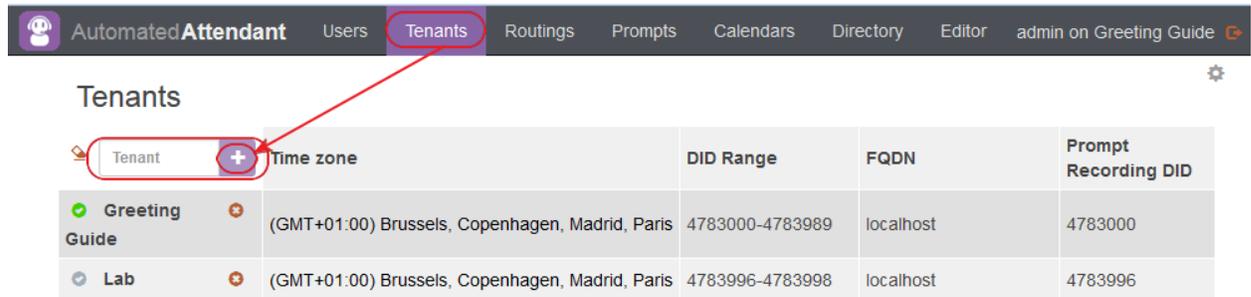*History :*

Ed1.1 : add questions 36-41

Ed1.2 : add question 42-44

Q 1. How to configure a Multi-tenant?
A 1. Create a new tenant

Q 2. Multitenant: how are the dialed number separated from one tenant to another tenant?
A 2. By configuration inside the script and in the tenant configuration. There is no relationship with the OXE multi company feature

Q 3. In PCS mode, how is the configuration retrieved?
A 3. When in nominal mode the PCS media server retrieves permanently the VAA configuration including the script. In PCS mode the media server are local to the PCS, when the PCS switch in service the link between the VAA and the OXE is back. Then the media server work in standalone mode.
When the link is back with the main VAA server PCS media server resynchronizes with VAA.

Q 4. In PCS mode what should be installed in the branch office?
A 4. The VAA is made up of the "Configuration module" and the "media server". In the PCS area, only a media server has to be installed.

Q 5. Architecture, How is manage the load balancing?
A 5. The load balancing is managed thanks to the OXE trunks SIP management.

Q 6. Architecture, what are the functional blocks of a VAA?
A 6. (Media server runs a SIP server and media capacity to pay prompt as a script engine and a data base to store the configuration. The "Configuration module" is the web server to access to the data base.

Q 7. Integration: Is there any DB integration DB or web service in a script?
A 7. That is not supported today.

Q 8. How to access to the TUI to manage the voice guide by phone?
A 8. As the VAA is connected to an OXE, the VAA is able to make an outgoing call to your phone and present a TUI interface to record a prompt.

Q 9. TTS ASR, is there any capacity to support TTS and ASR?
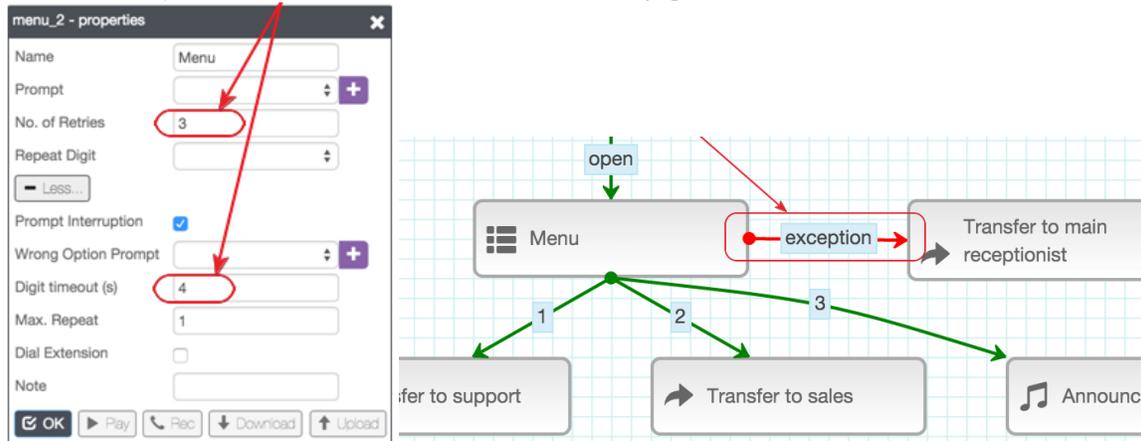**A 9.** No

Q 10. *How to access to a user voice mail?*

A 10. As we are using an ABC SIP for OXE, the access to the voice mail is supported by the SIP.

Q 11. *HA avec des services VMWARE ?*

A 11. ???

Q 12. *In the menu, what are the timeout and the configuration to handle that timeout?*

A 12.

Q 13. *How do you match a building block to a prompt to play? By ID by name...*

A 13. By selecting in a dropdown list a prompt name already created or creating it directly in the building block and assigning a name.

Q 14. *When this is available for the OXO?*

A 14. OXO integration is under study, there is no timeline defined yet.

Q 15. *Does this compete with the OTCS/IVR or OTCC IVR?*

A 15. The automated attendant does not compete with IVR as it does not include features such as attached data, requested in Call Center environment.

Q 16. *Is it possible to backup and restore configurations?*

A 16. Yes, a backup and restore is included in the solution.

Q 17. *Is or will it be it possible to filter a call based on external information (Calendar, ERP, LDAP, DB ...)?*

A 17. This feature is not included today in the solution but it can be easily added as a customization.

Q 18. *You said it will be inside OT2.2 replacing actual one. Existing configuration can be migrated or must be reconfigured?*

A 18. Existing configuration will have to be done again, no migration between previous and new version will be done.

Q 19. *When will it be in ACTIS for OXE?*

A 19.   Planned for Nov 2016

Q 20.   *Can AA be reachable internally now?*
A 20.   Yes it can be reachable internally.

Q 21.   *You said names are the one registered by user on Vmail. So voice mail is a mandatory component?*
A 21.   Voice mail is not a mandatory component. Voicemail can be used to handle the dial by name feature (mandatory in case of the OpenTouch version), but for OXE, the AA can handle the feature without using the voicemail.

Q 22.   *Do you plan to include Text-to-speech or Speech Recognition?*
A 22.   No, this is not planned.

Q 23.   *Can we export configuration for backup purposes?*
A 23.   Yes, a backup and restore is implemented. Export/import is integrated to facilitate script loading between two different systems.

Q 24.   *Can it be used as Operator Assistant as it was on 8440 ? (every user has a voice mail but for example the caller has choice to leave a message or be routed to another user number ...)*
A 24.   We don't replicate this capability.

Q 25.   *What are the supported formats for uploading audio?*
A 25.   The supported format is wav file.

Q 26.   *Can you limit the amount of ports in use per tenant or is it a shared pool of resources?*
A 26.   Number of ports is managed per media servers, so if tenants are sharing a media server they will share a pool of resources.

Q 27.   *Considering a project with an OXE and some remote IP Media Gateways with PCS, each MGW+PCS mean a different location that should have a different menu. Can we deliver this kind of solution? It will be compatible with PCS? Can we have an AA Server for each location and centralized management of tree menus?*
A 27.   ??? OXE configuration : incoming called number per site, DDI translator per trunk, others …

Q 28.   *Does the server support high availability?*
A 28.   Yes it is included in the solution.

Q 29.   *Can you record prompts from an external handset? Can I dial into the system and change the prompts from a mobile phone?*
A 29.   Yes, a user that has prompt management rights, can call in the AA, enter his ID and password and change the prompt he wants.

Q 30. *For scalability purpose, can you have several AA instances connected to the same OXE?*

A 30. Yes, we can add multiple AA media servers to increase the number of ports that the solution can handle.

Q 31. *Does it support the multi-entity for OXE?*

A 31. AA supports multi-tenants, independently from the OXE multi-tenant feature

Q 32. *Why not include the support contract into SPS?*

A 32. when orderable from ACTIS

Q 33. In addition to port usage, does it include also statistics & reporting about call handling (% of call answered, choice of callers, ...)

A 33. No, we currently don't have any reporting capabilities except the port usage. This is something we may consider in the solution evolutions.

Q 34. *What is the product positioning compare to the Integrated AA in the OXE and AA embedded in our voice mail solutions?*

A 34. IAA is a very basic AA limited to 8 trees, 5 levels per tree, 4 choices per leaf, with a maximum of 128 leaves. It also has fewer features, such as business hours, calendars and direct dial. The AA from the 4645 is only up to 16 ports or 30 in hospitality mode and does not include feature such as business hours and calendars that has to be managed with entity in the OXE and no web management. Basically the new AA is a better choice for our OXE customer as soon as they are using the AA, on the OpenTouch side it will be replacing the existing one so no question here.

Q 35. *Is the application working in an OXE multi company environment? Are you able to manage AA scenario per company?*

A 35. Yes it works in an OXE multi company environment. Each tenant has his own view with his own scripts that he can manage.

Q 36. *What are the type of compression supported ?*

A 36. G711 only

Q 37. *Is the Fax detected by the VAA ?*

A 37. As it is in SIP mode, the T38 connection/or fax tone must be handle by the Pbx-SIP gateway

Q 38. *Does the VAA support the virtualization ?*

A 38. Yes, VM ware from eSX5.5 is supported

Q 39. *Is the VAA port number scalable ?*

A 39. Yes, we can add media server in a VAA, each media server can support up to 300 ports, the load balancing is done by yhe Pbx-SIP gateway

Q 40. *How is manage the call by name ?*

A 40. The Directory is a VAA embedded directory, the call by name use the phone set digit to generate the DTMF to compose the name.

Q 41. *If I modify a script on line, what are the impact ?*

A 41. The VAA is based on VXML technology. The VXML script is a sequence of VXML pages. The VXML page process an action, then call the next page. If in a script you modify the sequence or the content of a node, then when a pending caller will reach the node, he will get the modification after you save the script, that can create unexpected behavior for the caller. The recommendation is to save the modified script with a new name, and then assign the script to the routing number. The pending call will continue with the previous script, the new call will apply the new script.

Q 42. *Is there a mean to import the directory ?*

A 42. Not yet, an import thru csv or ldap, or an OTMS connection could be considered for the next release.

Q 43. *What is the meaning of the Prompt for each entry of the directory ?*

A 43. The prompt is the recorded "surname-name" of the user, that is played when using the directory search.

Q 44. *What are the main differentiator of the VAA ?*

A 44. The price and the easiness of the interface, wav import/routing management/visual script