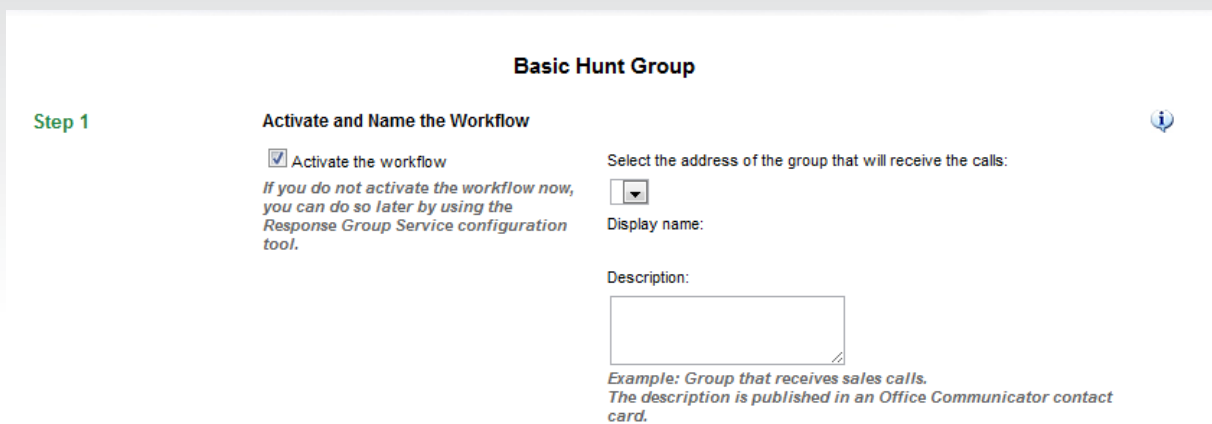


## RGSCot tool

The Response Group Service (RGS) makes it possible to create so called workflows for incoming phone calls. It is possible to create a simple queue but also to create a more advanced interactive voice response system. The process to create a workflow starts with a GUI tool that's available from the OCS 2007 R2 management snap in. From the GUI you have the option to create a workflow, doing so will take you to a website on the front end. Here you can select one of the 4 templates. After the selection is made, you will see a new page where you first need to select an address for the group that will receive the calls, as shown below:



**Basic Hunt Group**

**Step 1** **Activate and Name the Workflow** ⓘ

Activate the workflow  
*If you do not activate the workflow now, you can do so later by using the Response Group Service configuration tool.*

Select the address of the group that will receive the calls:

Display name:

Description:

*Example: Group that receives sales calls.  
The description is published in an Office Communicator contact card.*

As you can see, the dropdown list is not filled with a contact.

To make a contact available in the wizard, you have to create a so called RGS contact. The tricky part is that this should be done from the command line as there is no GUI for it.

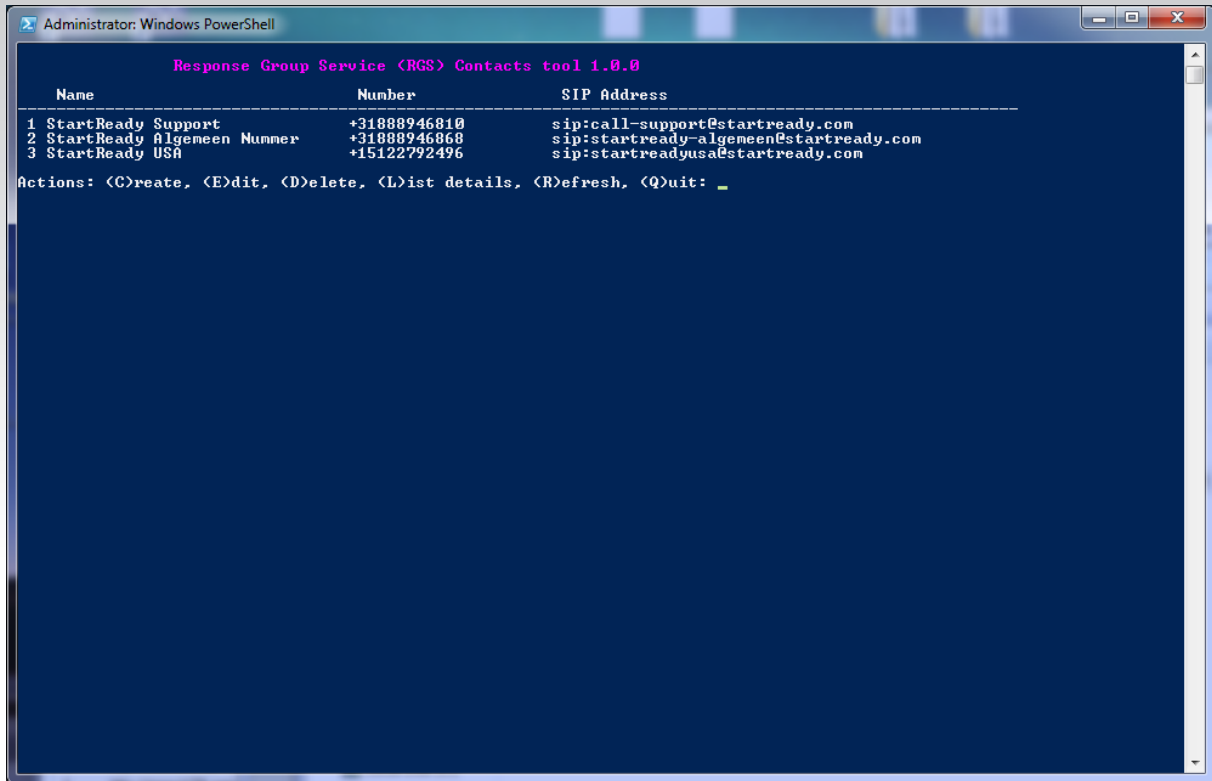
### Goal:

Simplify the creation of the Response Group Service contacts needed to create a workflow.

### Usage:

1. Copy the 'rgscot tool.ps1' to the OCS 2007 R2 front end server
2. Open a powershell console
3. Type: set-executionpolicy remotesigned  
This step is needed only once
4. Change directory to the folder where the script is located
5. Start the script by typing: `. .\rgscot tool.ps1`  
Mind the extra dot at the start of the line

If everything went well, you should see the following on your screen:



```
Administrator: Windows PowerShell

Response Group Service <RGS> Contacts tool 1.0.0

Name                Number                SIP Address
-----
1 StartReady Support +31888946810          sip:call-support@startready.com
2 StartReady Algemeen Nummer +31888946868          sip:startready-algemeen@startready.com
3 StartReady USA     +15122792496          sip:startreadyusa@startready.com

Actions: <C>reate, <E>dit, <D>elete, <L>ist details, <R>efresh, <Q>uit: _
```

If there are no RGS contacts, the list is empty.

The tool makes it possible to create, delete, edit or list details for a contact.

### Create

1. Choose C and press enter
2. Type in the sip-address for the contact, e.g. [supportgroup@startready.com](mailto:supportgroup@startready.com)
3. Type in the display name for the contact, e.g. StartReady Support Group
4. Choose Y to enable the contact for federation  
Enable the contact for federation makes it possible for federate contacts to add the workflow directly to their contact list. If you choose No then only the internal users can add the workflow to their contact list.
5. Type in the phone number, e.g.: +31888946781
6. Type in the Line URI or press enter to accept the default value, e.g.: <tel:+31888946781>

The contact will be created and after a couple of minutes it will show up in the list.

Press R to refresh the list.

```
Administrator: Windows PowerShell

Response Group Service (RGS) Contacts tool 1.0.0

Name                               Number                               SIP Address
-----                               -
1 StartReady Support                +31888946810                        sip:call-support@startready.com
2 StartReady Algemeen Nummer        +31888946868                        sip:startready-algemeen@startready.com
3 StartReady USA                     +15122792496                        sip:startreadyusa@startready.com
4 StartReady Support Group           +31888946781                        sip:supportgroup@startready.com

Actions: (C)reate, (E)dit, (D)elete, (L)ist details, (R)efresh, (Q)uit:
```

## Edit

With the edit option you can change the items of a RGS contact. To start the process, press E and enter.

1. Type the number of the contact to edit

After that, the details of the contact are shown, like below:

```
Which RGS contact do you want to edit: 4
Display Name           StartReady Support Group
Federation Enabled    True
Line URI               tel:+31888946781
Display Number         +31888946781
```

Type the new values. Press enter to keep the value shown above  
Display Name:

If you do not want to change the Display Name, just press enter to keep the current value. If you do want to change the Display Name, type in the new value and press Enter. Process the other items the same way, just pressing enter keeps the current value.

## Delete

With the delete option you can remove a RGS Contact.

Warning! It is not possible to undelete the contact. You will have to recreate the contact if you want to undo the delete action.

To start the process, press D and enter.

1. Type the number of the contact you want to delete

The contact will be deleted.

## List details

With the List details option you can see all the details for a RGS contact. To start the process, press L and enter.

1. Type the number of the contact for which you want to see the details

Below you will find an example:

List details for which item: 4

```

__GENUS                : 2
__CLASS                : MSFT_SIPApplicationContactSetting
__SUPERCLASS          :
__DYNASTY              : MSFT_SIPApplicationContactSetting
__RELPATH              :
MSFT_SIPApplicationContactSetting.InstanceID="{8BC5DC86-0135-4EFB-899E-
2DB324409A8F}"
__PROPERTY_COUNT      : 23
__DERIVATION          : {}
__SERVER               : SRCLIENT06
__NAMESPACE           : root\cimv2
__PATH                 :
\\SRCLIENT06\root\cimv2:MSFT_SIPApplicationContactSetting.InstanceID="{
8BC5DC86-0135-4EFB-899E-2DB324409A8F}"
AllowOrganizeMeetingWithAnonymousParticipants : False
ApplicationDestinationDN : CN={124698E0-853C-4218-89E9-
AD19F6C0E04A},CN=Trusted Services,CN=RTC Se
rvice,CN=Services,CN=Configuration,DC=startready,DC=intra
ArchiveFederatedCommunications : False
ArchiveInternalCommunications : False
ContactDN : CN={1AB258AB-00D3-4958-8773-
7545177993D5},CN=Application Contacts,CN=RT
C
Service,CN=Services,CN=Configuration,DC=startready,DC=intra
DisplayName : StartReady Support Group
DisplayNumber : +31888946781
Enabled : True
EnabledForEnhancedPresence : True
EnabledForFederation : True
HomeServerDN : CN=LC Services,CN=Microsoft,CN=SR-OCS-STA-
509,CN=Pools,CN=RTC Service,C
N=Services,CN=Configuration,DC=startready,DC=intra
InstanceID : {8BC5DC86-0135-4EFB-899E-2DB324409A8F}
LineURI : tel:+31888946781
LocationProfile :
MeetingPolicy :
PresencePolicy :
PrimaryLanguage :
PrimaryURI : sip:supportgroup@startready.com
PublicNetworkEnabled : False
SecondaryLanguages :
TargetServerDNIfMoving :
UCEnabled : True
UCPolicy :

```

Press any key to return to the menu:

## Refresh

With the refresh option you will update the list of contacts. Usefull if you just created or changed a contact. Press R to refresh the contact list.