

Mida eFramework

Mida LiteCallCenter Deployment Guide

Mida Solutions

Document Version: 1.0

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1. Introduction

1.1 Legal Statements

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1.2 Preface

This document is part of the official documentation of Mida Solutions products and details functionalities, user interface, option and working modes in detail. The system allows the user to configure all system functions using a simple and intuitive WEB interface. Please refer to the reference table for a complete list of documents relevant for system configuration.

1.3 Audience

The present document addresses both end users and system administrators of the products.

1.4 Notations



This document highlights, where possible, the main parameters and operations through **bold** or *italics* text and all parts that might be critical during system configuration or use. Critical parts are also marked with Warning symbol reported here on the left.

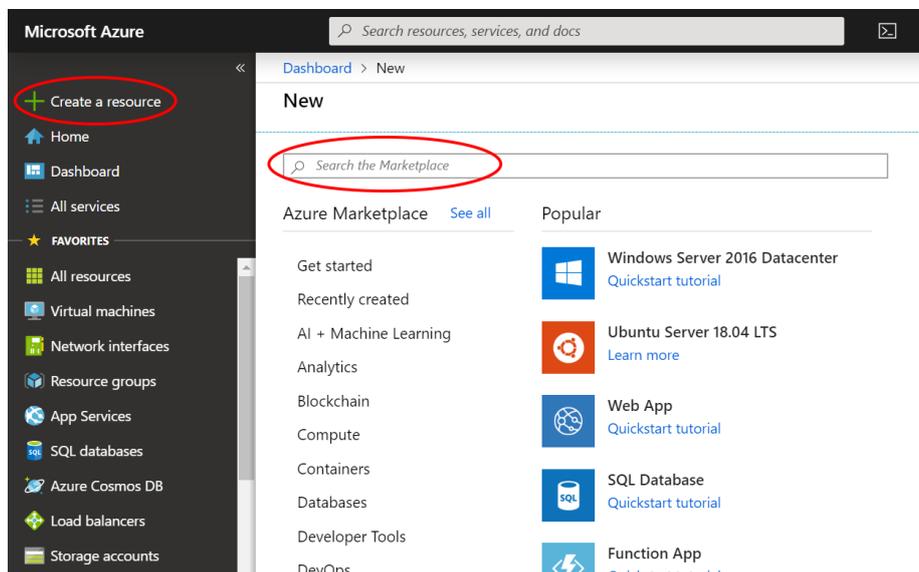
2. Deploying Mida LiteCallCenter via Azure Marketplace

Deploying Mida LiteCallCenter via Azure Marketplace is very simple as it comes almost entirely pre-configured.

Follow the next steps to complete the deployment correctly.

2.1 Search the Marketplace

1. Access the Azure Portal, going to portal.azure.com;
2. In the menu on the left, click **Create a resource** and search for **Mida LiteCallCenter**



3. Click on **Mida LiteCallCenter**, review the product description and click on **Create** when ready to proceed;

Mida LiteCallCenter
MIDA SOLUTIONS

 **Mida LiteCallCenter** [Save for later](#)

Create [Start with a pre-set configuration](#)

Want to deploy programmatically? [Get started](#)

Offered under [Microsoft Standard Contract](#).

Mida LiteCallCenter (LCC) is a light-weight, cost-effective, and yet complete solution providing all advanced functionalities required by call centers. Amongst all standard functionalities, like call queueing, basic call routing and others, Mida LCC provides:

- **Skill-based routing**, to rapidly address call to the most competent people;
- **Configurable working hours**, to easily set open and OOS time for each queue;
- **Multi-queue management**, allowing admin and supervisors to manage multiple queues at a time;
- **Call recording**, providing advanced regulation compliancy, AES file encryption (up to 256 bit), file compression (to save storage and optimize costs), included playback station and call scenario reconstruction in case of post-incident analysis.

Mida LCC includes even an advanced operator console, providing all features in a simple and effective interface, accessible even by blind and visually impaired people. In case of Skype for Business installation, Mida LCC can be the perfect solution to ensure a seamless migration to Teams, ensuring a non-stop service and no loss of time to reconfigure the system.

2.2 Basic

4. In the **Basic** tab, configure the fields as:
 - a. **Resource group**: select the desired resource group or create a new group;
 - b. **Virtual machine name**: insert *MidaLCC*;
 - c. **Size**: this field should be automatically set. In case of doubts, contact support@midasolutions.com to check the selected VM fits with your needs. Supported VM sizes include:
 - i. F2s v2
 - ii. F4s
 - d. **Authentication type**: select **Password** and insert the desired credentials.

Create a virtual machine

Basics
Disks
Networking
Management
Advanced
Tags
Review + create

Create a virtual machine that runs Linux or Windows. Select an image from Azure marketplace or use your own customized image. Complete the Basics tab then Review + create to provision a virtual machine with default parameters or review each tab for full customization. Looking for classic VMs? [Create VM from Azure Marketplace](#)

PROJECT DETAILS

Select the subscription to manage deployed resources and costs. Use resource groups like folders to organize and manage all your resources.

* Subscription ⓘ

Pagamento in base al consumo ▼

* Resource group ⓘ

ResourceGroup1-1234567890 ▼

[Create new](#)

INSTANCE DETAILS

* Virtual machine name ⓘ

MidaLCC ✓

* Region ⓘ

(US) East US ▼

Availability options ⓘ

No infrastructure redundancy required ▼

* Image ⓘ

Mida LiteCallCenter ▼

[Browse all public and private images](#)

* Size ⓘ

Standard D2s v3

2 vcpus, 8 GiB memory

[Change size](#)

ADMINISTRATOR ACCOUNT

Authentication type ⓘ

Password SSH public key

* Username ⓘ

AdminMida ✓

* Password ⓘ

..... ✓

* Confirm password ⓘ

..... ✓

2.3 Disks

- Proceed clicking on **Next: Disks** and select the desired **OS disk type**. No other settings are required.

Create a virtual machine

Basics **Disks** Networking Management Advanced Tags Review + create

Azure VMs have one operating system disk and a temporary disk for short-term storage. You can attach additional data disks. The size of the VM determines the type of storage you can use and the number of data disks allowed. [Learn more](#)

DISK OPTIONS

* OS disk type

Enable Ultra SSD compatibility (Preview) Yes No
Ultra SSD compatibility is not available for this VM size and location.

- Proceed clicking on **Next: Networking**;

2.4 Networking

- In the **Networking** tab:
 - Virtual network**: select the desired virtual network from the dropdown menu;
 - NIC network security group**: select advanced, and create a new security group

Basics Disks **Networking** Management Advanced Tags Review + create

Define network connectivity for your virtual machine by configuring network interface card (NIC) settings. You can control ports, inbound and outbound connectivity with security group rules, or place behind an existing load balancing solution. [Learn more](#)

NETWORK INTERFACE

When creating a virtual machine, a network interface will be created for you.

* Virtual network

* Subnet

Public IP

NIC network security group None Basic Advanced

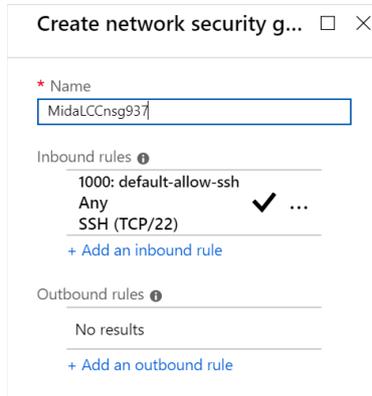
* Configure network security group

Accelerated networking On Off
The selected image does not support accelerated networking.

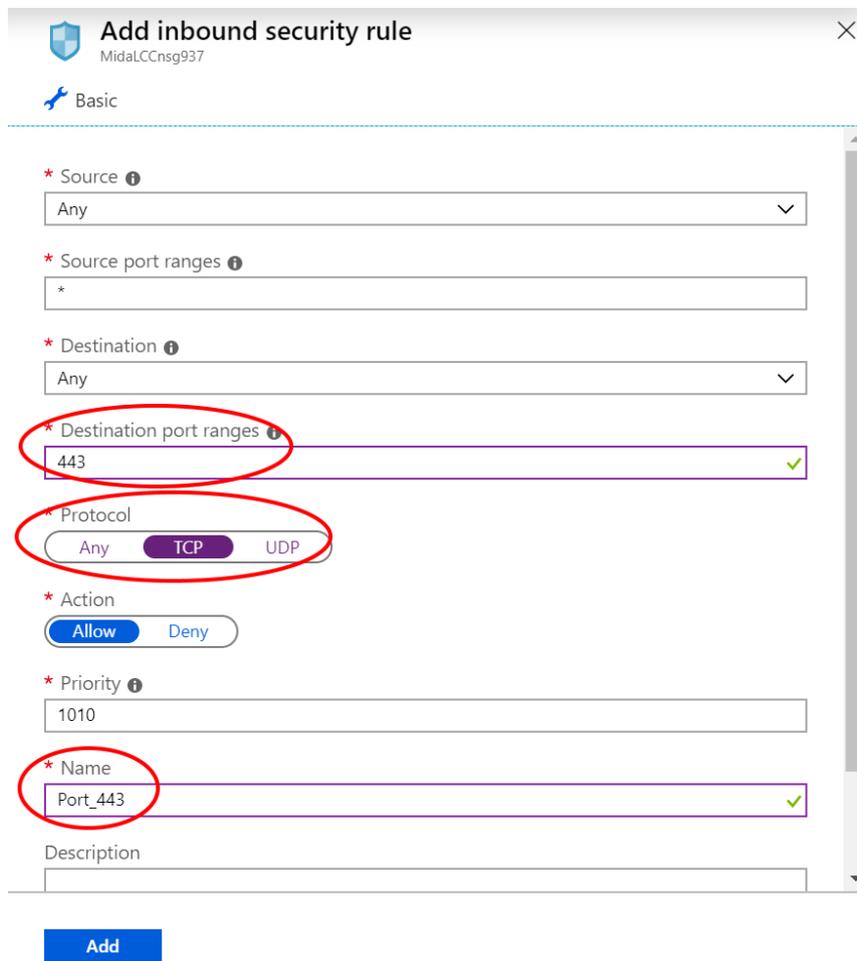
The new security group allows to open new inbound ports.

Ports to be opened are: 443/tcp, 80/tcp, 4573/tcp, 5060/tcp, 10000-20000/udp, 161/udp, 5060/udp, 5038/tcp, 3535/tcp, 3536/tcp.

To do that, click **Create new** in the **Configure network security group** option.



Click on **Add an inbound rule** and, in the **Add inbound security rule** section insert the **Destination port ranges**, select the **Protocol** and give the new port the desired **Name**.



Once completed, the opened port list should look like below.

Create network security g...

* Name

Inbound rules ⓘ

1000: default-allow-s	Any	✓	...
SSH (TCP/22)			
1010: Port_443	Any	✓	...
HTTPS (TCP/443)			
1020: Port_80	Any	✓	...
HTTP (TCP/80)			
1030: Port_4573	Any	✓	...
Custom (TCP/4573)			
1040: Port_5060	Any	✓	...
Custom (TCP/5060)			
1050: Port_10000-20000	Any	✓	...
Custom (UDP/10000-20000)			
1060: Port_161	Any	✓	...
Custom (UDP/161)			
1070: Port_5060udp	Any	✓	...
Custom (UDP/5060)			
1080: Port_5038	Any	✓	...
Custom (TCP/5038)			
1090: Port_3535	Any	✓	...
Custom (TCP/3535)			
1100: Port_3536	Any	✓	...
Custom (TCP/3536)			

[+ Add an inbound rule](#)

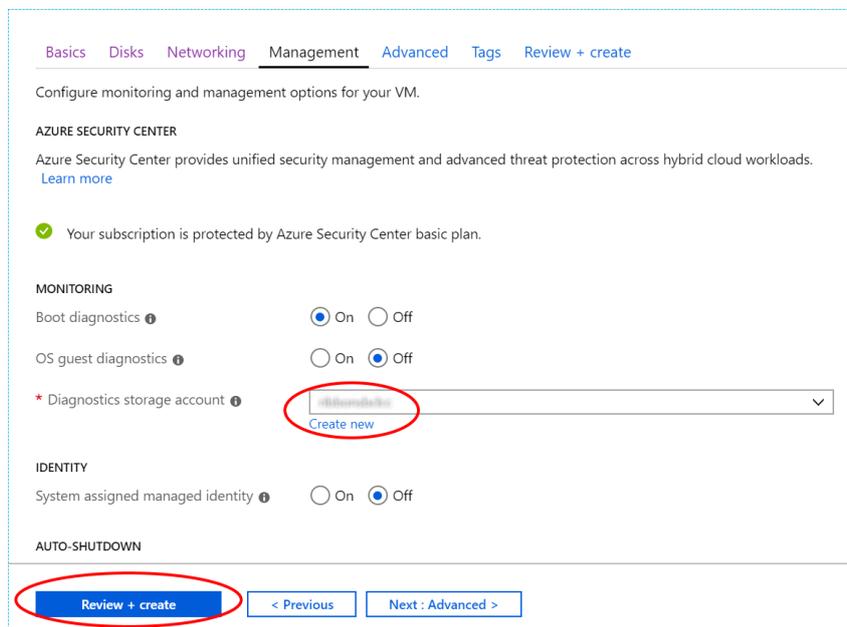
Outbound rules ⓘ

[+ Add an outbound rule](#)

8. If the configuration is completed, click **OK** and then **Next: Management**.

2.5 Management

- In the **Management** tab, just select or create the desired **Diagnostic Storage Account**, where the system saves system logs and other information relevant for case resolution analysis.



- Click on **Review + create** once complete.
- In the **Review + create** page, review all Virtual Machine details and click on **Create** to proceed with the Virtual Machine deployment. This may take a while and the system will notify once the procedure is complete.

Please note that, in order to use the VM, Microsoft Azure needs to activate an agent. This agent activation can be monitored opening the **Mida LCC** virtual machine, from the virtual machine list, and going to **Setting > Properties**.

