

XCALLY Shuttle

Welcome!

Here you can find all the documentation related to the XCALLY contact center suite.



If you need further help, do not hesitate to [Contact us](#).

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XCALLY Shuttle is the next xCALLY generation software suite, providing many key benefits if you are looking for a **professional customer care solution for Asterisk**.

Here are few of them:

- Responsive Supervisor HTML5 web interface
- Real Time Asynchronous Dashboards
- Support for 2 types of agent experiences:
 - Windows CTI phone bar
 - External CTI SIP phones
- Cally Square Drag and Drop IVR full Web HTML5 Asterisk IDE
- Integration with 3rd party software using the Shuttle or Motion Push Technology
- Advanced Reporting
- Advanced call routing management
- Linux CentOS super-easy installer
- Call recordings and Quality monitor
- Whisper and Barge-in
- Multiple agent status management (including ACW)
- Interaction disposal
- Call Back
- Automatic outbound dialer
- Restful API
- Triggers configuration for event driven automatisaton
- Omni Channel interactions (Motion version)

- Queue - Agent Association
- Realtime
- Settings
 - General
 - License
 - Integrations
 - Triggers
 - Pauses
 - Tags
 - Chanspy
 - BLF
 - Users
 - Create a New User and Manage his Permissions
 - Mail
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 - Create a new SIP
 - Edit the SIP
- SMS
- Tiger Dial
 - Create the List
 - Create the Process
 - Configure the Process
 - Add Contacts in the List
 - Run the Process
 - Monitor the Process
 - Tiger Dial Analytics
 - Agent Settings and Disposal
 - Contacts Blacklist
 - Realtime [beta]
 - Update
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 - Tiger Dial Preview
 - Callback form
- Trunks
 - Create a New Trunk
 - Edit a Trunk
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- Voicemail
 - Create a New Voicemail
 - Edit a Voicemail
- Annex - XCALLY DB Tables
- Security
- 3rd party app Integrations
 - Zendesk
 - Desk.com
 - Desk.com Embedded
 - Desk.com Classic
 - SugarCRM
 - Freshdesk
 - Salesforce
 - Salesforce Embedded
 - Salesforce Classic
 - Salesforce Embedded Light
 - Custom integration
 - XCALLY Desktop Web CTI
 - XCALLY Phonebar Integration
- xCally Phonebar
 - Call Handling
 - Phonebar API
- xCally Universal Bar
 - Universal Bar API
 - xCally Universal Bar Installation
- Installation and Update
 - Activate or upgrade your XCALLY licenses
 - Software Update Procedure
 - GUI Customizations
 - Language GUI
- How-to articles
 - Call Parking
 - Change the voicemail sender address
 - Chanspy: Notify to the agents that they are being spied
 - Codec g729 installation guide
 - Create a time slots metric
 - Create the recordings rating report
 - Customize Music On Hold
 - Custom recordings path
 - DID elaboration
 - Disable the Phonebar auto update

- Display custom data on Phonebar popup
- Enable Secure Connection
- Global Variables
- Install AWS Polly
- Introduce the agent to the caller before connecting the call
- Limit Calls on your System
- Move the XCALLY database to a different server
- Ngnix configuration and Apache replacement
- Phonebar CTI integration
- Phonebar Silent Installation
- Phone bar SSL
- Queue position and holdtime announce
- Save HDD space removing the old logs
- Tracing calls that crossed a specific IVR block
- Transfer call report
- Update the Asterisk version
- Using a metric to get the SLA
- Troubleshooting articles
 - Asterisk CLI useful commands
 - Dashboard and RealTime bad performance
 - Dashboard empty values
 - Desk.com troubleshooting guide
 - Extract all rows
 - IVR design appears empty
 - IVR receives calls outside the configured time range
 - IVR script debug
 - Licensing & updates
 - Monitoring the network traffic on specific ports
 - Multiple calls issue
 - Phonebar connection lost
 - Phonebar installation recovery
 - Phonebar log into Windows Event Viewer
 - PHP Warning when AGISquare service starts
 - Queue scalability
 - TigerDial advanced debug monitor
 - Trunk issue
 - Voice quality
- Advanced tools
 - History Database Tool
 - User Tracking
 - Shuttle - Agent Idle Time
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- Changelog
 - Shuttle Changelog
 - Phone bar Changelog
 - xCALLY Universal Bar Changelog
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