

Virtual Contact Center—Disaster Recovery

Administrator Guide

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Disaster Recovery Companion Service

8x8 Disaster Recovery Companion Service provides continuity if the data center hosting your primary 8x8 Virtual Contact Center suffers a disaster or site failure.

8x8 Virtual Contact Center Disaster Recovery Companion Tenant is a scheduled replica of your primary Virtual Contact Center tenant in the standby mode. This instance of your Virtual Contact Center tenant is hosted in a geographically diverse data center. It enables continuity for the contact center telephony traffic in the event of a site failure or natural disaster where your Virtual Contact Center cannot be accessed.

On-demand administration is available using the 8x8 Account Manager application, whether you just want more flexibility in everyday call routing, or plan for business continuity. You can divert your contact center inbound telephony traffic to your companion tenant or alternate phone numbers.

Features

- Ability to maintain business telephony continuity
- Provides geographically-diverse data center for the Companion tenant
- Ability to define and validate rerouting plans in advance
- Ability to quickly switch and self-manage routing plans
- Ability to archive routing plans
- Ability to access and restore a historical version of a routing plan

Rerouting Options

The following built-in rerouting options in Virtual Contact Center help you maintain business continuity:

- **Disaster Recovery (DR) Tenant:** Subscribe to Disaster Recovery Companion Service, which provides access to a secondary tenant.



Note: The Companion Disaster Recovery Tenant is an add-on service that can be purchased separately. It requires prior configuration.

- **Forward Calls:** Route your contact center inbound calls to an alternate phone number such as a phone queue or workplace.

Rerouting Plans

Virtual Contact Center facilitates channel or agent rerouting using routing plans. A routing plan determines how your contact center traffic is channeled. During normal operation, you can route traffic to the primary tenant. During a disaster, you can redirect the traffic to a DR tenant or forward them to another phone number. By default, all routing plans are set to direct inbound traffic to the primary tenant.

Virtual Contact Center allows you to define:

- **Normal Routing Plan:** Determine call routing during normal business operation.
- **Disaster Routing Plan:** Determine call routing during a disaster event.
- **Alternate Routing Plan:** Allows to test the set up in Voice Services Channel Rerouting, validate selected routing options, and copy the validated plan to the Normal or Disaster routing plan.

Plan for a Disaster Recovery Event

An exclusive test phone number is provided with every DR tenant. At a minimum, you should use this test number as well as other designated channel numbers monthly. 8x8 strongly recommends, and most industry guidelines require, conducting a full DR failover test at least once a year.

As contact center managers, you must set up a disaster event contingency plan for the contact center, test the plan ahead of time so you can activate it instantly when you need it. The plan should identify the VCC channel numbers to be rerouted to the companion tenant or to the alternate phone numbers, as needed. With the plan in place and with a few clicks in 8x8 Account Manager, your contact center traffic is automatically rerouted without the need to contact 8x8 Support.

Set up Voice Channel Rerouting

Before you activate a routing plan, we recommend testing out the plan. You can use the alternate routing plan to test if a routing plan works as intended without disturbing the settings in the other two plans. With a routing plan, you can be assured your disaster recovery plan is ready for activation when you need it.

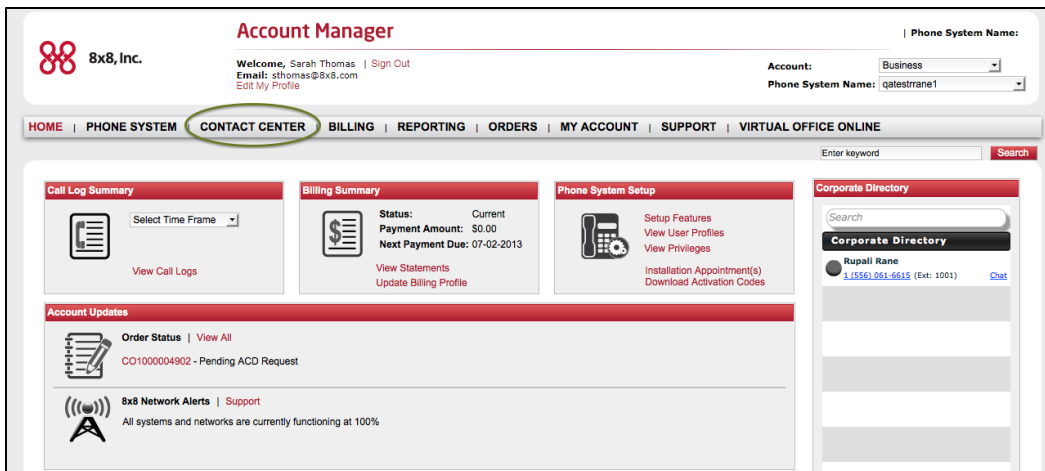
The following features give you the ability to reroute the inbound traffic to your contact center:

- **Voice Services Channel Rerouting:** Allows you to divert the contact center's inbound telephony traffic to the companion tenant or alternate phone numbers. This feature is available to both VO-VCC and Virtual Contact Center users with dedicated public numbers.
- **VCC Agent Login and Direct Dial Rerouting:** Allows you to divert calls for agents with private channel numbers to the companion tenant or an alternate phone number in case of emergency. During a disaster event, the agents log in to their application URL like before, but the system diverts them to the disaster recovery site as configured by the Account Manager administrator prior to the disaster. This feature is only available to VO-VCC users.

We recommend the following workflow for setting up Channel and VCC Agent Login and Direct Dial Rerouting:

Step 1: Create an Alternate Routing Plan

1. Log in to Account Manager by going to <http://login.8x8.com> from your preferred browser.
2. Click **Contact Center** in the top navigation bar.



3. From the **Contact Center** menu, select one of the following:

- **Voice Services Channel Rerouting:** View and set up the Virtual Contact Center channel routing plans.

Account Manager

Welcome, Sarah Thomas | Sign Out
Email: sthomas@8x8.com
Edit My Profile

Company Name: Inc
Account: Business

HOME | PHONE SYSTEM | **CONTACT CENTER** | BILLING | REPORTING | ORDERS | ACCOUNTS | SUPPORT | VIRTUAL OFFICE ONLINE

Home > Contact Center > VCC Disaster Recovery Channel Rerouting

CONTACT CENTER

- Contact Center Calling Plans
- Voice Services Channel Rerouting**
- Agent Login & Direct Dial Rerouting

Virtual Contact Center - Voice Services Channel Rerouting

View Primary Tenant Site | View Disaster Tenant Site

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Search by Name or Number Search

Channel Name	Calling Name	Channel Number	Route All Channels	Normal Routing Plan	Disaster Routing Plan	Alternate Routing Plan
Jones, Samantha	(855) 202-0048	Primary Tenant	Primary Tenant	Select previous version	Select previous version	Select previous version
Jones, Samantha	(855) 266-5819	Primary Tenant	Primary Tenant	Switch To DR	07/10/2017 06:21 PM Alternate Routing Plan Kourosh Dowlatshahi	Tenant
Jones, Samantha	(855) 266-5820	Primary Tenant	Primary Tenant	Normal Normal	10/16/2017 10:10 PM Disaster Routing Plan Kourosh Dowlatshahi	Tenant
Jones, Samantha	(855) 266-5821	Primary Tenant	Primary Tenant	09/26/2017 06:20 PM Disaster Routing Plan Kourosh Dowlatshahi	9/26 DR Service channels	Tenant
Jones, Samantha	(855) 266-5822	Primary Tenant	Primary Tenant	07/10/2017 06:21 PM Disaster Routing Plan Kourosh Dowlatshahi	Disaster Recovery Tenant	Disaster Recovery Tenant
Jones, Samantha	(855) 266-5823	Primary Tenant	Primary Tenant	07/10/2017 06:21 PM Disaster Routing Plan Kourosh Dowlatshahi	Disaster Recovery Tenant	Disaster Recovery Tenant
Jones, Samantha	(855) 266-5824	Primary Tenant	Primary Tenant	Disaster Recovery Tenant	Disaster Recovery Tenant	Disaster Recovery Tenant
Jones, Samantha	(855) 266-5825	Primary Tenant	Primary Tenant	Disaster Recovery Tenant	Disaster Recovery Tenant	Disaster Recovery Tenant
Jones, Samantha	(855) 266-5826	Primary Tenant	Primary Tenant	Disaster Recovery Tenant	Forward Calls	4085551212
Jones, Samantha	(855) 266-5827	Primary Tenant	Primary Tenant	Disaster Recovery Tenant	Forward Calls	4155551212

Save Changes Cancel

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- **VCC Agent Login and Direct Dial Rerouting:** View and set up agent login and routing plans.

Account Manager

Welcome, Sarah Thomas | Sign Out
Email: sthomas@8x8.com
Edit My Profile

Company Name: Inc
Account: Business

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CONTACT CENTER

- Contact Center Calling Plans
- Voice Services Channel Rerouting
- Agent Login & Direct-in-Dial Rerouting**

Virtual Contact Center - Agent Login & Direct-in-Dial Rerouting

Agent Login & Direct-in-Dial Rerouting

Search by User ID or Number Search

User ID	Last, First	Ext	Calling Name	Channel Number	Route All Channels	Normal Routing Plan	Disaster Routing Plan	Alternate Routing Plan
GRACE@RKE	Kelly, Grace	6004			Primary Tenant	Select previous version	Select previous version	Select previous version
SAM@RKE	Jones, Samantha	6001			Primary Tenant	Disaster Recovery Tenant	Disaster Recovery Tenant	Primary Tenant
DOMINO@RKE	Domini, Dominique	6003			Primary Tenant	Disaster Recovery Tenant	Disaster Recovery Tenant	Primary Tenant
ROB@RKE	Townsend, Rob	1002	Townsend Rob	(855) 266-5815	Primary Tenant	Disaster Recovery Tenant	Disaster Recovery Tenant	Primary Tenant
AVA@RKE	Gardner, Ava	1016			Primary Tenant	Disaster Recovery Tenant	Disaster Recovery Tenant	Primary Tenant
ADAM@RKE	Smith VQ, AGUI, Adam	1010	Smith Adam	(855) 266-5816	Primary Tenant	Disaster Recovery Tenant	Disaster Recovery Tenant	Forward Calls
KOUROSH@RKE	Dowlatshahi VQSP-AGUI, Kourosh	1013			Primary Tenant	Disaster Recovery Tenant	Disaster Recovery Tenant	Primary Tenant

Save Changes Cancel

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The following table shows the fields and options available in Virtual Contact Center:

Field	Description
User ID	The agent user ID that is used to log in to Agent Console.
Last, First	The last and first name used for the account.

Field	Description
Ext	The dedicated or virtual extension number assigned to the agent.
Calling Name	Name displayed on PSTN calls, which contains the first 15 characters from the agent's first and last name.
Channel Name	The name of the channel that you are planning to reroute.
Channel Number	The telephone number of the channel that receives the incoming calls.
VCC Channels	All Virtual Contact Center channels are listed. You can select all channels or only the ones you like to reroute.
Route all Channels	If selected, the system reroutes all Virtual Contact Center channels.
Primary Tenant	Forwards all traffic to the channels that come to the primary tenant.
Forward Calls	Forwards inbound traffic to a specified phone number.
Normal Routing Plan	Indicates the plan for call routing during normal business operation.
Alternate Routing Plan	Allows you to test the set up channel rerouting, validate routing options, and copy the validated plan to the normal or disaster plan.
Disaster Routing Plan	Indicates the plan for call routing during a disaster.

4. Select a channel and specify a routing option under **Alternate Routing Plan** from the available choices:

- **Primary Tenant:** forwards all traffic to the channels in the primary tenant.
- **Disaster Recovery Tenant:** forwards all traffic to the dedicated DR tenant.



Note: DR Tenant is limited to tenants with the 8x8 Disaster Recovery Service.

- **Forward Calls:** forwards inbound traffic to a specified phone number. Enter a valid phone number.

- Alternately, you can route all channels to the same destination by selecting an option from the **Route All Channels** drop-down menu.

Virtual Contact Center Channel Rerouting

VCC Channels

Normal Routing Plan
Select previous version

Search by Name or Number **Search** **Select**

Channel Name	Channel Number	
	(101) 131-6248	- Route All Channels - - Route All Channels - Primary Tenant Disaster Recovery Tenant Forward Calls
	(101) 131-6249	
	(866) 950-6806	Primary Tenant

- Click **Save Changes**. You are prompted to save with comments.
- Enter a brief note to indicate the changes you made.
Saving takes a snapshot of the settings in the **Alternate Routing Plan** column.

Step 2: Activate the Alternate Routing Plan

Changes to your routing plan take effect upon activating the plan. To activate a routing plan, click **Select** under a plan. The call redirection takes effect immediately. The ability to automatically store and retrieve previous versions of plans provides the flexibility to revert to a previous plan any time.

- Click **Select** to activate the alternate routing plan.

Alternate Routing Plan

Forward to Disaster Recovery Ter

Select

- Route All Channels -

Disaster Recovery Tenant

Disaster Recovery Tenant

Disaster Recovery Tenant

Disaster Recovery Tenant

- Test if the calls are routed as intended.

- When the selected plan operates successfully, you are now ready to copy the plan to the **Normal Routing Plan** or the **Disaster Routing Plan**.

Step 3: Copy the Tested Plan

- From the drop-down menu under Disaster Routing Plan or Normal Routing Plan, select the **Alternate Routing Plan** you just validated.

Account Manager

Welcome, Sarah Thomas | Sign Out
Email: sthomas@8x8.com
Edit My Profile

Company Name: Inc
Accounts: Business

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- Agent Login & Direct Dial Rerouting

Virtual Contact Center - Voice Services Channel Rerouting

View Primary Tenant Site | View Disaster Tenant Site

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Search by Name or Number Search

Channel Name	Calling Name	Channel Number	Route All Channels	Normal Routing Plan	Disaster Routing Plan	Alternate Routing Plan
Jones, Samantha	(855) 202-0048	Primary Tenant	↓	Select previous version	11/07/2017 06:11 PM Alternate Routing Plan Kourosh Dowlatshahi	Select
Jones, Samantha	(925) 266-5819	Primary Tenant	↓	2/13/21 Test	07/10/2017 06:21 PM Alternate Routing Plan Kourosh Dowlatshahi	Tenant ↓
Jones, Samantha	(925) 266-5820	Primary Tenant	↓	10/16/2017 10:10 PM Disaster Routing Plan Kourosh Dowlatshahi	Switch To DR	Tenant ↓
Jones, Samantha	(925) 266-5821	Primary Tenant	↓	10/16/2017 10:07 PM Disaster Routing Plan Kourosh Dowlatshahi	Normal Normal	Tenant ↓
Jones, Samantha	(925) 266-5822	Primary Tenant	↓	09/26/2017 08:20 PM Disaster Routing Plan Kourosh Dowlatshahi	9/26 DR Service channels	Tenant ↓
Jones, Samantha	(925) 266-5823	Primary Tenant	↓	07/10/2017 06:21 PM Disaster Routing Plan Kourosh Dowlatshahi	07/10/2017 06:21 PM Normal Routing Plan Kourosh Dowlatshahi	Disaster recovery Tenant ↓
Jones, Samantha	(925) 266-5824	Primary Tenant	↓	Disaster recovery Tenant ↓	Disaster recovery Tenant ↓	Disaster recovery Tenant ↓
Jones, Samantha	(925) 266-5825	Primary Tenant	↓	Disaster recovery Tenant ↓	Disaster recovery Tenant ↓	Disaster recovery Tenant ↓
Jones, Samantha	(925) 266-5826	Primary Tenant	↓	Disaster recovery Tenant ↓	Disaster recovery Tenant ↓	Forward Calls 408555/1212
Jones, Samantha	(925) 266-5827	Primary Tenant	↓	Disaster recovery Tenant ↓	Disaster recovery Tenant ↓	Forward Calls 415555/1212

Save Changes Cancel

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Co-browse Help

- Refer to the comments to make sure you are copying the right version.
- The copy action highlights the channels with changed settings.



Note: You can access up to five previously-saved versions of a routing plan. You have the flexibility to revert to these plans, should the need arise.

- Click **Save Changes**.



Note: When you save changes to a routing plan, a snapshot of the plan is saved as a new version for that plan. You can access up to five previously-saved versions for each plan. Saving changes across all three plans provides a separate version for each plan. Each of these versions reflects a snapshot of the plan itself. This way, you can copy the settings from a column by selecting the desired version specific to the plan.

Configure Email and Chat Channels During a Disaster

Virtual Contact Center Disaster Recovery Companion Service is intended to provide on-demand administration to manually re-direct your contact center voice traffic to your companion tenant or other phone numbers. If you are utilizing the Virtual Contact Center email and chat media channels, the following steps are required by your system administrators.

- **Email Channel:** As part of tenant synchronization process email channels can be synchronized to the companion tenant. The email channel on DR tenant needs to be activated to retrieve emails from the email server. Same mail server credentials as the primary tenant are put in place. Just enable the channel.

Email channel on primary tenant needs to be stopped from retrieving emails, assuming the tenant is still accessible. Otherwise, in DR emergency where the primary tenant is not accessible, no action is required.

Channels » Email » Properties

POC@corp.com

[Back to channel list](#)

Properties

Configuration

Channel type: Email

* Channel Name: POC Test

* Incoming Email Address: POC@corp.com

* User ID: POC@corp.com

* Password: *****

* Retype Password: *****

* Incoming Mail Server: Outlook.office365.com

Protocol: POP3 over SSL

* Port: 995

* Email Script: POC Test

* This channel is enabled ☒

* Uses Existing User Profile credentials from Primary Email tenant Channel

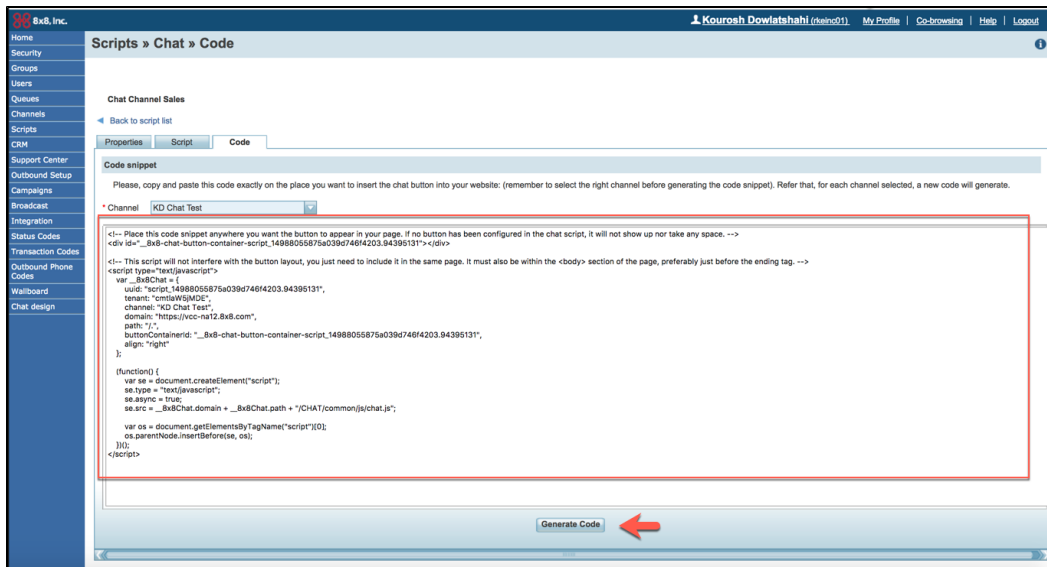
Check this field to Enable Email Channel on DR Tenant

Test

Once done entering the connection parameters to the mail server in the form below, you should test the connection with the mail server by clicking on the 'Test' button below.

Test Save Cancel

- **Chat channel:** The Code snippet generated by the primary tenant which is being used on your web page offering chat service needs to be updated with snippet generated from the Companion (DR) tenant.



Note: You cannot predict when or where disaster will strike. You must manually redirect your voice traffic to your 8x8 DR tenant as your service does not automatically failover.

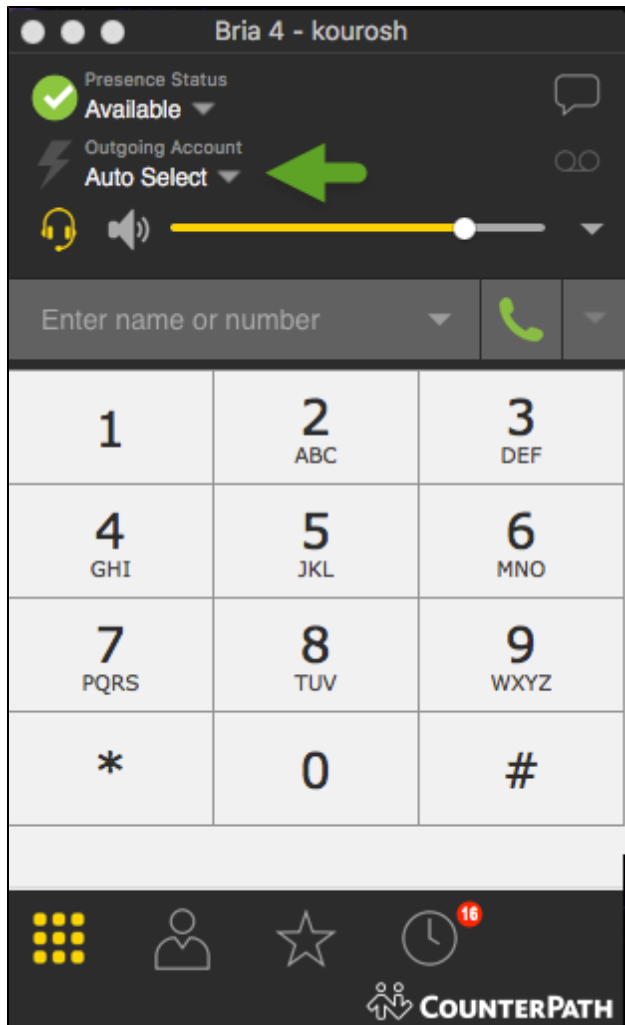


If you use 8x8 carrier services, quickly redirect your inbound voice traffic by using the Channel Rerouting tool in the 8x8 online Account Manager.

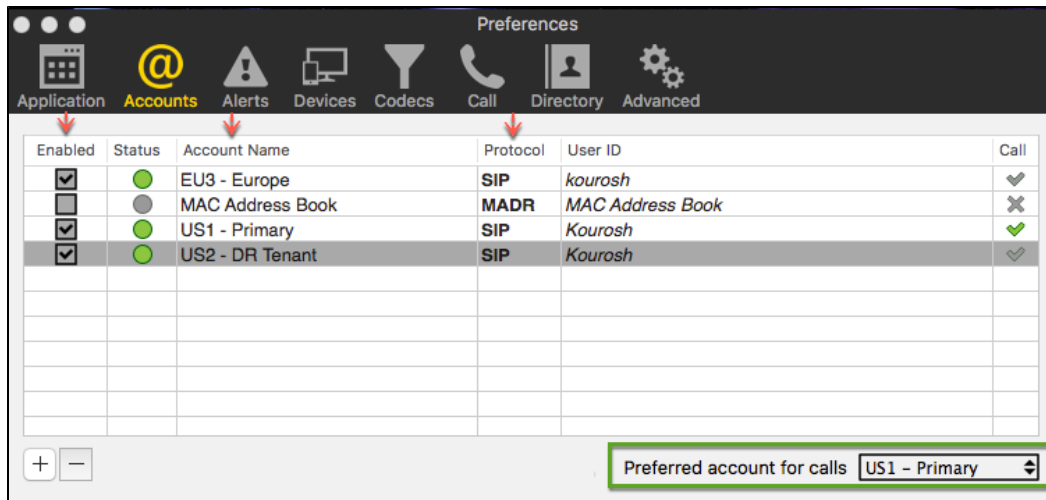
If you do not use 8x8 as your carrier, we work with you during your DR planning to identify the steps your carrier requires for manually redirecting your calls.

Configure Bria Softphone for Disaster Recovery

If your agents use Bria softphone, you must create and enable two Bria accounts (one for each proxy address): the primary tenant proxy address and DR companion tenant proxy address. Select **Auto Select** from the drop-down.



Add your primary and disaster recovery accounts in Bria and enable them.



The following example displays the details of sip account settings. The proxy address for the primary tenant is vcc-sip-us1.8x8.com and the proxy address for the DR tenant is vcc-sip-us2.8x8.com.

Sip Account - Ready

Account name:

Use for: ☒ Call
☐ IM/Presence

General Voicemail Topology Transport Advanced

User Details

* User ID

* Domain

Password

Display name

Authorization name

Domain Proxy

☒ Register with domain and receive calls

Send outbound via:

☐ Domain ☒ Proxy Address

Dial plan

Cancel OK

For more details on how to configure Bria, refer to [Bria for Windows](#) and [Bria for MAC](#) guides.