

Deliberate Anika

Instruction



„Anika“ (AniCaller) Chrome Extension

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01.07.2021

Version:
1.0.3

1 Introduction

This application is a Google Chrome extension that allows Genesys Cloud users to make outgoing calls with custom number (Caller ID).

This is necessary for agents or users who work in multiple queues and/or groups. For example, it can be ensured that only the group number is displayed and that when a call is returned, this call is also returned to the group. It is therefore not necessary to give out the personal extension number.

This tool passes the call command to the Genesys Cloud, but does not check whether the numbers entered are valid or whether they are in the correct E.164 format*.

* E.164 numbers can contain a maximum of 15 digits and are usually formatted as follows: [+][country code][subscriber number with area code].

An example of a German number in E.164 format is: +497033548840.

2 Fields of application

By default, Genesys Cloud allows a caller ID to be entered on each call, but not saved for future calls.

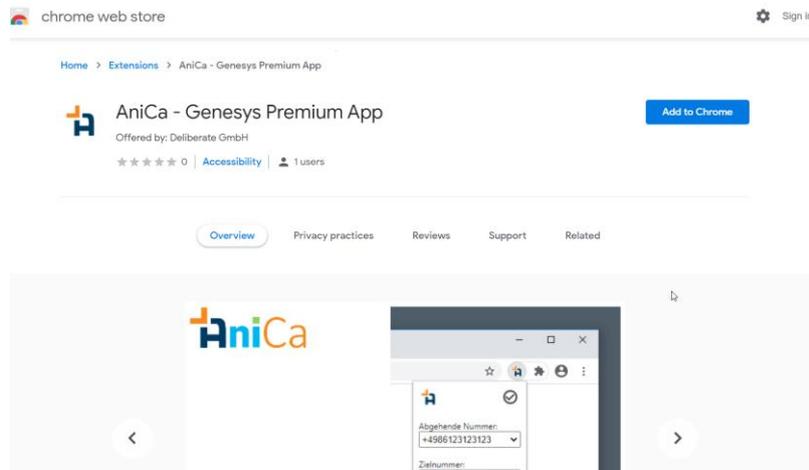
With AniCa, a list of caller IDs can be configured and selected via dropdown before an outgoing call is made. The last number dialed is preset for the next call.

This eliminates the time-consuming manual entry of numbers before each call.

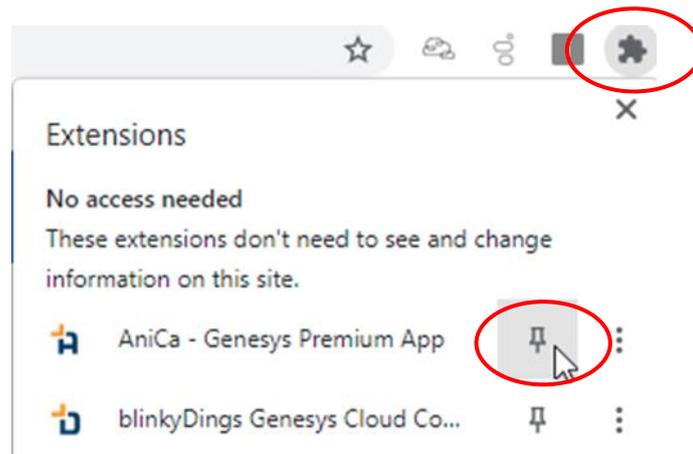
In addition, a kind of "click-to-dial" functionality is integrated, which makes it possible to mark a number in the Google Chrome browser and dial it via right-click. Here, too, there is no check whether the number to be dialled is permitted or whether it is in the correct E.164 format.

3 Installation

Please install the AniCa extension here <https://chrome.google.com/webstore/detail/anica-genesys-premium-app/hfnhnhkpgbjkaphnmfhdhjhffplhohp> from the Chrome Web Store.



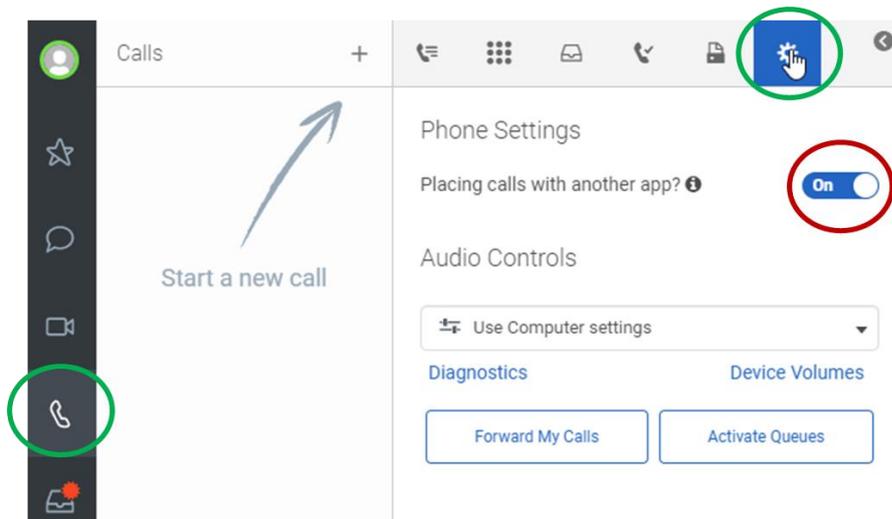
In the current Chrome version, the extensions are quite happy to be "hidden". To make the AniCa button visible, please click on "Extensions" and select the "Pin" for AniCa:



The application is now installed.

4 Configuration

For the extension to work, each Genesys user must manually enable the "Make calls with another app" setting for themselves in the Genesys Cloud. Please check under "Calls" → "Settings" → "Phone Settings" whether the slider shown underneath is set to "On". Be aware that this setting must be checked always after login.



Note: According to Genesys, this setting is only temporary. In case of an error, please check if this setting is still active.

5 GUI

5.1 Main window AniCa



If you select "Genesys Default" as the outgoing number, the call will be made to the number that Genesys Cloud would use by default.

If you hover the mouse pointer over the status display (hover), you will be shown more information about the status in a tooltip, for example: "Status: No Genesys Cloud connection! Please log in...".

After entering a new outgoing number, please test by calling if the number is displayed correctly.

Troubleshooting:

In case of an error, the status display shows on (!) and the "Make Call" button is locked. Try a "refresh" of the Genesys Cloud Tab or close all Chrome windows and try again.

5.2 Settings window

In the Genesys Cloud, go to “Apps” → “Anica”

You will see a window with different information, press “Create Data Table”:

Let us check that everything is ready to start:

✔ Product Available

❌ AniCa Data Table is not available

AniCa Data Table is missing in your Genesys org.
This is where the outgoing Caller ID numbers are stored.

It is important that the table and fields are formatted correctly ([view Schema](#)).
The table name must be "AniCa-Caller-IDs", it requires two properties "key" (string) and "display" (string).
The "number" field (unique key) is for the outgoing caller id number and "display" is for the display name.

Please make sure that all the numbers are entered in E. 164 Format (e.g. +49891234567)
consisting of: [+] [country code] [number including area code]

! AniCa does not check or validate numbers !

Let us create the Data Table for you:

[Create Data Table >](#)

🔗 Genesys permissions for AniCa users

Please make sure to assign the "AniCa App - User" permission in Genesys for all the end-users that will use the AniCa Premium App

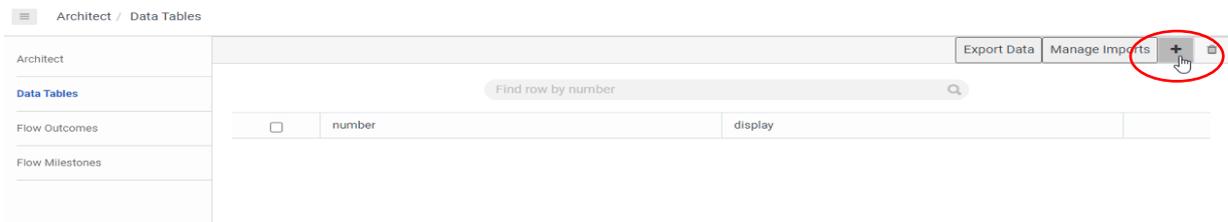
🔗 AniCa Chrome Extension for Users

Please make sure all the end-users have the AniCa Chrome Extension installed: [Get AniCa Chrome Extension](#)

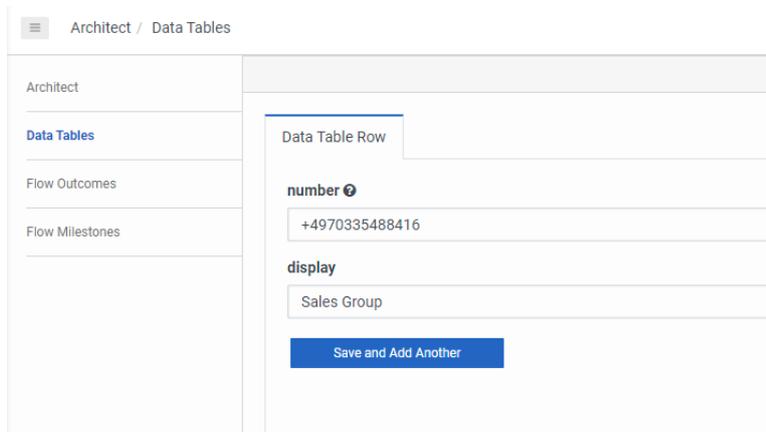
🔗 Help

For further info please visit our Website: deliberate.de/contact-center/anica

Now there is a Data Table created called “AniCa-Caller-IDs“, this can be found under “Admin” → “Datatables”. Here you can manage the stored outgoing numbers and create rows with (new) numbers by pressing “+”.



Now you can configure the number shown and a description:



5.3 Click-to-Dial-Funktion

On any web page, you can highlight a number in the text, right-click the text selection, and choose "Make Call" from the menu. In the menu you will see the text selection and next to it the outgoing number. The outgoing number can be changed via the main button (see chapter "AniCa main window").



Note: Please note that the selected number must also be in E.164 format. Invalid characters or letters will be filtered out, but the E.164 structure must be present as described in chapter 1 ([+][country code][subscriber number with area code]).

6 Miscellaneous

- The numbers must be in E164 format*.
* E.164 numbers can contain a maximum of 15 digits and are usually formatted as follows: [+][country code][subscriber number with area code].
An example of a German number in E.164 format is: +497033548840.
- Please note: For legal reasons, you may only use outgoing numbers for which you are authorized or which are assigned to you.
- Numbers once created in the data tables are available to all users of the Genesys Org.

7 Release Notes

| „AniCa“ (AniCaller) Chrome Extension |
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| Version 1.0.3 (2020-08-19) |
| Initial Release |