

T-METRICS LAUNCHPAD INSTALLATION

Published: 2/10/2023	Author: Shah, Amesh
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General Description: This document explains how to install the T-Metrics Launchpad client and configure the ACD (Automatic Call Distribution) Agent to work with the T-Metrics softphone and/or the NEC Desk phone or NEC MLC softphone.

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Technical Details:

Data Collection

T-Metrics and University IT will initialize a meeting with agents and supervisors to gather call flows and agent access information on the CIQ questionnaire.

Client Installation

1. Open Software Center from the Windows menu



2. Click on TMI Launchpad





TMI Launchpad





Status: Available Version: 22.6 Date published: Not specified Restart required: No Download size: Less than 1 MB Estimated time: Not specified Total components: 0

- 4. Close software center once the installation is complete.
- 5. From the desktop, open Launchpad



- 6. Log in with your AD (Active Directory) credentials
 - a. <u>{username}@ur.rochester.edu</u>
 - b. {username}@urmc-sh.rochester.edu

🔗 LAUNCHPAD 🎽
Log in to your Contact Center Account
Username
N E X T Smart Card Login

- 7. The U of R SSO webpage will open, sign-in again. Select the domain to sign on to.
- 8. Minimize the browser

🔗 LAUNCHPAD *
Updating ACD Agent Module
🧐 Login Succoss 🛛 🗙
User Last logged in on 2/7/2023 2:55:03 PM
ACD Agent Module
amesh.shah@

9. The software will update and restart. Please sign in again.

🔗 LAUNCHPAD *
Log in to your Contact Center Account
Username Forgot your password?
N E X T Smart Card Login
* \$

10. From the launchpad, click on the ACD Agent Module

38	_ A U N C H P A D *
2	ACD Agent Module a23 Aug 22
	SIP Softphone 26 Oct 22
amesh shah	n@rochester.edu

11. The first time you log in, there will be an error message about no extension assigned. Just click OK



Configuring UIP to use NEC desk phone or MLC Softphone

1. The ACD log in screen and the system options menu will pop up

Attempting to	Log In		
T-METRICS	www.tmetrics.com		
Connections Bubble Forms	Connections and Miscellaneous Settings This screen allows you to setup con Shown in the order of their preceder Module	nnections to TM-2000 servers. These connections are ence and will allow you to log into the ACD Agent	
Data Grids	Available Connections	Connection Description	
Greeting Files	Server Connection 1	Description Server Connection 1	?
		Server Address its-tmevn-wp1.UR.Rochester.edu	?
Instant Messages			?
Instant Messages Licensing		Connection State Active ~	
Instant Messages Licensing Recordings		Connection State Active ~	
Instant Messages Licensing Recordings Sound Devices		Connection State Active ~ Telephony Interface Details Interface T-Metrics Softphone/Console ~	?
Instant Messages Licensing Recordings Sound Devices Trouble Reports		Connection State Active ~ Telephony Interface Details Interface T-Metrics Softphone/Console Primary ACD DN	?
Instant Messages Licensing Recordings Sound Devices Trouble Reports Unified Communications		Connection State Active ~ Telephony Interface Details Interface T-Metrics Softphone/Console ~ Primary ACD DN ACD Redirects Enabled ~	? ? ?
Instant Messages Licensing Recordings Sound Devices Trouble Reports Unified Communications User Interaction	New Delete Move Up Move Down	Connection State Active Telephony Interface Details Interface T-Metrics Softphone/Console Primary ACD DN ACD Redirects Enabled Auto-Answer	? ? ?

- 2. Select New connections (Blue button)
- 3. On the right side enter the following information
 - a. Description: UIP 1
 - b. Server Address: its-tmevn-wp1.ur.rochester.edu
 - c. Connection State Active
 - d. Interface: NEC UIP
 - e. Primary ACD DN: (Extension of the NEC Desk phone or MLC Softphone)
 - f. ACD Redirects: Enabled
 - g. Phone Type: Physical Phone
 - h. Under TCP/IP Details
 - i. Click Override Port for both options
 - ii. Initialization Port (TCP): 21212
 - iii. NAT Discovery Port: 21212
 - i. Click Apply

Available Connections	Connection Description
Server Connection 1 Server Connection 2	Description Server Connection 1
UIP1	Server Address its-tmevn-wp1,UR.Rochester.edu
UIP2	Connection State Active ~
	Telephony Interface Details
	Interface T-Metrics Softphone/Console
	Primary ACD DN
	ACD Redirects Enabled
New Delete Meus Ib Meus I	
Connections and Miscellaneous Set This screen allows you to setup shown in the order of their prec	tings o connections to TM-2000 servers. These connections are redence and will allow you to log into the ACD Agent
Connections and Miscellaneous Set This screen allows you to setup shown in the order of their prec Module. Available Connections	tings o connections to TM-2000 servers. These connections are cedence and will allow you to log into the ACD Agent
Connections and Miscellaneous Set This screen allows you to setup shown in the order of their prec Module. Available Connections	tings o connections to TM-2000 servers. These connections are cedence and will allow you to log into the ACD Agent Connection Description
Connections and Miscellaneous Set This screen allows you to setup shown in the order of their prec Module. Available Connections Server Connection 1 Server Connection 2	tings o connections to TM-2000 servers. These connections are cedence and will allow you to log into the ACD Agent <u>Connection Description</u> <u>Primary ACD DW 52049</u>
Connections and Miscellaneous Set This screen allows you to setup shown in the order of their prec Module. Available Connections Server Connection 1 Server Connection 2 UIP1 UIP2	tings o connections to TM-2000 servers. These connections are cedence and will allow you to log into the ACD Agent Connection Description Primary ACD Div 52049 _ACD_Redirects_Enabled ?
Connections and Miscellaneous Set This screen allows you to setup shown in the order of their prec Module. Available Connections Server Connection 1 Server Connection 2 UIP1 UIP2	tings connections to TM-2000 servers. These connections are cedence and will allow you to log into the ACD Agent Connection Description Primary ACD Div S2049 _ACD_Redirects_Enabled ?
Connections and Miscellaneous Set This screen allows you to setup shown in the order of their prec Module. Available Connections Server Connection 1 Server Connection 2 UIP1 UIP2	tings o connections to TM-2000 servers. These connections are cedence and will allow you to log into the ACD Agent Connection Description Primary ACD Div 52049 -ACD_Redirects_Enabled ?
Connections and Miscellaneous Set This screen allows you to setup shown in the order of their prec Module. Available Connections Server Connection 1 Server Connection 2 UIP1 UIP2	tings b connections to TM-2000 servers. These connections are cedence and will allow you to log into the ACD Agent Connection Description Primary ACD Div 52049 -ACD_Redirects_Enabled Phone Type Softphone Physical Phone ?
Connections and Miscellaneous Set This screen allows you to setup shown in the order of their prec Module. Available Connections Server Connection 1 Server Connection 2 UIP1 UIP2	tings connections to TM-2000 servers. These connections are cedence and will allow you to log into the ACD Agent Connection Description Primary ACD Div 52049 - ACD.Redirects. Enabled Phone Type Softphone Physical Phone ? This connection has 0 secondary ACD DNs. View / Edit ?
Connections and Miscellaneous Set This screen allows you to setup shown in the order of their prec Module. Available Connections Server Connection 1 Server Connection 2 UIP1 UIP2	tings connections to TM-2000 servers. These connections are cedence and will allow you to log into the ACD Agent Connection Description Pliniary ACD DIV 52049 -ACD_Redirects_Enabled Phone Type Softphone Physical Phone ? This connection has 0 secondary ACD DNs. View / Edit ? TCP/IP Details
Connections and Miscellaneous Set This screen allows you to setup shown in the order of their prec Module. Available Connections Server Connection 1 Server Connection 2 UIP1 UIP2 New Delete Move Up Move D	tings b connections to TM-2000 servers. These connections are cedence and will allow you to log into the ACD Agent Connection Description Primary ACD Div S2049 -ACD_Redirects_Enabled Phone Type Softphone Physical Phone ? This connection has 0 secondary ACD DNs. View / Edit ? TCP/IP Details Initialization Port (TCP) 21212 © Override Port ?

- 4. Select New connections again
- 5. On the right side enter the following information
 - a. Description: UIP 2
 - b. Server Address: its-tmevn-wp2.ur.rochester.edu
 - c. Connection State Active
 - d. Interface: NEC UIP
 - e. Primary ACD DN: (Extension of the NEC Desk phone or MLC Softphone)
 - f. ACD Redirects: Enabled
 - g. Phone Type: Physical Phone
 - h. Under TCP/IP Details
 - i. Click Override Port for both options
 - ii. Initialization Port (TCP): 21212
 - iii. NAT Discovery Port: 21212
 - i. Click Apply
- 6. Click on Server Connection 1
 - a. Set the Connection State to inactive

Connections and Miscellaneous Settings This screen allows you to setup connections to TM-2000 servers. These connections are shown in the order of their precedence and will allow you to log into the ACD Agent Module. **Available Connections Connection Description** Server Connection 1 Description Server Connection 1 ? Server Connection 2 UIP1 Server Address its-tmevn-wp1.UR.Rochester.edu ? UIP2 Connection State Inactive \sim ? **Telephony Interface Details**

- 7. Click on Server Connection 2
 - a. Set the Connection State to inactive

Available Connections	Connection Description					
Server Connection 1 Server Connection 2	Description	Server Connection 2		?		
UIP1	Server Address	its-tmevn-wp2.UR.Rochester.edu		?		
012	Connection State Inactive					
	- Telephony Interfa	ace Details				

- 8. You will get a pop up asking to Validate NEW UIP Phone number; enter your extension again and click Submit
- 9. Now on the ACD Agent window you will see your username:

	D Agei	nt UR\ashah38		_	
File	Edit	Information	Help		
User UR\a	Nam ashah	e 138		~	Log In
			Connected		
О , ті	METR	ICS		ww	w.tmetrics.com

- 10. Click Log In
- 11. You will see the Available skillsets available.

 ACD Agent UR\ashah38 @ 52049 File Edit Agent Skill Information Status : Performing Admin Duties Performing Admin Duties 	on Help				- -	Change
SKILLS In Queue : 0	Message	s:0			^	
Skill	Avail	Rqd	Ready	In Q	Msgs	Filter
DC_OPS	0**		0	0	0	
HEIPDESK TVP	0**		0	0	0	
TT STUDENT CENTER OPT 1	0**		0	0	0	
IT SUPPORT OPT 2	0**		0	0	0	
NOC	0**		0	0	0	
TELECOMMUNICATION_OPT_3	0**		0	0	0	
TRIAGE	1**		1	0	0	
TOTALS				0	0	
AGENTS Available : 1 Agent A Task State	Logged Ir	1:3	Stat	tus		
AMESH SHAH		I	Performing	Admin Du	ties	
DAVID DOANE			Ava	ilable		
			Performing	Admin Du	ties	
Messaging		Connecte	d		E	mergency
0 T-METRICS					www	.tmetrics.com

Configuring T-Metrics Softphone

1. The ACD log in screen and the system options menu will pop up

Attempting to	Log In Connect to Server:		
T-METRICS	www.tmetrics.com		
Options Contact Center Agent			
Connections	Connections and Miscellaneous Settings	,	
Bubble Forms	This screen allows you to setup con shown in the order of their preceder Module.	nections to TM-2000 servers. These connections are nce and will allow you to log into the ACD Agent	
Data Grids	Available Connections	Connection Description	
	Server Connection 1	Description Server Connection 1	?
Greeting Files	Opening Opening stilling Opening Stillin	Description Server connection 1	
Greeting Files Instant Messages	Server Connection 2	Server Address its-tmevn-wp1.UR.Rochester.edu	?
Greeting Files Instant Messages Licensing	Server Connection 2	Server Address its-tmevn-wp1.UR.Rochester.edu Connection State Active v	?
Greeting Files Instant Messages Licensing Recordings	Server Connection 2	Server Address its- tmevn-wp1.UR.Rochester.edu Connection State Active Telephony Interface Details	?
Greeting Files Instant Messages Licensing Recordings Sound Devices	Server Connection 2	Server Address its-tmevn-wp1.UR.Rochester.edu Connection State Active Telephony Interface Details Interface T-Metrics Softphone/Console	? ? ?
Greeting Files Instant Messages Licensing Recordings Sound Devices Trouble Reports	Server Connection 2	Server Address its- tmevn-wp1.UR.Rochester.edu Connection State Active Telephony Interface Details Interface T-Metrics Softphone/Console Primary ACD DN	? ? ? ?
Greeting Files Instant Messages Licensing Recordings Sound Devices Trouble Reports Unified Communications	Server Connection 2	Server Address its-tmevn-wp1.UR.Rochester.edu Connection State Active Telephony Interface Details Interface T-Metrics Softphone/Console Primary ACD DN ACD Redirects Enabled	? ? ? ?
Greeting Files Instant Messages Licensing Recordings Sound Devices Trouble Reports Unified Communications User Interaction	Server Connection 2	Server Address its-tmevn-wp1.UR.Rochester.edu Connection State Active Telephony Interface Details Interface T-Metrics Softphone/Console Primary ACD DN ACD Redirects Enabled Auto-Answer	? ? ? ? ?

- 2. In the field for Primary ACD DN, enter the new softphone extension provided by University IT Designers or Voice Engineers. Click Apply.
- 3. Select Server Connection 2. In the same field for Primary ACD DN, enter the same new softphone extension provided by University IT Designers or Voice Engineers. Click Apply.
- 4. In the background, the T-Metrics softphone will start up with the audio selections

Sound Device Settings – X					
Your sound devices have not been configured. Please configure your sound devices below before using the softphone					
Output Device Settings					
Select Playback Device 🕑 Test Playback					
Playback Volume:					
Mute Playback Device					
Input Device Settings					
Select Microphone					
Microphone Volume:					
Mute Microphone					
Microphone Test Meter:					
Alert Device Settings					
Select Alert Device Test Alert					
Save					

5. Click on the icon next to "Select Playback Device" and then select the headset or speaker for audio to play through

	softpho
Remote Audio	ttings
Select Playba	ack Device

Playback Volume:

6. Click on the icon next to "Select Microphone" and then select the headset of microphone device to speak through

	T MULE Playback Device		
Remote Audio :ing:			
\bigcirc	Select Microp	hone	

Microphone Volume:

- 7. Click on the icon next to "Select Alert Device" and then select the headset or speaker for the ringing to play through (it can be different that the audio device).
- 8. Click Save
- 9. The Softphone software will finish opening the application
- 10. There will be a warning that the line is invalid



12. The Softphone and the account settings will pop open

O THETRICS	X – X	
Agent Connected	Log On	
Unlicensed Time Remaining: 00:13:17		
Default		
Dial, Transfer, Conference, or Search for	r Contacts	
	ftphone Se	ettings – X
	etails —	^
		10.3.2.221
		5060
Default Dial, Transfer, Conference, or Search for Contacts Image: Conference of Search for Contacts Image: Contact for Contacts Image: Contact for Contacts Image: Contact for Contact for Contacts Image: Contact for Co		10.3.2.221
		Standard SIP Protocol 🗸
No favorites	onferencir	ng
	e Address:	conference
		* Required Field
	witch Opti	ons
		Default ~
		Add <u>Rename</u> Delete
h j		
	encourse and a	
WinSCP Tftpd64	RICS	Save Cancel

- 13. Switch to the Softphone Settings Window.
- 14. Set the Server address and Domain to the address provided by University IT
 - a. FPC 5 10.3.2.205
 - b. FPC 8 10.3.2.208
 - c. FPC 11 10.3.2.211
 - d. FPC 21 10.3.2.221
 - e. FPC 30 10.3.2.230
 - f. FPC 81 10.3.2.81
- 15. Set the Provider Type to "NEC SV-9500"

0	SIP Softphone Set	tings	_	x
	-SIP Connection Details			^
	Server Address: *	10.3.2.221		
	Server Port:	5060		
\cap	Domain: *	10.3.2.221		
.2	Provider Type:	NEC SV-9500 ~		
•	Use Network Conferencing	1		
*	Conference Bridge Address:	conference		
¥¢	Use TCP	* Required Field		
	Show Advanced Switch Option	<u>15</u>		
	Account Details			
	Account:	Default v		
		Add <u>Rename</u> Delete		

16. And scroll down to Account Details

	SIP Softphone Set	tings –	x
1	Conference Bridge Address:	conference	^
	Use TCP	* Required Field	
	Show Advanced Switch Option	ns	
0	Account Details		
1	Account:	Default ~	
		Add <u>Rename</u> Delete	
.	User ID:*		
**	Authentication ID:		
	Password:		
	Maximum Concurrent Calls:	5 🛉	
	Report the state of this acc	count to the <u>T-Metrics Contact Center</u>	
	When in Do Not Disturb mode	2:	
	Ignore all calls	~	
	Other Phones Using This Acco	ount:	
1	Do not monitor other phones	using this account (Default) \sim	~
🕭 T-MI	ETRICS	Save Cancel	

- 17. Enter the extension number provided by University IT for the User ID and Password.
- 18. Click Save

	O T-METRICS		*	- x
	** Logged Off **		Log	Dn
	Default			\bigotimes
	Dial, Transfer, Con	ference, or Search fo	r Contacts	
		C.		
		No favorites		
10		<u>لو</u> ا ا		
19. (t client, click Lo	g in _	
	File Edit Informatio	on Help		
	User Name UR\ashah38	Connected	~	Log In
	5 T-METRICS		www.t	metrics.cor

20. Both applications should be logged in as Preforming Admin Duties

	🙋 ACD Agent UR\ashah38 @ 41390					_	\Box \times
	File Edit Agent Skill Informatio	n Help					
🕭 T-METRICS 🛛 🗶 – 🗙	Status : Performing Admin Duties						01
Performing Admin Duties 🔻	Performing Admin Duties					~	Change
Default	Enter details about your status here					X	
Dial Transfer Conference or Search for Contacts		Marrada	. 0				
Diat, Hunsler, Conference, or Search for Contacts	SKILLS IN QUEUE : U	Messages	Pad	Pondy	In O	Mcac	Filtor
		AVdii 0**	кца	Ready		msgs 0	
	DUO NEW PROJECT OPT 5	0**		0	0	0	
	HELPDESK_IVR	0**		0	0	0	
	IT_STUDENT_CENTER_OPT_1	0**		0	0	0	
	IT_SUPPORT_OPT_2	0**		0	0	0	
	NOC	0**		0	0	0	
	TELECOMMUNICATION_OPT_3	0**		0	0	0	
	TRIAGE	1**		1	0	0	
	TOTALS				0	0	
No favorites	AGENTS Available : 1	Logged In	: 3				
	Agent 🔺 Task State			Stat	tus		
	AMESH SHAH 🛛 🚨 🛛 📸			Performing	Admin Dut	ties	
	DOUG BENTLEY		I	Performing	Admin Dut	ties	
	TODD JONES 👤 📸			Ava	ilable		
			Connecte	d			
DND is Off	Messaging		<+>			E	mergency
	C T-METRICS					www	tmetrics.com

PCs without internet access

- 1. For client PCs that do not have internet access there is a configuration file that needs to be loaded.
- 2. Try to launch the application. If the login screen below does not appear, continue with step 3

🔗 LAUNCHPAD *
Log in to your Contact Center Account
Username
N E X T Smart Card Login
* *

- 3. Download the file from here:
 - a. LaunchpadSettingsOverride.xml https://rochester.box.com/s/6gk7v1587wxlnkjsfft6cp0nxl67n63i
 - b. Click the download button in the top right

LaunchpadSettingsOverride.xml

Size: 3 Size:	61 B
xml version="1.0"? <profile xmlns:si="http://www.w3.org/2001/XMLSchema-instance" xmlns:xxd="http://www.w3.org/2001/XMLSchema"> <section name="SETTINGS PRESENT HERE WILL BE OVERRIDDEN FOR ALL USERS"> <section name="StopPresent/Jul">section: section: sec</section></section></profile>	

4. From the Downloads folder copy the file LaunchpadSettingsOverride.xml

	← → ∽ ↑ 🕹 > This PC > Downloads		
	 Quick access Documents Downloads 	A A	Name ^ ^ · · · · · · · · · · · · · · · · ·
	Pictures City Archese Service Land	*	
5.	Browse to the folder C:\Program Files (x86))\T-Metrics, In	c\Launchpad

Paste the file LaunchpadSettingsOverride.xml

... Download

← → ∽ ↑ 📙 → This PC → Windows (C:) → Program F	iles (x86) → T-Metrics, Inc → Launchpad →						
Name V Date modified Type							
📌 Quick access	LaunchpadSettingsOverride.xml	2/10/2023 3:32 PM	XML Document	1 KB			
🔮 Documents 🛛 🖈	LinkPointTransaction.dll	8/5/2022 11:27 AM	Application exten	10 KB			
👆 Downloads 🛛 🤺	Microsoft.Bcl.AsyncInterfaces.dll	8/5/2022 11:27 AM	Application exten	21 KB			