

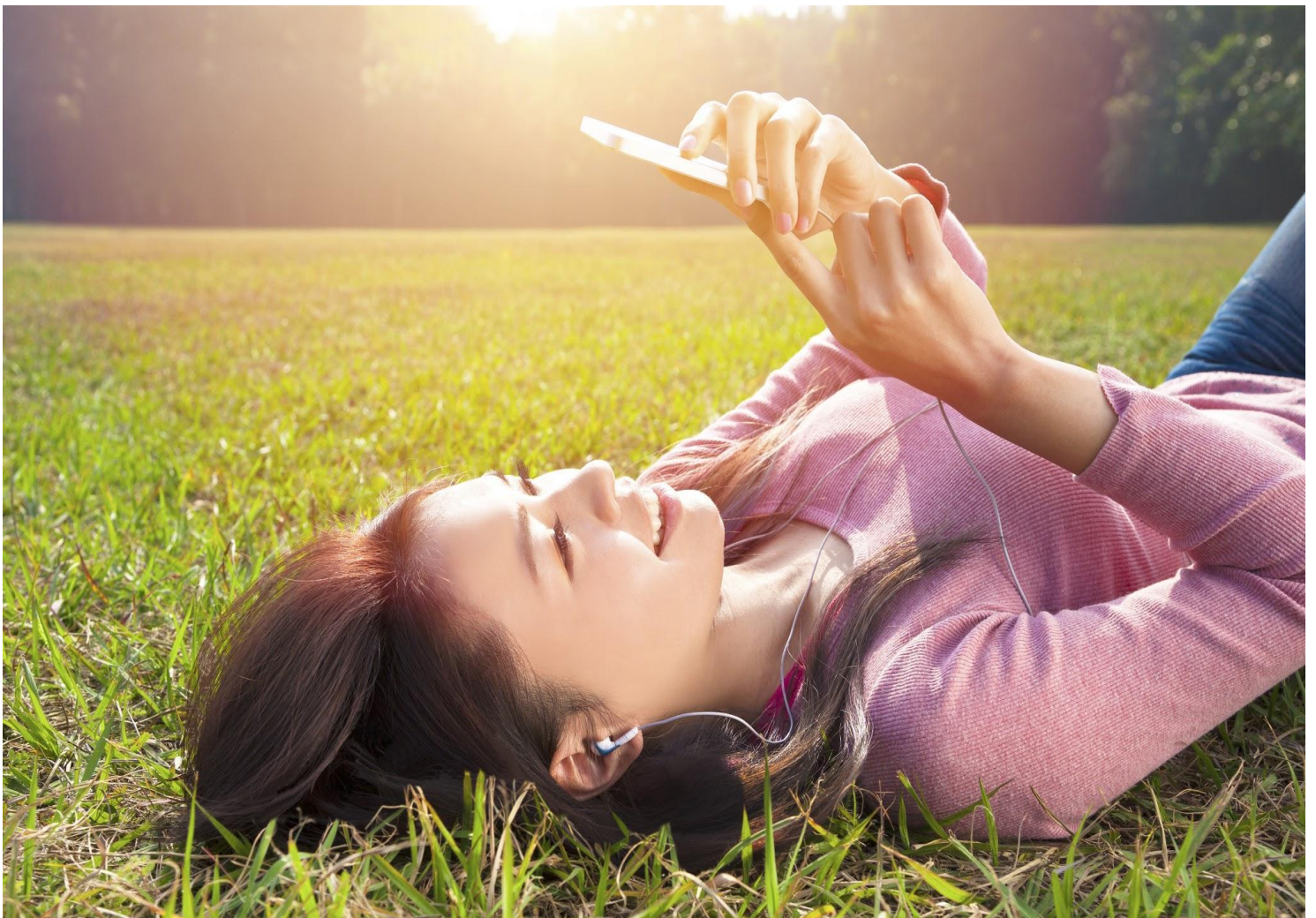


Spark Call Back Manager

User Manual

Azure Marketplace

www.globalwavenet.com



Document Control

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Version	Date	Description
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1. Introduction

Wavenet Voicemail Wavenet's Voicemail (VM) is introduced as a call completion solution, assisting Operators to maximize chargeable voice time by offering a solution to listen and respond to a recorded voice message when unavailable to answer incoming calls. Wavenet's Voicemail (VM) is an integral module of Wavenet's SPARK Platform which represents the evolution of traditional voicemail system to a next-generation communications platform. The platform supports missed call alert functionality alongside its core VM services, delivering additional value to the customer. The platform can be delivered to adhere to customer requirements as needed to facilitate VMS. VMS is a unique top of the range platform developed using Erlang to cater to highly intensive traffic volumes. The microservice architecture allows the platform to be scaled on request to meet the growing traffic requirements of tier one Operators. It can be scaled based on the customer's requirement due to its modular architecture and contains the flexibility to scale on request. It is a large capacity message management platform for voice messaging designed using the Wavenet Sayura (Compose) product. With a unique architecture which brings the flexibility in incorporating with a full range of multimedia, multi-application power and compatibility. The integration of advanced features such as prompt notification makes VM powerful tool for enhanced service delivery. VM provides powerful configuration flexibility with all the offered services. Administrators, service providers and users can provision and manage services easily addressing their specific needs. The solution compatibility goes beyond traditional voicemail-based services and takes it to the next level with enhanced and rich features, using IP convergence of the network environment.

2. Sign in to Azure marketplace

1. Visit <https://azuremarketplace.microsoft.com/en-us/> website and click on Sign in button.

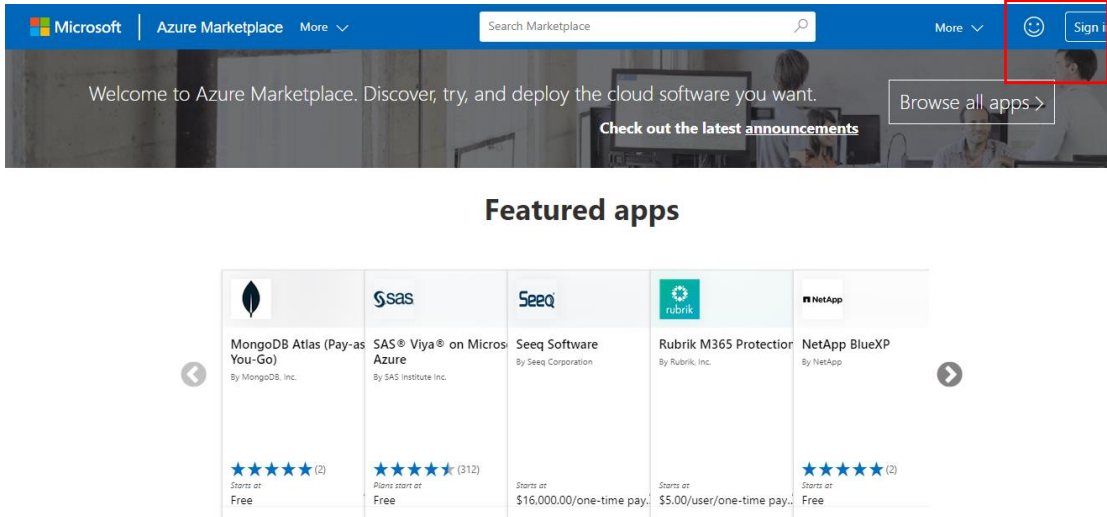


Figure 1: Azure marketplace homepage

2. Enter the Microsoft email which you prefer to use when acquiring apps on Azure marketplace and click on sign in button.

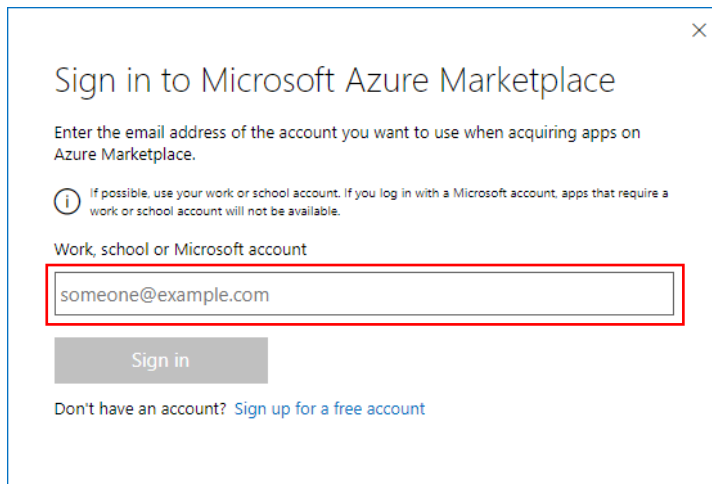


Figure 2: Sign in Screen

3. It will redirect the user to the Microsoft login screen to enter the password.
4. User will redirect to marketplace home page after successfully sign into account.

2. Search and sign up for “Get It Now” option of Spark Call Back Manager

1. Type Spark Call Back Manager in the search box and click on search icon.

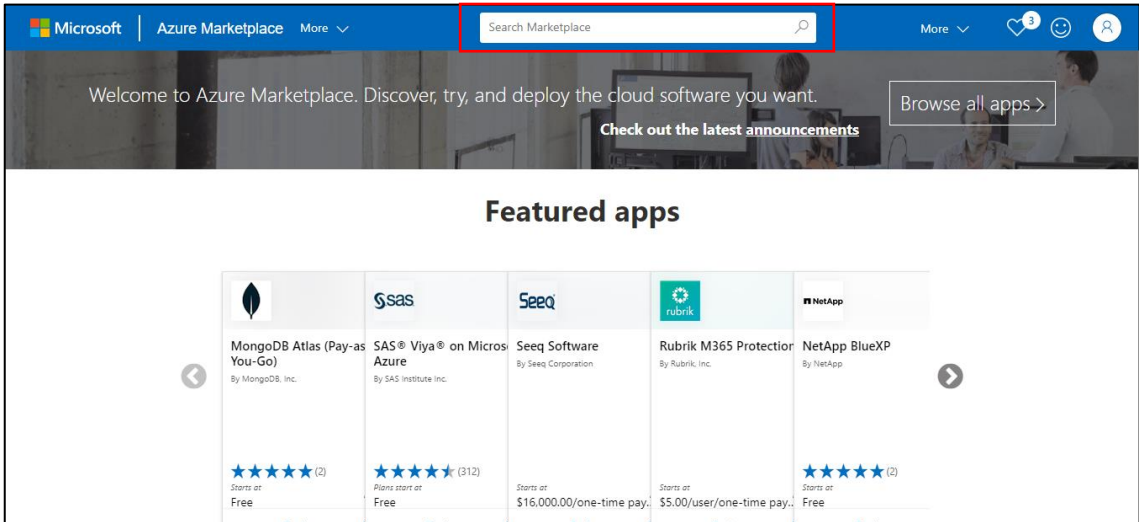


Figure 3: Search for Spark call back manager

2. Find Spark Call Back Manager from search results and click on the Spark Call Back Manager box.
3. It will redirect the user to the Azure marketplace product page of Spark Call Back Manager which will contain details of the product.
4. Click on "Get it now" button to get the Spark Call Back Manager product in Azure. Pop up screen will be visible with product details and privacy statement to click on “continue”.

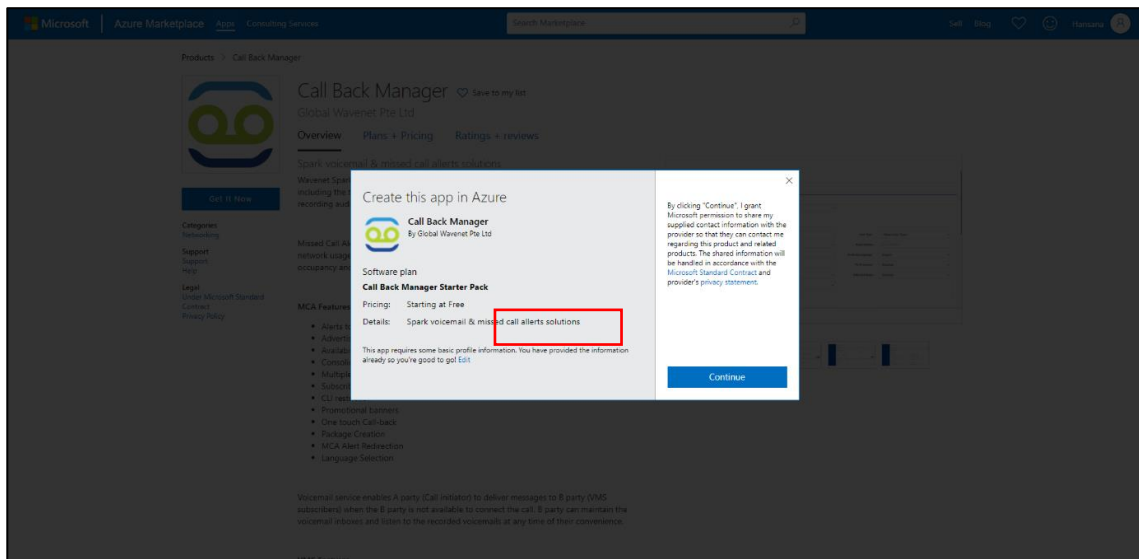


Figure 4: Product details & privacy statement screen

3. Package Selection and Resource group creation

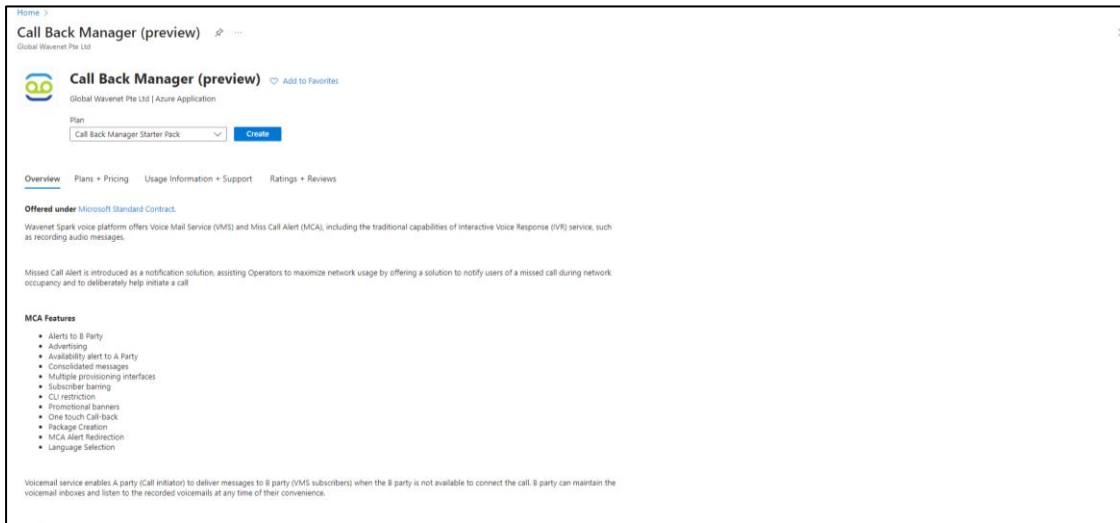


Figure 5: Package selection screen

Select “**Spark Call Back Manager Package**” from plan selection dropdown and click on **Create** button.

4. Basic Settings

1. Select the Azure subscription and resource group, if the resource group is not in the drop-down menu, then click on Create new and create a new resource group.

Resource Group - A resource group is a collection of resources that share the same lifecycle, permissions, and policies.

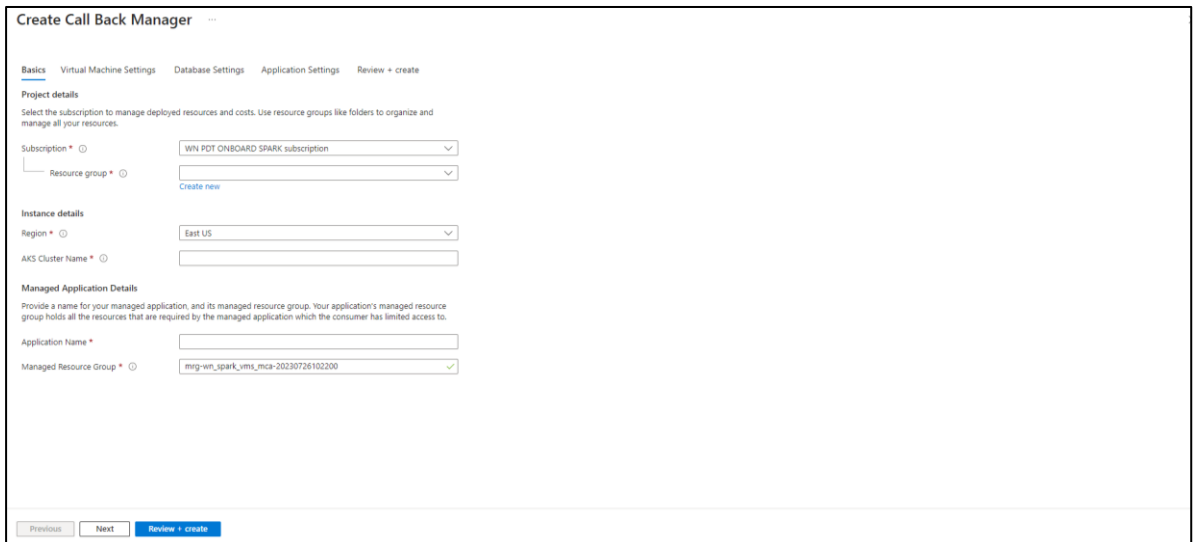


Figure 6: Basic settings screen

2. Select the Region and enter the AKS Cluster Name.
This is the Kubernetes Cluster Name, Cluster Name **should contain only Alphanumeric, Hyphens and should be 3 to 63 characters in length.**
3. Now enter the Application Name. Application.
The name **should contain only Letters, Numbers and should be 3 to 32 characters long.**
Managed Resource Group - This resource group holds all the resources that are required by the managed application. For example, this resource group contains virtual machines, storage accounts, and virtual networks for the solution.
4. Then Click on the **Next: VM Settings** button.

5. Virtual Machine Settings

1. Enter a username and password for the VM
The username **should not contain** words such as “admin”. Only **alphanumeric characters** are allowed, and the **value must be 4-12 characters long.**
Password **must contain at least 8 characters long, contain only numbers and letters**
2. Then click on the **Next: Database Settings** button.

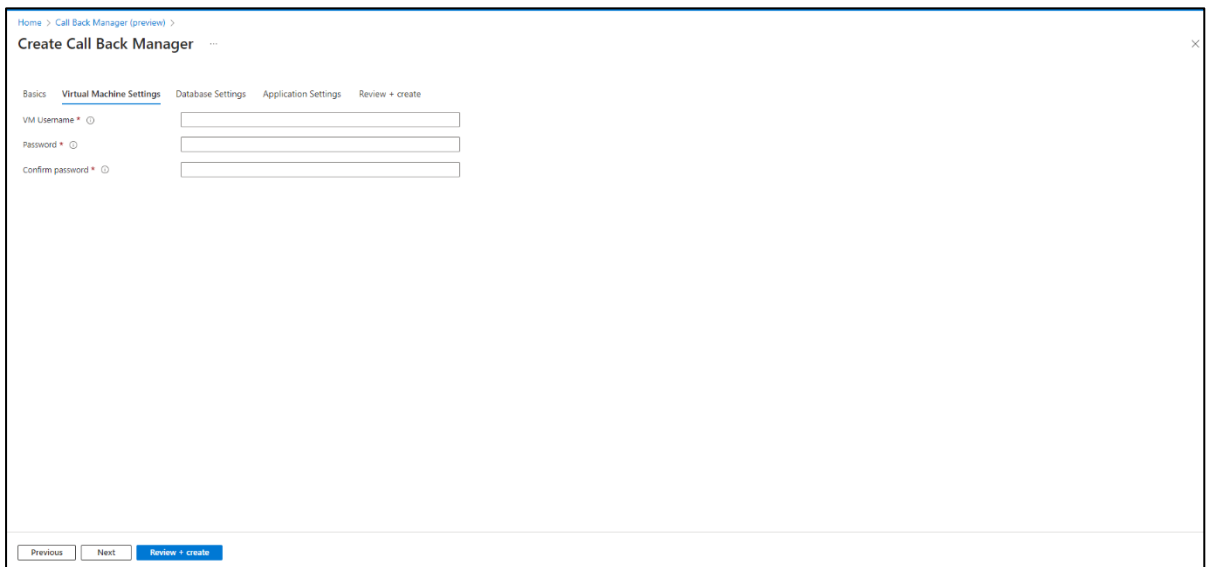


Figure 7: Virtual Machine Settings

6. Database Settings

1. The user needs to configure database Settings.



Figure 8: Database Setting screen

2. The User needs to enter the **Server Name, UserName, and Password** which are mandatory fields, the user needs to enter the same password in the **Confirm password** field which is entered in the Password field.

Field Name	Validations
Server Name	<ul style="list-style-type: none"> • The value must not be empty. • Only alphanumeric characters are allowed, and the value must be 4 -12 characters long.
UserName	<ul style="list-style-type: none"> • The value must not be empty. • Only alphanumeric characters are allowed, and the value must be 4-12 characters long.
Password	<ul style="list-style-type: none"> • The value must not be empty. • Password must be at least 8 characters long and contain only numbers and letters. • Cannot include any part of UserName or Server Name.

Note: The **UserName** and **Password** are the credentials that are used to enter the database.

3. Then click on the **Next: Application Settings** button.

7. Application Settings

Home > Call Back Manager (preview) >

Create Call Back Manager

Basics Virtual Machine Settings Database Settings **Application Settings** Review + create

Default Origination Number *

Cluster Domain Prefix *

Below is your login details to the Common Authentication Module (CAM) and Grafana Dashboard. Please copy and save it separately. This link will be activated after 20 minutes once your application is successfully deployed.

CAM Username : super_admin@globalwavenet.com

Grafana Username : admin

Password *

Confirm password *

I confirm that I have copied above login details.

1. Provide the Origination Number and the Cluster Domain Prefix
2. Cluster Domain Prefix validation -Only alphanumeric characters are allowed, and the value must be 10-30 characters long.

Create Call Back Manager

Basics Virtual Machine Settings Database Settings **Application Settings** Review + create

Default Origination Number *

Cluster Domain Prefix *

Below is your login details to the Common Authentication Module (CAM) and Grafana Dashboard. Please copy and save it separately. This link will be activated after 20 minutes once your application is successfully deployed.

CAM Username : super_admin@globalwavenet.com

Grafana Username : admin

Password *

Confirm password *

I confirm that I have copied above login details.

8. Common Authentication Module (CAM) Settings

1. Enter a name for the “customer domain” and then the URL will be autogenerated accordingly in the box visible under cluster domain prefix.

Only alphanumeric characters are allowed, and the value **must be 10-30 characters long**. Should not use domain prefixes already in use.

Note: This will be the login details to the Common Authentication Module (CAM), User should copy and save it separately. This link will be activated after 20 minutes once your application is successfully deployed.

2. Username will be shown and it can't be changed. (Default username: super_admin@globalwavenet.com)

Password needs to be entered and should comply to following validations.

First letter should be capital, must contain a special character and **minimum length is 13 characters**.

Note: Login details should copy and save in a user preferred place for later use.

3. Confirmation check box should be ticked to confirm that the user has copied the login details.
4. Then click on the **Next: Review + Create** button.

9. Review + Create Settings

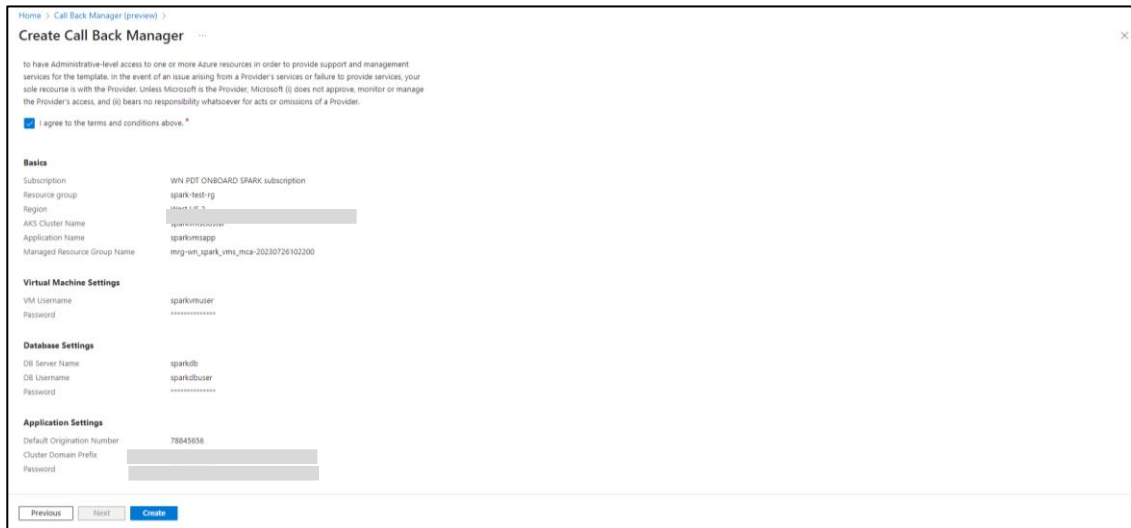


Figure 9: Review + Create Settings

1. Under the review page the user needs to provide the contact details. (This will be autofilled from the details provided for Azure account before)
2. The user needs to go through the Term and Conditions and check the Tick Box.
3. Then all the previously entered setting details can be reviewed and click on **Create** button for module deployment.

Note: Spark IVR module will be deployed in 30 to 40 minutes.

4. Once the user clicks on the **Create** button Screen moves to the next screen. It will show a message that **Deployment is in progress**.

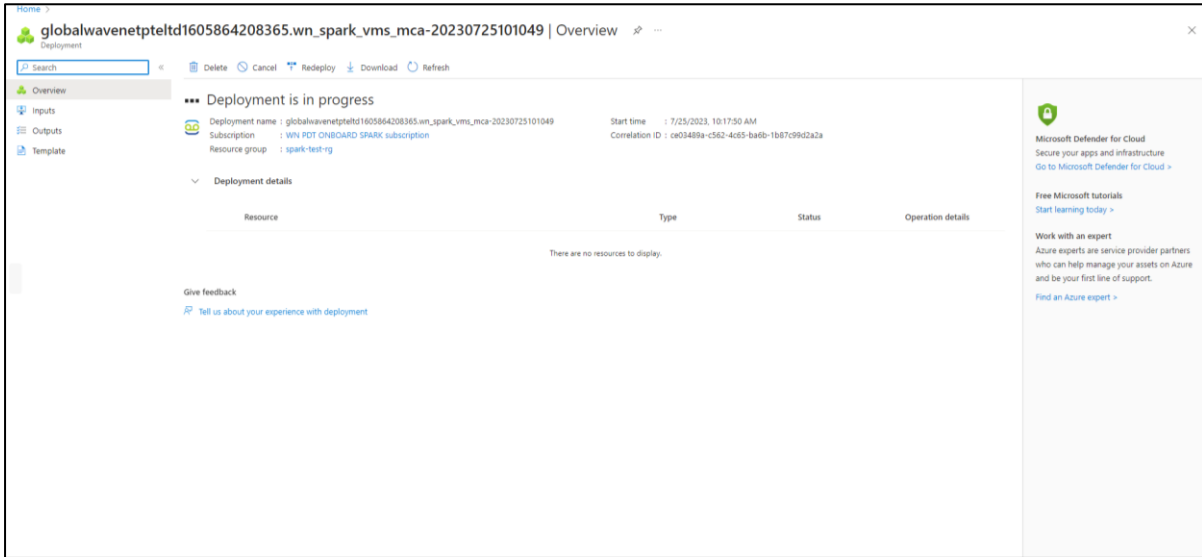


Figure 10: Deployment in progress screen

5. Once the Deployment is completed, the below screen will be shown, and Azure will pop up a message stating Your deployment is complete.

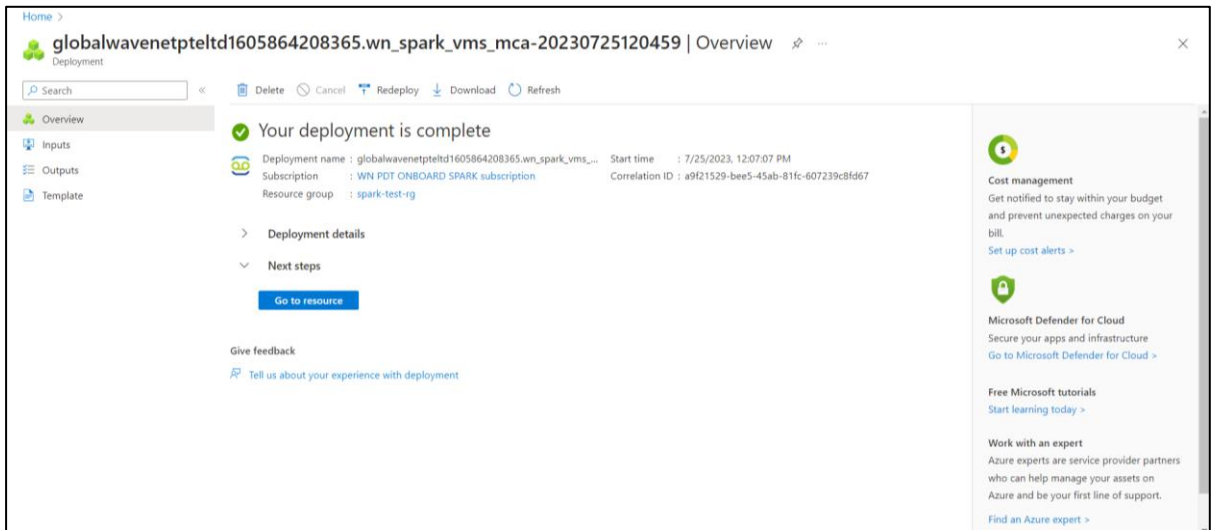


Figure 11: Deployment completed screen

6. User can click on **Go to Resource** and can view the services related to this deployment.

10. Common Authentication Module (CAM) Configurations

1. Use copied URL and open it in a Browser.
2. You will be navigated to CAM log-in page.

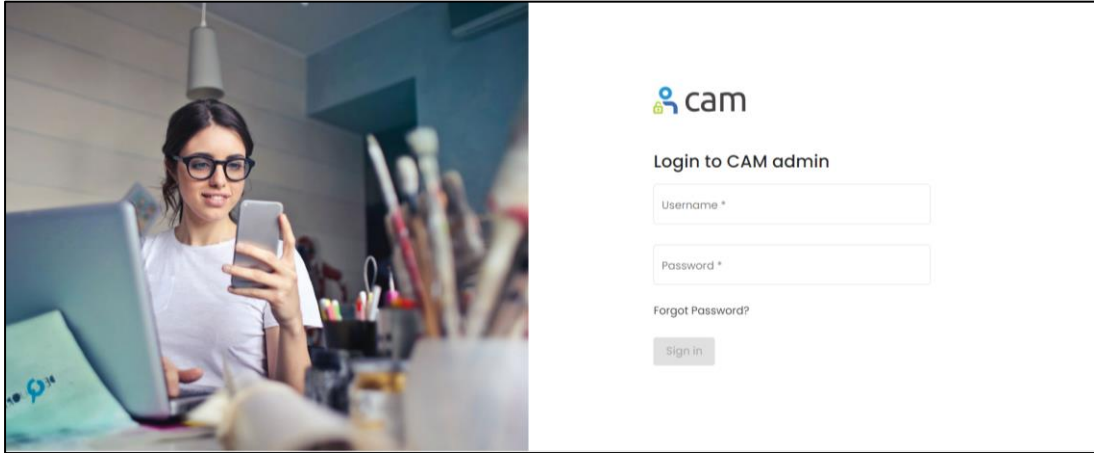


Figure 12: CAM Authentication Screen

3. Log in to CAM by providing the correct credentials.

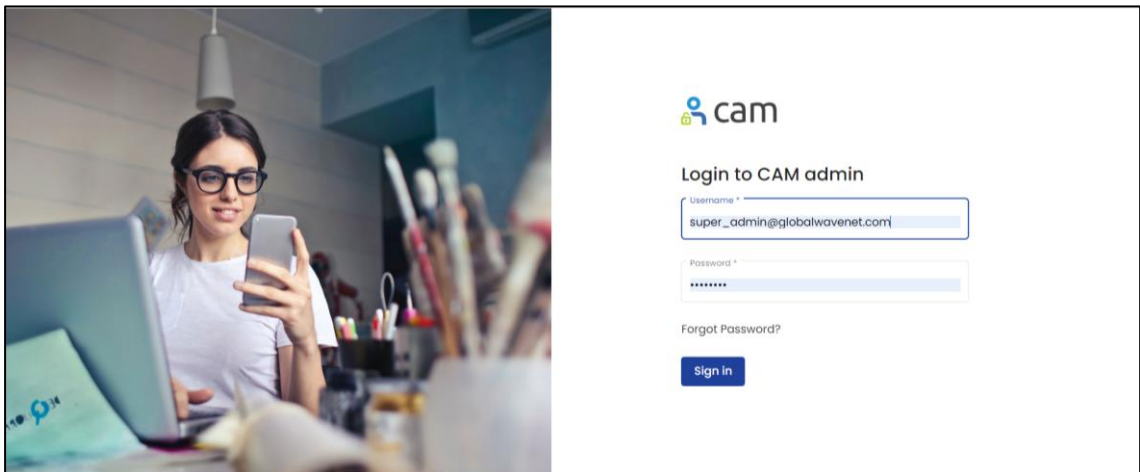


Figure 13: CAM authentication with Credentials

4. The user will be shown the services available.

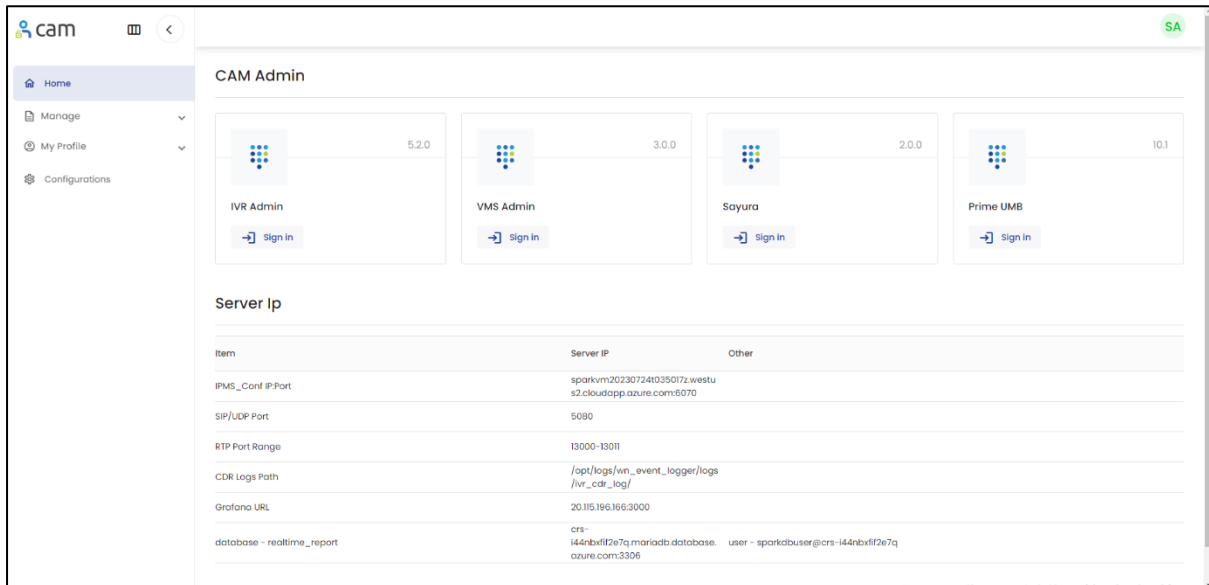
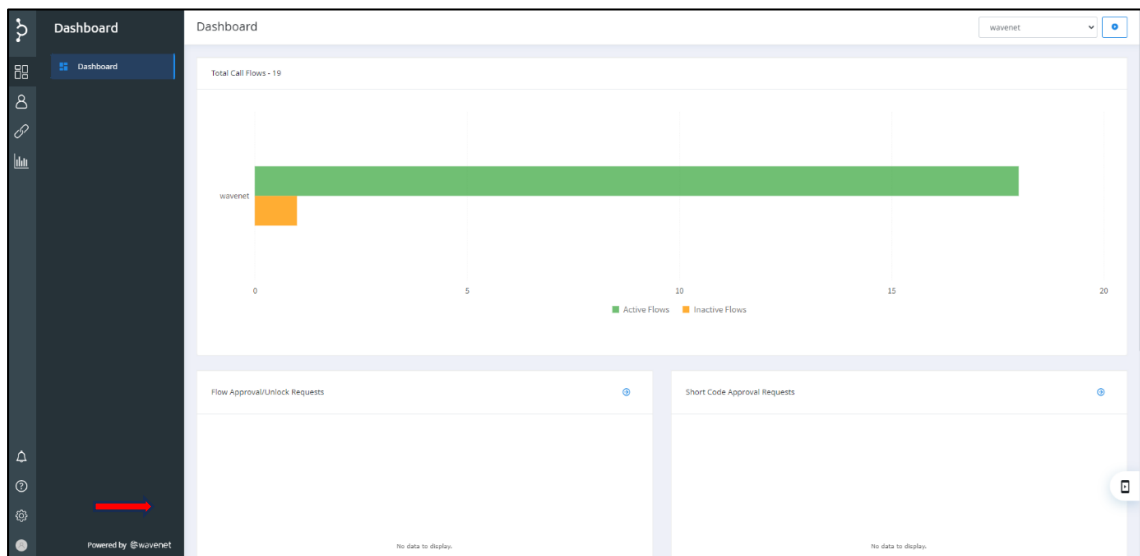


Figure 14: Available modules in CAM

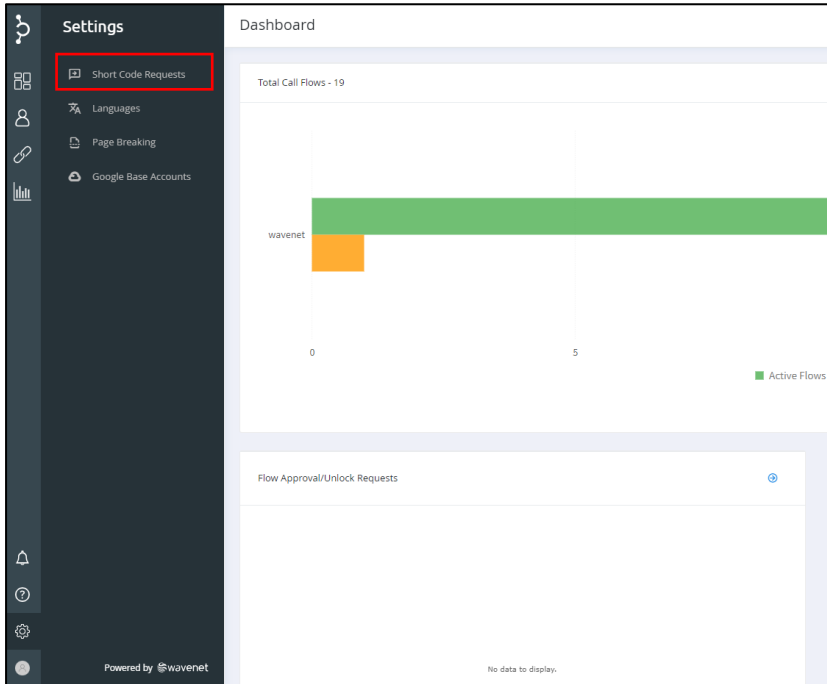
11. Sayura Configurations



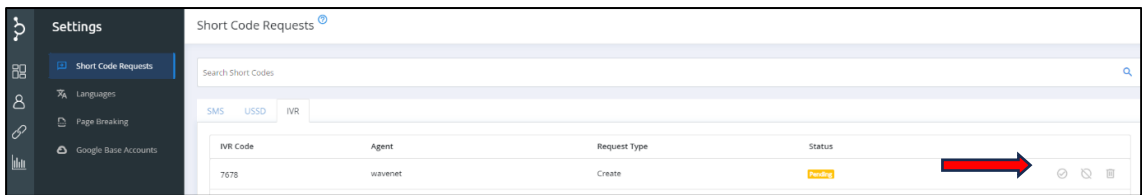
Short Code Approval Process

Short Codes will be given to the user by default and the short code has to be approved.

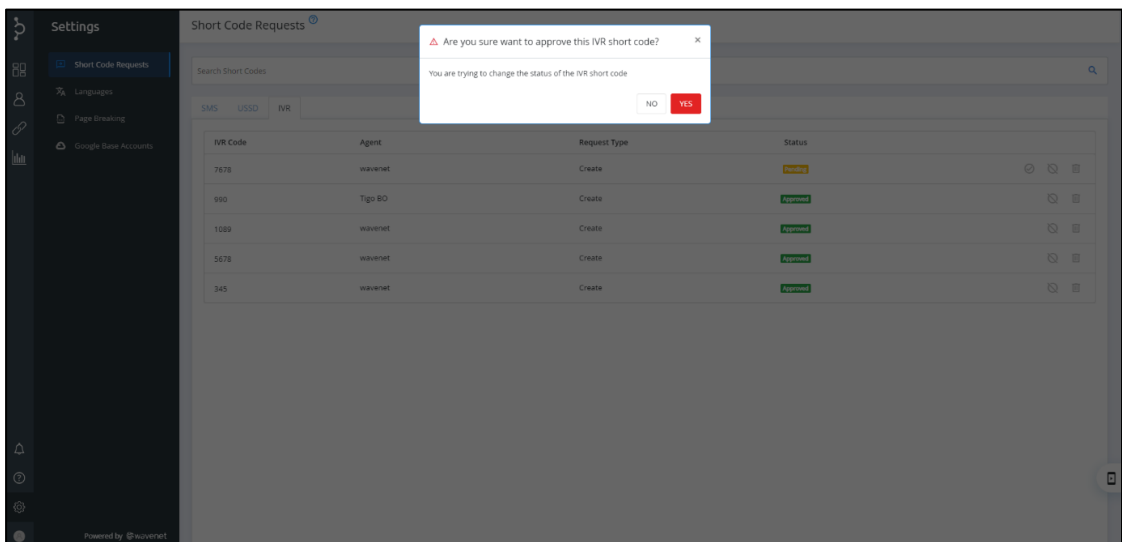
1. Login to the Sayura Home Page.
2. Select Settings.



3. Select Short Code Request from the Menu.



4. Select the Approval Button.

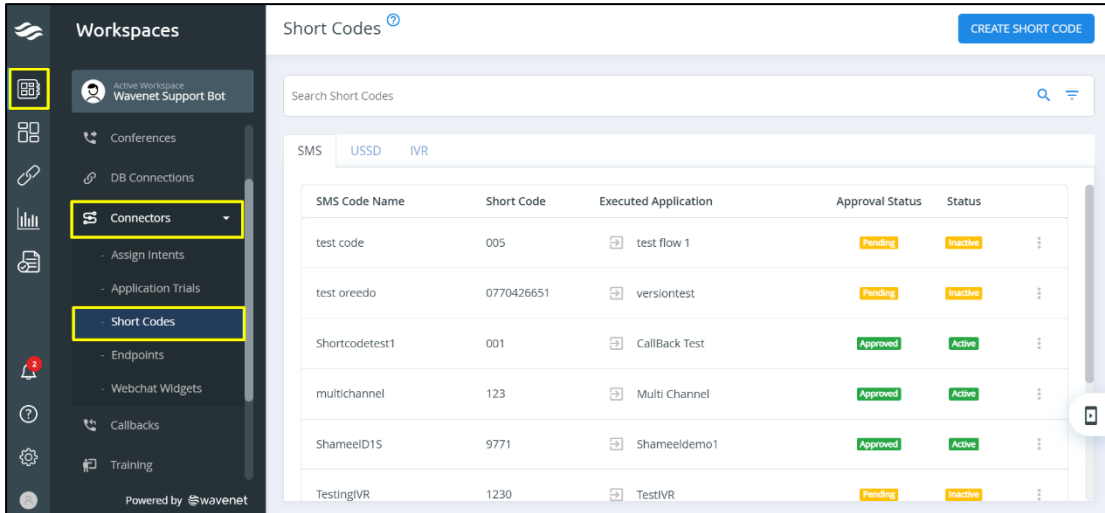


5. Confirm the request.

6. Short Code will be Approved.

To Create a Short Code

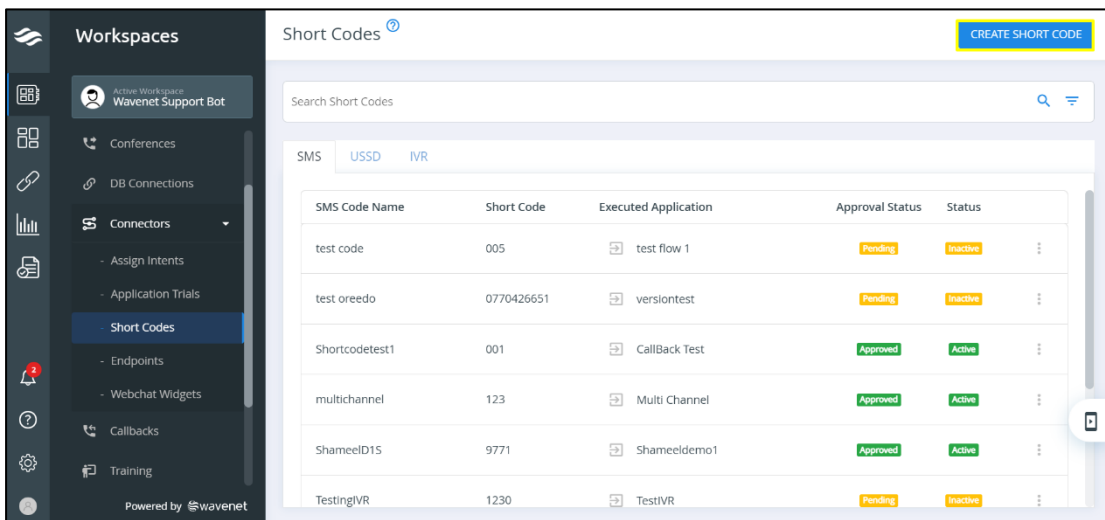
The short code option can be used by the users to set connectors for the subscribers who engage with the Workspace.



Navigating to Short Codes

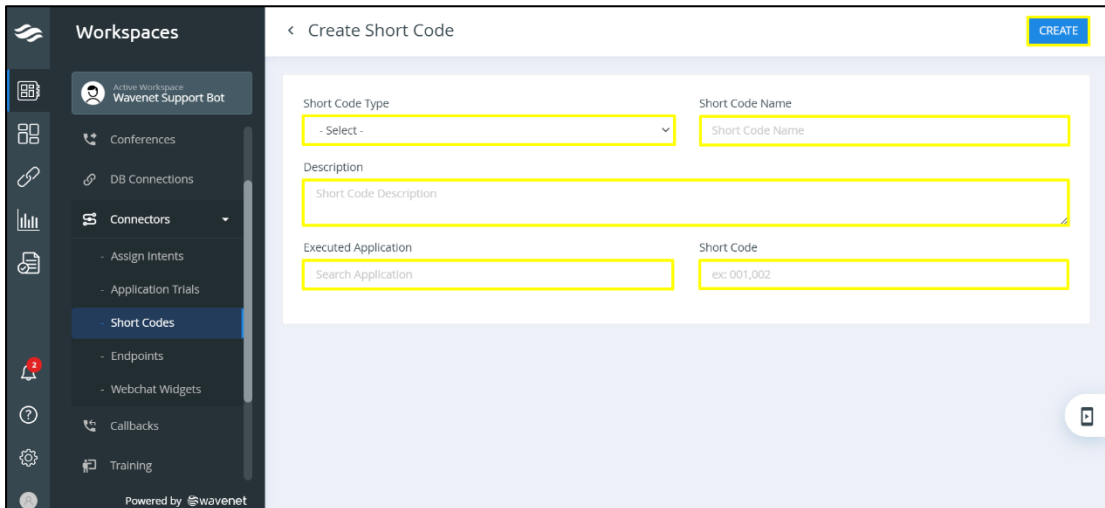
Creating Short Codes

1. Click on the **CREATE SHORT CODE** button in the right-side corner of the interface.



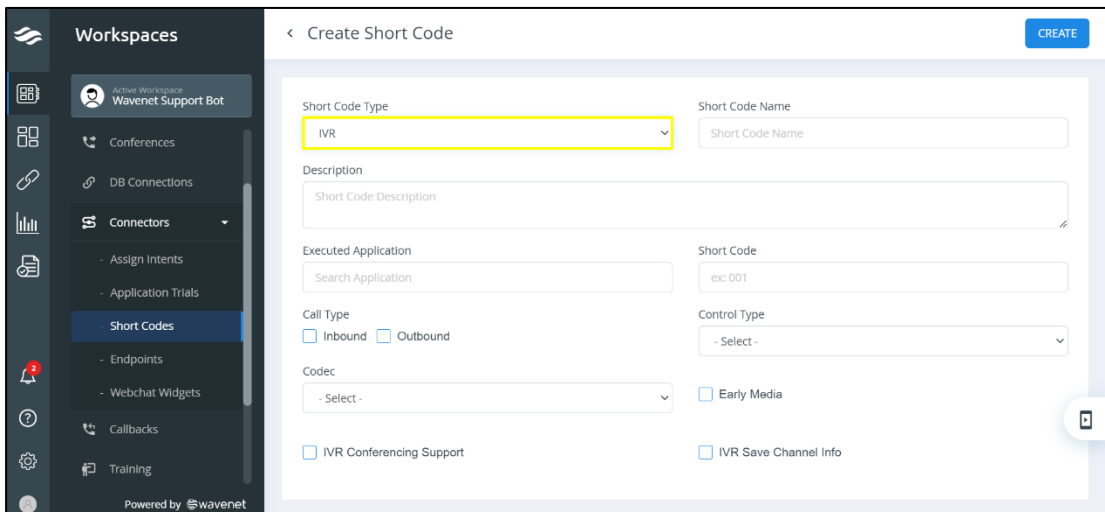
Creating Short Code

2. Enter/Select necessary details and click on **CREATE** button.



Creating Short Code

IVR as Short Code Type



IVR as Short Code Type

- **Short Code Name** - Enter the short code name.
- **Short Code Type** - Types of short code supported by Sayura. Select an option from the given drop-down option.
 - USSD
 - IVR
 - SMS
 - HTTP
- **Executed Application** - Bot application name to be executed. Select the application to be executed from the given drop-down.

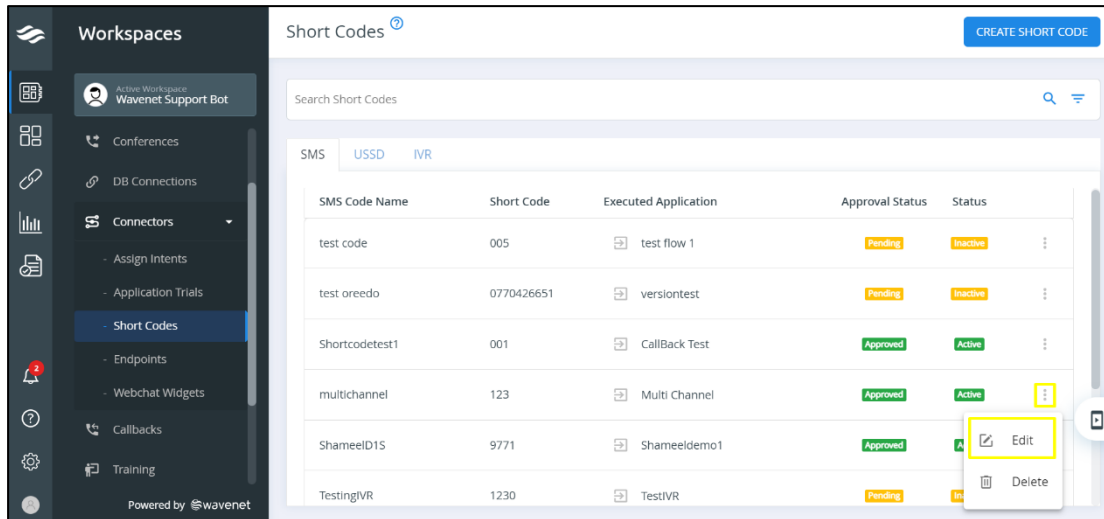
- **Description (Optional)** - Description for particular SMS, USSD or IVR short code. For IVR type, description is required.
- **Short Code** - Access code of particular application to be executed. Either USSD, SMS or IVR. Can be single code or separate with * mark and it can be multiple with comma separated string. For SMS, only numbers allow for code. Enter the short code. Not mandatory for USSD.
- **Call Type (Optional)** - Basic IVR Service Types. Select an option.
 - Inbound
 - Outbound
- **Control Type** - Select an option. Control types of call are,
 - Full Control
 - Half Control
 - App Control
- **Codec** - Select an option.
 - G.711 - A Law
 - G.711 - μ Law
 - G.729
- **Early Media (Optional)** - Tick/untick the checkbox to enable/disable IVR Early Media.
- **IVR Conferencing Support (Optional)** - This checkbox should be enabled to support IVR for conferences.
- **IVR Channel Info (Optional)** - This refers whether to save user channel information under "ivr_chan_info" table. This is required if service uses connect/unconnect components. Tick/untick the checkbox to enable/disable IVR Channel Info.

IMPORTANT NOTE:

To add the relevant deployment channels in the **Short Code Type** drop-down list, the Administrator has to enable the deployment channels for that particular Workspace.

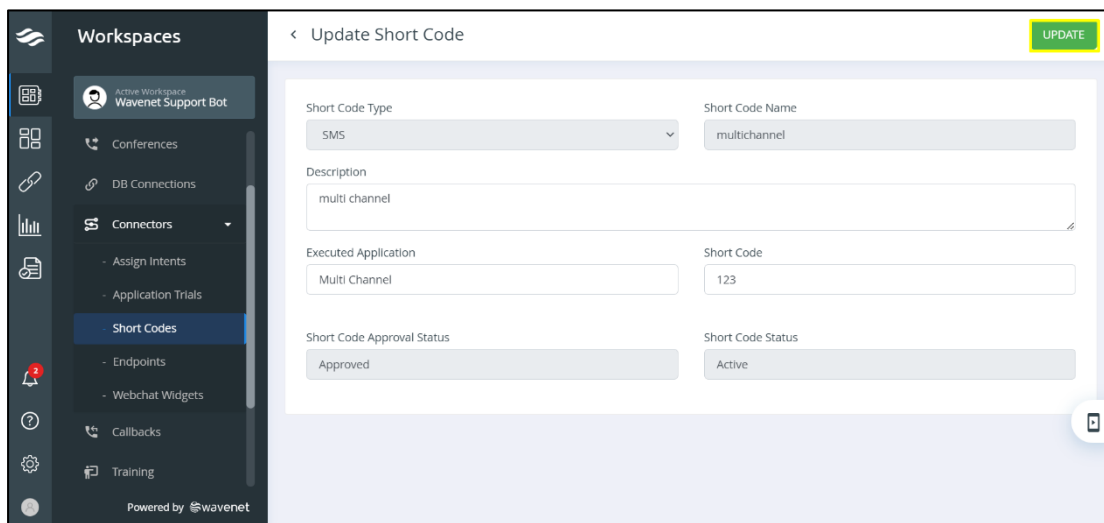
Updating Short Code

1. Click on the icon in the right-side corner of the created intent.
2. Select the **Edit** option from the drop-down.



Updating Short Code

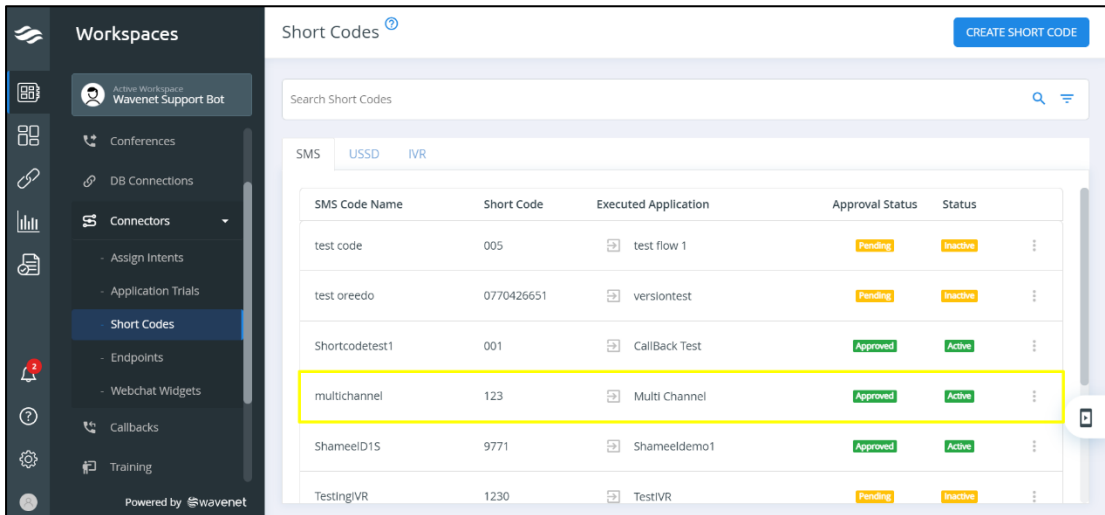
4. Make necessary changes.
5. Click on **UPDATE** button.



Updating Short Code

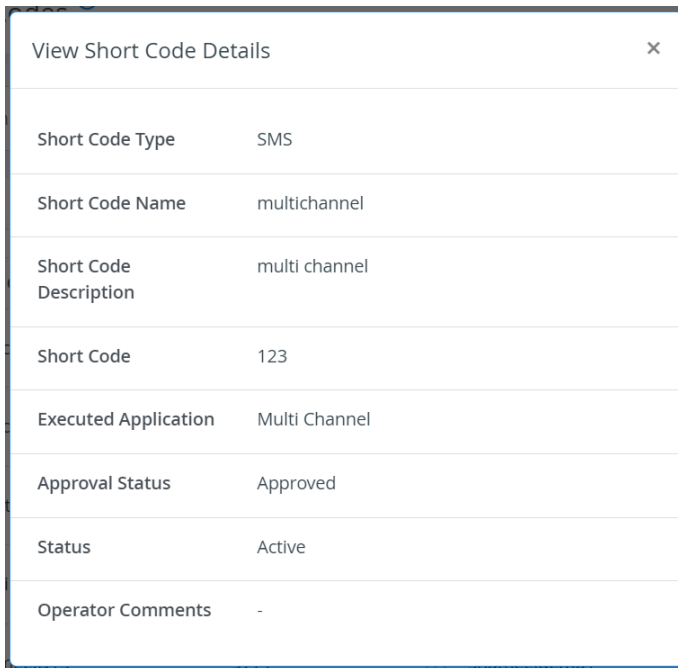
Viewing Short Code

1. Click on the created short code to view short code details.



Viewing Short Code

2. The short code view will be displayed as shown in the below figure.



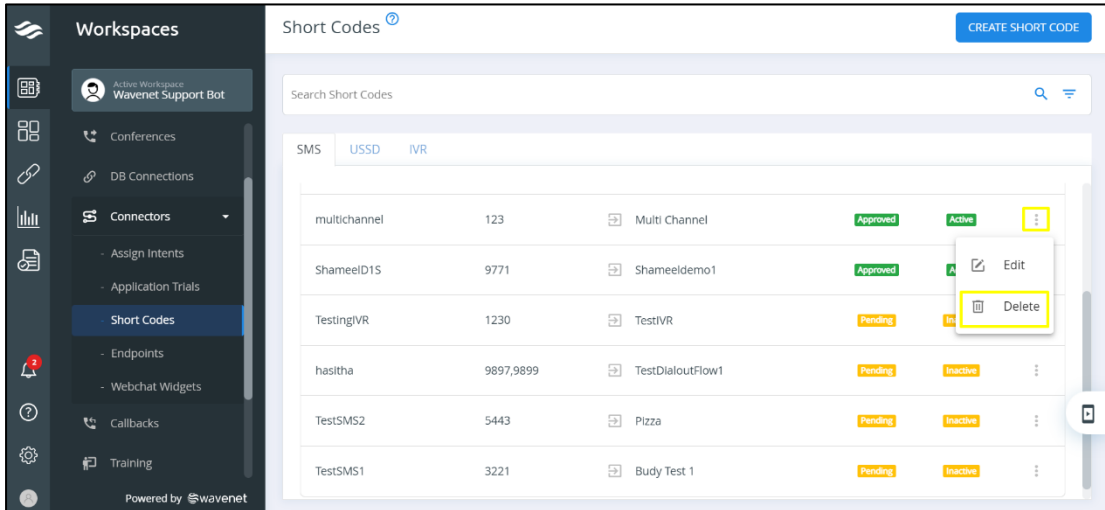
Viewing Short Code

- **Short Code Name** - Displays the short code name.
- **Short Code Type** - Types of short code supported by Sayura (SMS, USSD, IVR). Displays the short code Type.
- **Short Code** - Displays the short code.
- **Short Code Description** - Displays the short code description.
- **Executed Application** - Bot application name to be executed. Displays the executed application.

- **Approval Status** - Displays the approval status (Approved/Pending/Rejected)
- **Status** - Displays the status (Active/Inactive)
- **Operator Comments** - Displays the Operator Comments

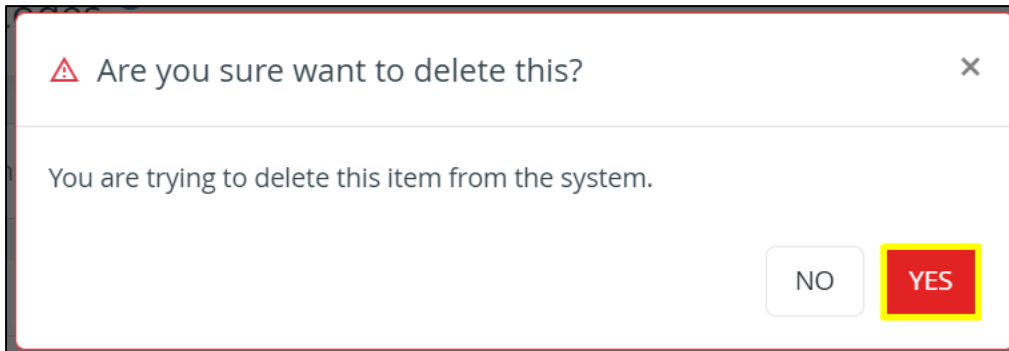
Deleting Short Code

1. Click on the icon in the right-side corner of the short code.
2. Click on the **Delete** option.



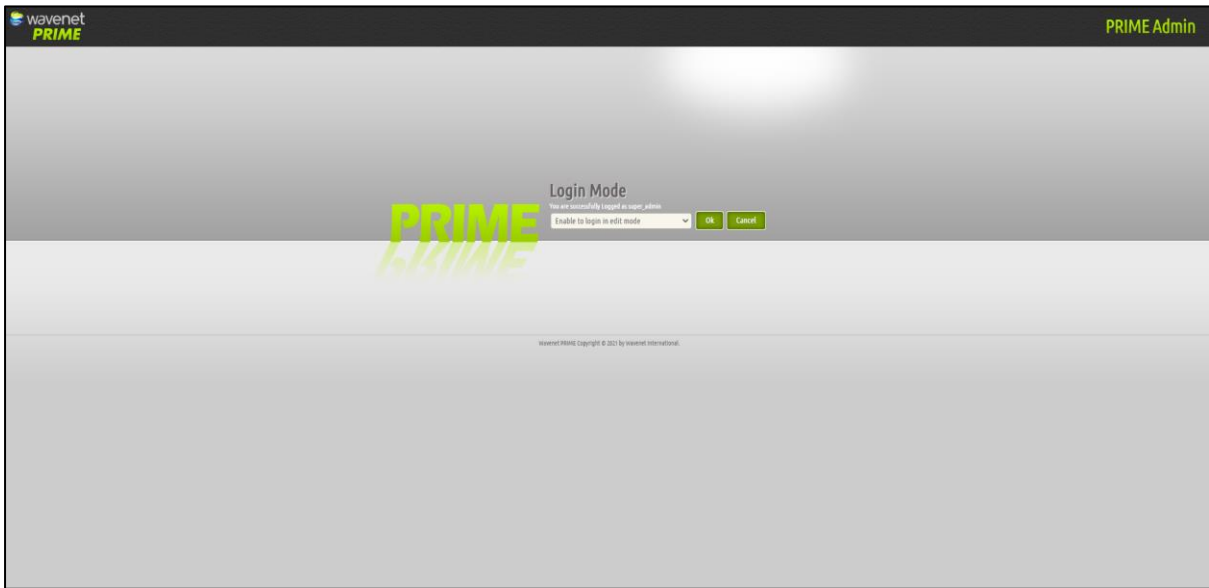
Deleting Short Code

3. Select **YES** to delete the short code.

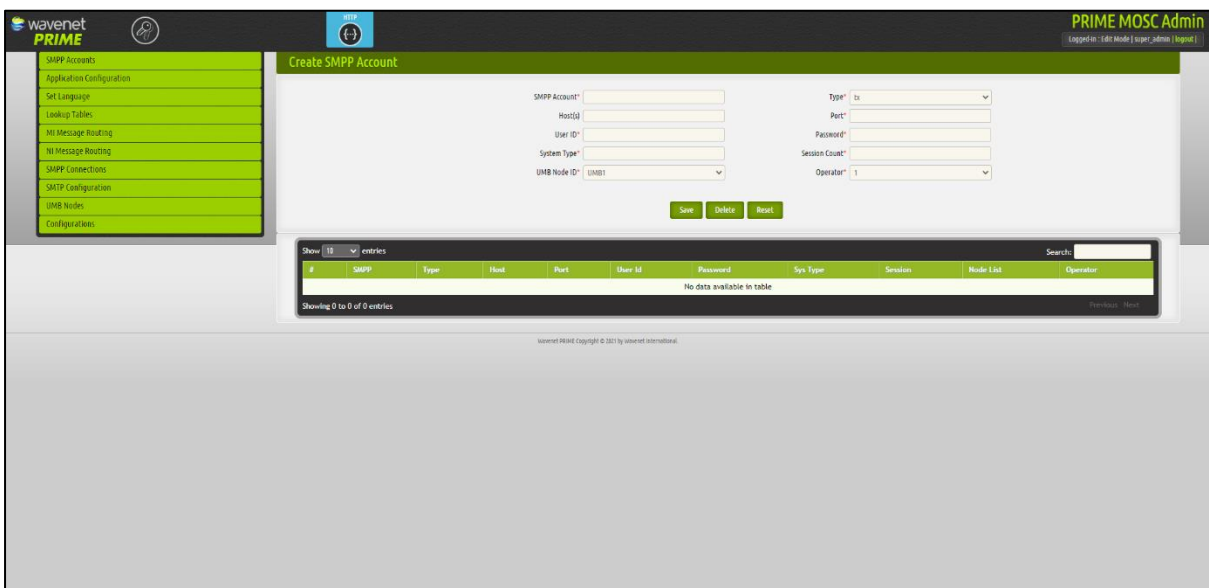


Deleting Short Code

Prime Configuration



1. Log Into Prime
2. Select **Edit mode** on Prime.
3. Select **Ok**.



SMPP Account

Create a SMPP Account

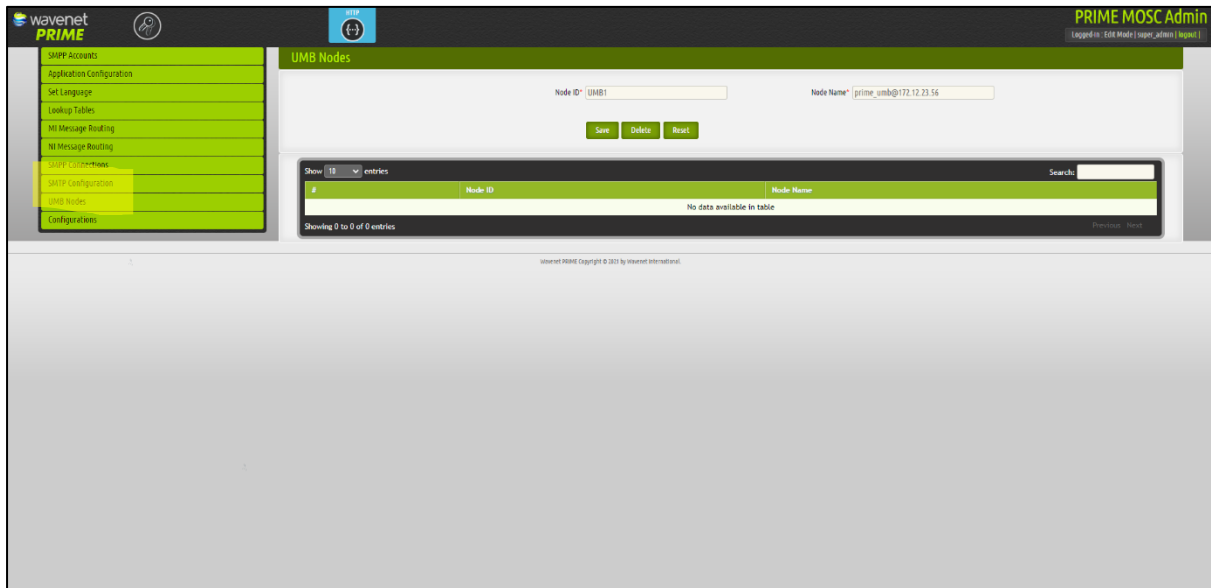
Select the “SMPP Account” tab.

2. Fill the following information.

- SMPP Account (Optional) - Select the SMPP Account from the given drop-down.
- Host(s) (Optional) - Enter the host address of the SMPP GWs.
- User ID - Enter the unique ID of the SMPP account.
- System Type (Optional) - Enter the system type.
- UMB Node ID (Optional) - Select a UMB node mode from the given drop-down.
 - UMB1
 - UMB2
- Type (Optional) - Select an option from the given drop-down.
 - tx
 - rx
 - trx
- Port - Enter SMPP connecting port.
- Password - Enter the password.
- Session Count - Enter the session count (Maximum no. of sessions is 2).

4. Click on “Save” button

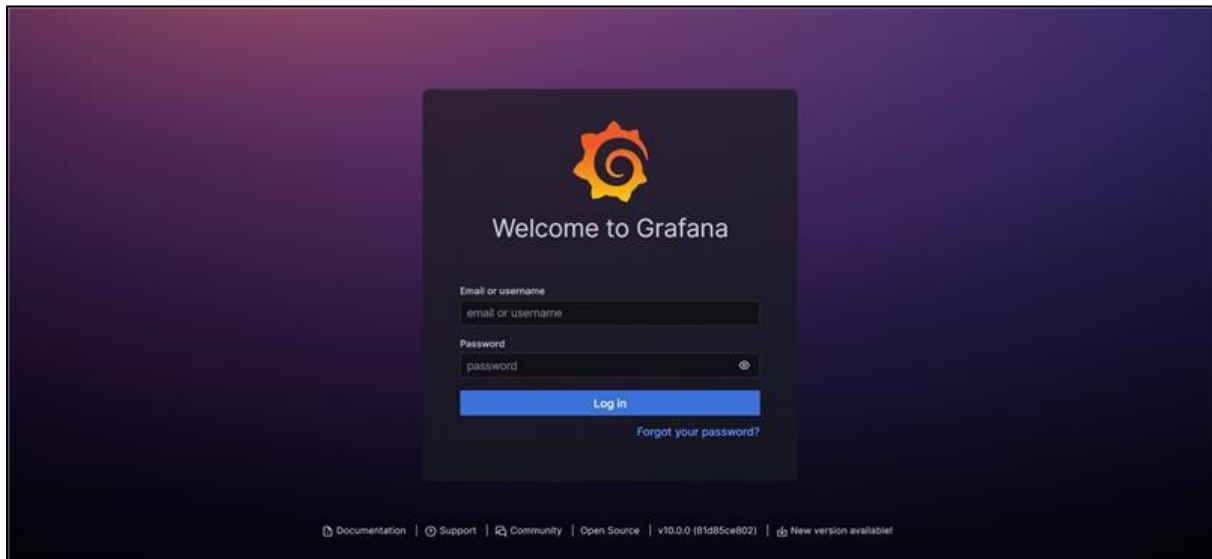
Create UMB Nodes



1. Select **UMB Nodes** option.
2. Enter the following information.
3. Click on the **Save** button.

\

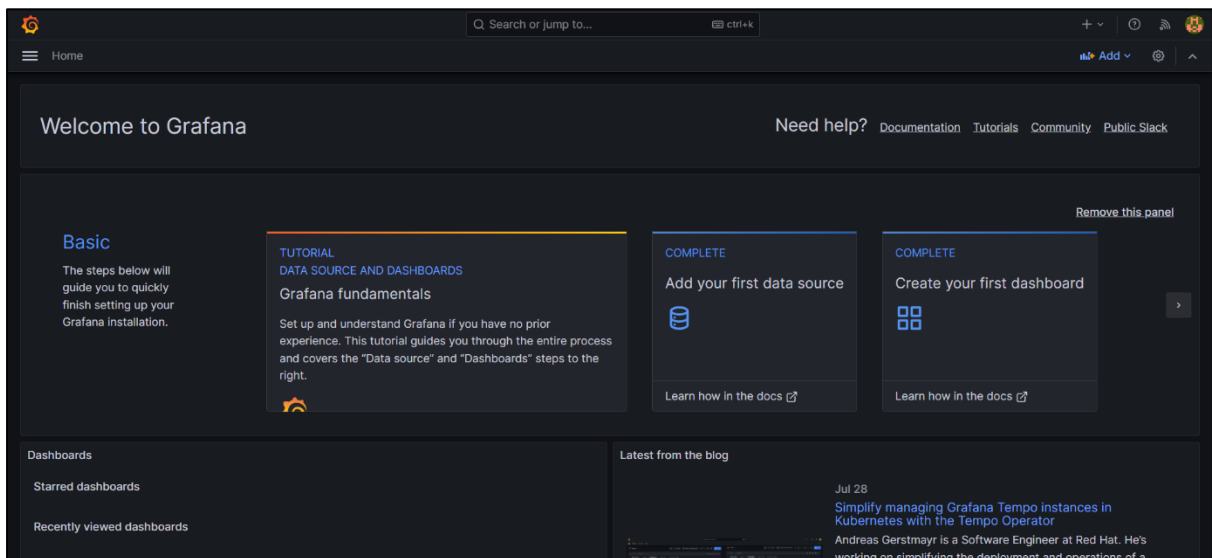
Creating a Grafana Login

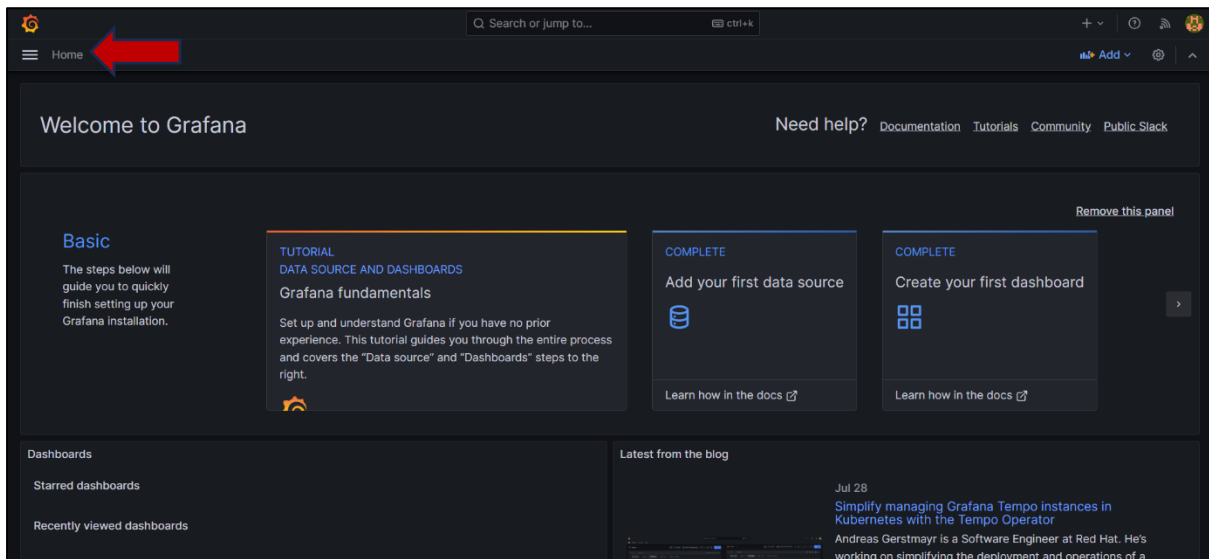


Enter the Username as “**admin**”

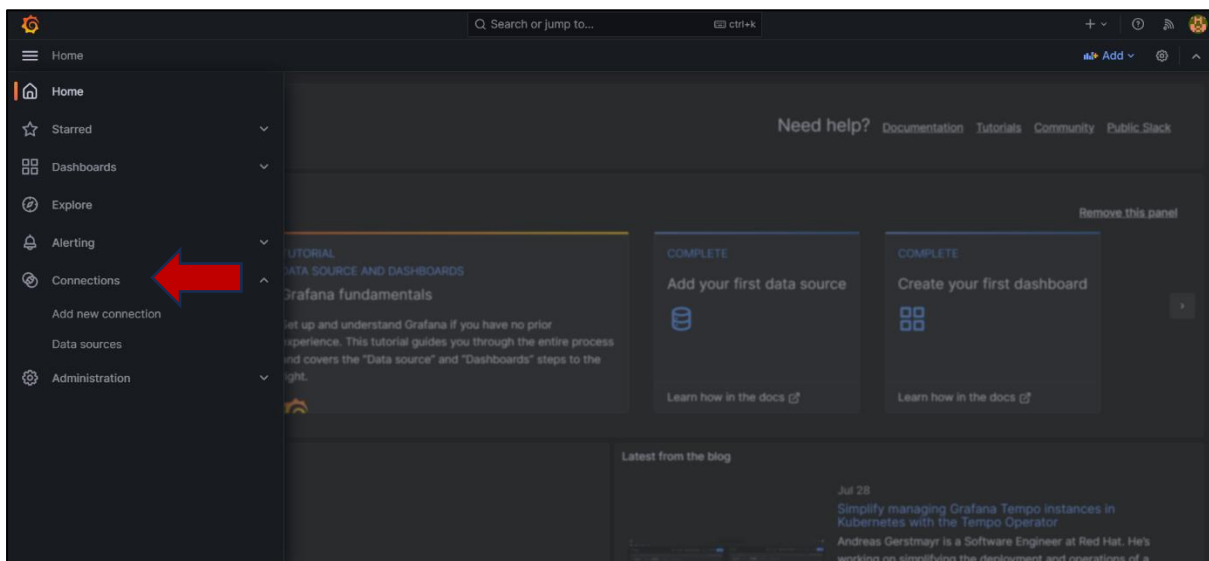
Password should be the same as the one entered for the CAM login

Press ‘Log In’





1. Click on the **Navigation Logo**

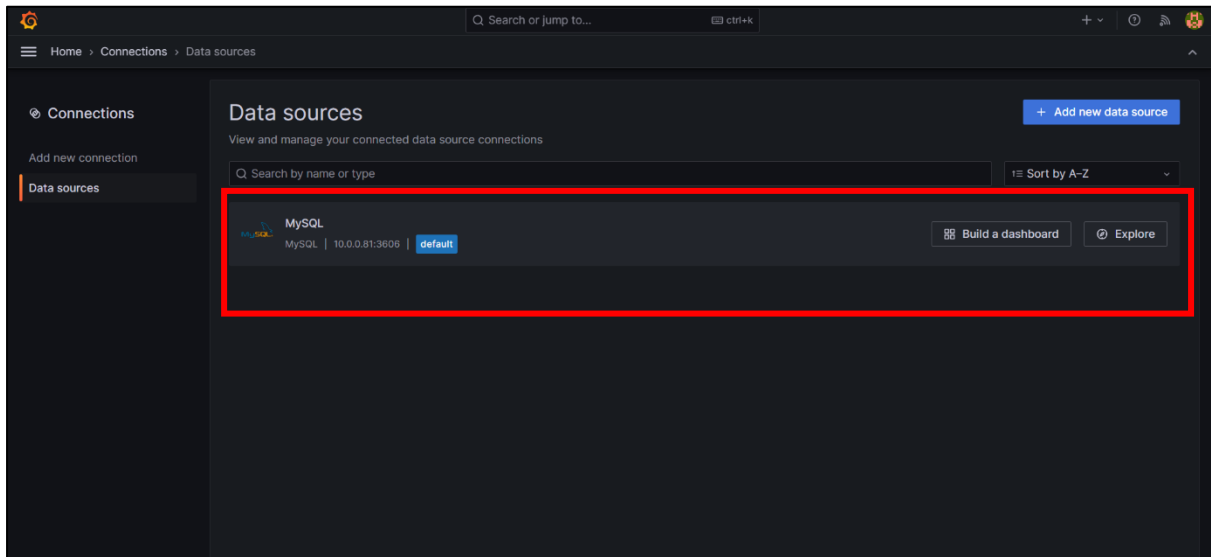


1. Click on **the connections tab**

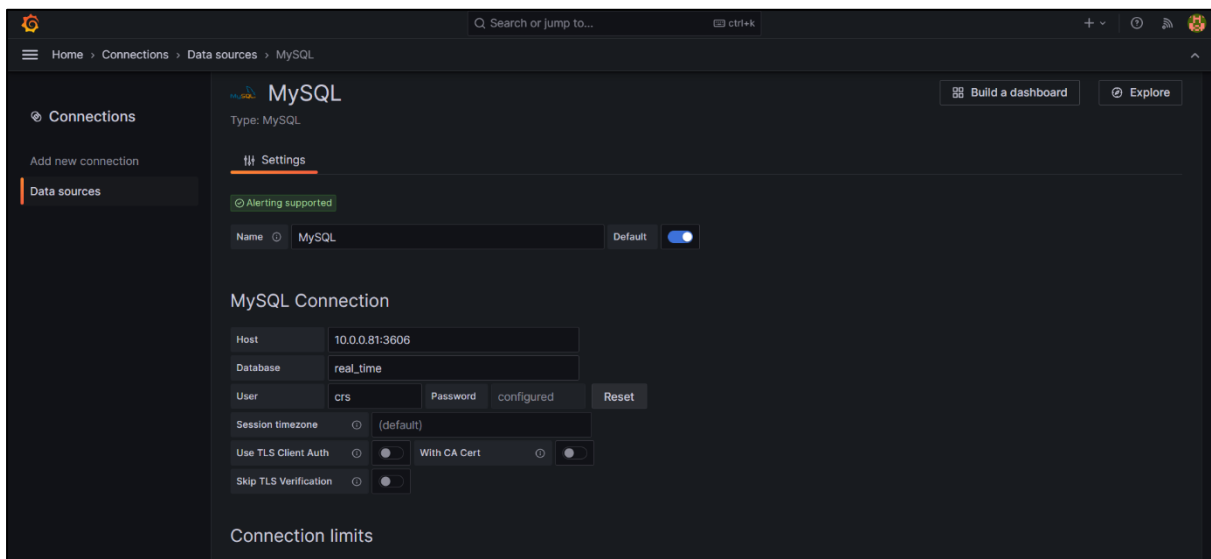
2. **Expand** the Connection Tab

3. Click on the **Data source**.

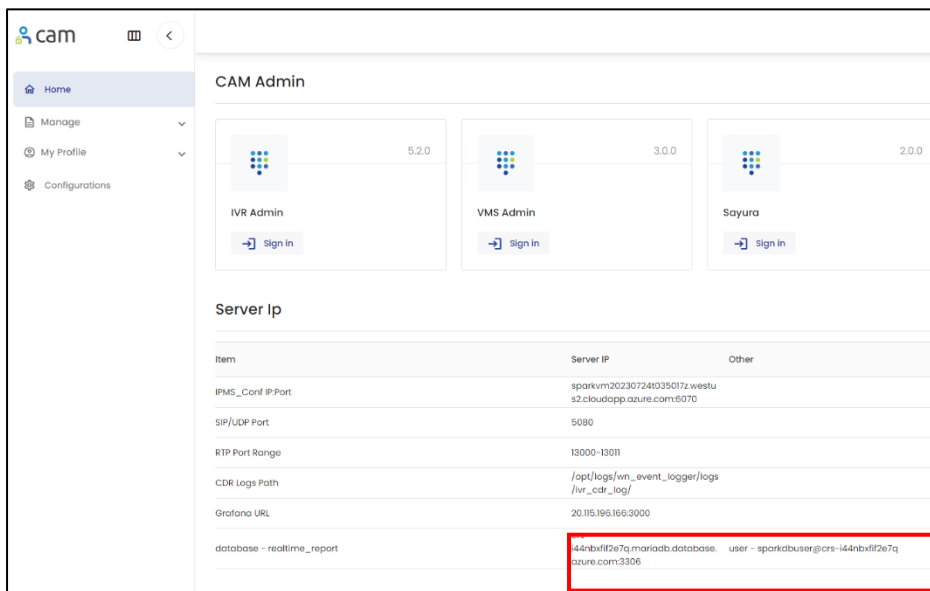
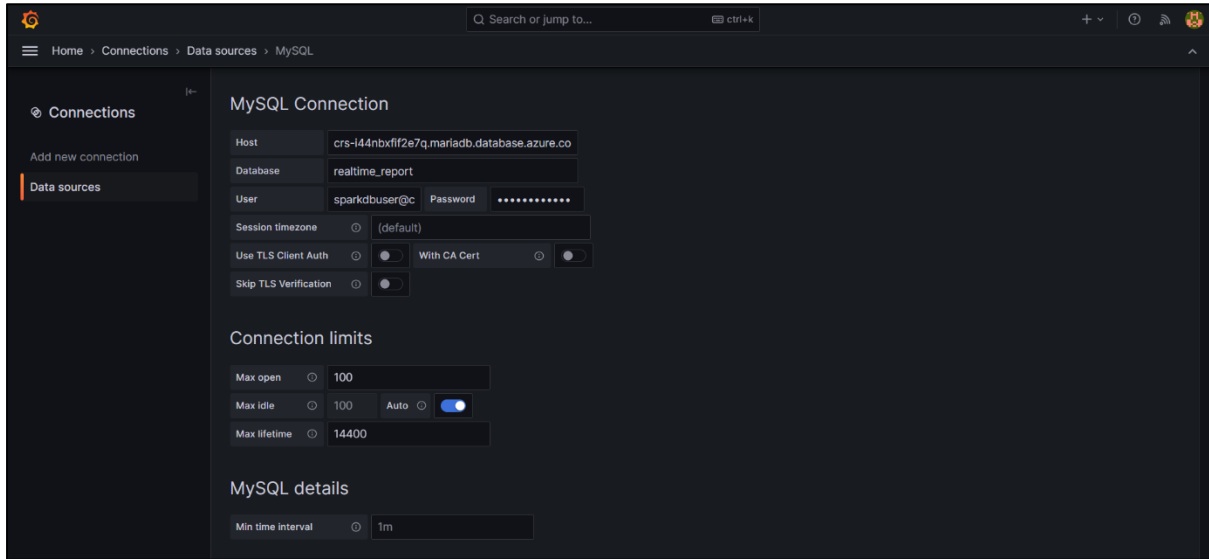
Creating MY SQL Connection to Database



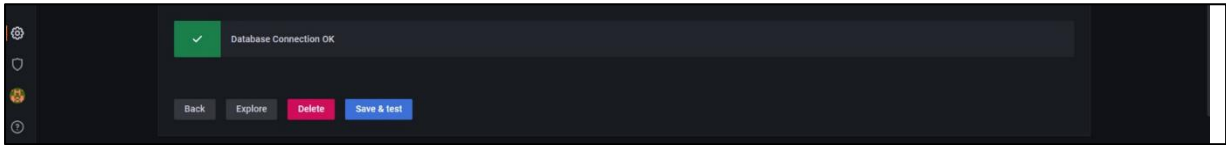
1. Click on **My SQL Tab**



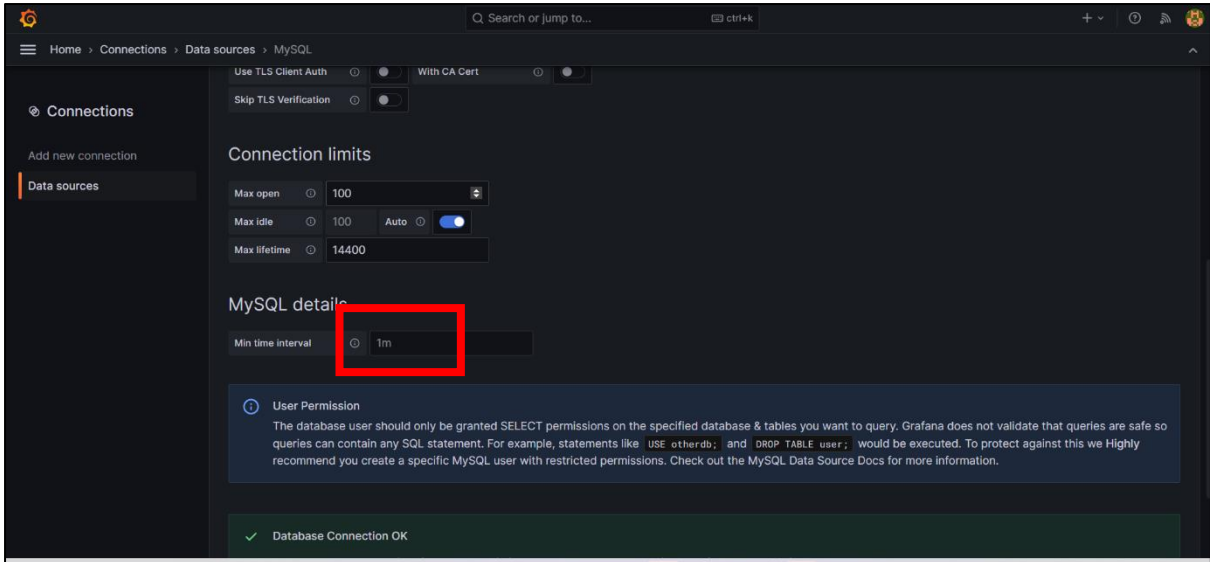
This will be shown as the default table, Edit the table referring to the below guide.



1. Enter Host Details by referring to the server IP table
2. Data Base – Enter as **“realtime_report”**
3. Enter the username (Enter the username given in the server IP table)
4. Enter the password (Password given in the database settings)

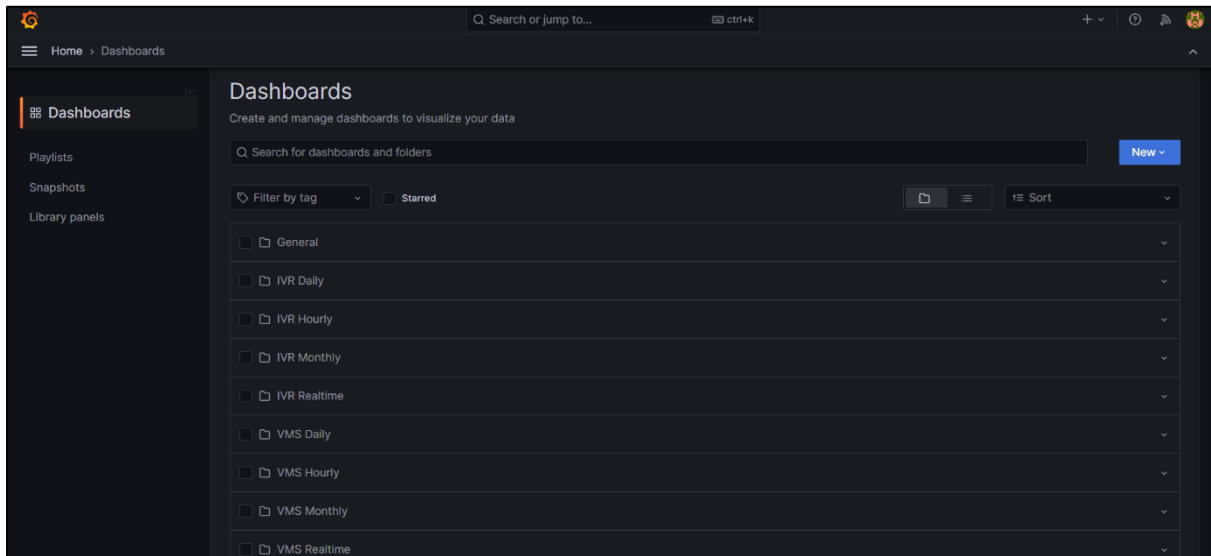


Click on the **Save & Test** Tab



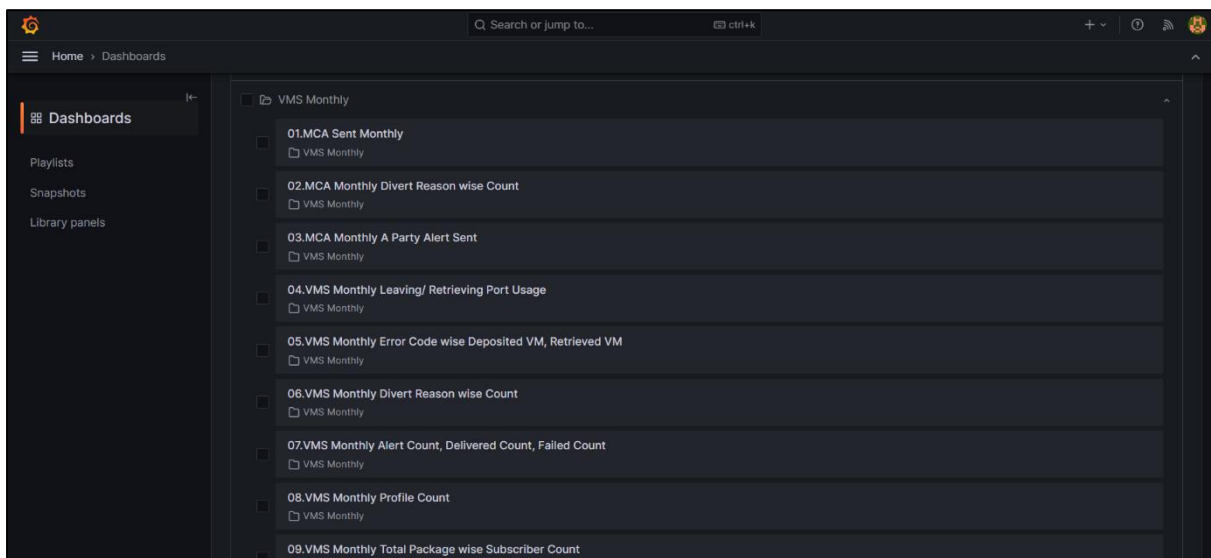
A success message will be sent indicating the completion of the setup.

Viewing Reports



1. Click on the Required **Report Name**

Ex – VMS Monthly



All Available reports will be shown.

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