USER GUIDE

UCMS CONNECTIVITY REQUIREMENTS
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UCMS CONNECTIVITY REQUIREMENTS
Ultracomms, The Granary, Cams Hall Estate, Fareham, Hampshire, PO16 8UT
Registered in England, No 5043644 Tel: +44 (0) 207 965 0207 www.ultracomms.com
1. ULTRA CALL MANAGEMENT SYSTEM
The Ultra Call Management System (UCMS) is a Cloud Contact Centre solution. A wide range of functionality is available, including but not limited to Inbound ACD and IVR and Outbound Automated Predictive Dialling.

Agent interface to the UCMS is achieved using a PC with a Windows OS and access to the Internet. The Agent will also require a telephone on which to receive Direct Dial telephone calls from the UCMS.

2. FIREWALL PERMISSIONS
The Ultracomms UCMS is configured to use standard internet ports 80 & 443 (http and https).

The Ultracomms platform is located in multiple locations with multiple telecoms and internet providers. Agent applications will automatically connect to any of the multiple servers in each location, and thus access to all IP ranges should be available to all Agents.

It would be unusual, however if you operate a corporate firewall that restricts certain internet connections you may need to establish a new rule permitting traffic between your Agents and the UCMS as follows;

<table>
<thead>
<tr>
<th>IP Range</th>
<th>Ports</th>
<th>Rule</th>
</tr>
</thead>
<tbody>
<tr>
<td>91.209.187.0/24</td>
<td>80, 443</td>
<td>Permit Any</td>
</tr>
<tr>
<td>109.170.243.192/26</td>
<td>80, 443</td>
<td>Permit Any</td>
</tr>
<tr>
<td>213.86.176.96/27</td>
<td>80, 443</td>
<td>Permit Any</td>
</tr>
</tbody>
</table>

3. PROXY SERVERS
If you operate with a corporate Proxy Server for normal internet browsing on ports 80 & 443 it is generally still possible to connect to the UCMS.

If you encounter any difficulties establishing connection, please contact the Ultracomms Operations Desk on 0330 045 0050 for assistance.

4. PC INSTALLATION REQUIREMENTS
Note: For initial connection testing, all Ultracomms components should be installed using full administrator privileges on the Agent PC. This will ensure the Create, Read, Write, Modify and Delete privileges required will be available to the application.
4.1 Call Control DLL
The UCMS is provided with a Call Control Dot net DLL that provides the API for Agent applications to establish the secure connection, issue and receive Authentication and Call Control commands. This DLL and other associated resources can be found at:

www.ultracomms.com/links

Navigate to the URL above and select Link 1 – Call Control MSI to download the MSI
Navigate to the URL above and select Link 7 – Call Control Documentation

Note: Customers using the Ultra Call Bar application will not require these downloads.

4.2 Call Bar Application
As an alternative to the Call Control Dot net DLL API, Ultracomms also provides a very flexible and individually configurable Agent desktop solution. The install MSI for this application can be downloaded from

www.ultracomms.com/links

Select Link 2 – Call Bar – to download the MSI (Note: Customers using the Ultra Call Bar application should use Link 1 as this also installs the latest Call Control DLL with the Call Bar).

4.3 Security Certificates
Ultracomms uses security signed components. The required security certificates are automatically installed during the installations.

On the first occasion of connection to the UCMS (or very occasionally on subsequent occasions as a result of standard certificate operation) the application will check the Certificate Revocation Lists (to verify the component signing is still valid).

The following addresses should be accessible via a standard internet connection for a standard Agent profile; *.AlphaSSL.com

It is unlikely that any specific firewall access rules will need to be added or changed to accommodate this function.
4.4 Component Release Strategy
All Ultracomms components are designed to be backwards compatible and there is no enforced upgrade path. However, when new features and functions are made available these are typically incorporated only into the latest version of the components. Similarly any general improvements, such as resiliency or performance are applied to the latest component version.

Existing customers will be able to operate without issue on older component versions; however it is advisable to periodically update the Call Control and or Call Bar application to ensure you are taking full advantage of the best possible service quality.

4.5 IP Connection Test
To simplify the execution of an IP connection test, Ultra provides a simple application. The MSI install is available at the following URL, Link 6 – Network Check

www.ultracomms.com/links

Following installation, the IP network check will establish if connection is available from the Agent PC through the Network, Proxy server (if applicable) and Firewall. Connection will be tested to all three UCMS installations.

4.6 General Connection Test
Run the installer. You should then be presented the following screen;

The following details may be used for a general connectivity test.

Client ID: 10072

It is recommended to use the Client ID where it has been provided to you by Ultracomms for your company’s UCMS environment.

If you do not have these details please contact your Internal Ultracomms administrator or contact the Ultracomms Operations Team on 0330 045 0050 or by raising a Support ticket via the UCMS Client Website.

Please enter the appropriate details and click “Start!”
If connection is successful, after a few seconds, an output similar to the following should be provided.

![Table of Results](image1)

If any Results are Red ‘Failed’, as per the screen shot below, or if you have any further questions, please contact the Ultracomms Operations Desk on 0330 045 0050 and they will be able to provide assistance.

![Table of Results](image2)

End of Document