The Intelligent Series (IS) applications can be interfaced with messaging applications by Voalte using the optional 2-way WCTP messaging feature to integrate with a Voalte server. This integration makes it possible for the IS Server to dispatch messages to the Voalte One and Voalte Me smartphones applications and to the Voalte Messenger desktop computer application.

The integration between the IS Server and the Voalte applications is configured on the Terminals tab of the WCTP page in the Paging pages of the System setup pages in IS Supervisor. A new WCTP terminal type must be created to establish the communication path between the IS Server and the Voalte server, which can be an on-site or cloud-based server.
A Send Page or Contact Send Page response element must be added and configured in IS Messaging scripts to send messages to the Voalte applications.

**WCTP Paging Setup for Voalte**

The integration between the IS Server and the Voalte applications is configured on the Terminals tab of the WCTP page in the Paging pages of the System setup pages in IS Supervisor. A new WCTP terminal type must be created to establish the communication path between the IS Server and the Voalte server, which can be an on-site or cloud-based server.

To open the WCTP page, follow these steps:

1. **Click the System icon in the IS Supervisor Toolbar.**
   - The System Setup Navigation Menu is displayed.
2. **On the System Setup Navigation Menu, click the Paging hyperlink.**
   - Hyperlinks for the Services page, the Virtual Terminals page, the SMS pages, the SNPP page, the TAP pages, and the WCTP page are displayed.
3. **Click the WCTP hyperlink.**
   - The WCTP page is displayed.
4. If the page does not open at the Terminals tab, click the Terminals tab.

![WCTP Configuration](image)
The Terminals tab contains the WCTP Toolbar, a menu of established WCTP terminals, and a work area where the configuration settings for a WCTP terminal are displayed when that terminal is selected on the menu.

Adding a WCTP Paging Terminal for Voalte

Setting up a Voalte terminal requires that values be entered in a limited number of the WCTP terminal configuration fields, as shown in the illustration on the previous page.

- **To add a new WCTP paging terminal, click the Add icon.**
  
  A new WCTP terminal is created in the WCTP Terminals list with the name “<new WCTP Terminal>”.

- **To edit the settings for an existing WCTP paging terminal, select the name of the terminal in the WCTP Terminals list.**

  The settings for the selected WCTP terminal are displayed.

**Name**

Name is a descriptive name that will be used to refer to this terminal in the IS directories. Select a name that reflects the name of the paging provider so that it is easy to identify when setting up virtual terminals.

**Type a name that describes the WCTP terminal, for example “Voalte.”**

**Address**

Address is the Internet Protocol (IP) address or Uniform Resource Locator (URL) of the messaging service provider. This address should be provided by your messaging service provider.

For Voalte WCTP terminals, use the format:

```
https://voalte.hospitaldomain:50100/wctp
```

Replace `hospitaldomain` with the domain of your hospital.

**Enter the URL of the Voalte messaging service provider.**

**Sender ID**

Sender ID is the unique sender identifier used to identify your organization as the sender of outbound messages.

For Voalte WCTP terminals, the Sender ID must be set to the Uniform Resource Locator (URL) of the WCTP folder installed by Amtelco on your web server. Use the format:

```
https://hospitaldomain/wctp
```

Replace `hospitaldomain` with the domain of your hospital.

If you are not sure of location of the WCTP folder on your web server, contact Amtelco Field Engineering.

**Enter the URL of the WCTP folder on your web server.**

**Security Code**

The Security Code field is not used with Voalte WCTP terminals.
Auth ID
The Auth ID field is not used with Voalte WCTP terminals.

Auth Code
The Auth Code field is not used with Voalte WCTP terminals.

Inbound Behavior
The Inbound Behavior setting determines the type of WCTP messages you can receive.

Select "None" if you don't want to poll for unsolicited messages and replies.
OR
Select "2 Way" to poll for unsolicited Voalte messages and replies.

Outbound Behavior
The Outbound Behavior setting determines the type of WCTP messages to send.

Select "2 Way" to send information needed to match inbound replies to outbound Voalte messages.

Provider Name
The Provider Name field is displayed when the Outbound Behavior is set to “2 Way.”

The Provider Name is an identifier used in conjunction with the Reply Code to match inbound replies to outbound messages. The Provider Name must match the source value specified in the web config file at the time of installation.

Enter the source value provided by Amtelco Field Engineering.

Dispatch Template
The Dispatch Template setting indicates the dispatch settings to use to create a dispatch job when an unsolicited inbound WCTP message is received or when an outbound WCTP message fails and no dispatch job exists. Dispatch templates are configured on the Dispatch Templates page of IS Supervisor System Setup.

Select the dispatch template to use for unsolicited inbound messages and failed outbound messages for the Voalte WCTP terminal when no dispatch job exists.

Unsolicited Client
When an inbound WCTP message is received by a WCTP terminal, the IS Server checks whether the message contains a reply ID associated with an IS message. If the WCTP message does not contain a known reply ID, IS compares the phone number or username of the sender with a database that keeps track of the last phone number or username that was sent a WCTP message from each Client. IS routes the message to the Client of the first matching phone number or username it finds. If no match is found, IS sends the message to the Client configured as the Unsolicited Client.

This setting overrides the Unsolicited Client setting under
the Config tab.

**To select a Client for unsolicited messages from this WCTP terminal, click the Set button.**

The Select Client window is displayed. The Select Client window is used to select a Client. It shows a list of all Clients, sorted by Client Number.

**Select the Client to store unsolicited WCTP messages from this terminal.**

**Click the Select button.**

**Document Address**

The Document Address is the location of the WCTP document. By default, the Document Address and the Address (the box below Name) are the same. If your system does not accept the Address as the default for the Document Address, this box can be used to save the WCTP document to a different location.

**Enter the path to the location of the WCTP document, if different from the Address.**

✓ **Create Message**

The “Create message” option determines whether an IS message is created for unsolicited WCTP messages received from this WCTP terminal.

- **Select this check box to create an IS message for unsolicited SMS messages received from the SMS aggregator.**
- **Clear this check box to ignore unsolicited SMS messages received from the SMS aggregator.**

**Note:** If the “Create Dispatch Job” check box is selected, an IS message will be created for unsolicited SMS messages received from the SMS aggregator, regardless of whether the “Create Message” check box is selected or cleared.

✓ **Create Dispatch Job**

If you are using Intelligent Dispatching, a dispatch job can be sent to the Dispatch List whenever a WCTP message is routed to the Unsolicited Client from this terminal. This setting overrides the “Create Dispatch for Unsolicited WCTP Page” setting under the Config tab.

- **Select this check box to create a dispatch job whenever an unsolicited WCTP message is received from this terminal.**
- **Clear this check box if no dispatch job is desired for unsolicited WCTP messages from this terminal.**

**Saving Your Entries**

When you have finished entering Voalte WCTP terminal settings, click the Save icon on the WCTP Toolbar to save your changes.

Changes made to WCTP terminal settings do not take effect until the WCTP component of the IS Service is reset.

**Resetting the WCTP Service**

In order to activate WCTP terminal settings, the WCTP component of the IS Service must be reset.
To reset the WCTP component of the IS Service, click the Reset WCTP Service hyperlink.

If the WCTP component was reset successfully, the message “WCTP Server was restarted” is displayed.

Virtual Terminals

The Virtual Terminals page is used to create and route virtual terminals to SMS, SNPP, TAP, and WCTP terminals. Virtual terminals make it possible to switch from one terminal mode to another at the system level, thereby routing all Contact Methods assigned to that virtual terminal. Virtual terminals can be used to reroute communications to a backup terminal or to switch communication providers without having to reprogram individual Contact Methods.

To open the Virtual Terminals page, follow these steps:

**On the System Setup Navigation Menu, click the Paging hyperlink.**

Hyperlinks for the Services page, the Virtual Terminals page, the SMS pages, the SNPP page, the TAP pages, and the WCTP page are displayed.

**Click the Virtual Terminals hyperlink.**

The Virtual Terminals page is displayed.
When upgrading to IS 5.1, the IS Service runs a database update that automatically creates a virtual terminal for each SMS, SNPP, TAP, and WCTP terminal that already was configured in the IS Supervisor application. Each virtual terminal created during the upgrade will be labeled with the old terminal name followed by the terminal mode in parenthesis. Additional virtual terminals can be programmed on the Virtual Terminals page.

The database update also reconfigures the existing SMS, SNPP, TAP, and WCTP Contact Methods to use the new virtual terminals. The properties for those types of Contact Methods contain a Terminal setting that indicates the virtual terminal to use. When adding a new SMS, SNPP, TAP, or WCTP Contact Method to the IS Directory, select the virtual terminal that is appropriate for the Contact Method.

The Virtual Terminals page contains the Virtual Terminals Toolbar as well as a list of virtual terminals that have been configured.

Adding and Editing a Virtual Terminal

- **To add a new virtual terminal, click the Add icon.**
  
  A new virtual terminal is created in the Virtual Terminals list with the name “<New Virtual Terminal Name>”.
  
- **To edit the settings for an existing virtual terminal, select the name of the terminal in the Virtual Terminals list.**

  The properties for the selected virtual terminal are displayed.

Name

Name is a descriptive name that will be used to refer to this virtual terminal in the System Setup pages and the IS directories. Select a name that reflects the type of messaging that can be performed using this terminal, for example “Text Messaging” or “Paging.”

**Type a name that describes the type of messaging that can be performed using this virtual terminal.**

Mode

The Mode setting specifies the type of paging that the terminal will perform.

Select “WCTP.”

WCTP Terminal

The WCTP Terminal setting is displayed when Mode is set to “WCTP.” The WCTP Terminal setting contains a list of WCTP terminals that have been configured.

**Select the name of the WCTP terminal to use.**

When you have finished configuring the Virtual Terminals settings, click the Save icon.

The virtual terminal Name is displayed in the Virtual Terminals list.
Changing the Application Configuration File

Starting with Intelligent Series (IS) Server version 5.4.7436.18261, the optional WCTP feature can be configured to use WCTP-Multiple Choice Response (MCR) to support the Voalte Accept and View button and the Voalte URL feature. This integration makes it possible for the IS Server to send a URL with a message. It also allows IS to deliver a dispatch job when a Voalte user taps the Accept and View button in their Voalte application.

In order to use WCTP-MCR to send messages to Voalte applications, Amtelco Field Engineering must add a key to your Intelligent Series Application Configuration File. Please contact Field Engineering to schedule a time to make these changes. Whenever possible, please call between the hours of 8 a.m. and 5 p.m., Central Time.

Voalte Key

The Voalte Key tells IS which terminal to use to when a Voalte user presses the “Accept and View” button on their Voalte device. If the Voalte Key is not reconfigured, IS will ignore the “Accept and View” button.

**Ask Amtelco Field Engineering to add the following key to your Intelligent Series Application Configuration File.**

```xml
<add key="Voalte" value="VoalteTerminal"/>
```

Replace *VoalteTerminal* with the name of your Voalte terminal as configured in the System Setup pages of IS Supervisor.

Configuring Response Elements for Voalte Messaging

Intelligent Series messaging scripts can use either the Send Page messaging response element or the Contact Send Page messaging response element to automatically send messages from the IS server to a Voalte server or cloud service for delivery to Voalte messaging application users.

The Voalte application programming interface (API) stipulates the syntax for messages sent by the IS server to the Voalte server. The IS message will fail if the required files are not included in the message and if any additional fields are included in the message.

Amtelco’s 2-way WCTP messaging feature can populate the variables in the Voalte message string by sending the variables in order, separated by the vertical bar character, as follows.
IS Voalte Integration

VOALTE|<type>|<prio>|<loc>|<message text>|<callback>|<optional>

**Type:** The *type* variable is used by the Voalte API to set one of a number of variable values. The Voalte API requires that Intelligent Series messaging set this variable to NCA.

**Prio:** The *prio* variable is used by the Voalte API to set one of a number of variable values. Intelligent Series messaging sets that variable to 1 (one) which indicates a normal priority level.

**Loc:** The *loc* variable is used by the Voalte API to identify the external system that sent a message. In this example the sending system is identified as *amtelco*. The value of this variable can, and likely will, be different for each site using Amtelco’s Intelligent Series in tandem with Voalte messaging apps.

**Message Text:** The *message text* variable is the body of the message to be sent by Intelligent Series messaging to a Voalte server.

**Callback:** The *callback* variable is the phone number the message recipient is to call to respond to the message. The value of this variable could be the ANI of the inbound call that initiated the Voalte message or it could be a value an agent enters in the message script during call handling.

**Optional:** The *optional* variable is not supported by Amtelco’s 2-way WCTP messaging feature at this time, but a second vertical bar denoting this field is required between the *callback* variable and the *url* variable if the *url* variable is used.

**URL:** On systems configured to use WCTP-MCR, the *url* variable can be used to include a Uniform Resource Locator (URL) in the WCTP XML sent to the Voalte server when the message is sent. The URL is displayed as a hyperlink in the Voalte application. The user can tap on the hyperlink to open a web browser on their device and navigate to the URL.

**Send Page General Properties**

Information about the properties on the General tab of the Send Page response element is provided in the “Response Element Library” section of the *Intelligent Series Supervisor Reference Guide*.

**Send Page Text Properties**

The settings on the Text tab determine the text included in the message and in the message disposition.

**Subject:** The information in this property is sent as the subject of the message when sent through a terminal that supports a subject field.

**Message:** This property specifies the content of the message as described in the preceding section of this document.

**Text to append to message disposition:** The information in this property will be appended to the message disposition displayed in the IS message history. Type the information that should be appended to the message disposition.
The Subject, Message, and Text to append to message disposition properties have variable field types, which can be changed to use data obtained from other parts of the message script. By default, the field type of each of these properties is Text. To change the type of information that can be stored, click the field type, select “Change To” from the menu, and select a field type from the submenu.

More information about field types is provided under the topic “Selecting Field Types” near the front of the “Response Element Library” section of the *Intelligent Series Supervisor Reference Guide*.

☑ **Add timestamp to dispositions**: Select this check box to include the timestamp of dispatch attempts in the message disposition that are displayed in the IS message history.

**Contact Send Page General Properties**

Information about the properties on the General tab of the Contact Send Page response element is provided in the “Response Element Library” section of the *Intelligent Series Supervisor Reference Guide*.

**Contact Send Page Text Properties**

The settings on the Text tab determine the text included in the message and in the message disposition.

**Message to send**: Specifies the content of the message as described in the preceding section of this document.

**Text to append to message disposition**: The information in this property will be appended to the message disposition displayed in the IS message history. Type the information that should be appended to the message disposition.

**Subject**: The information in this property is sent as the subject of the message when sent through a terminal that supports a subject field. Type the information that should be sent in the Subject field.

The Message to send, Text to append to message disposition, and Subject properties have variable field types, which can be changed to use data obtained from other parts of the message script. By default, the field type of each of these properties is Text. To change the type of information that can be stored, click the field type, select “Change To” from the menu, and select a field type from the submenu.

More information about field types is provided under the topic “Selecting Field Types” near the front of the “Response Element Library” section of the *Intelligent Series Supervisor Reference Guide*.
Requirements:

- IS Server 5.1.6583 or later
- IS Supervisor 5.1 or later
- IS Messaging
- IS WCTP Terminal licenses
- 64-bit Microsoft Windows Server 2008 R2 or later
- SQL Server 2008 R2 Standard Edition or later
- Windows 7 or later on agent workstations

Recommended:

- IS Server 5.4.7436.18261 or later
- IS Supervisor 5.4 or later
- 64-bit Microsoft Windows Server 2012 R2 or later
- SQL Server 2014 Standard Edition or later
- Windows 10 or later on agent workstations

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