

Introduce the agent to the caller before connecting the call

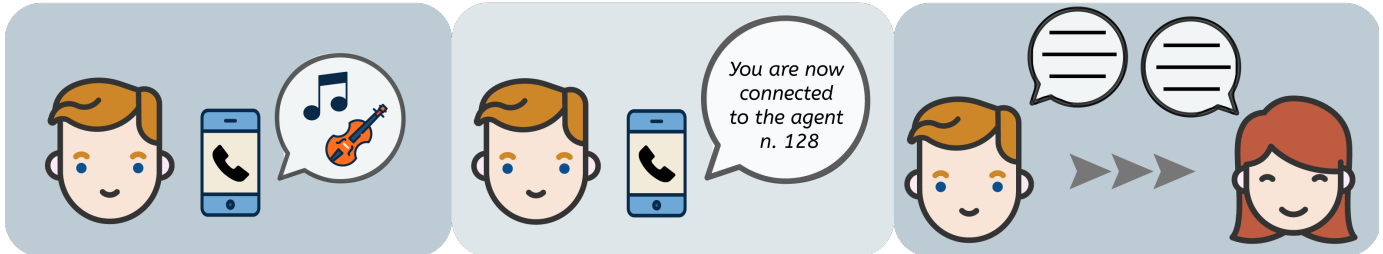
Play the agent name or code to the customer before connecting the call

- How it works
- Download the AGI script
- Required files
 - The agent introduction
 - Play the agent name or code
 - Sample files
- Configure the queue application

How it works

This feature uses an AGI script executed inside the queue application in order to do some operation before the caller is connected to the agent.

In this example, we use the AGI script to play the name or the code of the agent to the caller.



Download the AGI script

Open an SSH console to the XCALLY Shuttle server and perform the following commands:

```
cd /var/www/html/files
mkdir operator
chmod -R 777 operator/
cd operator
wget https://wiki.xcallymotion.com/download/attachments/2622041/operator.sh?api=v2 -O operator.sh
```

Once the file **operator.sh** has been downloaded, set the proper permissions

```
chmod 777 operator.sh
```

Required files

The agent introduction

The first required file is the **agent_intro.wav**

In this file you need to record the agent introduction message (e.g. "You are now connected to the agent...")

The file must be recorded in wav format ** and placed in the operator folder with permissions 777

Play the agent name or code

The feature is able to work in two different ways:

1. play the agent code: the agent's code (numeric) must be written inside a text file called **agentusername.txt** (e.g. john.doe.txt) and placed into the **operator** folder with permission 777
2. play the agent name: the agent name must be recorded in a wav file **, called **agentusername.wav** (e.g. john.doe.wav) and placed into the **operator** folder with permission 777

The AGI script will search for the text file and if it is missing, will search for the wav file.

Please note that if the text file is found, the playback of the name will be skipped.

**WAV format

The wav files must be recorder with the following settings:

Bitrate: 16kbs

Sample rate: 8KHz

Audio channels: mono

File extension: wav

Sample files

Use these files to quickly test the feature

[agent_intro.wav](#)

[jane.miller.wav](#)

[john.doe.wav](#)

[john.doe.txt](#)

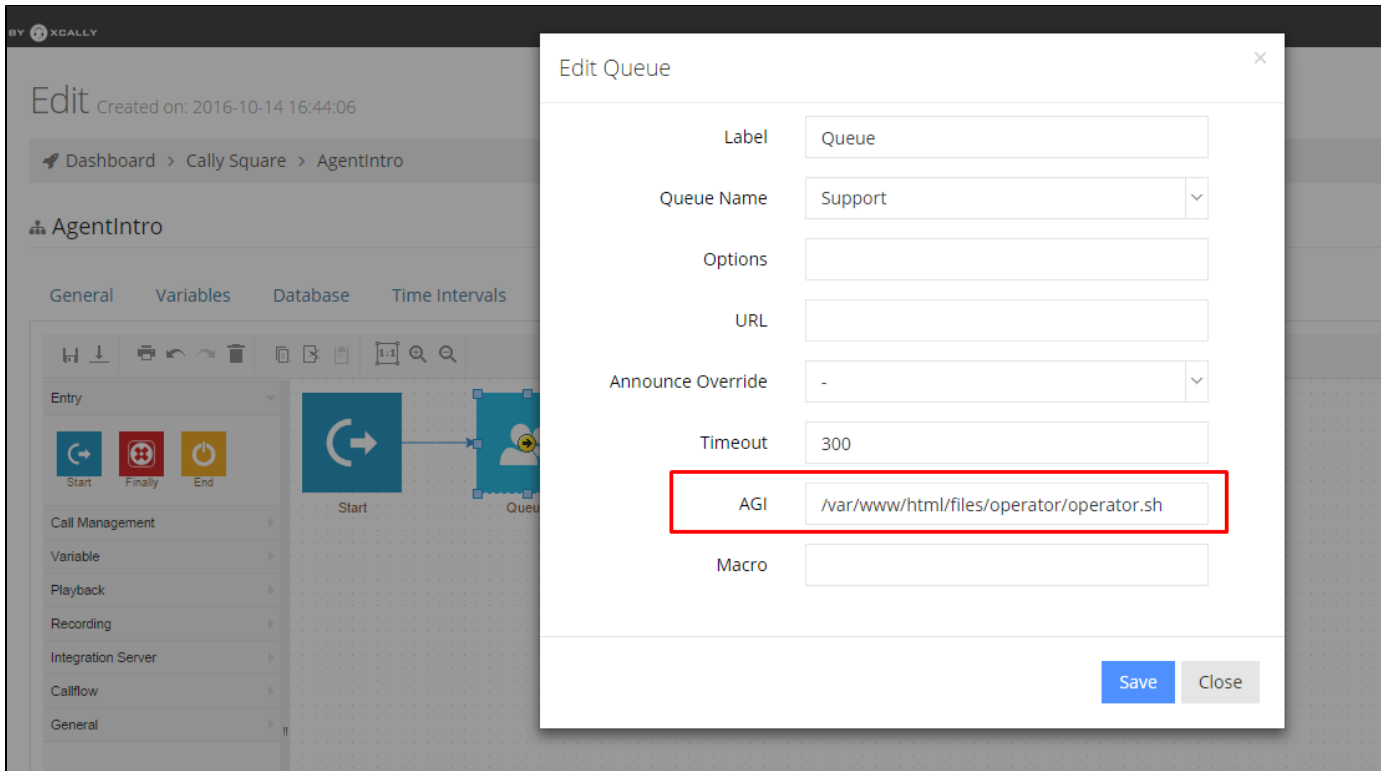
[jane.miller.txt](#)

Configure the queue application

Once you install the script and placed your wav or txt files into the operator folder, you just need to set the queue application.

If you use the queue application inside an IVR project, edit the QUEUE block and insert the path of the AGI script as follow:

```
/var/www/html/files/operator/operator.sh
```



If you use the queue application in a dial-plan

The image shows a web interface with two main panels. The left panel, titled 'Edit Internal', shows a breadcrumb trail 'Dashboard > Internal > Support Queue' and a section for 'Support Queue' with tabs for 'General' and 'Advanced'. Under 'Application', there is a '+ New Application' button, a '15 records' indicator, and a table with columns 'Priority' and 'Application'. The table contains one entry with '1' in the 'Priority' column and 'queue' in the 'Application' column. Below the table, it says 'Showing 1 to 1 of 1 entries'.

The right panel, titled 'Edit Queue Application', contains several form fields: 'Queue Name' (Support), 'Queue Options', 'URL', 'Announceoverride' (-), 'Timeout' (300), 'AGI' (/var/www/html/files/operator/operator.sh), 'Macro', 'Gosub', 'Rule', 'Position', 'Answers' (Yes), and 'Time' (To). The 'AGI' field is highlighted with a red rectangular border.

Now you are ready to introduce your agents!