these properties work together.

diallocalprefix=

Property type: Phone Digits, 0-9, *, #

Default value: None.

This property indicates the prefix that must be dialed before a local telephone number.

diallongdistanceprefix=

Property type: Phone Digits 0-9, *, #

Default value: None

This property indicates the prefix that must be dialed before a long-distance telephone number.

dialspecialprefix=

Property type: Phone Digits 0-9, *, #

Default value: none

This property lets you enter a prefix that can be used instead of the prefix entered in diallongdistanceprefix.

specialdiallist=

Property type: space-delimited list of numbers

Default value: none

This property determines whether Media Blender will assign the prefix specified in the dialspecialprefix property to a phone number. This property contains a list of numbers. If a phone number begins with one of these number, Media Blender assigns the prefix specified in the dialspecialprefix property to it. If a phone number does not begin with one of these numbers, the prefix specified in the diallongdistanceprefix property will be used instead.

specialdigitstrim=

Property type: Boolean

Default value: false

This property indicates whether Media Blender should strip the numbers listed in the dialspecialprefix property when placing a call. If this property is set to true and Media Blender detects a call that begins with a number in the specialdiallist, Media Blender strips the prefix (listed in the dialspecialprefix property) when placing the call.

dialacdprefix=

Property type: Phone Digits 0-9, *, #

Default value: none

This property sets the prefix that must be dialed before dialing into an ACD queue.

ignoreareacode=

Property type: Phone Digits 0-9, *, #

Default value: none

This property indicates the local area code that is stripped from 10-digit telephone numbers that begin with this area code. This property is required unless the ACD uses a direct long-distance trunk or voice-over-net (VON).

Acceptable values: 3-digit area codes

prefixfilter=

Property type: Space delimited list of phone digits

Default value: 911 900 0 90 212540 976 809

This property defines a set of area codes that should not be called. If the caller enters a callback number beginning with any of these digits, he or she receives an error. The default value is a list of standard toll or emergency prefixes.

Specify automatic answer

autoanswer=

Property type: Boolean

Default value: false

This property specifies whether Blender causes the agent's phone to automatically answer incoming calls. If the ACD is set to answer automatically, set this property to false. For Phantom CTI Strategies, one of the systems must answer for the agent.

Acceptable values: true, false.

Specify acceptable lengths for phone numbers

permittedphonenumberlength=

Property type: Digits

Default value: 10

This property indicates acceptable lengths for phone numbers (excluding prefixes.) Enter a space-separated list of acceptable lengths. For example, 10 11 indicates that phone numbers can be either 10 or 11 digits long.

If you do not want to check for telephone number length, you can disable this feature by entering a negative number here (e.g. -1)

Set agent state after each call

postcallstate=

Property type: String

Default value: none

This property indicates the kind of post- call state in which the agent should be placed when a call is ended. 78

Acceptable values are:

Value	Description
W	Wrap-Up--Calls are held for a time, allowing agent to wrap up business.
A	Available--Allows new call requests for the agent.
I	Idle--Indicates that the agent is not ready to accept new calls.
?	None--Indicates agent's state is not affected.

signoffonerror=

Property type: Boolean

Default value: false

This property indicates behavior for blended logon to the switch. If the system cannot perform a blended logon to the switch and this property is set to true, Media Blender logs that agent out of all other media as a result.

Acceptable values: true, false.

signoffreleaseready=

Property type: Boolean

Default value: false

This property indicates whether the agent is placed in a "not ready" state just before logging off.

Acceptable values: true, false.

readyaftersignon=

Property type: Boolean

Default value: false

This property indicates whether the agent is placed in a ready state when logged in.

Acceptable values: true, false.

signoffreleaseready=

Property type: Boolean

Default value: false

This property indicates whether the agent is placed in a "not ready" state just before logging off.

Acceptable values: true, false.

Configure multiple Media Blenders

These properties enable you to identify an agent filter file, used in a multiple-blender configuration. For more information on the agent filter file, see:

- [Agent filter file](#), in [Section 4: Configuration files](#)

- The *Media Blender Configuration Handbook*, Appendix B: Using Multiple Media Blenders

acceptagenteventsfile=

Property type: filename

Default value: none

This property identifies the file that lists agent IDs for which to accept signon and signoff events. We provide a sample file, `agentfilter.properties`, in the `\<webline dir>\servlet\properties\blender\` directory. See [Agent filter file](#) for more information.

shareagenteventsfile=

Property type: filename

Default value: none

This property identifies the file that lists agent IDs for which signon and signoff events should be shared. We provide a sample file, `agentfilter.properties`, in the `\<webline dir>\servlet\properties\blender\` directory. See [Agent filter file](#) for more information.

Specify error page URLs

The default pages referred to in this section reside on the Collaboration Server in the `/<webLine dir>/pub/html/forms/` directory. In some cases, you may want to alter some of these pages so that they request user information; that way, you can retrieve valuable information about potential customers even when callback is unavailable.

errorurl =

Property type:URL

Default value: `/blender/Error.html`

This property specifies the URL of the HTML page served when a Blender error occurs. Sample HTML for this page resides on the WCS.

errorinvalidurl=

Property type: URL

Default value: `/blender/ErrorInvalid.html`

This property specifies the URL of the HTML page served when a caller submits an invalid phone number.

errornoanswerurl=

Property type: URL

Default value: `/blender/ErrorNoAnswer.html`

This property specifies the URL of the HTML page served when a predictive call is unanswered. Sample HTML for this page resides on the WCS.

errorbusyurl=

Property type: URL

Default value: `/blender/ErrorBusy.html`

This property specifies the URL of the HTML page served when a predictive call detects a busy signal. Sample HTML for this page resides on the WCS.

errormachineurl=

Property type: URL

Default value: /blender/ErrorMachine.html

This property specifies the URL of the HTML page served when a predictive call detects an answering machine. Sample HTML for this page resides on the WCS.

errorafterhoursurl=

Property type: URL

Default value: /blender/ErrorAfterHours.html

This property specifies the URL of the HTML page served after normal business hours. Sample HTML for this page resides on the WCS.

Event Filters

Media Blender shares different types of events between all participating media. The properties file for each type of medium in your configuration lets you determine whether the medium can accept or share various events. The default configuration shares all events and will be ideal for most installations. This section provides information for users who may want to alter these default settings.

For instance, you may want to prevent a Web collaboration session's drop from terminating a phone call. You can do so by setting the sharedrop property to false in the WebLine Collaboration medium's properties file.

Understanding Events

Media Blender shares different types of events among all participating media, described in the following table:

Event	Description
signon	Indicates that an agent has signed on
signoff	Indicates that an agent has signed off
queue	Indicates that an incoming call request has been added to the queue.
assign	Indicates that a queued call has been assigned to an agent
drop	Indicates that a call has been disconnected.
makecall	Indicates a request for an outgoing call. (The call can be a POTS call to a telephone number or a Voice Over Net (VON) call to an IP address.)
popurl	Indicates that an error has occurred
displaymsg	Requests the display of the specified message on the caller's browser.
error	Indicates that an error has occurred.
addparticipant	Adds a participant to a session. This event is used with transferring and conferencing calls. This event can be shared only by the ACD medium, not the WebLine Collaboration Server (WCS). (See About Sharing Transfer and Conference Events, below.)
remove participant	Removes a participant from a session. This event is used with transferring and conferencing calls. This event can be shared only by the ACD medium, not the WCS. (See About Sharing Transfer and Conference Events, below.)

blindtransfer	Transfers a call from one participant to another. This event is used with transferring calls. This event can be shared only by the ACD medium, not the WCS. (See About Sharing Transfer and Conference Events, below.)
---------------	--

About Sharing Transfer and Conference Events

The properties `addparticipant`, `removeparticipant`, and `blindtransfer` pertain to transferring or conferencing calls. Whereas all media can share most of the events listed above, only the ACD medium can share these three events. The WCS can only accept these events.

When an agent conferences in another participant to a call, the ACD medium shares the `addparticipant` event with the WebLine Collaboration server. When one of the callers in a conference call disconnect, the ACD medium shares the `removeparticipant` event with WCS.

When an agent performs a consultative transfer (i.e. the agent speaks with the recipient of the transfer before hanging up), the ACD shares both `addparticipant` and `removeparticipant` events.

When an agent performs a blind transfer (i.e. the agent does not speak with the recipient of the transfer before hanging up), the ACD shares a `blindtransfer` event.

Event Filters

The properties file for each type of medium in your configuration lets you determine whether the medium can accept or share various events. Use the following properties to accept and/or share each type of event. Use each property only once in each properties file. If you include a property more than once in a file, Media Blender automatically recognizes the setting in the last occurrence of the property, overwriting the value in preceding occurrences.

Use the following properties to accept and/or share each type of event.

acceptqueue=

Property type: Boolean

Default value: true

This property indicates whether this medium accepts queue events from other media.

Acceptable values: true, false

sharequeue=

Property type: Boolean

Default value: true

This property indicates whether this medium shares queue events with other media.

Acceptable values: true, false.

acceptassign=

Property type: Boolean

Default value: true

This property indicates whether this medium accepts assign events from other media.

Acceptable values: true, false

shareassign=

Property type: Boolean

Default value: true

This property indicates whether this medium shares assign events with other media.

Acceptable values: true, false

acceptdrop=

Property type: Boolean

Default value: true

This property indicates whether this medium accepts drop events from other media.

Acceptable values: true, false

sharedrop=

Property type: Boolean

Default value: true

This property indicates whether this medium shares drop events with other media.

Acceptable values: true, false.

acceptsignon=

Property type: Boolean

Default value: true

This property indicates whether this medium accepts signon events from other media.

Acceptable values: true, false

sharesignon=

Property type: Boolean

Default value: true

This property indicates whether this medium shares signon events with other media.

Acceptable values: true, false

acceptsignoff=

Property type: Boolean

Default value: true

This property indicates whether this medium accepts signoff events from other media.

Acceptable values: true, false

sharesignoff=

Property type: Boolean

Default value: true

This property indicates whether this medium shares signoff events with other media.

Acceptable values: true, false

acceptaddparticipant=

Property type: Boolean

Default value: true

This property indicates whether this medium accepts addparticipant events from other media. This property is used by the WCS medium when it receives a shareaddparticipant event from the ACD medium. (This property is used for call transferring and conferencing.)

Acceptable values: true, false

shareaddparticipant=

Property type: Boolean

Default value: true

This property indicates whether this medium shares addparticipant events with other media. This property is used by the ACD medium to add a conferenced or transferred call to the WCS. (This property is used for call transferring and conferencing.)

Acceptable values: true, false

acceptdropparticipant=

Property type: Boolean

Default value: true

This property indicates whether this medium accepts dropparticipant events from other media. This property is used by the WebLine Medium when it receives a sharedropparticipant event from the ACD medium. (This property is used for call transferring and conferencing.)

Acceptable values: true, false

sharedropparticipant=

Property type: Boolean

Default value: true

This property indicates whether this medium shares dropparticipant events with other media. This property is used by the ACD medium to disconnect a conferenced or transferred call from the WCS. (This property is used for call transferring and conferencing.)

Acceptable values: true, false

acceptblindtransfer=

Property type: Boolean

Default value: true

This property indicates whether this medium accepts blindtransfer events from other media. This property is used by the WebLine Medium when it receives a shareblindtransfer event from the ACD Medium. (This property is used for call transferring.)

Acceptable values: true, false

shareblindtransfer=

Property type: Boolean

Default value: true

This property indicates whether this medium shares blindtransfer events with other media. This property is used by the ACD medium to share blindtransfer events with the WebLine medium.

acceptpopurl=

Property type: Boolean

Default value: true

This property indicates whether this medium accepts popurl events from other media.

Acceptable values: true, false

sharepopurl=

Property type: Boolean

Default value: true

This property indicates whether this medium shares popurl events with other media.

Acceptable values: true, false

acceptdisplaymsg=

Property type: Boolean

Default value: true

This property indicates whether this medium accepts displaymsg events from other media.

Acceptable values: true, false

sharedisplaymsg=

Property type: Boolean

Default value: true

This property indicates whether this medium shares displaymsg events with other media.

Acceptable values: true, false

acceptmakecall=

Property type: Boolean

Default value: true

This property indicates whether this medium accepts makecall events from other media.

Acceptable values: true, false

sharemakecall=

Property type: Boolean

Default value: true

This property indicates whether this medium shares makecall events with other media.

Acceptable values: true, false

accepterror=

Property type: Boolean

Default value: true

This property indicates whether this medium accepts accepterror events from other media.

Acceptable values: true, false

shareerror=

Property type: Boolean

Default value: true

This property indicates whether this medium shares shareerror events with other media.

Acceptable values: true, false.

Section 4: Configuration files

This section describes all of the configuration files you can set up with Media Blender. Note that not all of these files are required for all configurations.

- [Physical location file](#)
- [Agent password file](#)
- [Calltype table](#)
- [Phantom pool file](#)
- [Skills table](#)
- [Agent filter file](#)
- [Eventbridge map file \(Aspect only\)](#)
- [Agent group file \(CSTA switches only\)](#)
- [Position ID file \(Nortel switches only\)](#)

Physical location file

agents.properties

The agents.properties file maps an agent's logical ID to a specific physical phone ID. For each agent you want to add, include a line in this file that lists the agent's logical ID and its corresponding phone physical ID in this format:

```
agent's logical ID=physical ID
```

Example:

```
45017=40017
```

```
45023=40032
```

Note: In order to enable changes to this properties file, Media Blender must be restarted. See online help the Media Blender Control panel for more information.

Agent password file

passwords.properties

The password.properties file maps an agent's logical ID to a specific password. For each agent you want to add, include a line in this file that lists the agent's logical extension and his or her corresponding password in this format:

```
agent's logical ID= password
```

Example:

```
45017=32363
```

```
45023=32332
```

Note: In order to enable changes to this properties file, Media Blender must be restarted. See online help for the Media Blender Control panel for more information.

Calltype table

calltypes.properties

The call type table maps call type codes (embedded in the callback page) to CTI strategies. This file is typically named calltypes.properties and must be located in the <weblinedir>\servlet\properties\blender directory.

Each line of the call types table maps web-based textual call type codes embedded in the callback page to CTI Strategies in the following format:

```
call type code=<CTI Strategy>
```

where

- *call type code* is a code embedded in a field on the WebLine CallBack HTML form used by the caller. (We provide a sample callback form, <weblinedir>\pub\html\forms\callFormACD.html, that your WCS administrator can use to create the callback form for your site.
- *CTI Strategy* defines the strategy to be followed by the call type. Acceptable values are:

Predictive

PhantomWaitRelease

PhantomWaitNoRelease

PhantomWaitOneLine

PhantomNoCallRelease

PhantomNoCallNoRelease

Von

See the *Media Blender Configuration Handbook* for complete descriptions of these values.

Defining a Default Call Type

Be sure that the calltypes.properties file defines a default call type. The entry should appear as follows:

```
default=<ctistrategy>
```

Note: Call type matching is not case sensitive.

Example calltypes.properties file

This example maps call type codes to CTI Strategies:

```
pstn=Predictive
```

chat=PhantomNoCallNoRelease
default=Predictive
operator=PhantomWaitRelease
von=Von

Phantom pool file

phantoms.properties

The phantoms.properties file lists the phantom lines and their types in the following format:

```
phantomID=phantom type
```

where

- *phantomID* is either the phantom's physical ID on the ACD or an agent's permanent extension.
- *phantom type* identifies the line type. Note that Media Blender currently supports only digital line types.

Example:

```
12345=D
```

```
67890=D
```

```
23456=D
```

Using agent logical IDs in phantoms.properties

Some ACDs, such as Aspect, require a logged in agent ID before it will place calls. In this case, you can use agent permanent extensions (or logical IDs) in place of the phantomIDs in the phantoms.properties file.

Follow these steps to use permanent extensions when creating your phantom line pool:

1. Create phantoms.properties using agent permanent extensions in place of phantom ID. For example:

```
agent_permanent_extension=phantom type
```

2. Create an entry for the phantom's logical ID in the agents.properties file.
3. Create an entry for the phantom's password in the password.properties file.

See the *Media Blender Configuration Handbook* for information about setting up agents.properties and password.properties.

Skills table

skills.properties

The skills table is a file that maps routing addresses to your ACD routing logic. This file is typically named skills.properties and must be located in the WebLine/servlet/properties/blender directory.

Each line of the skills table maps the WebLine Routing address to the routing logic used by your ACD, in the following format:

Routing Address=routing number

where

- Routing Address is a code embedded in the WebLine Callback HTML form used by the caller. (The Routing Address is set in a hidden field, RoutingAddr, on the Callback form. We provide a sample callback form, /<weblinedir>/pub/html/forms/callFormACD.html, that your WCS administrator can use to create the callback form for your site.)
- Routing number is equal to a value unique to the routing logic on your ACD. Each ACD type uses different routing logic, as follows:

ACD type	Routing Number
Aspect	CCT
CSTA	RPN
Lucent	VDN
Meridian	CDN

See your switch administrator to obtain appropriate routing numbers. In most cases, it will be necessary to create a new routing number (i.e. CCT, VDN, and so forth) on the switch for use with the WebLine application. Refer to the WebLine Media Blender switch-specific documentation and consult your switch administrator for more information.

When a call back request comes in, Media Blender retrieves the routing address from the callback form and matches it to the ACD routing number. The ACD then routes the request to the appropriate agent .

Define a Default Route

Be sure that the skills.properties file defines a default route, equivalent to the default routing number used on the switch. The entry should appear as follows:

default=<routing number>

Example skills.properties file

This example maps a WebLine Routing address to an Aspect Call Control Table numbers:

default=9520

sales=9520

westernsales=9530

easternsales=9540

collections=9550

Agent filter file

agentfilter.properties

The agent filter file lists the logicalIDs of agents for whom signoff and signon events can be shared and accepted. This file is typically called agentfilter.properties and must reside in the \<weblinedir>\servlet\properties\blender directory.

The agent filter file is used primarily in configurations that include multiple Media Blenders and one Collaboration server. You can also use an agent filter file (which can be used with all media) to establish two groups of agents: those who will use Collaboration with Media Blender and the switch, and those who will use Collaboration only. Agents who do not appear in this file can use Collaboration only.

After you create the agentfilter.properties file, identify it using these properties in your ACD medium's properties file: acceptagenteventsfile and shareagenteventsfile. (See [Section 3: ACD/CTI driver configuration](#) for more information.)

Create agentfilter.properties

The agentfilter file lists the logical ids of each agent for whom events can be shared and accepted by the switch. A sample agent filter file appears below:

```
# Agents taking Sales calls
34200 34201 34203 34204 34205 34206 34207 34208 34209 34210

# Agents taking tech support calls
34180 34181 34182 34183 34184 34185 34186 34187 34188
```

You can separate agent IDs either by using spaces or by listing them on separate lines. Lines beginning with a pound sign (#) are comments and are ignored.

Eventbridge map file (Aspect only)

eventbridge.properties

If your Aspect ACD uses EventBridge software, you need to set up a properties file that specifies how each agent or agent group should be monitored. To do so, you must:

- Set up an EventBridge properties file . This file is typically named eventbridge.properties and must reside in the <webLine dir>\servlet\properties\blender directory.
- Identify this properties file to your Aspect ACD medium using the eventbridgemap property in the ACD.aspect.properties file. (See [Configuring Aspect Media](#) for more information.)

Understanding eventbridge.properties

The eventbridge.properties file lets you monitor the status of agent groups and their calls. Each entry in the file defines an EventBridge map. Each map identifies a particular agent group and defines how their calls should be monitored. Each EventBridge map entry should appear in the following format (with spaces separating each parameter):

```
Map#= whom number agentStateMap callStateMap
```

where:

- *Map#* identifies the map. The eventbridge.properties file can have any number of maps, defining how many agent groups should be monitored.
- *whom* identifies the agent group.

Acceptable values are:

Value	Description
AG	Monitors a specific agent group
ASG	Monitors a specific agent supergroup
AAG	Monitors all agent groups (i.e. all agents)
TG	Monitors a specific trunk group
ATG	Monitors all trunk groups

- *number* is the number of the agent group defined in whom.
- *agentStateMap* defines the agent states that should be monitored. The value you enter here consists of 10 Boolean characters (Y or N). Each position in agentStateMap let you monitor a different agent state, as follows:

Position	Agent State Event
0	Agent logged on event
1	Agent logged off event
2	Agent idle event
3	Agent available event
4	Agent wrap-up event
6-9	Reserved for later use (set as N)

- *callStateMap* defines the call states that should be monitored. The value you enter here consists of 20 Boolean characters (Y or N). Each position in agentStateMap let you monitor a different call state, as follows:

Position	Call State Event
0	Call noticed event
1	Call offered event
2	Call connected event
3	Call queued event
4	Call dequeued event
5	Call held event
6	Call retrieved event
7	Call transferred event
8	Call conferenced event
9	Call disconnected event
10-19	Reserved for later use, set as N

Example:

```
Map1= AG 1 YYYYYYNNNN YYYYYYYYYYNNNNNNNNNN
```

```
Map2=TG 48 YYYYYYNNNN YYYYYYYYYYNNNNNNNNNN
```

Agent group file (CSTA switches only)

groups.properties

Some switches require agents to enter their agent group numbers when logging in. To achieve blended login on these switches, you must create an agent group file to map agent IDs with agent groups. This file is typically called groups.properties and must reside in the \<weblines dir>\servlet\properties\blender directory.

After you create the groups.properties file, identify it in your ACD medium's properties file using the groupfile property.

Each line of the groups file maps agent IDs to groups set up on the switch, in the following format:

agent ID=agent group

Define a Default Group

Be sure that the groups.properties file defines a default agent group, equivalent to the default VDN. The entry should appear as follows:

default=<agent group>

Example groups.properties file

The groups.properties file maps agent logical IDs to agent groups set up on the switch. Below is a sample group file.

```
default=4320
100=4320
101=4320
102=4320
103=4320
104=4320
105=4320
106=4321
107=4321
108=4321
109=4322
110=4322
111=4321 4322
```

Position ID file (Nortel switches only)

positionids.properties

This position ID file identifies the name of the file that maps Nortel telephone extensions to position IDs. This file is typically called positionids.properties and must reside in the \<weblinedir>\servlet\properties\blender directory.

After you create the positionids.properties file, identify it in your ACD medium's properties file using the positionidfile property. (See [Section 3: ACD/CTI driver configuration](#) for more information.)

Note: This file is required for Nortel switches only.

Create positionids.properties

Each line of the positionid file maps the Nortel telephone extensions to position IDs in the following format:

Nortel telephone extension=Nortel position ID

Example positionids.properties file

340=240

341=241

342=242

343=243

Appendix A:Media Blender administration

Media Blender provides web-based administration, allowing the administrator to gather information and troubleshoot problems from a simple web browser.

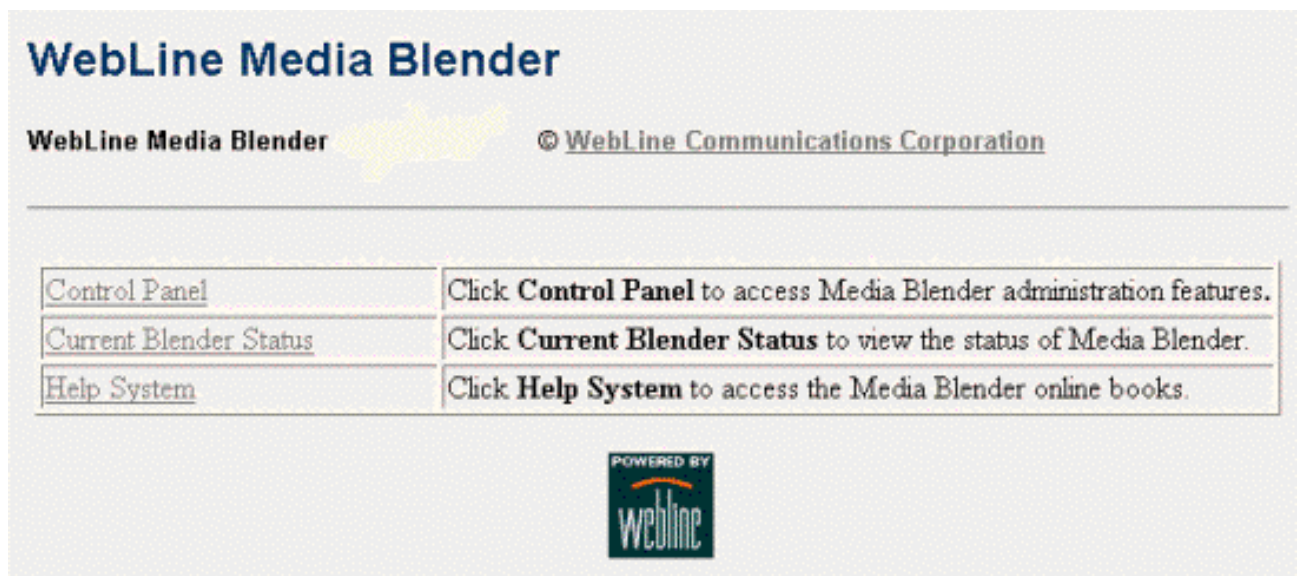
Accessing Media Blender Administration

You can access Media Blender Administration in two different ways:

- Using the Media Blender Home page
- Using the Blender Administration alias

Using the Media Blender Home page

1. Open a web browser and enter the name of the Media Blender server in the location/address field. The Media Blender Home page appears, as shown below:



2. Click Control panel. The Media Blender Control Panel appears. See the following section for information about the Control Panel.

Using the Blender Administration Alias

You can also access the control panel using the **admin** alias.

Open a browser and enter **<servername>/admin** in the location/address field. The Media Blender Control Panel appears.

The Media Blender Control Panel

The Media Blender Control Panel provides administrators with different views of the day-to-day functioning of the blended environment. The Control Panel appears below:

Status Queries

[Sessions](#) | [Media](#) | [Properties](#)

Event Log

[View](#) | [Clear](#)

Insert Comment

Start Blender

[Start](#)

Restart Blender

[Restart](#)

Shut Down Blender

[Shut Down](#)

Click for Help 

Media Blender Status

Current status: Stopped


Current time: Fri Oct 01 07:39:03 PDT 1999

System is not currently running.

Powered by [WebLine® Media Blender®](#), Version 003.000.000.0172

[Turn Auto-Refresh On](#)

Execute commands in the left pane; Media Blender displays the results in the right pane.

Click the Help link  provides detailed information about all of the features available on the Control Panel. Refer to online Help for more information.

Appendix B: Media Blender Alerts

Media Blender generates alerts, or messages that indicate errors that require action. Alerts appear on the Media Blender Control panel as they occur. You can configure Media Blender so that key personnel are notified of the different alerts generated by Media Blender. For more information, see:

- [Section 1: Media Blender Properties](#)
- the *Media Blender Configuration Handbook* for more information.

In this section:

- [Alerts for all participating media](#)
- [Alerts for all ACD media](#)
- [Collaboration medium alerts](#)
- [Aspect medium alerts](#)
- [ASAI medium alerts](#)
- [CT-Connect medium alerts](#)
- [JTAPI medium alerts](#)
- [Media Blender Telephony Integration API medium alerts](#)
- [Trailhead medium alerts](#)

Alerts for all participating media

Alert	Description	Resolution
Blender is using *MAXIMUM* number (n) of threads - n thread commands are pending. Consider a higher thread ceiling	Media Blender is currently using the maximum number of threads. Either the command handler ceiling is set too low, or the threads are stuck (due to a communication problem with the switch.)	Increase the thread ceiling value using the <code>commandhandlerceiling</code> property in the Blender properties file. If the value is already higher than 200, the threads may be stuck waiting for replies from the switch. In this case, ensure that communication with the switch is functioning correctly.
Blender is using n ($n\%$) of the n maximum threads. Consider a higher thread ceiling.		
Blender has an excessive thread cycle ratio: n - the thread floor is probably too low: n "	Media Blender's thread cycle ratio measures how many threads are created and destroyed, relative to the thread pool floor (set in your Blender properties file). If the ratio is greater than 1 indicates the inefficient creation and deletion of these threads	Increase the floor value for threads in your Blender properties file using the <code>commandhandlers</code> property.
Blender thread pool has received an out of memory error: <code><error></code> . Check machine resources and reboot if necessary.	A serious memory error has occurred on this Media Blender. The machine may be out of memory or have a hardware problem.	Verify that the machine has minimum memory configuration and restart.
Blender thread pool has received a virtual machine error: <code><error></code> Check machine resources and reboot if necessary		

Alerts for all ACD media

Alert	Description	Resolution
<p>All phantom lines engaged. <i>nnn</i> calls queued and waiting for phantom lines.</p>	<p>Too many calls are in the phantom line queue.</p>	<p>This problem may be temporary; as the number of calls in the queue decreases, more calls in the phantom queue will be connected.</p> <p>To prevent this alert from occurring, perform any of these tasks:</p> <ul style="list-style-type: none">• Increase the number of available phantom lines.• Ensure the CTI strategy is set to PhantomWait Release (rather than PhantomWaitNoRelease)• Change the CTI strategy to Predictive

Collaboration medium alerts

Alert	Description	Resolution
WebLine Channel is temporarily down.	Media Blender is experiencing problems connecting to the WebLine Collaboration Server.	<ul style="list-style-type: none">• Ensure that the Collaboration Server is running properly.• Ensure that the TCP/IP network connecting Media Blender and WCS is working properly.
WebLine Channel is permanently down		
WebLine Channel is currently down --uncertain status.		

Aspect medium alerts

Alert	Description	Resolution
No reply from status query in 30 seconds - link may be down!	Media Blender is experiencing problems connecting to the Aspect ACD.	<ul style="list-style-type: none">• Ensure that the ACD is functioning properly and is properly connected to the LAN.• Check that Media Blender is properly connected to the LAN to which the ACD is connected.
Error on status query--link may be down!		
Invalid CCT Error: check CCT # <i>nnn</i>	Media Blender detects an invalid CCT.	Check the routing logic in the CCT to ensure it works correctly without Media Blender. To remove the alert, you must restart Media Blender.

ASAI medium alerts

Alert	Description	Resolution
Error sending heartbeat: <error>	Either Media Blender could not send a heartbeat request to the switch or the switch's heartbeat response did not come back properly. The timeout is 30 seconds. This could indicate that the socket link to the switch is down, or that the switch is too slow to respond to the heartbeat.	Optimize the ASAI Network using these techniques: <ul style="list-style-type: none"> • Eliminate network traffic for the segment on which Media Blender and the switches run • Place Media Blender on a subnet or hub that is separate from other network traffic • Turn off ASAI directory lookups by setting the querydirectoryname property to false in ACD.asai.properties • Do not monitor extraneous Splits or Vectors
No reply to heartbeat -- timed out.		
Error in reply to heartbeat: <error>		
Unexpected reply to heartbeat: <error>		
Connection is DOWN: Unstarted - <error>	The connection either did not start up or is in the process of starting up.	Shut down, then start Media Blender.
Connection is DOWN: Intitializing Carrier - <reason>		
Connection is DOWN: Carrier Up, Host Down Temporarily - <reason>		
Connection is DOWN: Carrier Up, Initializing Host - <reason>		
Connection is DOWN: Carrier Down Temporarily - CTI EXCEPTION getting message: <error>	Media Blender encountered communication errors while sending or receiving messages. Media Blender will attempt to reconnect with the switch.	Wait for Media Blender to reconnect. (If it does not reconnect, shut down and start Media Blender.)
Connection is DOWN: Carrier Down Temporarily - IO EXCEPTION getting message <error>		
Connection is DOWN: Carrier Down Temporarily --ERROR getting message: <error>		
Connection is DOWN: Carrier Down Temporarily - IO Error sending message: <error>		

Connection is DOWN: Carrier Down Temporarily - Definity ECS has taken layer 2 (ethernet) down.	The Definity LAN Gateway (DLG) will not allow ethernet connections.	Configure the DLG to allow ethernet connections and wait for Media Blender to reconnect. (If it does not reconnect, shut down and start Media Blender.)
Connection is DOWN: Carrier Down Temporarily - Definity ECS is down.	The DLG is up, but the switch is down.	Check the switch and ASAI link. Wait for Media Blender to reconnect. (If it does not reconnect, shut down and start Media Blender.)
Connection is DOWN: Carrier down Temporarily - Error cause: Client Too Slow.	Media Blender did not format a message correctly.	Wait for Media Blender to reconnect. (If it does not reconnect, shut down and start Media Blender.)
Connection is DOWN: Carrier Down Temporarily - Error cause: Invalid Context.		
Connection is DOWN: Carrier Down Temporarily - Error cause: Invalid Type.		
Connection is DOWN: Carrier Down Temporarily- Error cause: Wrong Data Size.		
Connection is DOWN: Carrier Down Temporarily - Error cause: Unknown Cause.		
Connection is DOWN: Carrier Down Temporarily - Error cause: Invalid Client	The DLG is not configured to accept connections from this port.	Configure the DLG to allow this connection. Wait for Media Blender to reconnect. (If it does not reconnect, shut down and start Media Blender.)
Connection is DOWN: Carrier Down Temporarily - Error cause: New Connection Made	A new ASAI connection came in on the same port.	Wait for Media Blender to reconnect. (If it does not reconnect, shut down and start Media Blender.)
Connection is DOWN: Carrier Down Temporarily - Error cause: No Reply to Heartbeat	Media Blender did not respond to a heartbeat, and the Definity severed the connection.	Check networking for congestion. Wait for Media Blender to reconnect. (If it does not reconnect, shut down and start Media Blender.)
Connection is DOWN: Carrier Down Temporarily - Error cause: Out Of Service	The ASAI connection was taken out of service on the DLG.	Configure the DLG to allow this connection. Wait for Media Blender to reconnect. (If it does not reconnect, shut down and start Media Blender.)

Connection is DOWN: Carrier Down Temporarily - Error cause: Server Error.	The switch experienced an internal error.	Wait for Media Blender to reconnect. (If it does not reconnect, shut down and start Media Blender.)
Connection is DOWN: Carrier Down Temporarily - Host too slow to connect.	The switch did not connect to Media Blender in two minutes.	Wait for Media Blender to reconnect. (If it does not reconnect, shut down and start Media Blender.)
Connection is DOWN: Carrier Down Temporarily - Virtual BRI port busied-out or not administered.	The DLG and the BRI port used for ASAI are misconfigured or busy.	Configure the DLG to allow this connection. Wait for Media Blender to reconnect. (If it does not reconnect, shut down and start Media Blender.)
Connection is DOWN: Carrier Down Temporarily - Virtual BRI port busied-out on Definity Lan Gateway system assembly.		
Connection is DOWN: Carrier Down Permanently - Reject cause: The requesting client link number is unknown to the ECS.	The DLG does not recognize this link number.	Configure the DLG to work with this link number. Restart Media Blender.
Connection is DOWN: Carrier Down Permanently - REject cause: The requested link number has been taken out of service on the router.		
Connection is DOWN: Carrier Down Permanently - Reject cause: The client's TCP Tunnel protocol version number is not supported by the server.	The protocol in use by the DLG is out of date.	The DLG may need to be upgraded. Determine the version number and upgrade if necessary.
Connection is DOWN: Carrier Up, Host Down Permanently - <reason>	No connection can be made to the Definity.	Configure the ASAI link between the DLG and the Definity. Restart Media Blender.
Connection is DOWN: Shutting down- <reason>	Media Blender is shutting down.	After Media Blender shuts down, start it again, if desired.
Connection is DOWN: Shut down - <reason>		

CT-Connect medium alerts

Alert	Description	Resolution
<p>The CTC server lost at least <i>n</i> event messages -- server may be running too many tasks and/or have inadequate hardware!</p>	<p>A number of CTI events occurred simultaneously and the CTC server lost some of these event messages.</p>	<p>Ensure the CTC server's performance is not being hampered by slow hardware or too great a task load.</p>
<p>The CTC server lost at least <i>n</i> route query messages - server may be running too many tasks and/or have inadequate hardware!</p>	<p>A number of CTI events (specifically related to ACD route points) occurred simultaneously and the CTC lost some of these event messages.</p>	<p>Ensure the CTC server's performance is not being hampered by slow hardware or too great a task load.</p>
<p><i>n</i> CTC server reported errors have been returned - link may be down!</p>	<p>One or more CTC API function calls have returned error codes that indicate a problem either within the CTC server itself or with the link between the CTC server and the switch.</p>	<p>Run the CTC Control program to determine the state of the CT-Connect server and/or the link. See the <i>Dialogic CT-Connect for Windows NT Installation and Administration Guide</i> for details about using the Control program. If you need to restart the CT-Connect server, you should also restart Media Blender.</p>

JTAPI medium alerts

Alert	Description	Resolution
JTAPI Provider is unavailable. Please check connectivity to CTI server or ACD.	Media Blender is unable to reach the JTAPI provider (for instance, Lucent's CTI server).	Check network connectivity between the two servers and ensure that both the CTI server and ACD are up.
JTAPI provider temporarily out of service. Cannot connect to the switch.	Lucent Passageway is experiencing temporary problems.	<ul style="list-style-type: none"> • Ensure that the Passageway TServer is functioning properly (check its logs for errors.) • Ensure that the ACD is functioning properly and is properly connected to the LAN • Ensure that Passageway is properly connected to the LAN that connects it to the ACD.
JTAPI provider shut down. Cannot connect to the switch. Please restart Media Blender after fixing the problem.	Lucent Passageway has experienced a fatal problem and has shut down telephony services.	<ul style="list-style-type: none"> • Ensure that the Passageway TServer is functioning properly (check its logs for errors.) • Ensure that the ACD is functioning properly and is properly connected to the LAN • Ensure that Passageway is properly connected to the LAN that connects it to the ACD. <p>Note: You may need to restart the TServer once the problem has been resolved. You must restart Media Blender (from the Control Panel) once the problem has been resolved.</p>
Cannot connect to JTAPI provider. Please restart Media Blender after fixing the problem.	Media Blender is unable to connect to the Passageway TServer.	<ul style="list-style-type: none"> • Ensure that Media Blender is properly connected to the LAN connecting it to the Passageway TServer. • Ensure that the TCP/IP network connecting Media Blender and the TServer is working properly. • Ensure that the Passageway TServer is functioning properly (check its logs for errors.) • Ensure that the ACD is functioning properly and is properly connected to the LAN • Ensure that Passageway is properly connected to the LAN that connects it to the ACD. <p>Note: You may need to restart the TServer once the problem has been resolved. You must restart Media Blender (from the Control Panel) once the problem has been resolved.</p>

Command Handler trouble	Media Blender has experienced an internal problem. This may be due to a lack of system resources.	<ul style="list-style-type: none"> • Check the state of the Media Blender server. • Check the Media Blender logs for more information.
JTAPI Provider is unavailable. Please check connectivity to CTI server or ACD.	Media Blender is unable to reach the JTAPI provider (for instance, Lucent's CTI server).	Check the network connectivity between the two servers and ensure that the CTI server and ACD are up.

Media Blender Telephony Integration API medium alerts

Alert	Description	Resolution
No reply from CTI status query in <n> seconds -- link may be down!	The CTI Translator Component (CTITC) did not respond to a GetLinkStatus command within a specific amount of time.	Ensure the CTITC is currently running and that the socket connection between Media Blender and the CTITC is functioning properly.
CTI Status query returned error: <n> link may be down!	The CTITC returned an error result code in response to a GetLinkStatus command.	Ensure the CTITC has not lost its connection to the switch and/or the CTI layer.
Error on status query -- link may be down! <exception message>	The socket connection between Media Blender and the CTITC has gone down.	<ul style="list-style-type: none"> • Check the exception message for more information about why the status query failed. • Check the status of the CTITC and the socket connection.
<n> BlenderSocket reply/event message(s) with invalid syntax have been read!	The CTITC sent one or more reply and or event messages to Media Blender that contain invalid syntax.	<p>Notify the company and/or person(s) responsible for developing the CTITC that problems exist that cause their code to generate invalid Telephony Integration API messages. Document the problem by showing the CTITC developers the Media Blender log file, which lists all received commands containing syntax errors.</p> <p>Note: This alert and associated log messages can be helpful during the testing phase of CTITC development; However, it should not occur in a production environment.</p>

Trailhead medium alerts

Alert	Description	Resolution
Trailhead did not respond to Alerts Query!	The Trailhead medium did not receive a response to a command sent to Trailhead requesting any alerts that have occurred.	Ensure Trailhead is running and that there are no network problems preventing communication between the Media Blender server and the Trailhead server.
Destination is in a Down-Alerting Status: <i><destination-status></i>	The Trailhead destination associated with this Media Blender currently has a status of type Down-Alerting. The Trailhead administrator has set the destination's status to a value indicating the call center is not currently available for callbacks. Typical Down-Alerting status values are holiday and noagents.	When the call center becomes available for handling callback requests, have the Trailhead administrator set the destination status back to its normal status value.

WebLine Media Blender Version 3.0

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