

Phone Technical Onboarding

To give the best onboarding experience, we need information about the current phone setup before we start our collaboration.

1. Technical contact

Who is the best contact person at the customer site for us to reach if questions arise?

2. Phone system vendor

Company/self-built

3. Phone make/version

Make and version of the phones/softphones used.

4. Call management system

e.g. Asterisk, Cisco

5. Call storage vendor

If calls are stored today, what software is used? E.g. Nice, Verint.

6. Dispatcher PC operating system

In order to send the right notifications to the right person, we need to connect the information in the call with the call taker and their current workstation.

7. User AD/LDAP

Do the call takers have an extension ID that they use when they log in to the computer and the phone?

8. Phone Communication Protocol (SIP/SCCP)

The protocol used for communications between the phone and the call management system.

9. Media Protocol (RTP)

We need to know how sound snippets are packed, so that we can unlock them and convert them into the format (PCM - RAW) that we need for our setup.

The codec for the setup, e.g. G711U, GSM or G729.

10. Encoding and Encryption

Do you use SIP over TLS, or is audio stream encrypted using SRTP?

11. Network routing

TAP/SPAN port availability.

Speed of the network 1Gb, 100MB or 10Mb?

We need to attach a passive connection to the phone and into the network in order to analyze the sound stream and send notifications.

12. Internet connection

What is the availability, uptimes, speed, etc.

For more information, contact info@corti.ai.