

Consilium UniQM Onboarding Guide

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1 Introduction

1 Introduction

This document provides the detailed steps of Consilium UniQM onboarding and sample event flow for UniQM.

1.1 About UniQM

Consilium UniQM for Webex Contact Center (WxCC) is a Quality Monitoring tool tailored to enhance contact center Customer Experience (CX). UniQM is designed to record all agent-customer conversation whether on-site or remotely. UniQM allows you to record & playback the complete agent and customer experience, no matter where your employees work, all while helping ensure compliance and improving overall contact center performance.

1.2 UniQM Key features

- 100% Call Recording to capture all the customer interaction.
- Recordings are encrypted by AES 256 at rest.
- Automatically organizes call data.
- Dashboard and Reporting- Customized report and dashboard with holistic view
- Call Scoring for each call.
- Recording Search and Playback Interface
- Deliver immediate results with call evaluations.
- Search for exactly what you need- Create advanced, precise queries.
- Quickly shift through hundreds of thousands of interactions.

2 UniQM Customer Onboarding

Pre-requisites:

- 1- CUBE SIP messages access from UniQM.
- 2- UniQM build.
- 3- Database- MS SQL 2019 or higher / MySQL 8.0 or higher
- 4- Apache Tomcat 9.0 or higher
- 5- Java Runtime 1.8

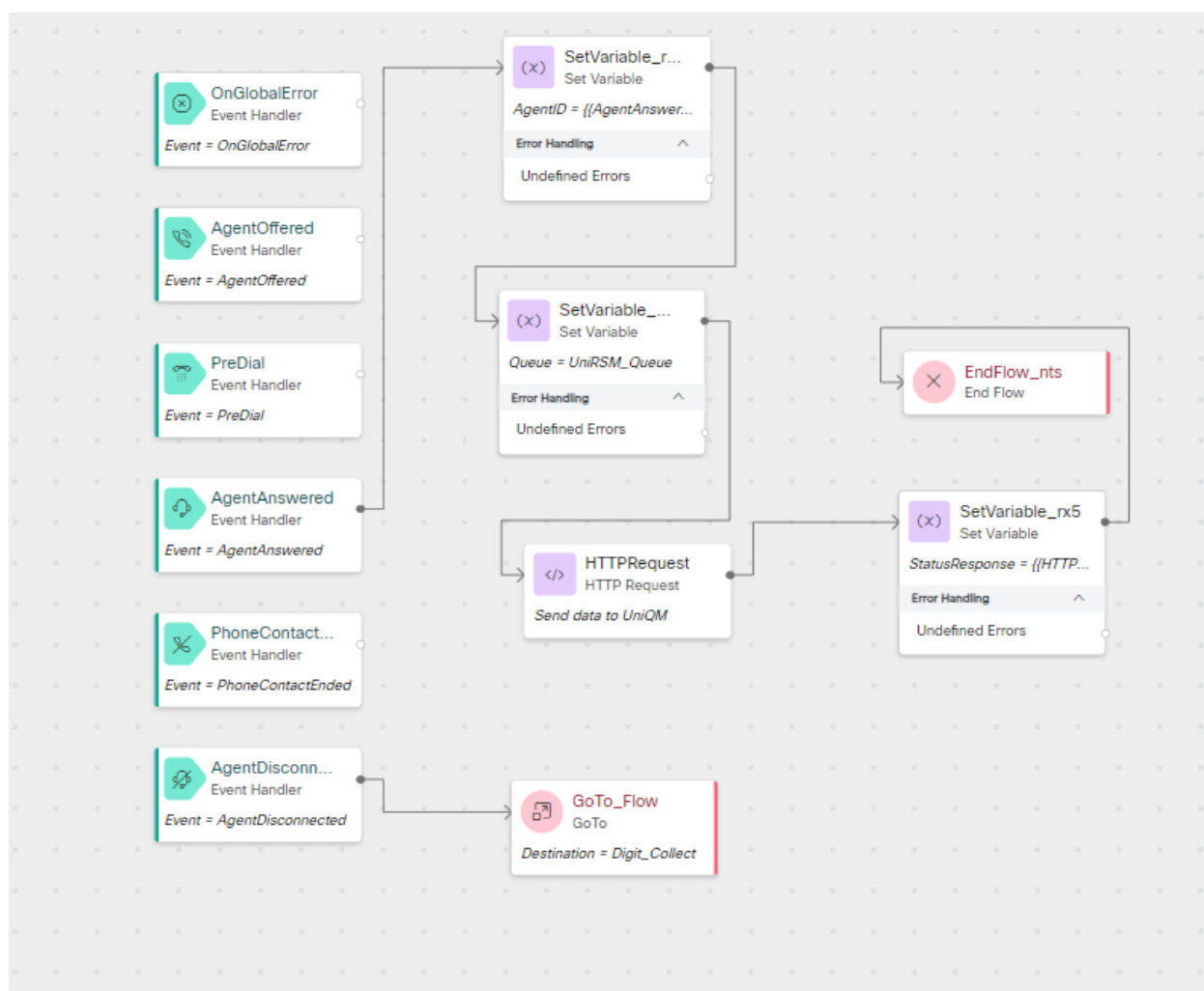
3 UniQM Installation Steps

Step-1: Install Java1.8, Apache Tomcat 9.x

Step-2: Setting up Database.

Step-3: Deploy UniQM in tomcat.

4 Sample Event Flow for UniQM



1. OnGlobalError Event Handler:

- This handler is triggered when a global error occurs.
- Events are managed according to their type, which in this case is `OnGlobalError`.

2. AgentOffered Event Handler:

- This event is triggered when an agent is offered a task or call.
- The event being handled is `AgentOffered`.

3. PreDial Event Handler:

- Occurs before a dialing action is initiated.
- The event being handled is `PreDial`.

4. AgentAnswered Event Handler:

- This handler is triggered when an agent answers a call.
- The event being handled is `AgentAnswered`.

5. PhoneContactEnded Event Handler:

- This event is triggered when a phone contact session ends.
- The event being handled is `PhoneContactEnded`.

6. AgentDisconnected Event Handler :

- Triggered when an agent gets disconnected.
- The event being handled is `AgentDisconnected`.

7. SetVariable Error Handling Block :

- This is a process block where a variable, possibly related to the agent ID, is set.
- There is an error handling path for undefined errors.

8. SetVariable Queue Assignment Block :

- A variable is set, likely defining which queue to use, here labeled as `UriSM_Queue`.
- There is an error handling path for undefined errors.

9. HTTPRequest Block :

- A block where an HTTP request is made, possibly to send data to an external system, labeled `UniQM`. Data sent ANI , AgentId , Queue.

10. GoTo_Flow Block :

- This block represents a branching action, redirecting the flow to another process or subroutine, indicated as `Digit_Collect`.

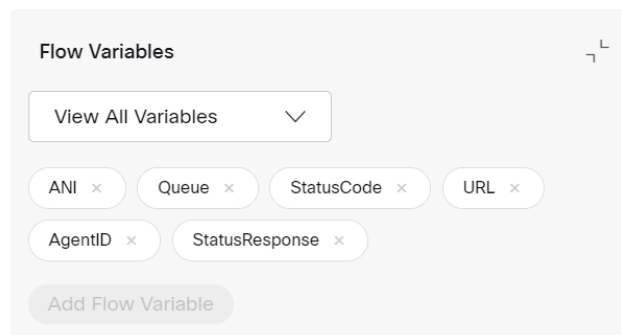
11. EndFlow_nts Block :

- This is an endpoint in the flow, terminating the current process or sequence.

12. SetVariable_rx5 Block :

- Another variable is set in this block, which could be related to the status or response of a previous action, with the placeholder `#HTTP...`.
- There is an error handling path for undefined errors.

5 Flow Variables



Configuring Connector for UniQM to be used in flow

- Navigate to Control Hub > Contact Center > Integrations > Custom Connector.
- Click 'Set Up' and configure with the following details:
- Name: webexcc_demo
- Auth Type: Basic Auth
- Resource Domain: <https://webex.consiliumapps.com>
- Grant Type: Client Credentials
- Username: uniqm@consiliuminc.com
- Password: ****

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