maximiser
DezRez Integration
Version 1.2

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Introduction

SpliceCom and DezRez have worked together to provide a high level of integration between **max**imiser and the DezRez estate agent applications.

This is split into three distinct areas;

Contact Integration – Conntact syncing via an XML/SOAP interface

Dial Out – Adding Active-X invocation to the PCS 60 (from DezRez app to PCS 60)

Record Pop – Adding Active-X invocation to the PCS 60 to invoke the DezRez application.

Additionally work may be undertaken to integrate Total Control Call Log and Recordings into the DezRez application using XML/SOAP.

Contact Integration

SpliceCom have developed a maximiser application called ContactSync that will contact a DezRez server to extract all the contact changes required for that branch.

You will need to know the unique BranchID allocated to the site by DezRez.

Installation of ContactSync

You will need the following files which can be downloaded at;

http://max.splicecom.com/DezRezFiles

    ContactSync
    Libxml2.so.2

Copy the ContactSync application into /SpliceCom and the libxml2.so.2 into /usr/lib on the Call Server.

Also make the ContactsSync file have executable rights this can be done by doing the following command when you are in the directory where ContactsSync has been copied to.

chmod 777 ContactsSync

Initial Sync

You may want to perform the initial synchronisation by hand.

This can be done by (replace <branchid> with your actual value);

    cd /SpliceCom
    ./ContactSync –b <branchid>

This will fetch ALL of the contacts for the branch and then populate the maximiser database. When complete it will leave two files;

/tmp/result.xml	The contacts in XML format
/tmp/last_contact_sync	The date/time stamp of when the last sync was done – delete this file if you want a complete re-sync to occur

Timed Synchronisation

Because the system is designed to only send changes it makes sense to update frequently, typically every few minutes.

The easiest way to do this is to add the ContactSync to the cron table.

Add the following entry (replacing <branchid> with your actual value)

/5,*,*,*,*   root/SpliceCom/ContactSync –b <branchid>

Then perform;

Kill –HUP `cat/var/run/cron.pid`

This will run every 5 minutes.

You might want to consider logging by adding the –log<logfile>parameter

Dial Out & Record Pop

The PCS 60 has been generically modified to allow and application to use automation. Simply use the CreateObject on the PCS 60 and then use the DialNumber method.

The PCS 60 application registers itself in the registry as "PCS60.Application".

It does this every time it is run, and must be run manually the first time to register

To invoke the ActiveX object that is the PCS 60 a command in the following format may be issued in Visual Basic.

Dim obj = CreateObject("PCS60.Application")

To cause the ActiveX object (PCS60) to dial (e.g. extension 708).

obj.DialNumber("708")