

RingCentral Integration

Integration Guide

QMS 9.4

This document contains information about the configuration of Quality Management Suite for RingCentral call recordings.





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About This Document

Audience

This document is for the contact center system administrator who installs, configures, and integrates RingCentral with Enghouse Interactive Quality Management Suite (QMS).

Reference materials

The content contained in this document works in combination with the information and procedures in the following documents or Help.

- Quality Management Suite System Design Guide
- Quality Management Suite Installation Guide
- Quality Management Suite High Availability Guide

Document conventions

This document uses the following text formats and notation conventions.

Text format

Bold text indicates a button, field, link, option name, or similar function requiring an action.

Italicized text indicates new terms, directory paths, or references to external documents.

Notes and cautions

Icons used throughout this document identify additional details or special conditions.



Note

Provides additional information or describes special circumstances.



Caution

Warns of user actions that may cause system failure or irreversible conditions.



Stop

Describes actions that you should only perform under the supervision of Enghouse Customer Support.

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Solution Overview

Enghouse Interactive Quality Management Suite can now integrate with the RingCentral service. This integration supports the observation of live RingCentral (RC) Call activity on the QMS Client Realtime page and, after the calls end, the importation of any associated call recordings generated by RingCentral. These recordings can then be leveraged by QMS features such as playback, agent evaluation and transcription.



RingCentral Configuration

Requirements: RingCentral service that includes Open API support such as the Premium or Ultimate plans.

To add a QMS integration to your RingCentral account, you must first “create” it in the Developer Portal. See “Getting Started” at <https://developers.ringcentral.com/library/getting-started.html>.

Create the QMS App:

1. Log in to the Developer Portal (<https://developers.ringcentral.com>) with your login and password – create one if necessary.
2. From the navigation menu on the left, select Apps and then click the ‘Create App’ button.
3. In the ‘What type of app are you creating?’ box, select ‘Other Non-UI’. Under ‘Available Auth Flows’, ‘Password’ and ‘Refresh Tokens’ should have green checkmarks.
 - Under ‘Available Auth Flows’, ‘Password’ and ‘Refresh Tokens’ should have green checkmarks.
 - Under ‘Who will be authorized to access your app?’, ‘Only members of my organization’ should be selected.
4. Under ‘Do you intend to promote your app in our App Gallery?’, select ‘No’.
5. Click ‘Next’. The ‘App Type and Permissions’ box summarizes your previous selections.
6. In the ‘App Properties\App Name’ edit box, enter “Enghouse QMS”.
7. In the ‘App Properties\App Description’ edit box, enter an appropriate description (20+ characters long).
8. In the ‘App Properties\App Permissions’ box, select the following permissions
 - Read Accounts
 - Read Call Log
 - Read Call Recording
 - Read Presence
9. The ‘Display Preferences’ fields are not needed – leave them blank.
10. The ‘Application Contacts’ will be pre-populated.
11. The ‘Create’ button should be enabled – Click it.
12. The ‘Apps\Enghouse QMS’ Page will display; credentials needed for QMS configuration are displayed in the ‘Sandbox Credentials’ section.
13. App is ready for use in the Sandbox.

QMS Configuration

Service configuration:

1. Log into the QMS Client as a user with permissions to create new or update existing Services information.
2. Click on Services under Administration in the navigation area.
3. Select the Call Recording Service that will have users assigned, and click Edit.
4. A new tab will appear, displaying the settings for the service.
5. Select the option titled RingCentral from the drop-down.
6. Enter the RingCentral Server URL to which QMS will be connecting. This will typically be the URL of the production server: <https://platform.ringcentral.com>. However, if you will first be evaluating QMS with a RingCentral sandbox account, use this URL: <https://platform.devtest.ringcentral.com>.
7. Enter the RingCentral Account ClientID.
8. Enter the RingCentral Account User Name. This is typically a 10-digit phone number prefixed with "+1".
9. Enter the RingCentral Account Extension. This is the extension belonging to the primary account user.
10. Enter the RingCentral Account Client Secret.
11. Enter the RingCentral Account Password.
12. Click Save.

Users configuration:

1. Log into the QMS Client as a user with permissions to create new or update existing User information.
2. Click on Users under Administration in the navigation area.
3. Click Add to create a new user, or if users already exist in the system, select a user to update from the user list and click Edit.
4. Fill out the Personal and Account Information sections.
5. Check the Call Recording checkbox in the Licenses section.
6. In the Call Recording Settings section, pick the name of the server used to record the user.
7. Fill in the Extension field accordingly.
8. Click Save, and repeat for each additional QMS user.

Recording Service Config File (Optional)

There is a configuration setting that may be added to the CallRecordingService.exe.config file to adjust the operation of the integration. This configuration settings are described in the Configuration File Settings section below.

The following is a RingCentral-specific settings that can be added if necessary to the CallRecordingService.exe.config file, located in the QMS installation folder. All key names are case-sensitive.

- **RingCentralQueryAccountExtensionsIntervalMinutes:** Gets or Sets the interval minutes on which the RingCentral (RC) server will be queried for the account extensions. This determines how quickly the RingCentral integration can stay synchronized with RC user/extension provisioning changes. Valid values

are an integer number of minutes, with a default value of 5 (minutes). This key is located in the <Recording /> section.

- **RingCentralEnableRawEventLogging:** Gets or sets a value indicating whether logging of the raw call event string received from RingCentral is enabled. Valid values are true or false, with a default value of true. This key is located in the <Control /> section.
- **RingCentralEnableVerboseEventLogging:** Gets or sets a value indicating whether logging of the parsed call event fields received from RingCentral is enabled. Valid values are true or false, with a default value of true. This key is located in the <Control /> section.

Move QMS App into (RC) Production

Applications that integrate with RingCentral must spend at least two days running in the sandbox before it can be 'graduated' to production status. This procedure is detailed in the 'Apply for Production' section of the Getting Started' document (<https://developers.ringcentral.com/library/getting-started.html>).

1. Over a two day period, generate at least 20 calls with recordings with no fewer than 5 on any one day.
2. On the Console Dashboard in the 'Analytics - API Calls' section (for Apps>Enghouse QMS), Click the 'View Full Status' link.
3. In the 'Graduation Requirements' section, verify that status of all requirements is shown as a (green) checkmark.
4. Once your app meets all requirements, you can apply for production. RingCentral reviews all applications for production status which typically take a day. You will receive an email when your app is approved for production.
5. In QMS, change the Recording Service settings from the sandbox URL and credentials to the new production URL and Credentials.

Caveats

The QMS product for integration with RingCentral doesn't support the following features or functionalities because recordings are made by RingCentral and imported into QMS after the call ends.

- Recordings are saved in the MP3 format only; OPUS is not supported.
- Call-Triggered screen recordings are not supported.
- Calls with as little as one second of talk time are recorded by RC but the QMS minimum duration call retention settings are not applied.
- Automatic transcription is not supported but any recording may be transcribed using the Transcribe Now feature.
- Automatic Content Analysis (CA) is not supported but CA is applied when Transcribe Now is used.
- On the Real-Time page, users on active calls will display an "OnPhone" status even when the call is being recorded by RingCentral.
- Incoming Caller ID Name is only available when QMS is integrated with a RingCentral Premium or Ultimate plan account.
- The QMS Desktop Utility application is not supported.

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