

NGIN Upgrade – Customer Migration Guide

1 NGIN upgrade

At Colt we strive to provide the best customer experience. As part of the continual improvement we are upgrading the existing NGIN platform. The upgrade will ensure that we continue to provide the services that you have grown to like. We have been hard at work to ensure that the upgrade is transparent to you and causes no impact to your services.

The new system is, as is also the existing system, a 'High Availability' solution and fully geo-redundant. It continues to offer the same functionality and feature set that are available with the existing system along with improvements included especially for all our loyal customers.

2 System requirements

The Route activator (RA) is currently available to you via the Internet Explorer (Version 8) and Firefox (Version 3.5) browsers. As a part of continual improvement of Colt's service offering it is possible to now run the RA on recent versions of the browsers – namely Internet Explorer (Version 11) and Firefox (Version 39). The RA is now also offered via Chrome browser (Version 44). It is recommended to use Internet Explorer 11 during the migration/transition period to the upgraded RA.

3 How to login into the new system

The system upgrade has no impact to how you access the services. In fact you will continue to use the same [URL](#) to access the RA during & even after the upgrade.

Our services are spread across multiple countries and migrating all services is a complex activity spread across months. Despite the complexity of the migrations, at Colt we are glad to provide you with a transparent migration experience wherein, during the migrations, you will be able to login to the RA portal and will be directed to the system hosting your services (and numbers).

In the case that your services are hosted across the existing and upgraded RA then you will be logged into the upgraded RA with an option to redirect the access to the existing RA. Wherein your services are hosted on the existing RA (and not on the upgraded RA) then you will automatically be redirected to the correct platform.

To ensure proper functioning of the automated redirection mechanism across the two RA systems (during the migrations) it is recommended that you maintain the same password across the two systems (in the event that your data exists across the two RA systems; specifically, for reseller accounts). In case there is a critical need for you to change your RA password then please get in touch with Colt helpdesk who will support you. Where you must do this yourself then do ensure to change your password on both the RA systems (change first on the existing RA and then on the upgraded RA, setting both to the same value). There is no such restriction when you *only* need to access the upgraded RA (i.e. when all your setup is migrated to the upgraded RA).

In summary Colt ensures that you access the correct system and where needed (as for multi-country logs) you are able to switch systems as needed to manage your service.

4 Changes in user experience

At Colt we have ensured that you have a seamless transition to the upgraded Route Activator interface. We have ensured to keep the same Route Activator look & feel; and at the same time improvise upon existing feature set available to you.

5 Statistics data & Reports during migration

Active and Scheduled reports offering is also available via the upgraded RA. To ensure a seamless upgrade the core reports functionality remains the same and at the same time there are enhancements that are highlighted later in the document.

Both the Active and scheduled reports retrieve the statistics data you need from the system. Statistics data for reports are specific to the system that they are generated on and cannot be migrated from the existing RA to the upgraded RA.

Active Reports can be run on the corresponding RA system to extract the required statistics. There is no change to the historical duration for which the statistics are maintained on the RA.

Colt will ensure that all scheduled report entries you have setup on the existing RA are migrated to the upgraded RA. This way we ensure that you continue to receive your periodic reports.

Note that you may have setup custom/weekly/monthly scheduled reports on the existing RA. There may be a situation that the migration date cuts across the report schedule in such a manner that some statistical data for the report is available on the existing RA and the remaining data on the upgraded RA. Colt ensures that you receive the report/s from the system which hosts the SAN for the corresponding report timeperiod. This is illustrated with an example below:

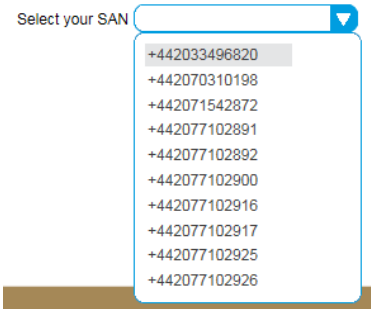
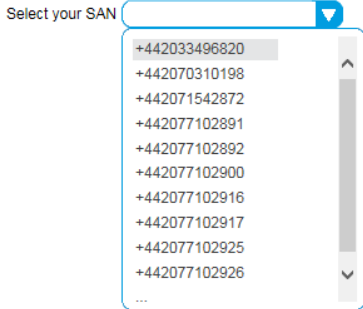
Consider the following scenario:

- You have setup a monthly report for a list of SANs. (reports with monthly schedule are generated and emailed to you at the end of the month).
- Migration for your SANs happens on the 15th Oct'16.
- Colt ensures to migrate the scheduled report setup to the upgraded RA on the 15th Oct'16.
- Statistics data for Oct'16 monthly report until the 15th Oct'16 exists on the existing RA.
- Statistics data for Oct'16 monthly report after the 15th Oct'16 exists on the upgraded RA.
- At the end of Oct'16 you will receive *two* reports (two emails); the first from the existing RA and second from the upgraded RA. This ensures that you do not lose any statistical data resulting from the migration.
- After the two reports are sent out for the month of Oct'16 you will receive the Nov'16 monthly report from the upgraded RA only (because for the entire Nov'16 the SAN is active on the upgraded RA).

6 Remapping of existing functionalities

6.1 SAN search/selection listing

You will now be indicated whether there are more than 10 SANs which match the search / selection criteria by highlighting a '...' entry in the list. This makes the SAN search / selection more intuitive for larger lists.

Existing RA	Upgraded RA
	

6.2 121 translations



The simple 121 translation field is replaced by a Routing Number reference.

121 Translation

Route Activator and Active Reports

6.3 Change to Geographic Origin Criteria (DEFAULT Removed)

The 'DEFAULT' area option has been removed from Geographic Origin criteria. All calls originating from areas which are not part of BASG basic area super group, will be routed via the ELSE branch. Your call plans containing the 'DEFAULT' area routing have been updated to use the new simpler routing design.

Existing RA	Upgraded RA
 Geographic group <div> Select areas <input type="checkbox"/> DEFAULT <input type="checkbox"/> 44113 <input type="checkbox"/> 44114 <input type="checkbox"/> 44115 <input type="checkbox"/> all criteria on single branch </div>	 Geographic group <div> Select areas <input type="checkbox"/> 44113 <input type="checkbox"/> 44114 <input type="checkbox"/> 44115 <input type="checkbox"/> 44116 <input type="checkbox"/> all criteria on single branch </div>

7 Backward compatibility

The Upgraded NGIN system is backward compatible. There are multiple enhancements in the reports interface, however at Colt we ensured to carry forward the existing report output formats to the new platform in order to avoid impacts at your end.

Customers using 'IN For Reseller'/'IN Fuer Reseller' CDRs are also not impacted and the CDRs are delivered in the same format.

The call plans you have setup for your SANs will be migrated as is and the routing behaviour will be maintained.

8 Description of new functionalities

8.1 Routing number (Destinations)

We continue to offer existing functionality & access mechanisms for the destinations (routing number) object. In addition, you now have additional flexibility for creating the routing numbers in the solution.

- You may now directly create new destinations from within the call plan editor interface, without having to exit out of the call plan editing mode. The newly created destinations can then be used immediately in this call plan. This destination object can later be accessed under the 'Target points' tab and also used in other call plans or for 121 routing.

- You may create multiple destination with one click by uploading a file containing the list of destinations.

- You may now set alternate routing (overflow routing) in case of events like no-answer / busy / call-limiter / congestion on the destination object. This enables you to perform alternate routing without using a call plan. The alternate routing target can be a destination object or an announcement. You may use the destination object as 121 routing target or within the call plan

8.2 Call queuing on a Line Hunting Group

You may now also use the LHG in the call queuing criteria. The queuing is triggered when all destinations in the LHG are either busy or hit corresponding 'call limit' value.

Line hunt group leaf

Line hunting group

mylinehunt1

☒ call queuing

8.3 Command Logs

The command log functionality has been enhanced which now provides Colt access to additional audit information that will enable Colt to support you better. In addition, the command log size has been enhanced which allow up to an estimated 2000 log entries to be stored and references.

Command logs

Home / Admin / Command logs

Date and Time	Login	Command	Target object	Attributes
Aug 31, 2016 11:16:55 AM	dg	Leaf addition	Routing tree Reroute on Congestion	Parent Node: Bank Holiday Line hunting group: test Parent Value: New Years Day
Aug 31, 2016 11:16:35 AM	dg	Node deletion	Routing tree demo	Leaf: Destination ... Parent Node: Day of week Parent Value: Mondays Node: Destination Parent Node: Your calendar Parent Value: calendar for...
Aug 31, 2016 11:03:59 AM	dg	Branch addition	Routing tree demo	Criterion: En-route des... Monitored events:

8.4 Individual and Combined Reports

You may now generate either "individual" or "combined" reports from the system. You now have the option to retrieve aggregated (combined) or non-aggregated (individual) data for multiple SANs in a single report (option available for both 'active' and 'scheduled' reports). In the existing platform, for multiple SANs, the reports are always aggregated.

Active Reports

Home / Active Reports / Active Reports

Statistics inputs

Type* ☒ Combined ☐ Individual

Report type* Number or calls

Dimension* Per SAN & extension

Selection* Select 1 to 25 number
+449086015002
+449086015003
+449086015004
+449086015010

8.5 End date for Scheduled Report

The system is now enhanced to ensure that an expiry date is configured for the scheduled report. This allows you greater ease in configuring short term reports which will expire themselves without the need for manual intervention. Your existing scheduled reports will be setup on the upgraded NGIN solution with a max expiry date of 1 year. The system will inform you a week ahead of the expiry of the scheduled report in order to remind you to login and extend the expiry of the report as required. You will also receive an email confirming the expiry of the reports. Note that the scheduled report entry will continue to exist in the system and you may at any point in time access/modify this entry.

Home / Active Reports / Scheduled reports / Create a scheduled report

Description	
Name*	demo
Type*	<input checked="" type="radio"/> Combined <input type="radio"/> Individual
Report type*	Select 1 to 5 reports Number of calls Call results Average call duration Queue usage
Periodicity*	<input type="radio"/> daily <input type="radio"/> weekly <input type="radio"/> monthly <input checked="" type="radio"/> every 3 days
Start date*	01/09/2016
Dimension*	Per SAN & extension
Selection*	Select 1 to 25 number +449086015002 +449086015003 +449086015004 +449086015010
Extension	
Warn me in case of error	<input checked="" type="checkbox"/>
Warn me in case of suspend	<input type="checkbox"/>
Recipients*	ngin.refresh@colt.net
End date*	31/08/2017

31/08/2017

August 2017						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2
3	4	5	6	7	8	9