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Software Version: MonteCarlo 5.7 or greater

Product(s): All Pika cards

Purpose: How to setup coaching functionality in an application

What is coaching?

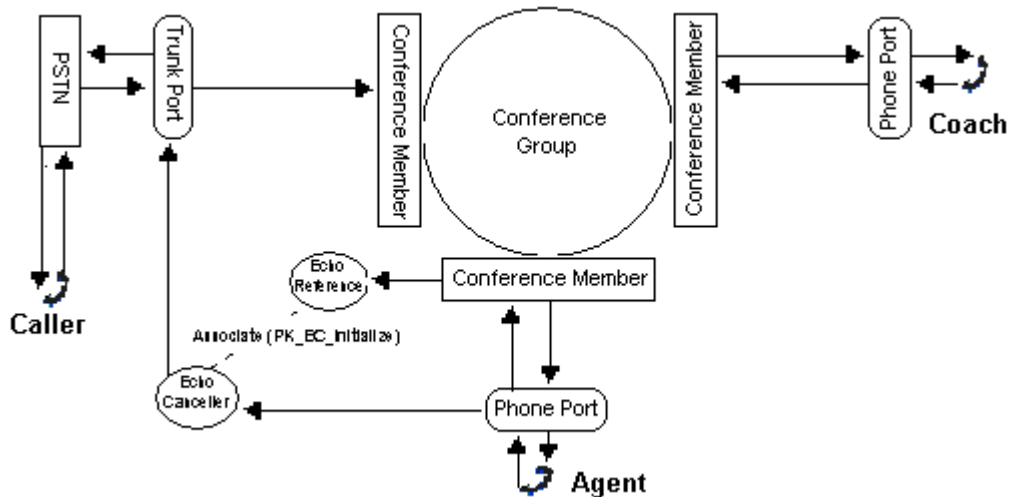
Coaching functionality is widely used in call center environments. It is a conferencing feature which enables supervisors/trainers of call centers to interact with agents while agents are interacting with customers.

When the coaching feature is implemented, the trainer is able to hear the conversation between the customer and the agent, the agent is able to hear both the voice of the trainer and the voice of the caller and the caller is only able to hear the voice of the agent.

How is a coaching session setup?

Each of the parties (the trainer, the agent and the caller) are connected to a conference member resource added to a conference group, which is setup in summing mode. One coaching session requires an echo cancellation port along with an echo reference port. If required, a fourth resource setup as a recording port can be added to the conference group via a conference member for recording logging the session.

Connection diagram



Enabling echo cancellation

To prevent the caller from hearing when the trainer interacts with the agent, echo cancellation must be enabled:

1. In PikaSetup (MC 6.0) / MCSetup (MC 5.7), an echo cancellation timeslot and an echo reference timeslot must be enabled. The echo reference port must be on a different timeslot than the echo cancellation timeslot but can be enabled on a timeslot where other applications are enabled.
2. In the application, make a call to `PK_DSP_DEVICE_SeizePort` with the DSP application mask set to `PK_ECHO_CANCELLATION`; this will seize an echo cancellation resource DSP port.
3. Then, another call to `PK_DSP_DEVICE_SeizePort` with the DSP application mask set to `PK_ECHO_REFERENCE` must be done in order to get the handle of a reference port.
4. Afterwards, `PK_EC_Initialize` must be called to associate the echo reference port with the echo cancellation port.
5. Then, the connections as shown in the above diagram must be done using either `PK_CTBUS_HalfDuplexConnect` or `PK_CTBUS_FullDuplexConnect`, depending on the type of connection required.
6. When the connection setup has been done and a call comes-in, echo cancellation must be enabled by calling `PK_EC_Enable`.