## Introduction

iMXAgent is a client/server application developed for the iPhone, iPod touch and iPad. It is designed to complement our suite of Unified Communications applications which are marketed on the Siemens HiPath OpenScape Office system.

Further information can be obtained here:

http://wiki.siemens-enterprise.com/index.php/OpenScape_Office

iMXAgent is a Unified Communications client application and it only works with our server, combined with the PBX system. It can't be used in stand-alone mode. iMXAgent is available to our existing and future customer base via the Apple App Store.

iMXAgent communicates with our server applications using a proprietary protocol.

The iMXAgent login account and the other user preferences can be specified using the iPhone settings manager.

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## Features

iMXAgent is a call center monitoring application and it only works with our server, combined with the PBX system. It can't be used in stand-alone mode.

Features include:

- Queue Details (Wallboard data)
- Average Queue Time (seconds) per queue
- Average Talk Time (seconds) per queue
- Grade Of Service – GOS, (%) per queue
- Total Calls per queue

## Pre-requisites:

iPhone 3GS, iPhone 4 or above (iPod touch and iPad).
iMXAgent will also work on iPhone 3 however, as background mode is not supported, the application will exit when another application is launched such as receiving a call on the mobile.

**Server versions:**
Siemens MX V2            Released after 18 July 2011
Siemens MX/LX V3         OSO_V3_R1.2.0_025_APIMG3.10.025
Siemens OSO HX V2        SOIMG1.42.002_V2_R4.2.002

eTellicom IMX R1         On demand, any version

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## 1.    Setup

### 1.1 Go to Settings and locate the iMXAgent icon as shown below



| Image 1 | Image2 |

### 1.2          Enter the following information

- **Username**     This is your login name/extension number as used on desktop client *(Image 2)*
  **NOTE**: The user MUST be an Agent with level **Medium** or **High** (**Supervisor** or **Administrator**)!

- **Password**     This is the same password as used in your desktop client *(Image 2)*

- **Server IP**     If using iMXAgent internally, this is the IP address of the OSO/MX/LX/HX/IMX/ server

  If your IT administrator has allowed external access, he should provide you the external IP address or URL.

  If you have a company VPN, then this is the most secure way to connect.  In such cases, use the local port 8779. *(Image 2)*

- **Port No.**     Your IT administrator will give the port number to use.  The external port should be forwarded to port 8779 on the OSO/MX/LX/HX/IMX/ server.  Please advise the IT administrator never to use port 8779 for security reasons. *(Image 2)*

- **Run in B/G**     Set to ON so iMXAgent can run in background.  Only available on devices that supports background mode: iPhone 3GS, iPhone 4 and above. *(Image 2)*

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**1.3 Exit Settings and start iMXAgent.  After a few seconds, the application will launch.**

**IMPORTANT:    Never give your login information to anyone.  eTellicom will not be held responsible for calls made by other persons from your company PBX.**
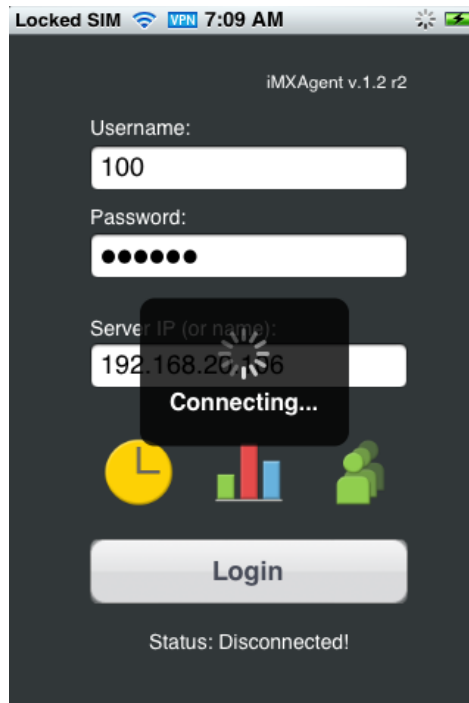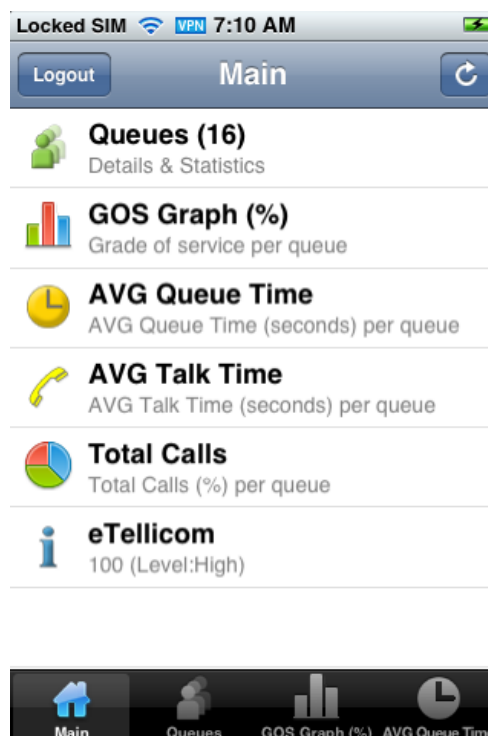
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## 2.    Starting iMXAgent

Locate the iMXAgent icon on the device.  Note that it might be on the second/last page.  Click the icon and the login page will be displayed as shown below.



A few seconds later, you will see the following screen which indicates iMXAgent is starting up and loading data. The following (Main) screen will be shown:



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## 3.    Main menu

**Queues (16)**
Details & Statistics

Display the number of available queues and queue details.

**GOS Graph (%)**
Grade of service per queue

Grade of service graph per queue & total average GOS for all queues.

**AVG Queue Time**
AVG Queue Time (seconds) per queue

Average queue time per queue & total average queue time for all queues.

**AVG Talk Time**
AVG Talk Time (seconds) per queue

Average talk time per queue & total average talk time for all queues.

**Total Calls**
Total Calls (%) per queue

Pie chart showing the percentage of total received calls per queue.

**eTellicom**
100 (Level:High)

Display the agent name, extension and the agent level.

**Horizontal – bottom menu**

The horizontal menu – (bottom menu or also called tab bar menu) has the following menu 4 items:

- Main

- Queues

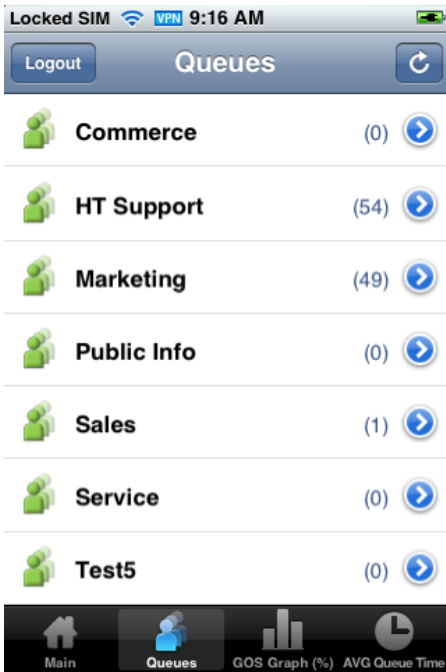- GOS Graph (%)

- AVG Queue Time

These menus represent shortcuts to the menus described above!

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## 4. Queues

List of all available queues showing the total number of calls per queue for the current day (the number are updated automatically)



- Total number of calls received per queue for the current day.

- Live data update

- Total number of calls for all available calls is shown at the end on the list of queues (should scroll down in case of more queues)



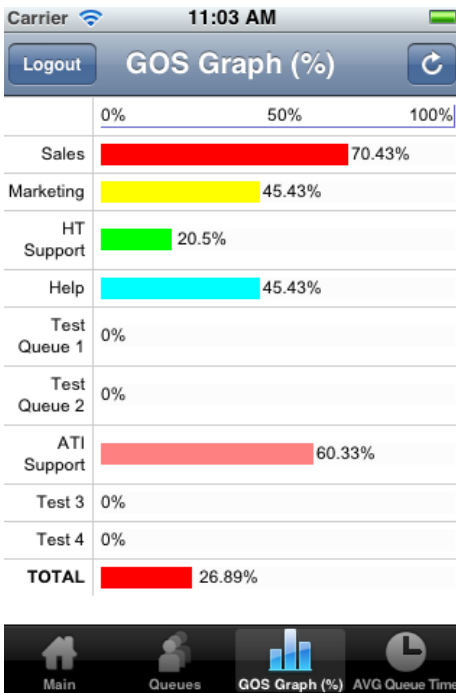- Select one queue to show queue details



- Details for the selected queue as on the screenshot on the left.
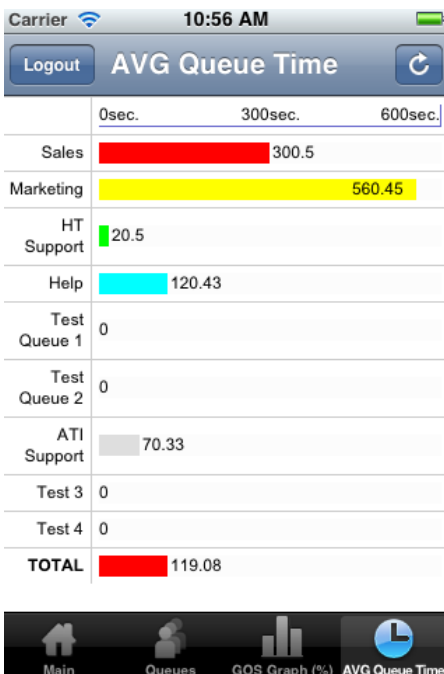
- Live data update

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## 5. GOS Graph (%)



- Grade of service per queue & total average grade of service for all available queues – graphic representation.

- Unlimited number of queues (depend of the number of available queues a scroll down must be needed)
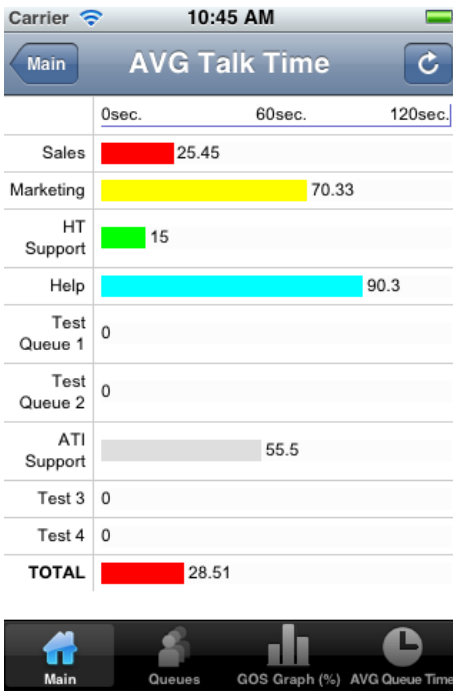
- Horizontal rotation supported for iPad.

## 6. AVG Queue Time (seconds)



- Average queue time per queue & total average queue time for all queues – graphic representation.

- Dynamic interval selection (0-middle-max)

- Unlimited number of queues (depend of the number of available queues a scroll down must be needed)

- Horizontal rotation supported for iPad.

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### 7.      AVG Talk Time (seconds)



- Average talk time per queue & total average talk time for all queues – graphic representation.

- Dynamic interval selection (0-middle-max)

- Unlimited number of queues (depend of the number of available queues a scroll down must be needed)

- Horizontal rotation supported for iPad.

### 8.      Total Calls (%)

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- Pie chart showing the percentage of total received calls per queue.

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**iMXAgent Support**

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