



CooCenter Technical Documentation



Admin User Guide

software version v3.1.0

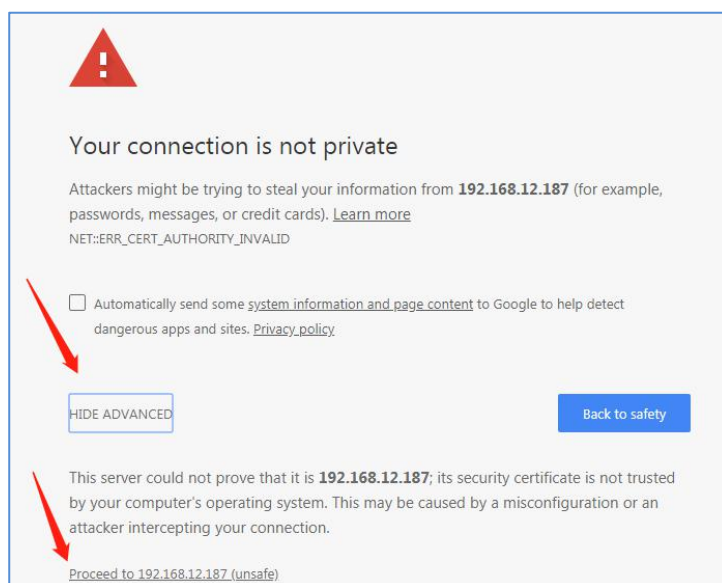
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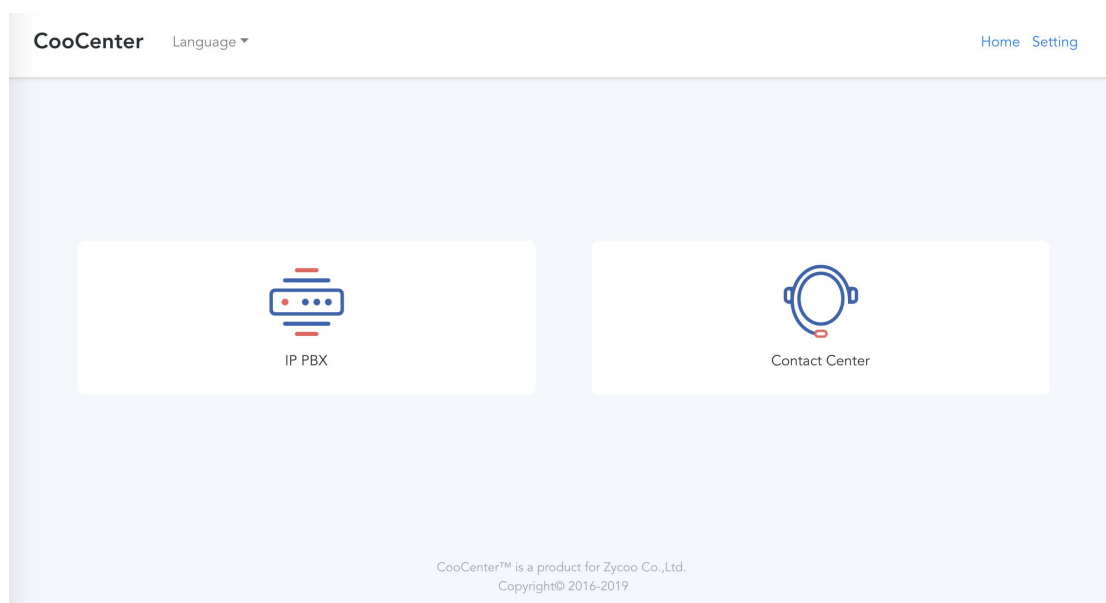
CC (Call Center) Admin Login

Run your web browser, in the address bar input the default URL (The default URL of the WAN port is <https://192.168.1.100:8080>, the default URL of LAN port is <https://192.168.10.100:8080>.) of CooCenter system Web interface and press Enter.

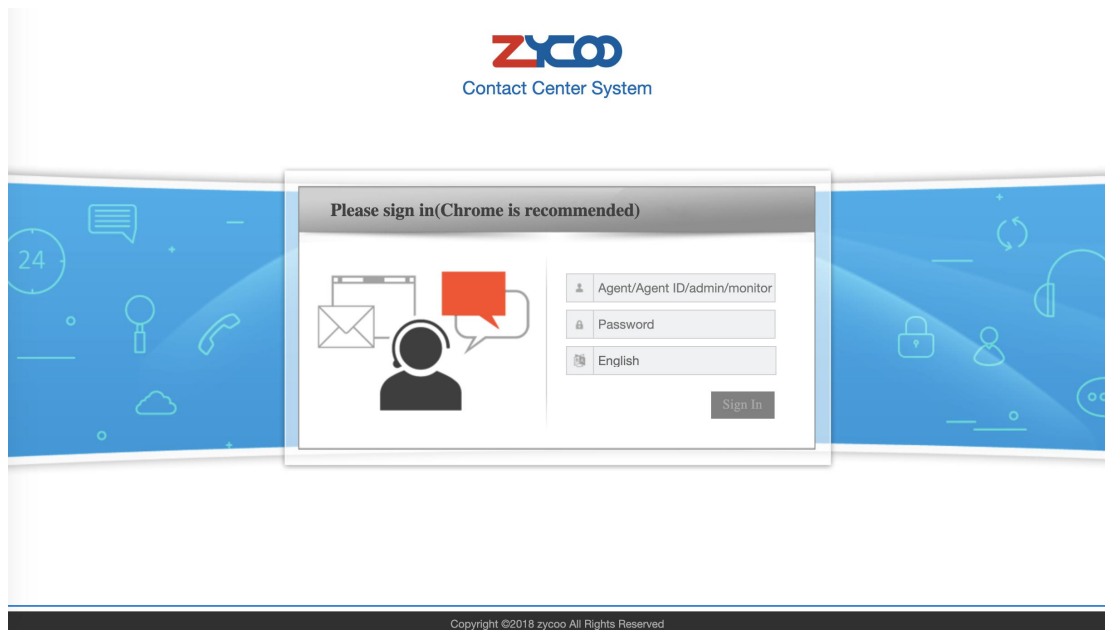
A warning screen “Your connection is not private” will show up, click on “Advanced” option and then click on “Proceed to...” to open the login page.



The CooCenter Web interface login page is shown as below.



Please click the Contact Center icon to access Contact Center System

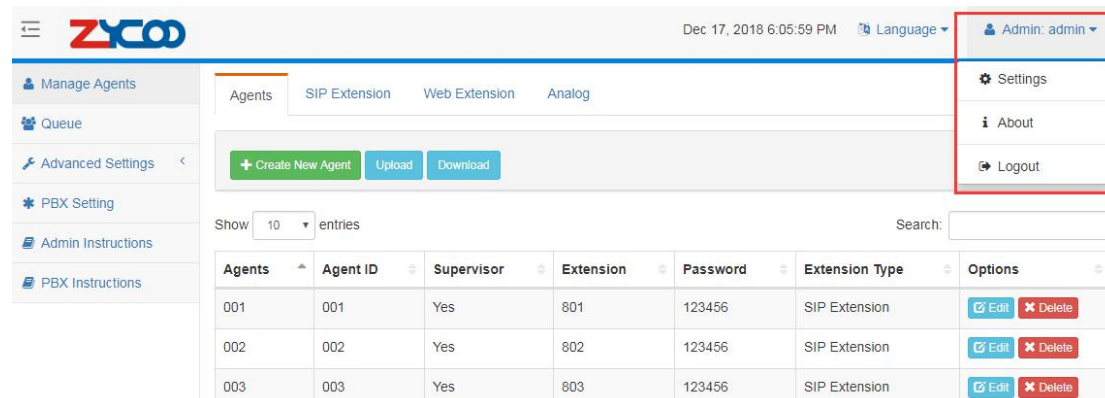


Input the “Agent Name” and “Password”, and then you will enter in the CooCenter Web GUI.

In this case, the default “User Name” and “Password” are all “admin”.

Admin Account Management

Click on the “admin” icon on the top right corner, a menu list of “Settings”, “About” and “Logout” will show up.



Click on “Settings”, you can enter in the account settings screen of admin user.

On the Account Settings page, you are allowed to change admin password.

Account Settings

Change Admin password

Old password *

.....

New password *

.....

Confirm password *

.....

Update

For system safety, please use strong password to protect you admin account.

Enable monitor account, and set a new password for monitor

Monitor User: monitor

States

On

New password

New password

Confirm password

Confirm password

Update

Enable PBX Manager connect.

Zycoo's technical support can remote access your device if you enable the function

PBX Manager

States

online

Off

Console Access

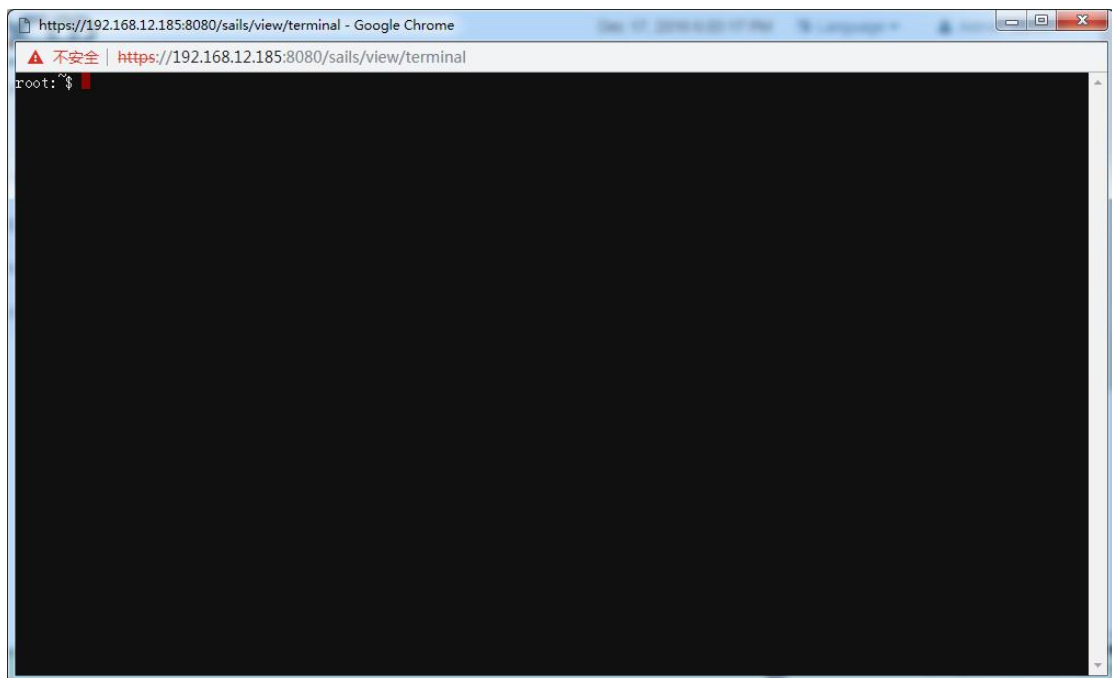
Console Access

By Browser

[Launch Console](#)

Console Access feature can be used by system admin for troubleshooting purpose. You

are allowed to enter in the terminal page by clicking on “[Launch Console](#)”. You’ll be directed to a new tab page as below.



You may issue Linux commands or Asterisk commands for CLI level troubleshooting directly through the web browser.

Manage Agents

You are allowed to manage all agents on “[Manage Agents](#)” screen, agent creation, deletion and editing can be done here.

If you want to add a new agent, please click on [+ Create New Agent](#). In the popup window, you should complete agent info and extension details as shown below.

New
✕

Agent *
Agent ID *
Password *
Extension Type ?
Extension *
Supervisor ?

SIP Extension
▼

Please Select
▼

☐
☐
No

Cancel

Submit

The extension details and agent info are introduced as below.

Name	Descriptions
Agent Name	Specify the name of agent, e.g.: John Doe.
Agent ID	Specify the agent ID.
Password	<p>The password is used to register extension on IPPBX System and used for agent login the CooCenter Web GUI too.</p> <p>You can use the random password that contains a combination of numbers, letters and special characters.</p>
Extension Type	<p>Web Extension: Uses Web browser to sign in web extension account directly with IP phone, softphone or any plugin support.</p> <p>SIP Extension: Uses SIP IP phones or softphones to register.</p> <p>Notice:</p> <p>Once extension type selected, you can't modify it.</p>
Extension	Choose a extension that create in PBX GUI
Supervisor	Set whether the agent to be supervisor or not. If enabled, this agent is a supervisor who has more privileges compared with ordinary agents.

The new agents you have added will be listed on this page, you may edit the agent extension properties by clicking on the [“Edit”](#) button.

+ Create New Agent Upload Download						
Show <input type="text" value="10"/> entries		Search: <input type="text"/>				
Agents ^	Agent ID ⇅	Supervisor ⇅	Extension ⇅	Password ⇅	Extension Type ⇅	Options ⇅
001	001	Yes	801	123456	SIP Extension	Edit Delete
002	002	Yes	802	123456	SIP Extension	Edit Delete
003	003	Yes	803	123456	SIP Extension	Edit Delete
004	004	Yes	804	123456	SIP Extension	Edit Delete
005	005	Yes	805	123456	SIP Extension	Edit Delete

You can change Agent Name, Password, Dial Plan, Remote Extension, and Supervisor on the “[Basic](#)”screen and Outbound CID and Permit IP on the “[Advanced](#)”screen.

On the “[Record Inbound](#)”screen, you could choose to record inbound calls on this agent, additionally you could also set the time duration of when to record.

Queue Management

On the “[Queue Management](#)”screen, you are allowed to manage all existing queues. If you want to add a new queue or delete a queue, please do it from the PBX GUI by clicking on “PBX Settings”.

Queue

Refresh				
Show <input type="text" value="10"/> entries		Search: <input type="text"/>		
Queue Number ^	Queue ⇅	Ring Strategy ? ⇅	Queue Agents	Options ⇅
630	630	Ring in order	Yoky[870] Vela[871] Jerry[872] john[875] will[876] tom[878]	Edit
631	631	Ring in order	john[875] will[876] tom[878]	Edit
632	632	Ring in order	Yoky[870] Vela[871]	Edit

Showing 1 to 3 of 3 entries

Previous **1** Next

If you need to change settings of a call queue, please click on [Edit](#) button. In the popup window you may change the settings.

Edit: 630

Queue

630
Update

Ring Strategy

Ring in order

Queue Agents

Yoky[870]
Vela[871]

Jerry[872]
john[875]

will[876]
tom[878]

More details of queue settings as below.

Name	Descriptions
Queue Name	Call queue name could be modified here.
Ring Strategy	<p>Choose the ring strategy from the dropdown list.</p> <p>Random: Ring the extension of a random Agent.</p> <p>Ringall: Ring all available agents until one answer.</p> <p>RRmemory: The system remembers which agent was last called and begins the round robin with the next agent.</p> <p>Roundrobin: Same as rrmemory, except the queue member order is preserved.</p> <p>Ring in Order: Starting with the first agent, ring the extension of each agent in turn until the call is answered.</p> <p>Leastrecent: Ring the extension of the Agent who has least recently received a call.</p> <p>Fewestcalls: Ring the extension of the Agent who has taken the fewest number of calls.</p>
Queue Agents	Add or remove agents from this queue.

Notice

Queue number can't be changed from CC admin GUI.You have to change it from PBX GUI.

Advanced Settings

Custom Voice

You may upload your customized voice prompts to the CooCenter system from

Advanced Settings->Custom Voicescreen.The custom voice could be used to play to the callers before and after the agent answers the call.

Voice Manager

Recording

TTS

Custom Voice

Drag in the file or click here to choose a file to upload

File Name	Progress	Size	States	Options
start.mp3		0.04 MB		<div>▶ Play</div> <div>✖ Delete</div>
end.mp3		0.04 MB		<div>▶ Play</div> <div>✖ Delete</div>

You may drag a voice prompts file and drop in the

Drag in the file or click here to choose a file to upload

 field to upload, or you may click on this field and select a file in the pop up window to upload. The selected file info can be previewed before submit to upload.

Custom Voice

Drag in the file or click here to choose a file to upload

File Name	Progress	Size	States	Options
start.mp3		0.09 MB		<div>⬆ Upload</div> <div>✖ Delete</div>

More details of custom voice uploading as below.

Name	Descriptions
File Name	<p>The name of file to be uploaded.</p> <p>Notice: the format of the audio file must be MP3 or WAV (16bit, 8KHz, Mono), other formats are not allowed to be uploaded.</p>
Progress	Show the progress of audio file uploading. If the progress shows 100%, it indicates that your file has been uploaded successfully.
Size	The size of the file to be uploaded.
Status	The uploading status of your file.
Options	<p>Click on <div>⬆ Upload</div> to upload the selected file;</p> <p>Click on <div>✖ Delete</div> to delete the selected file.</p>

The files that you have uploaded will be listed as below.

File Name	Format	Size	Date	Options
start.mp3	audio/mp3	0.04 MB	16-03-04 15:32:37	<div>▶ Play</div> <div>✖ Delete</div>
end.mp3	audio/mp3	0.04 MB	16-03-04 15:32:37	<div>▶ Play</div> <div>✖ Delete</div>

Click on

▶ Playback

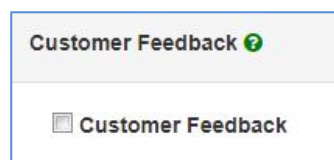
 button you may playback the audio files that you have uploaded previously.

By listening the audio file playback you may review the voice prompts and confirm if it's a valid file that can be used by the system.

Other Settings

On the [Advanced Settings->Other Settings](#) screen, there are several advanced options that could be used on your Call Center system. More details as below.

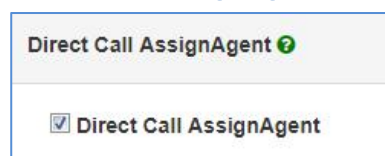
Customer Feedback

A screenshot of a settings interface. At the top, there is a header bar with the text "Customer Feedback" followed by a green question mark icon. Below this header, there is a toggle switch. The toggle switch is currently in the "off" position, indicated by a small square icon to the left of the text "Customer Feedback".

If "[Customer Feedback](#)" is enabled, after call queue agents hanging up the calls, customers will hear the voice prompts "Please rate this call, excellent please press one, average please press two, poor please press three". By pressing one of the keys offered by CooCenter system, customers will be able to rate the service levels of their phone calls.

Only admin user can configure this feature. The result of customer feedback will be shown on supervisor GUI. If you want to check the feedback results, please login with the supervisor account and go to page "[Customer Feedback](#)".

Direct Call AssignAgent

A screenshot of a settings interface. At the top, there is a header bar with the text "Direct Call AssignAgent" followed by a green question mark icon. Below this header, there is a toggle switch. The toggle switch is currently in the "on" position, indicated by a checked checkbox icon to the left of the text "Direct Call AssignAgent".

While supervisor user creating a new contact, an agent will be assigned to this new contact, so if this contact calls in, the call will go directly to the corresponding agent.

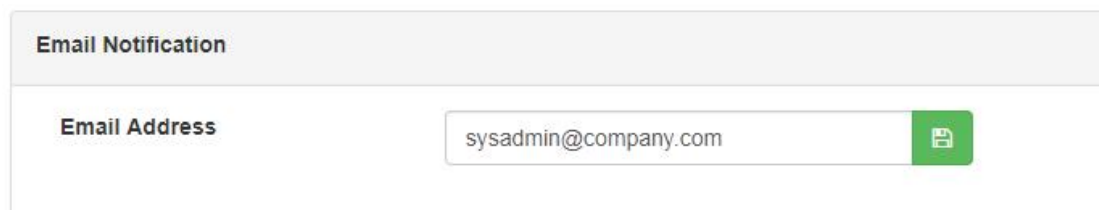
With "Direct Call AssignAgent" option enabled, if a contact has not been assigned with any agent by the supervisor, when the contact calls in for the first time, the agent who

answered this call, the agent will be assigned to this contact automatically.

The contacts which have been assigned with call queue agents, their incoming calls will be answered preferentially.

Email Notification

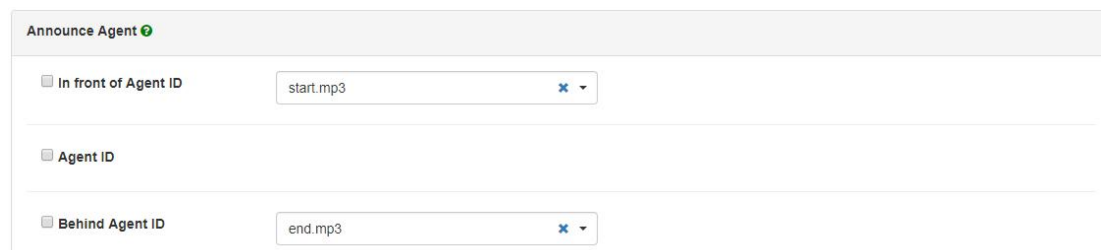
Email Notification is used to send email to a specific email address for insufficient disk space notification.

A screenshot of a web form titled "Email Notification". It contains a single input field labeled "Email Address" with the text "sysadmin@company.com" entered. To the right of the input field is a green button with a white document icon.

When the disk usage reaches 80% a notification email will be sent to the specified email address.

Announce Agent

You could set the system to announce agent ID to the callers before their calls being answered by the call queue agents.

A screenshot of a web form titled "Announce Agent" with a green status icon. It contains three sections, each with a checkbox and a text input field. The first section is "In front of Agent ID" with a checkbox and a text field containing "start.mp3". The second section is "Agent ID" with a checkbox and an empty text field. The third section is "Behind Agent ID" with a checkbox and a text field containing "end.mp3". Each text field has a small blue 'x' icon and a dropdown arrow.

There are 2 customizable voice prompts could be applied before and after announcing agent ID. These 2 voice prompts are to be uploaded from "[Advanced Settings](#)" -> "[Custom Voice](#)" page.

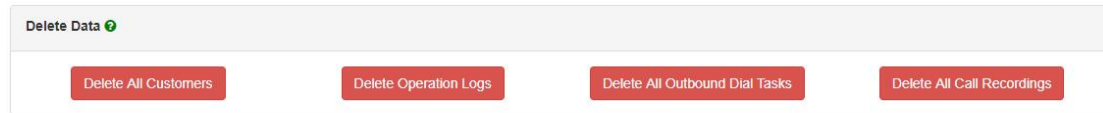
The "[In front of Agent ID](#)", "[Agent ID](#)" and "[Behind Agent ID](#)" options, if they are all enabled, it could be formed as a complete sentence, for example, "Representative 001 is now answering your call". "Representative" voice prompts corresponding to "In front of Agent ID" option, "001" (the actual agent ID) corresponding to "Agent ID" option and "in now answering your call" corresponding to "Behind Agent ID" option.

According to your requirements, you could choose to enable desired options to notify

callers that their calls will be answered.

Delete Data

The “Delete Data” menu could be used to clean up the system storage when necessary.



- **Delete All Customers:** Please ensure you had made backup of your customer data before deleting all customer info from the system.
- **Delete Operation Logs:** Delete login and operation logs of admin, supervisor agent and ordinary agents.
- **Delete All Outbound Dial Tasks:** Delete all outbound dial tasks for supervisor agents and ordinary agents.
- **Delete All Call Recordings:** Delete all call recordings of the supervisor agents and ordinary agents.

Warning

For your data safety, please be cautious with the “Delete Data” options, once data deleted will not be recoverable.

Custom Table

The contacts in CRM system added by supervisor agent, except the existing contacts' attributes you can also add some other attributes for the contacts from the “Advanced Settings” -> “Custom Table” page.

Click on the  button to add a new attribute.

New Attribute
✕

Items
Type
Priority
Remarks
Display

Yes

Cancel
Submit

More details of the new attribute options as below.

Name	Descriptions
Items	Define name of this attribute, e.g. address, profession.
Type	Insert: For inserting some key words. Single Choice: There's only one possible choice for this attribute. Multi-Choice: There are multiple possible choices for this attribute. Select: Dropdown list. Time: Time picker. Date: Date picker. Text: For inserting plenty of text. For example: you can select "Insert" for address, or select "Single-Choice" for profession.
Attribute Value	Define options of attribute value if type is Single Choice, Select or Multi-Choice.
Priority	Define priority of the attribute. The attributes will be randomly displayed when there are two or more same priorities.
Remarks	Additional descriptions of this attribute.
Display	If enabled, it will show this attribute directly while the supervisor checks the contact info in the CRM system.

The following picture shows the attribute information added just now.

Custom Table

[+ New Attribute](#)

Items	Attribute Type	Priority	Display	Remark	Options
address	Insert	3	Yes		Edit Delete
company	Single Choice	1	Yes		Edit Delete

If you want to modify the attribute, please click on [Edit](#) to change. Or you may click on [Delete](#) to delete the attribute.


The attribute added by admin user will be displayed on CRM contacts table, please login with supervisor account and then enter the CRM->Customer Management page for more details.


Customer Management

Customer:

No.:

Customer Type:

From: 

To: 

Agent Name:

[New Customer](#) [Upload](#) [Download](#) [Download Template](#)

[Search](#)

Showing 1 to 1 of 1 entries

Name	Gender	address	company	Assign agent	Edit by agent	Remark	Date	Options
Tony	Male			Unknown	871		18-04-11 10:50:30	Edit Dial Delete


Showing 1 to 1 of 1 entries

[First](#) [Previous](#) [1](#) [Next](#) [Last](#)

The above example indicates the new attributes added by admin user from the custom table page.

PBX Setting

Click on the “[PBX Settings](#)”, and then you will be directed to a new tab page, which is PBX Setting page. You can set up some basic features on this page, such as adding a new queue, deleting a queue and so on.



WE FOCUS.WE DELIVER

Logout

- Home
- Operator
- Basic
- Inbound Control
- Advanced
- Network Settings
- Security
- Report
- System

Home

System Info

Network

WAN

IP: 192.168.12.182

MAC: 68:69:2E:04:01:06

LAN

IP: 192.168.10.100

MAC: 68:69:2F:04:01:06

Storage

Disk

Total: 3.0G

Used: 1.7G

Ext Disk

Total: 9.7G

Used: 151M

Modules Info

1

2

3

4

FXO

FXO

FXS

FXS

Device Info

Model No.:

CooCenter-S10

System Version:

3.1.0

Current Time:05/06/19 11:50

Run Time:49 min

Move the mouse over a field to see tooltips

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If you want to configure some IP PBX features, please enter in the IPPBX page and refer to PBX Admin Guide.

Admin Instructions

Click on the “[Admin Instructions](#)” menu to browse CC admin user guide directly from within your Web browser.

PBX Instructions

Click on the “[PBX Instructions](#)” menu to browse IP PBX admin user guide directly from within your Web browser.