

STREAMING QUEUE MUSIC™

INTRODUCTION TO SIP STREAMS WITH MITEL MiVOICE BORDER GATEWAY



Background

Easy On Hold®, an MOH technology and content developer in Michigan, created live streaming music on hold in 2013 to satisfy the demand to replace default music with an easily-managed audio content stream. Multiple streaming formats would be needed to integrate across multiple platforms.

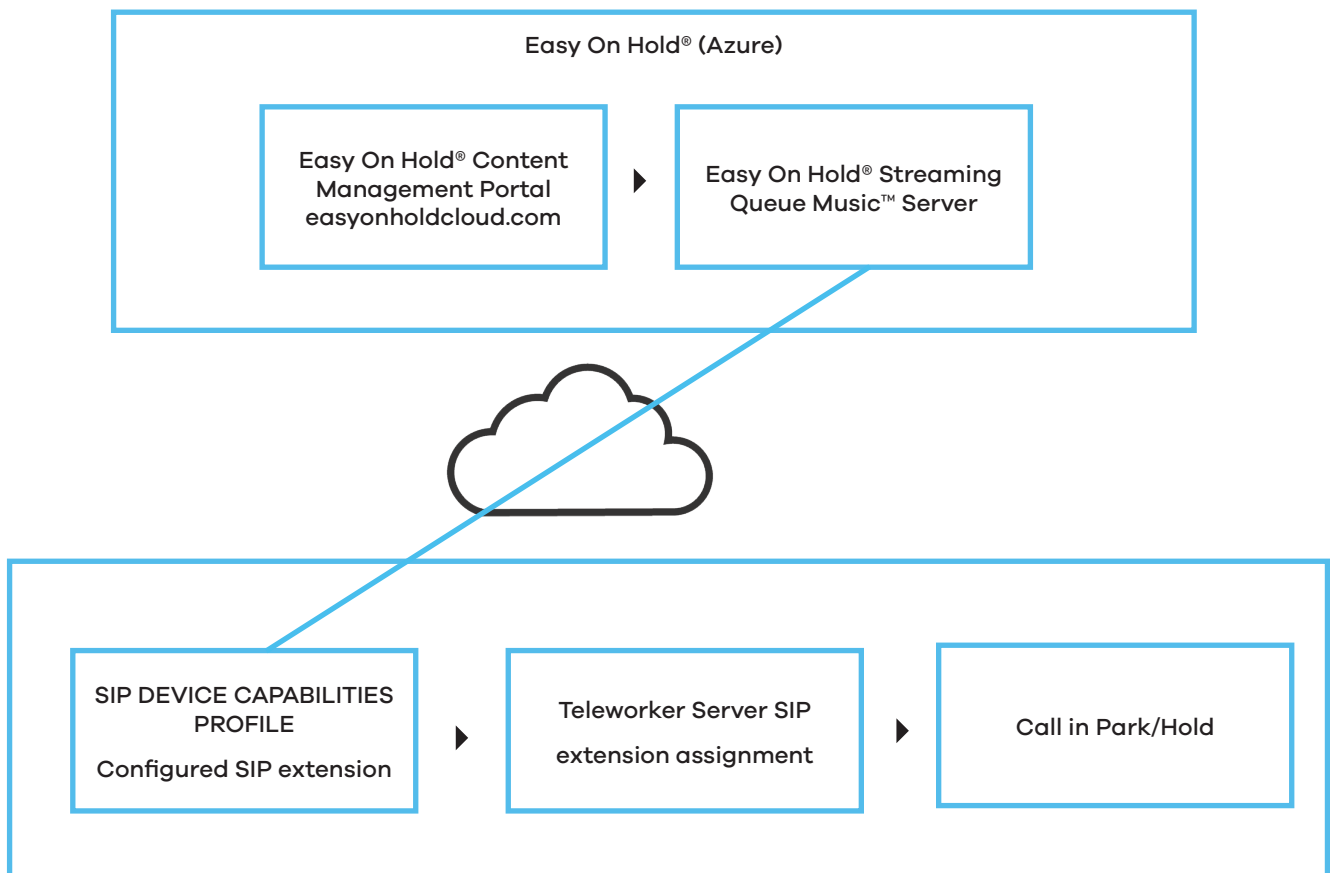
SIP Connectivity

The EOH streaming appliance, Streaming Queue Music™ (SQM) transcodes streams of audio into various formats, and is in use on a variety of platforms. The SQM solution is capable of providing MOH streams (from the cloud or as on on-premise appliance) to a registered SIP end-point.

This document will address the use of SQM in a Mitel hosted environment, using MiVoice Border Gateway.

Methodology

To enable streaming audio to callers, the end-point must be configured as the MOH resource, to be used as a kind of “conference room” where calls hear the audio stream while waiting.



Scaling The Solution

The Streaming Queue Music™ service establishes a unique connection to as many end-points as needed. Streaming audio content can be shared across multiple call groups, or uniquely assigned to each of many call groups (sales, support, regions, etc.). Hundreds of concurrently-held calls are supported for each stream instance.

Discussion Points

Key questions our teams must discuss include:

- The number of data centers to be used.
- The number of call groups each needing a unique content stream.
- The maximum number of concurrently-held calls in each call group.
- Understanding capacity will determine whether our cloud solution or on-site appliance should be utilized.

Content Management

Users may manage content in accordance with their business arrangement with Easy On Hold®. All stream management is made exclusively with Easy On Hold® and its content management system.

Prerequisites

MiVB

Working MiVB with an available Enterprise IP User License to be assigned for this application.

Teleworker

Working Teleworker solution with available licenses to be assigned for this application.

Procedure

1 Configure a new SIP Device Capabilities profile.

2 Configure a SIP extension.

3 Assign the SIP extension as Music Source. It can be any one of the following:

- The primary source assigned in the System Audio Source Update form
- A Tenant source,
- A source assigned in the Call Coverage Service form
- An audio source assigned in the ACD Paths form

More Information

Request our step-by-step procedure document, including screenshots showing settings.

Advantages

- Users no longer handle music or message audio files, saving time.
- Streams solve caller irritation caused by music files playing from the beginning each time the caller is placed on hold.
- The solution is entirely cloud-based (no devices are needed; no added point of failure).
- Ongoing connectivity monitoring and logging; built-in failover solution.
- Eliminates music licensing liability.
- Stream scheduling provides automation to prevent out-of-date content from being heard.
- Replaces a short audio file with an unlimited amount of content.

Support Options

Easy On Hold® provides expert 24/7 support at **+1-888-798-4653** and <https://easyonhold.com/support/>.