XCALLY - INNOVAPHONE INTEGRATION HOW-TO

Version 1.0		

XCALLY MOTION OMNI CONTACT CENTER

Xcally Motion is an advanced contact center software platform designed to optimize customer interactions across channels like voice, chat, social media, email, and SMS. With powerful automation capabilities and flexible integrations, XCALLY helps companies in various sectors such as **finance, healthcare, BPO, retail, and e-commerce** provide personalized and efficient customer service. By streamlining workflows and offering real-time data insights, it enables businesses to enhance customer satisfaction, improve operational efficiency, and foster long-term loyalty.

Non-contractual document: this document describes the main features and uses of the Xcally Motion solution. Some of these features are not delivered in the basic version and require licenses. In case of doubt or if you are interested in one or more of these features, please consult your Xcally partner to verify whether they can be implemented with the proposed licenses.

Depending on the version of Xcally Motion used, the screenshots in this document may differ from those in your interface.

Full documentation is available on the official Xcally website.

OBJECTIVES AND CONFIGURATION

This document outlines the integration process of the **Omnichannel Contact Center solution Xcally Motion** with the **Innovaphone PBX**. The following steps describe how the integration with the platform was managed. The primary goals of the integration are as follows:

- Establish a connection between the Xcally voice platform and the Innovaphone voice platform, enabling Xcally agents to make calls to Innovaphone users and vice versa.
- Allow Xcally agents to transfer incoming calls from the Xcally queue directly to Innovaphone users.
- Optionally, enable Xcally agents to log in and receive phone calls originating from the Xcally queues directly on their Innovaphone telephone extension.
- Enable agents to set availability status, add disposition notes, and utilize the CRM integrations provided by Xcally.
- Provide the ability for users to manage omnichannel communication directly from the Xcally interface.

For this example, the following versions and configurations were used:

- **Innovaphone PBX** version 15r1 sr3 IPVA, located at IP address 192.168.211.97.
- **Innovaphone App Platform** Build 130006, located at IP address 192.168.211.96.
- **Xcally Motion 3.53.0**, located at IP address 192.168.211.99.

The first thing we need to do is configure **Innovaphone** to create a direct trunk with the **Xcally platform**, following the steps outlined below:

1. **Access the Innovaphone PBX configuration interface**.
2. **Create a new SIP trunk** to the Xcally platform.
3. **Configure the necessary parameters** such as IP address, port, and authentication details.
4. **Define the routing rules** for incoming and outgoing calls.
5. **Test the trunk connection** to ensure proper functionality.

First we need to create a new INTERNAL gateway

Name	INTERNAL
Disable	☐
Protocol	H.323 ▾
Mode	Register as Gateway ▾
Address	127.0.0.1
Address	(alternate)
Local Domain	
Gatekeeper Identifier	
Local Signaling Port	

─ Authorization ─

Password [ ]   Retype [ ]

─ Alias List ─

Name	Number
Xcally	

─ Media Properties ─

General Coder Preference G711A ▾   Framesize [ms] 20   Silence Compression ☐   Exclusive ☐

Local Network Coder G711A ▾   Framesize [ms] 20   Silence Compression ☐

Enable T.38 ☐ | No DTMF Detection ☐ | Media-Relay Off ▾ , Video ☐

SRTP Cipher AES128/32 ▾   SRTP Key Exchange SDES-DTLS ▾   Unencrypted SRTCP ☐

No ICE ☐ | No RTCP-MUX ☐ | TURN Only ☐

Record to (URL) [ ]

─ H.323 Interop Tweaks ─

No Faststart ☐   No H.245 Tunneling ☐
Suppress HLC ☐   Suppress FTY ☐   Suppress Subaddr ☐

[OK] [Cancel] [Apply] [Delete] [Help]

Then we need to create a second gateway

Name	Xcally
Disable	☐
Protocol	SIP/UDP ∨
Mode	Gateway without Registration ∨
Remote Domain	
Local Domain	☐ Filter incoming calls
Proxy	192.168.211.99
Mask	
STUN Server	
TURN Server	
TURN Username	
TURN Password	
Local Signaling Port	

Authorization

Name	
Password	Retype

Media Properties

General Coder Preference G711A ∨   Framesize [ms] 20   Silence Compression ☐   Exclusive ☐
Local Network Coder   G711A ∨   Framesize [ms] 20   Silence Compression ☐

Enable T.38 ☐ | No DTMF Detection ☐ | Media-Relay Off ∨ , Video ☐

SRTP Cipher AES128/32 ∨   SRTP Key Exchange SDES-DTLS ∨   Unencrypted SRTCP ☐

No ICE ☐ | No RTCP-MUX ☐ | TURN Only ☐

Record to (URL) [   ]

SIP Interop Tweaks

Accept INVITE's from Anywhere	☐ (affects registered interfaces only)
Enforce Sending Complete	☐ (affects outgoing SIP calls only)
No Video	☐
No Early Media	☐ (affects outgoing SIP calls only)
No Inband Information on Error	☐ (affects incoming SIP calls only)
No Inband Disconnect	☐ (affects connected SIP calls only)
No Remote Hold Signaling	☐ (affects connected SIP calls only)
Take Refer-To URI as Remote Target URI	☐ (affects handling of REFER)
To Header when Sending INVITE	Called Party ∨ (affects outgoing SIP calls only)
From Header when Sending INVITE	Fixed AOR ∨ (affects registered interfaces only)
Identity Header when Sending INVITE	CGPN in user part of URI ∨ (affects registered interfaces only)
Reliability of Provisional Responses	Supported ∨ (affects outgoing SIP calls only)
Microsoft Presence Format	☐

[OK] [Cancel] [Apply] [Delete] [Help]

From the PBX object page then a new object:

And finally, on Innovaphone side the routes needed to forward calls to the gateway created.

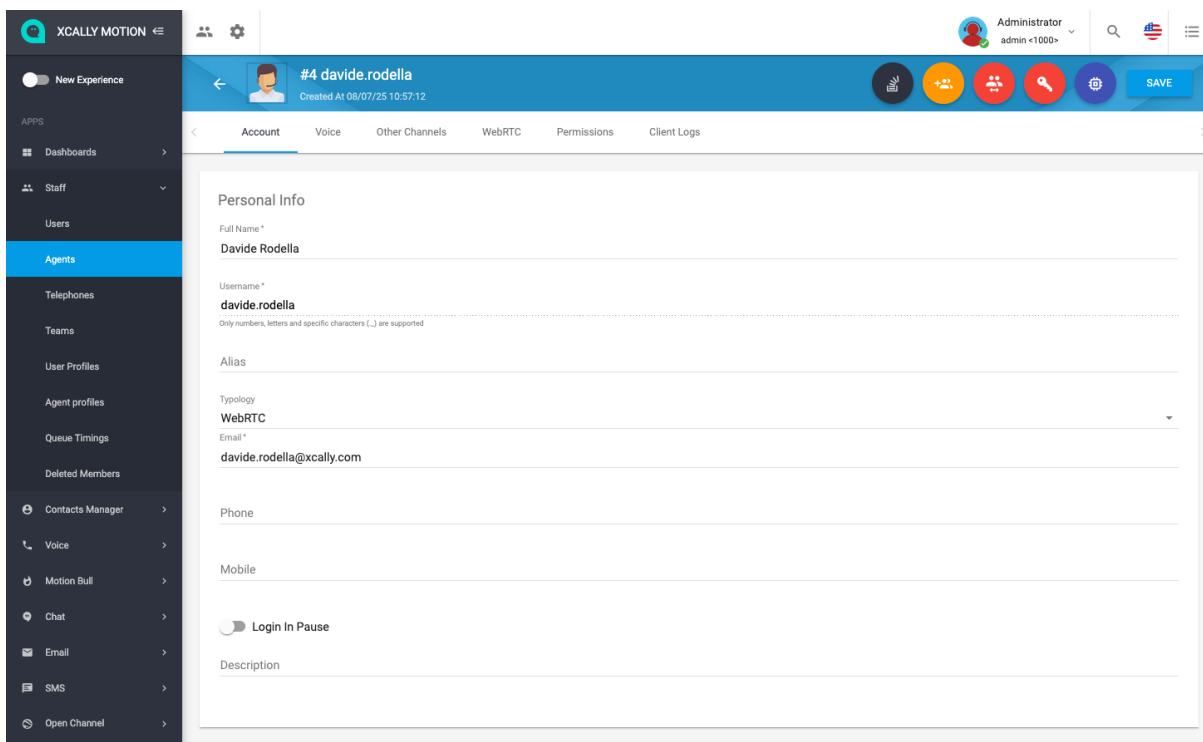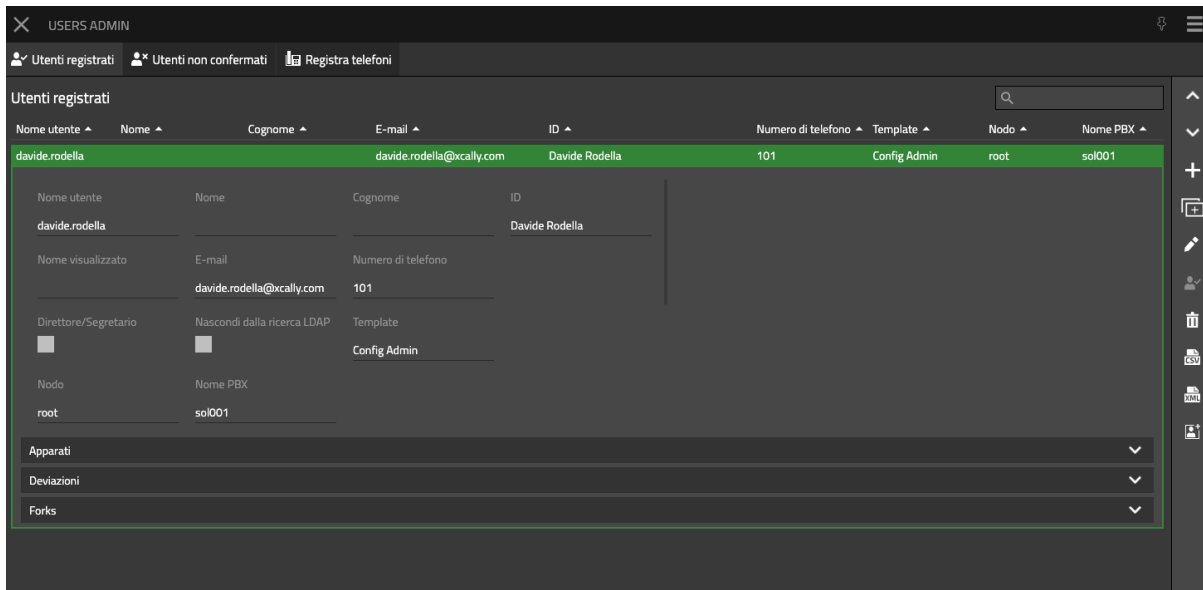Then we can proceed on Xcally Side for trunk Section, and in this example is reported the configuration needed to setup the trunk with Innovaphone PBX:

Then we create a route dedicated to forward the call from Xcally dedicated to 1XX extension through the trunk configured:

Now let's create a new user for Innovaphone PBX with number 101 and an Xcally agent with internal 201.
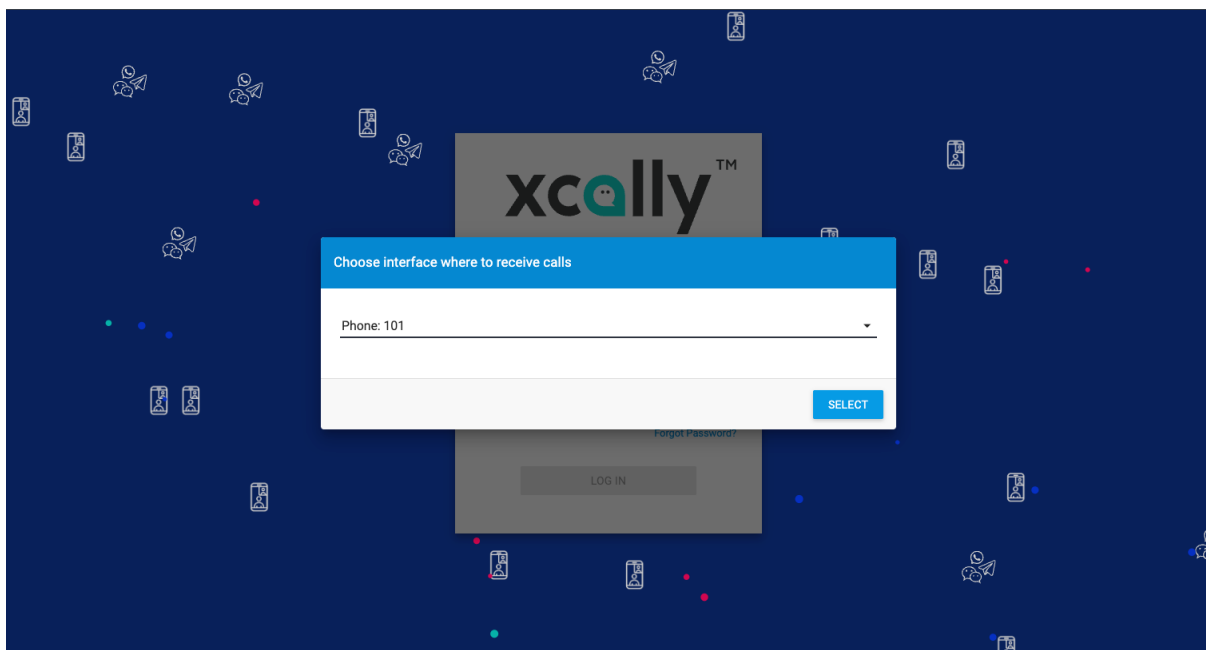

At this point, the configuration is complete, and we can test the call flow between the two servers. For this example, **1XX extensions** have been created on the **Innovaphone PBX** and **2XX extensions** on **Xcally Motion**.

You can perform a test call between an **Innovaphone user with extension 101** and an **Xcally agent with extension 201**.

In **Xcally**, we can now set up a new agent with the type **External**. Once logged in, Xcally prompts for the phone extension where the calls from the queue should be delivered. The agent can then select their own **Innovaphone PBX extension**.


Now once this agent logs in:

Now the agent is logged into the **Xcally Motion solution**, and calls assigned to the agent are directly forwarded to the **Innovaphone PBX device**.

CONCLUSION

With this configuration, it is now possible to make the two systems fully interoperable, combining the capabilities of the **Innovaphone PBX** with the features of the **Omnichannel Contact Center** in a seamless and manageable way. This integration allows the strengths of both platforms to work together, enabling efficient call handling and advanced functionalities.

Additionally, by leveraging the powerful **Cally Square engine** of **Xcally Motion**, users can easily create and manage complex IVRs (Interactive Voice Response) before calls are forwarded to the queue. This integration provides a simple yet effective way to enhance customer interactions, improving the overall efficiency of call management.
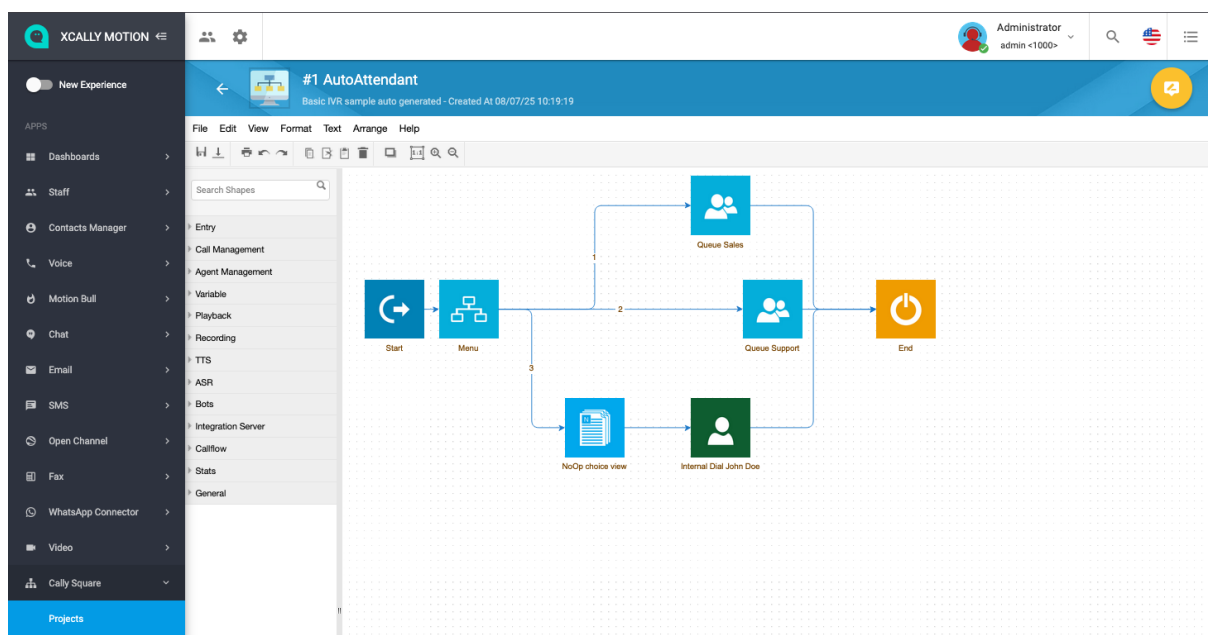
EXAMPLE CONFIGURATION AND SUPPORT

This document provides a simple example configuration for the integration of the **Innovaphone PBX** and **Xcally Motion** systems. For any questions or specific requests, you can directly contact **Xcally** at **davide.rodella@xcally.com**. We remain available to assist with any additional support or tailored configurations to meet your needs.