



TELENETIX

Chirp User Manual

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Introduction

Chirp is an agent-client for Interlink TxContact. The main idea behind this client is enabling the agents to handle customer interactions on all channels, viz. call, chat, email, and social on a single application. Chirp is developed with the Contact centers in mind and thus offers a lot of features that are useful for the contact center agents. The modular design of chirp and the support for remote provisioning makes Chirp highly customizable. Each channel or integration will be an application plugin and all the required configurations will be pulled from the provisioning server. This facilitates easy setup and customization in large contact centers.

Installation and Setup

System Requirements

RAM	4GB or above recommended
Hard Disk space	180 MB required for the application files. At least 200 MB free space in the C-drive is recommended.
GPU	Minimum "On Board GPU" with OpenGL 2.0 driver support (Check OpenGL Version)
Operating System	Windows 7 / Windows 8 / Windows 10 / Debian 9
Connection	IP Network Connection (Broadband, LAN or wireless)

Multimedia Device Requirements

Chirp requires at least one speaker and microphone, either external, built-in, or headphones connected and active in the system.

Installing Chirp in windows

Download Chirp from FTP server

- Download latest Chirp from <ftp.ilinknet.com> FTP server
- Go to TxContact section
- Click on latest Chirp_X.X.X.X_32bit OR Chirp_X.X.X.X_64bit OR Chirp_X.X.X.X_32bit_CE ([How to choose on these 3 build](#))

Run the Chirp installer and follow the prompts in the install wizard.

Install Visual studio C++ redistributable

In case you are using it for the first time, please download and install the redistributables from the links below.

Install Chirp for Window 64Bit (X86_64) OS

- Download and Install Visual studio C++ redistributable [vc_redist.x64](#)
- Install Chirp_X.X.X.X_64bit

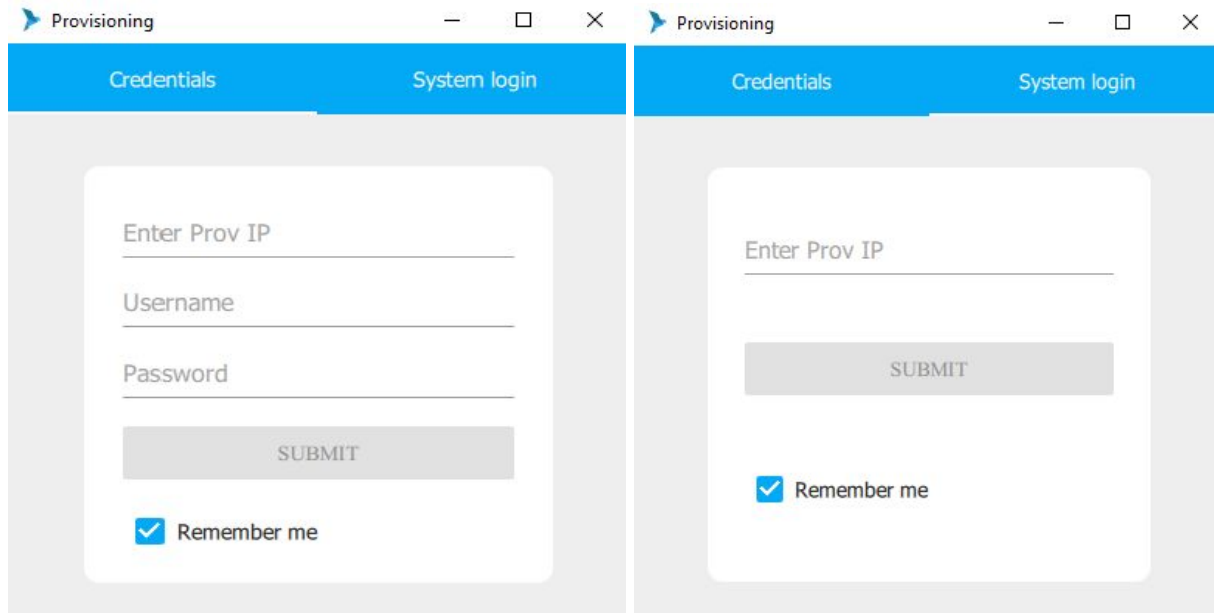
Install Chirp for Window 32Bit (i386) OS

- Download and Install Visual studio C++ redistributable [vc_redist.x86](#)
- Install Chirp_X.X.X.X_32bit OR Chirp_X.X.X.X_32bit_CE

Once the installation is complete, a shortcut for Chirp will be placed on the desktop. Launch the application.

Provisioning

On launching Chirp, provisioning dialog pops up as shown below.



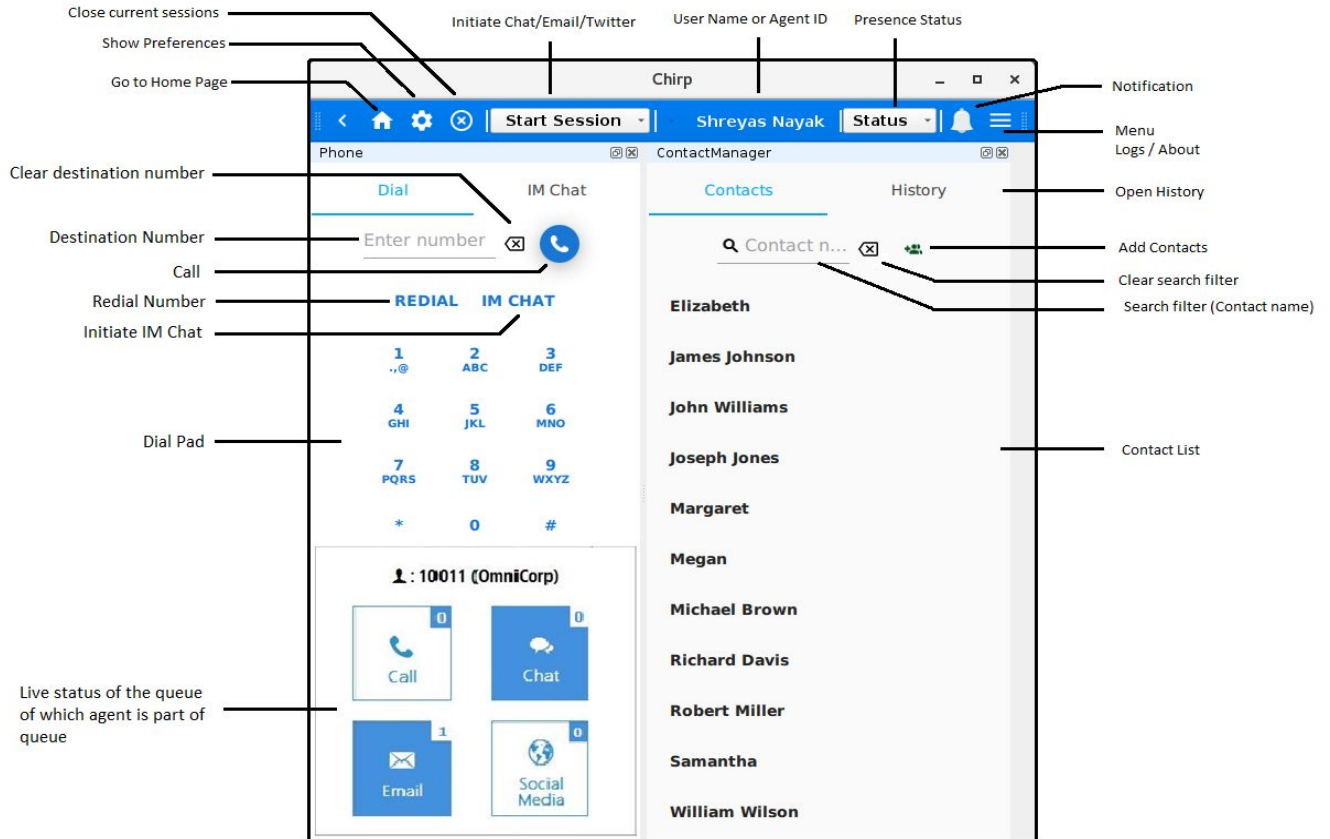
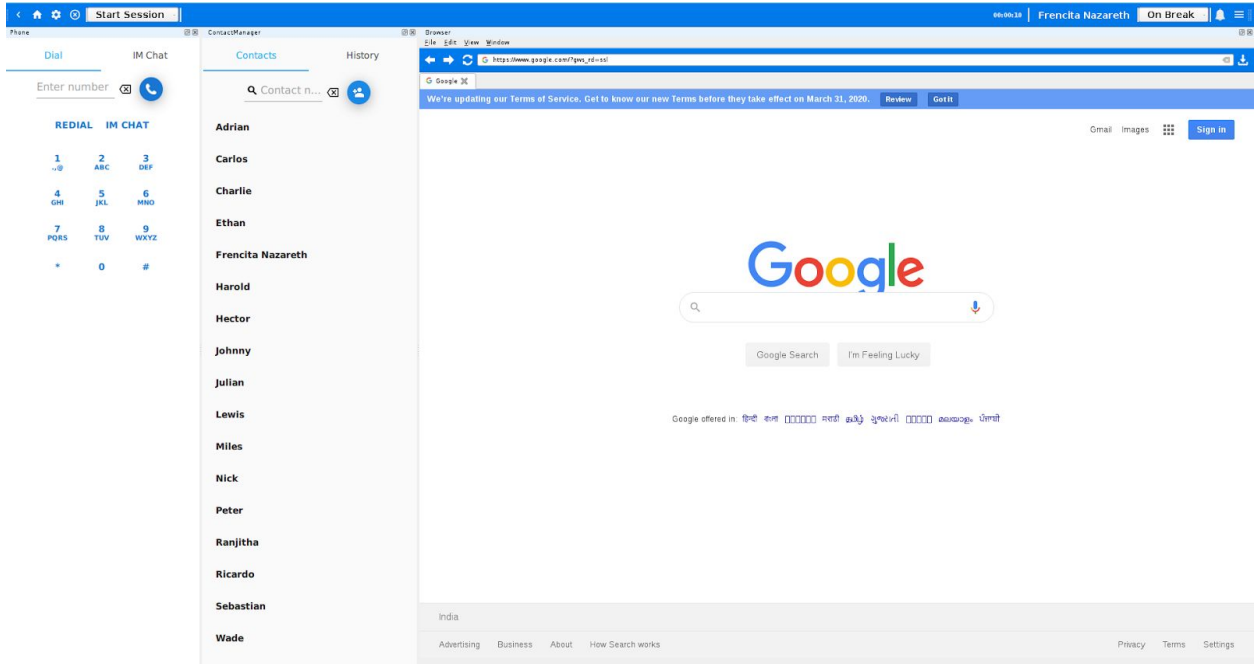
Chirp comes with support for provisioning where Chirp can collect accounts and preferences from a provisioning server without the user having to set up the account and preferences manually.

Provisioning can happen in two ways:

- **Using Credentials:** User enters provisioning IP, username, and password for login.
- **System Login:** The user enters only the provisioning server address for login.
- **Remember Me** - This checkbox allows you to remember the credentials, next time to login in.

On successful authentication, accounts and settings will be automatically pulled into Chirp.

The Chirp



Go to Home Page  - This shows the home page

Show preferences - These settings control the way you use Chirp. These have options for configuring audio devices, basic settings, screen pops, agent states, codecs and various settings based on the plugin installed. In case of a phone plugin installed settings will include the SIP Setting and SIP accounts.

close current session - This is used to close the active session. Users can configure the automatic closing of a session using basic settings.

Start session - For channels like chat, email, social media, once the plugin is loaded the user gets a dropdown of particular channels, clicking on it allows the user to start a new outbound session.

Status - Dropdown indicates different states assigned to a user through provisioning.

Menu - Dropdown shows options to Open Log file, Open Log folder, Copy log file path.

Basic Settings

Settings
— □ ×

☰
Basic Settings


Audio

PlayBack Device ▼
Wave mapper

Capture Device ▼
Wave mapper


Ring Device ▼
Speaker/Headphone (Realtek High Definition Audio)


Rescan Audio Devices ↻

Ring Volume — 80 + 

Ring Tone ▼ Test 🔊
Toy

In Call Volume

Transmission Volume(Mic) — 80 + 

Reception Volume (Headset/Speaker) — 80 + 

Log Level ▼
Info

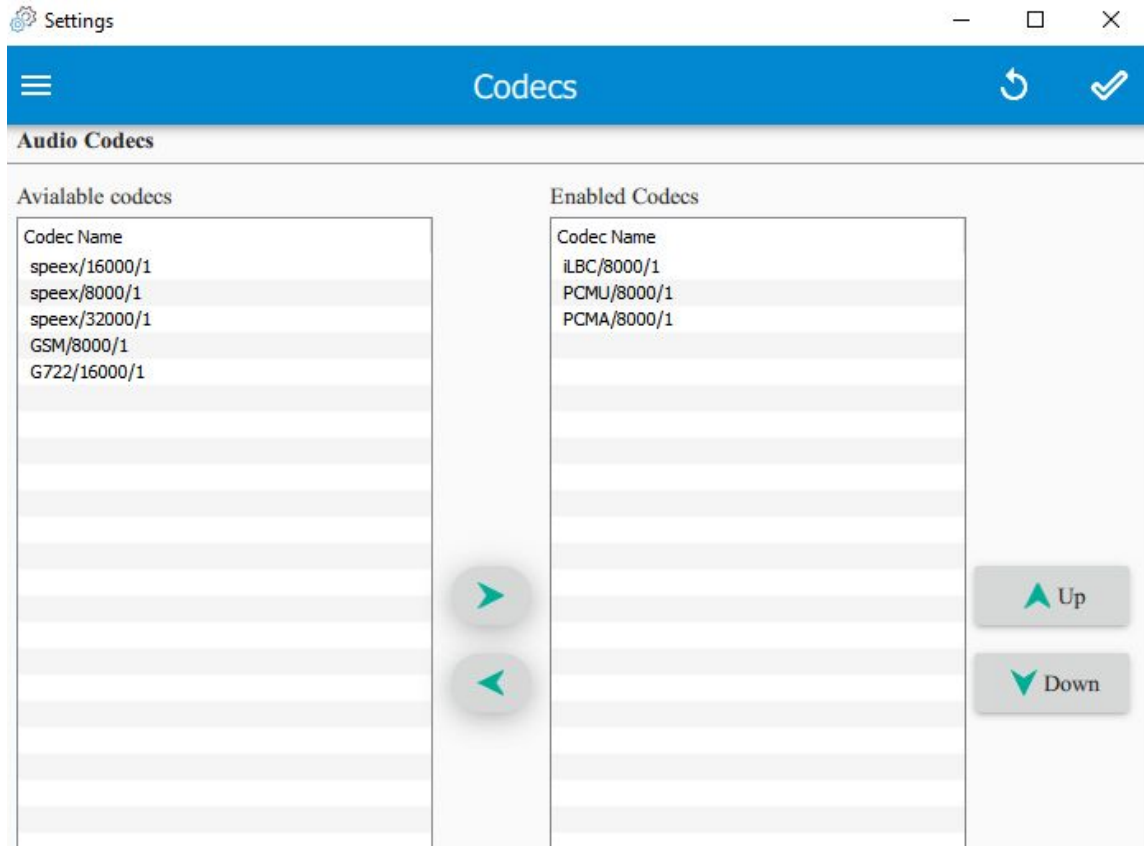
Advance Settings

Auto close session Auto accept offer Switch session Show Offer Dialogue

Make sure to select proper audio devices for Playback device, Capture device, and Ring device.

Advance settings take effect only when it is enabled otherwise sets default values for all the below settings. By default Auto close session is OFF, Auto accept the offer is OFF, Switch session is ON, and Show Offer dialog is ON. These settings can be set through provisioning servers.

Codecs



This tab shows all the audio codes that are included in Chirp. You can enable and disable codecs as desired. With more than one codec enabled, Chirp will automatically choose the best codec based on the other party's capability and the priority assigned to each codec.

To enable a codec, click on a codec from the list under **Available Codecs** and click on the icon. The selected codec will be enabled and put under the list **Enabled Codecs**.

To disable a codec, select one codec from the **Enabled Codecs** list and click on the icon. The selected codec will be disabled and put under the list **Available Codecs**.

You can increase or decrease the priority of the enabled codecs based on your needs.

To increase the priority of an enabled codec, select it and click on the button with the text **Up**.

To decrease the priority of an enabled codec, select it and click on the button with the text **Down**.

Once the changes are made click on the  to save changes.

User States

Order	Status	State Enum	State Number
1	Login		*8130009852456
2	On Break	ONBREAK	*85
3	On Outbound	ON_OUTBOUND	*83
4	Ready For Call	READY_FOR_CALL	*82
11	On Break >>Training	TRAINING_OMNICORP	*92
12	On Break >>Lunch	LUNCH_OMNICORP	*91
30	Logout		*86

● TxAgentManager

TxAgentManger Server : _____

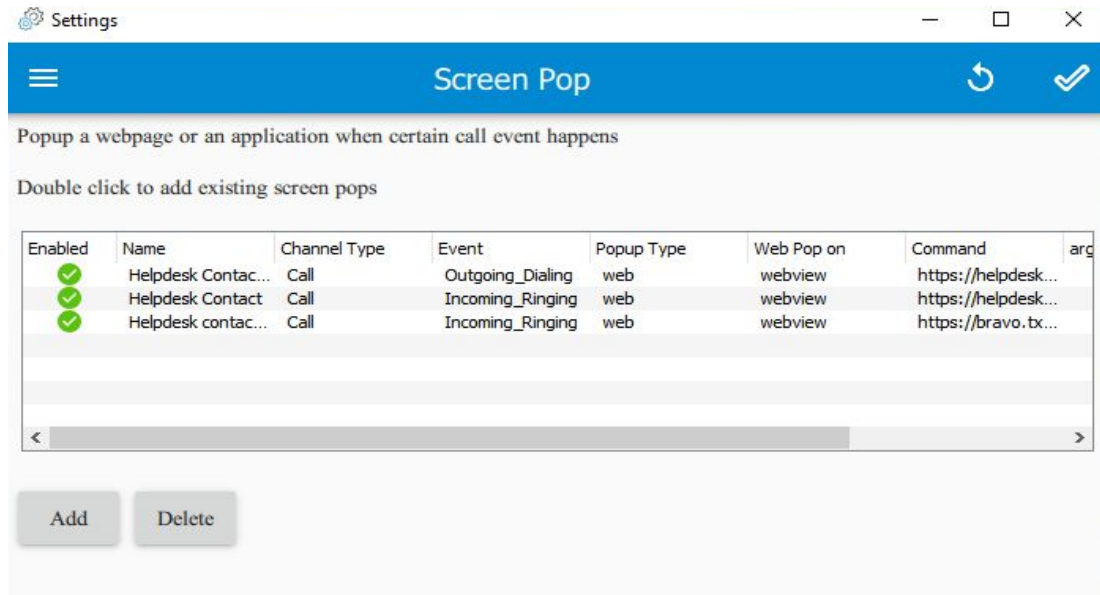
Use Quick dial

Users can change their state in TxContact server using 2 different ways, using “TxAgentManager” or “Call Plugin”. If you have Call Plugin installed then you can make use of the call channel to change the state. Make sure to enable the **Use Quick dial** to make state change requests. This can be set through provisioning also.

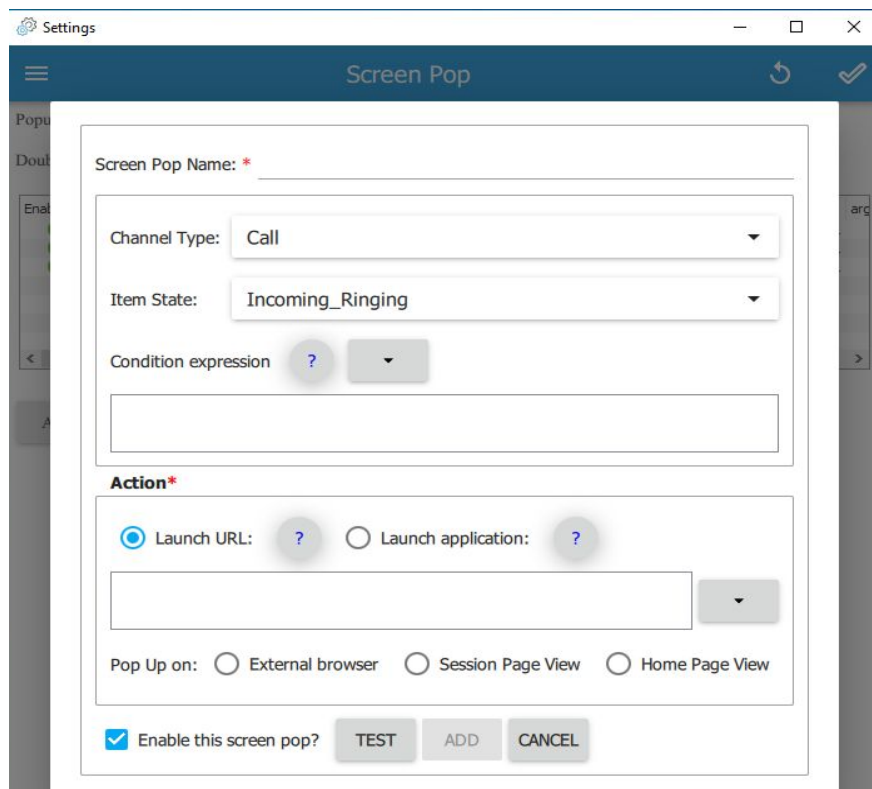
To add a state click on **Add** and enter the state name, state enum, and state number. To delete a state click on the desired state and hit on **Delete**.

Once the changes are made click on the  to save changes.

Screen pops



Screen pops are used to trigger application actions on certain events. You can create a screen pop that uses a web page (URL) or an application on your machine. To create a screen pop, click on the **Add** button. The screen pop window as shown below will appear.



The fields in the window are:

- **Screen Pop Name:** This is a name you give to the screen pop so as to identify it.

- Channel Type: Indicates the type of channel such as Call, Chat, Email, Social Media, Agent State.
- Item State: The item state can be Ringing, Answered, Missed, Dialing, Dropped, Connected, Released, Offered, etc based on the channel type selected.
- Condition expression: This takes a javascript expression such as "2+2==4" and evaluates it. The expression will be evaluated when the specified item event occurs. If the expression evaluates to true, the screen pop will be triggered, else it will not.

Supported Data Types

The expression evaluator supports 4 data types: integer, decimal, string, and boolean. Enclose literals(string) in a single quote. SIP headers can be accessed as variables. The variable name should be the header name enclosed within double curly braces. eg. "{{X-Custom-Header}}" will hold the value of the SIP header X-Custom-Header. Other relevant item information can also be accessed using variables. A list and description of the variables available can be accessed by clicking on the drop-down icon next to the condition expression input.

Supported Operators

The table is in the highest to lowest precedence.

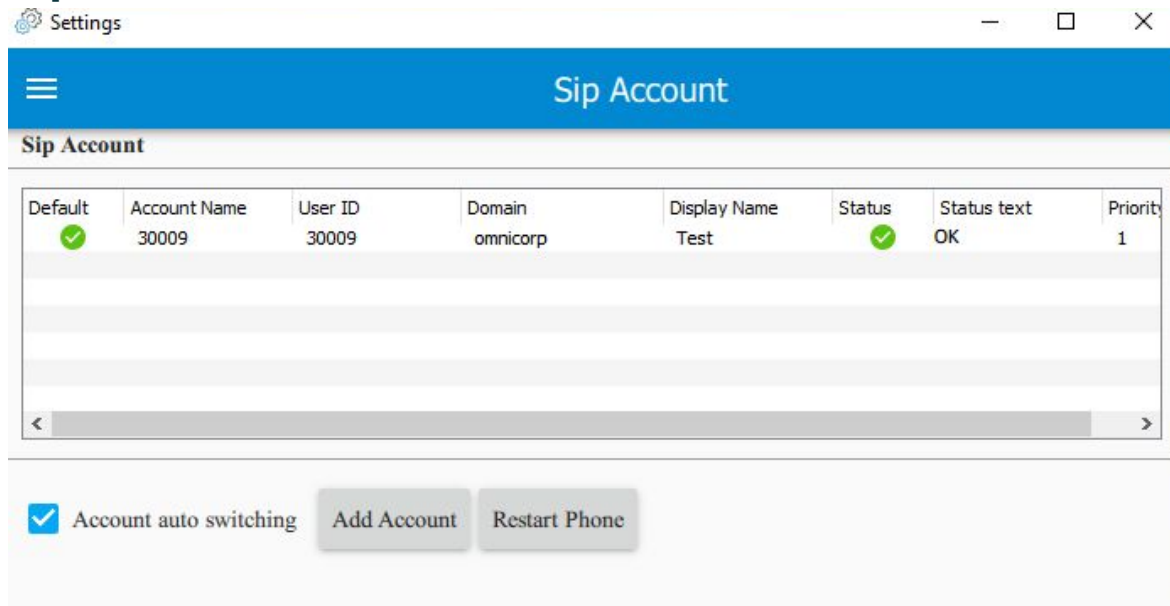
Operator	Description
() - !	Brackets to control evaluation order of expression, unary minus, logical negation. eg. "2 * (3 + 4)" "-20" "!false"
* / %	Arithmetic multiplication, division and modulus. eg. "2 * 3 / 3 % 3"
+ -	Arithmetic addition and subtraction. String concatenation. eg. "2 + 3 - 4" "'hello' + 'world'"
< > <= >=	Logical comparison. eg "10.9 > = 10.8"
== !=	Logical equality. eg. "true != false"
&&	Logical AND eg. "true && true"
	Logical OR eg. "false true"

- **Action:** This signifies what should pop up. Perform one of the following steps:
 - If you want this screen pop to access a URL, click the **Launch URL** option button, and enter the address of the URL you want to access. If you want the details of the corresponding call to be sent in URL as values in the query string then use the drop-down next to the text box to append the markers. The markers will be replaced with the corresponding call details while loading the page.
 - In the case of web pop, choose whether the pop should happen in your default browser or in the session page view or home page view.
 - If you want this screen pop to run an application or a file, click the **Launch application** option button, and use the Browse button to select the application or file you want to use. If you want to send the corresponding item details as arguments to the application, choose the required markers through the drop-down next to the text box. The markers will be replaced with the corresponding call details when the pop up happens.
 - NOTE: Make sure that there are quotes inserted around the full path of the application and spaces inserted between the parameters (for example, "C:\My Documents\application.exe" "{{n}}" "{{m}}").
- The checkbox at the bottom of the window saying "Enable this screen pop?" is checked by default. If unchecked, the screen pop will be added disabled.
- Click on **Add** once you fill in the details to add the screen pop.

Once added you can edit the screen pop by double-clicking on it from the table showing all screen pops.

Once the changes are made click on the  to save changes.

Sip Account



After obtaining the SIP account information from your administrator or VoIP service provider, you can set up Chirp accounts.

1. Navigate to the settings icon (gear icon) in Chirp and choose Sip Account. This shows the accounts you have configured to be used with Chirp.
2. Click on the **Add Account** button to add a new account. The Account Details window will appear.
3. Fill up the details you have obtained from your service provider.
4. Go to the topology tab, if your computer is behind a firewall and select the NAT traversal type you have been suggested to use or as suitable for your setup.

ACCOUNT TOPOLOGY

Account Name* : _____

Priority: - 1 +

Registration timeout duration (in seconds) 120 _____

User details

UserID* : _____ Password : _____ ●

Domain* : _____ Display Name : _____

Domain Proxy

Send outbound via: Domain Proxy

SAVE CANCEL

ACCOUNT TOPOLOGY

Firewall traversal methods

Auto detect using ICE (recommended)

Discover public IP address (STUN)

Use media relay (TURN)

None (Use local IP address)

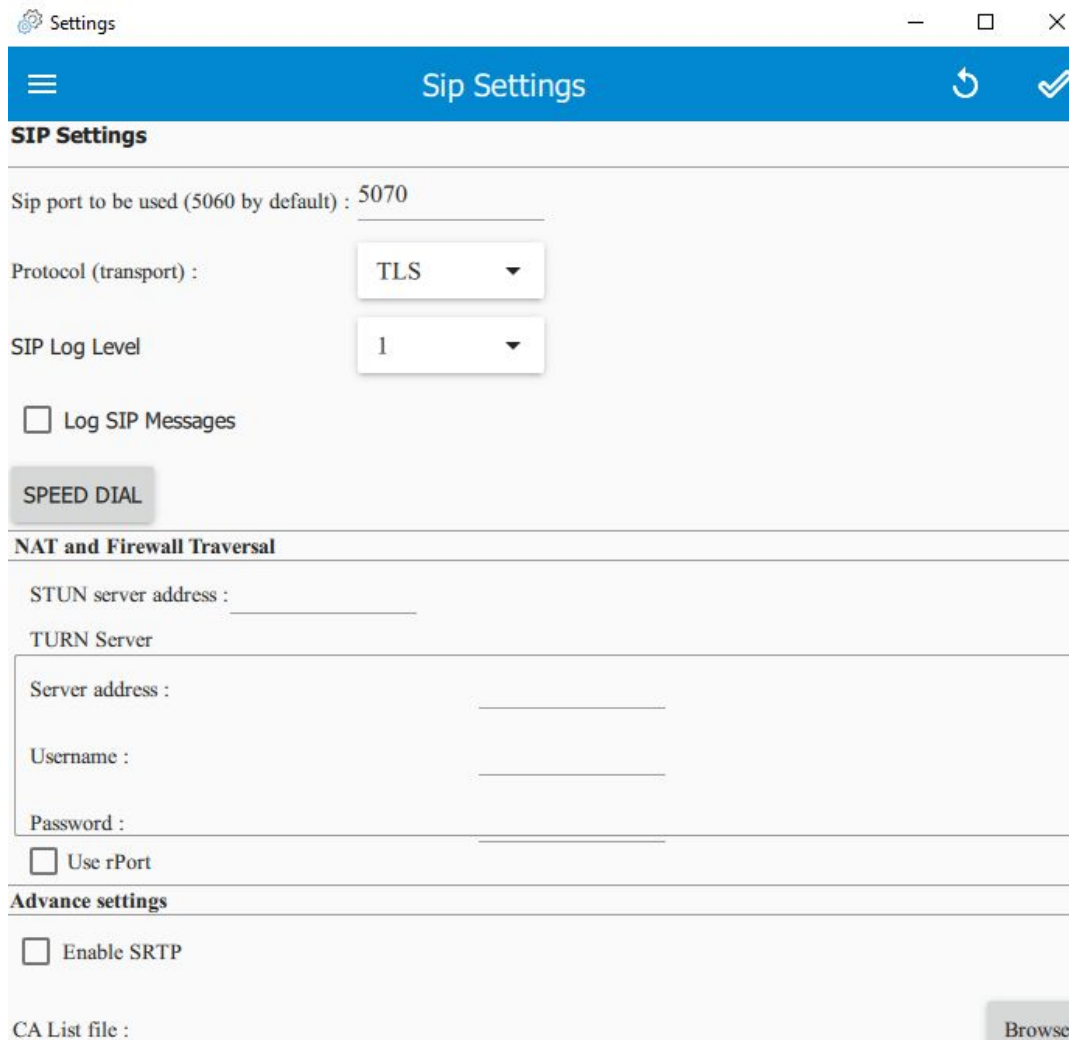
SAVE CANCEL

Click **Save** to register the newly added account.

Sip Settings

Configure the port and transport protocol to be used for signalling using SIP.

If you are using STUN or TURN as your NAT traversal mechanism, you need to provide the respective STUN server or TURN server details and credentials before the phone can start using them.



The screenshot shows the 'Sip Settings' configuration window. The window title is 'Settings' and the main title is 'Sip Settings'. The settings are organized into sections:

- SIP Settings**
 - Sip port to be used (5060 by default) : 5070
 - Protocol (transport) : TLS
 - SIP Log Level : 1
 - Log SIP Messages
- SPEED DIAL**
- NAT and Firewall Traversal**
 - STUN server address : _____
 - TURN Server
 - Server address : _____
 - Username : _____
 - Password : _____
 - Use rPort
- Advance settings**
 - Enable SRTP
 - CA List file : _____ Browse

Once the changes are made click on the  to save changes.

Phone Plugin

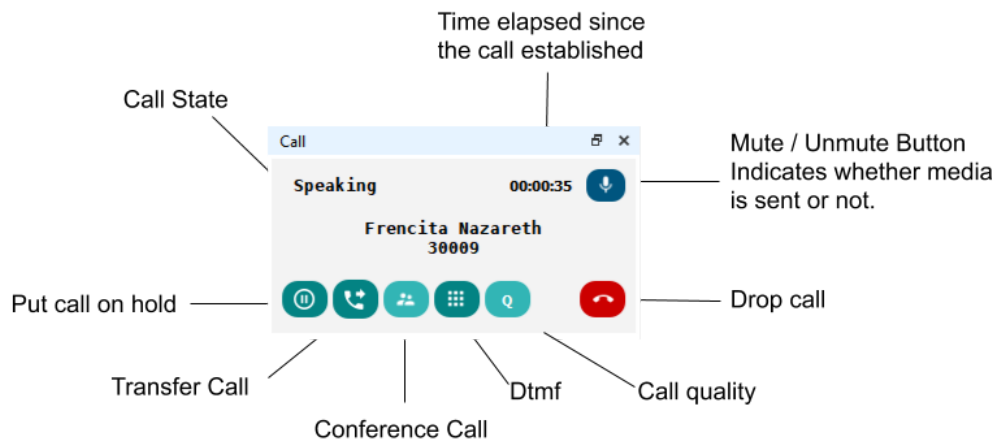
Placing a call

You can contact someone using a traditional phone number (if supported by your VoIP service provider) or a softphone address (for example somename@somedomain.com).

Place a call in one of the methods mentioned in the table below. The outgoing call will open a new session with all the related screenpops, below any other existing panels.

Option	From the...	Description
Keying	Dialpad or computer keyboard	<ol style="list-style-type: none"> 1. Enter the number or the sip address in the call entry field using the dial pad or the computer keyboard. If the dial pad is not visible, right click on the toolbar and enable Phone. If entering a SIP address, you can either enter the entire sip address, ex. name@domain.com or enter only the name if the person is registered to the same service provider as you. 2. Click the call button or press enter.
Call a contact	Contact Manager	Click on a contact and place the call.
Call through history	History tab	From Contact Manager select History. Click on an entry and place the call.

Handling an Established Call




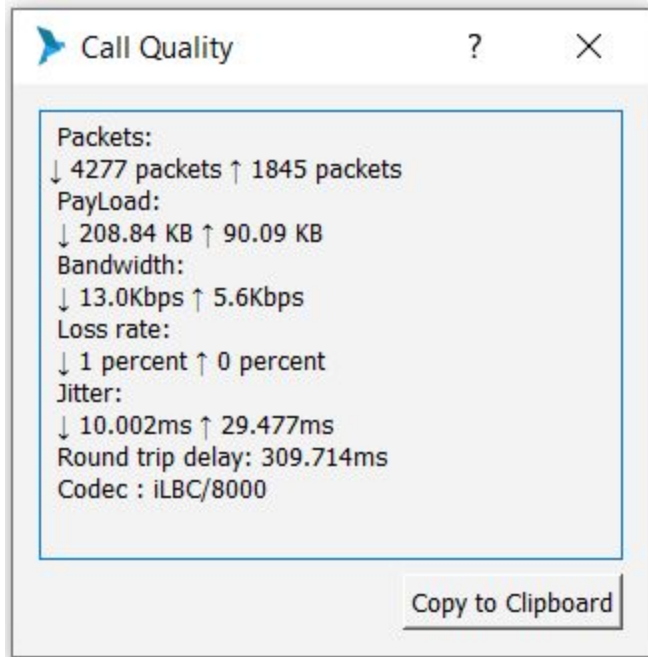
While the call is in progress you can:

- Control the audio: Mute the call, change the audio device, control the volume.
- Send DTMF (Out of band - RFC 2833)
- Put the call on hold.
- Transfer the call.
- Add other users and turn the call into a conference.

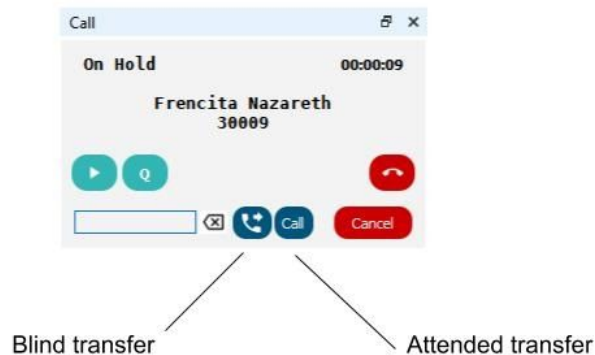
Call Quality

To enable call quality for calls goto **Settings >> Sip Settings** and enable the “**Display Quality of Services (QOS)**” check box and hit on  icon to save the settings.

Once your QOS is enabled every time there is a call QOS icon  will be displayed. To get the Call Quality press on this icon.



Transferring a call



Unattended transfer (Blind transfer)

Once you have an established call, you can transfer it to any number directly without speaking to the second person.

If the number you entered is valid and the person is active, the call will be transferred to him/her. If the number is invalid or the person is temporarily unavailable, the call will not be transferred and stay with you.

To transfer the call this way, click on the Transfer call key, next to the Hold key. The call will be put on hold and a call entry field will appear.

Clicking on Cancel will cancel the transfer and resume the call.

As soon as you enter a number in the call entry field, the Transfer button gets enabled. On clicking it, Chirp will try dialing the new number you just entered and if it gets a ringing signal from the other side, the call gets transferred. If the number is invalid, the call gets back to you.

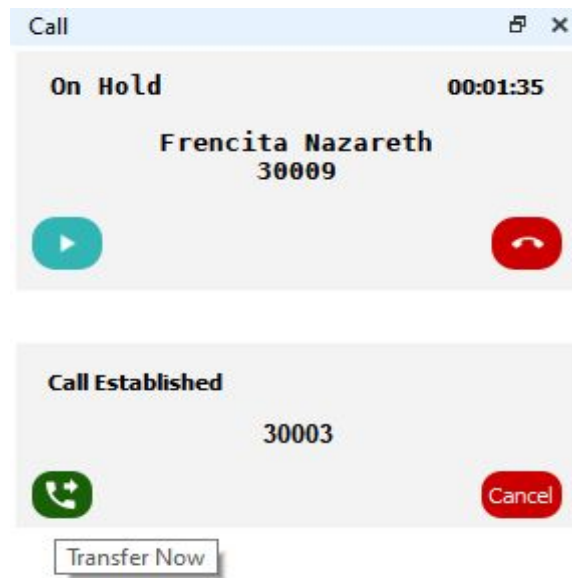
Attended Transfer - Call and then transfer

You can speak to the target (the one you are intending to transfer the call to) first before transferring a call to them.

There are two ways you can achieve attended transfer using Chirp.

- In a way similar to the blind transfer.
- By making a second call and transferring the call.

For the first way, once the call is established, click on the Transfer. The call entry field will appear. Enter the number of the target you want to transfer the call to and then, click on the Call.



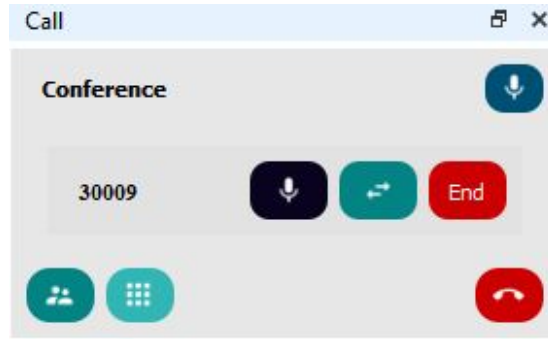
Now you can either click on **Transfer now** to transfer the call, or **Cancel** to drop the second call and resume the first call.

Conference Calls

Chirp allows you to have calls with up to five participants including you. There are two ways you can turn a normal call into a conference call.

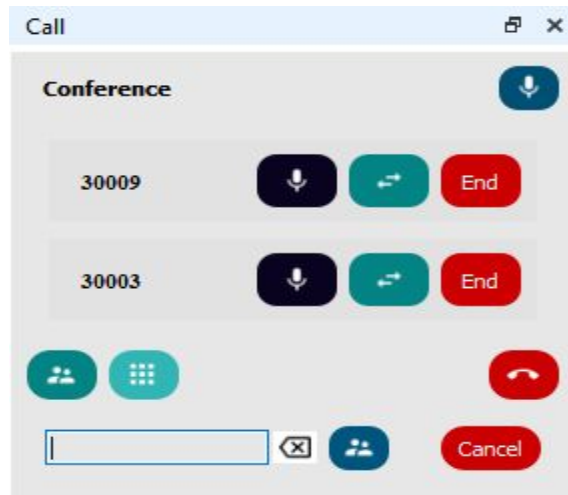
Click on the conference key located between the transfer key and the DTMF key.

A call entry field will appear. Enter the number of the target you want to add to the conference. Now clicking on **Add** will immediately add that person into the conference.



You can now click on **Add** anytime, either on hearing the ring back, or after speaking to the person and confirming if they can be added to the conference. Clicking on **Cancel** will drop the second call and as there will be only you and one other person left in the conference, the conference will be replaced with a point to point call.

If the person is added to the conference, the call panel will look as below.



Managing a conference

Once you have create a conference, you can:

- Mute one of the conference participants.
- Add more people to the conference.
- Separate one person from the conference and speak to him separately.
- Remove one person from the conference.
- Send DTMF tones to all the attendees of the conference.

- End the conference.

Adding more participants to the conference

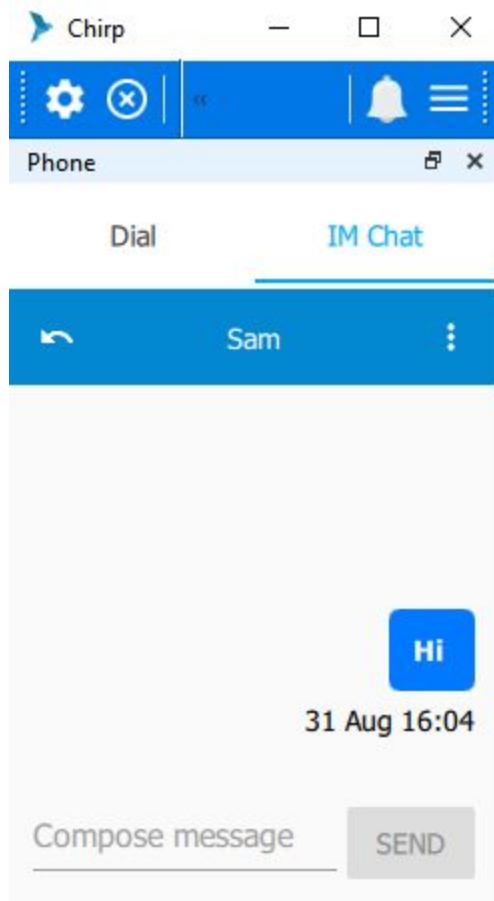
You can add more people to the conference just the way you created the conference initially. That is by clicking on the conference button, entering the desired number in the call entry field and then clicking on either **Add**.

Note: If the person who has initiated the conference drops the calls intentionally or due to connection issues, the call will end for all the participants in the conference.

Instant Messaging

Sending an IM

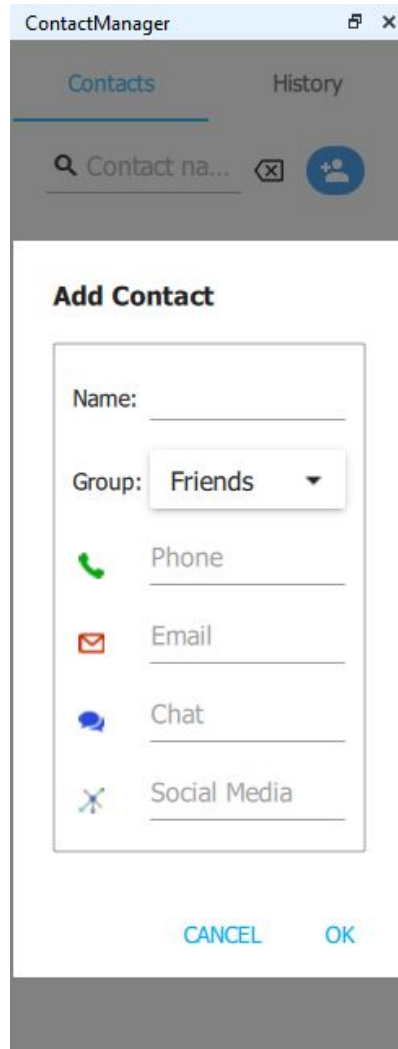
You can send an IM to any contact who has a softphone address. Click on the ImChat tab in the home page. To initiate a chat, type the number in the dial tab and click on ImChat.



Type the message in the corresponding contacts message window, which shows up. To Enter a return in the message, press Send.

Contacts Manager Plugin

Chirp allows you to add contacts and store future use. The contacts tab displays your contacts. Contacts are typically organized into groups.



Adding a Contact

You can add a contact in one of the following ways:

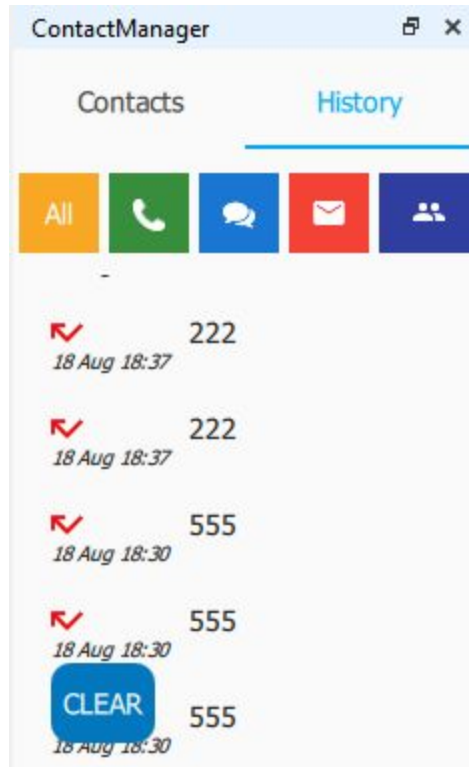
- Select *Contacts Tab* > *Add Contact* Button.
- Add contacts from history.

Managing a Contact

You can edit a contact, once it has been added by right clicking on the edit icon. You can change the contact's name, group and number. You can even delete a contact by right clicking on it and selecting the contact and hitting delete icon.

History Tab

Chirp saves the History for all the different channels' interaction. Hovering the mouse over the icon for each entry shows the details. Double click the entry to place a call, chat to that number.



Users can filter the “History” based on the different channels. Clear button clears all history.

Browser Plugin

Chirp has an inbuilt browser to show all screen pops. Screen pops of web pages and/or other applications can be triggered on session events such as ringing/answering a call/chat. Session data can be accessed in screen pop commands through macros which will be replaced just before triggering.

This is designed targeting a user who needs to constantly access web content on the internet, viz. CRMs, emails, chats etc in addition to handling calls. Having the browser integrated with the softphone removes the hassle of switching between applications and saves time for the user. The integrated web browser can also be used to pop up relevant information in CRMs or other pages to the user on certain call events thus removing the hassle of having to manually search for the call related information. The user can have multiple tabs, add bookmarks, show/hide bookmarks bar, open page in new window etc.

