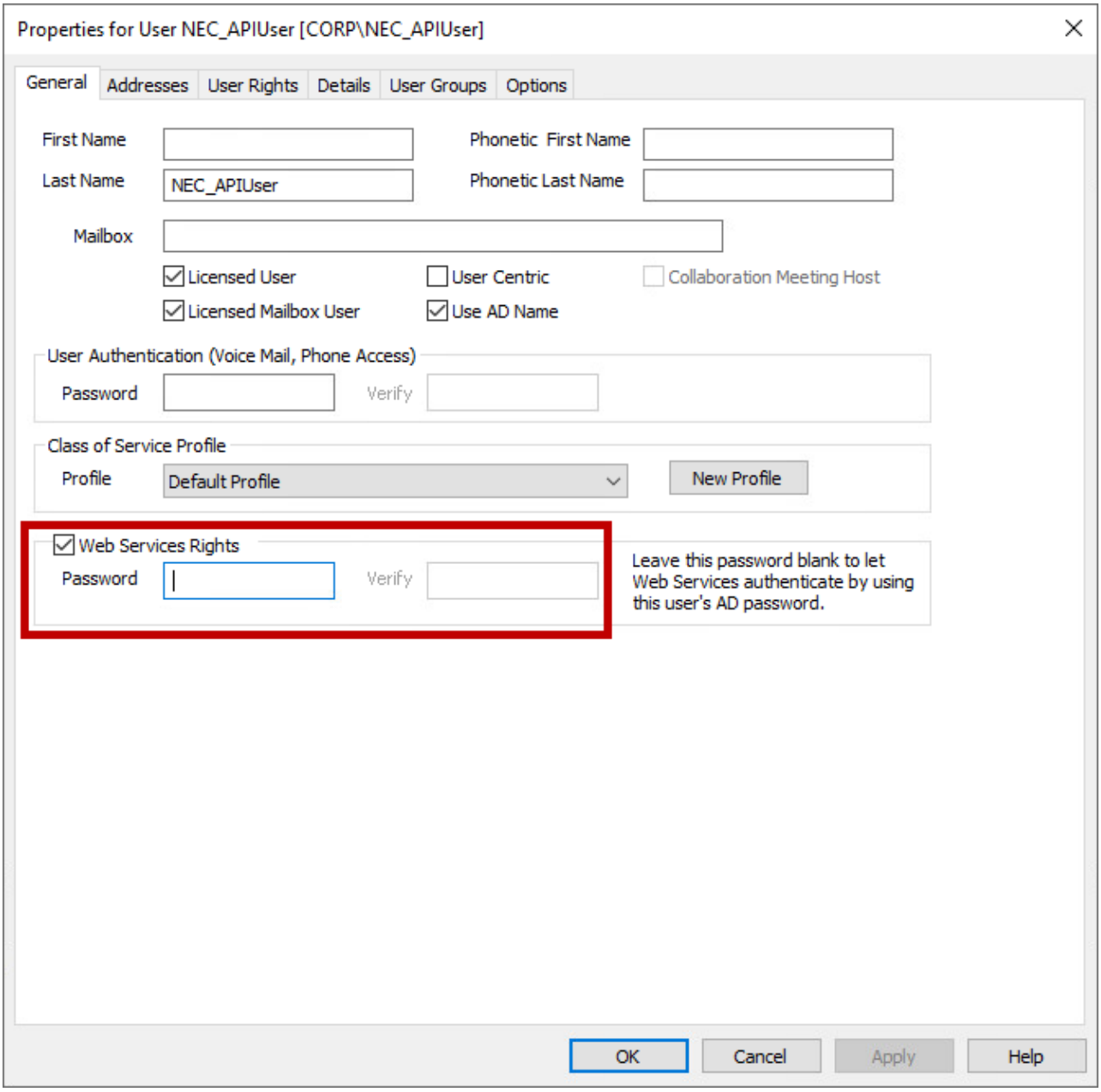
NEC 3C configuration

The COC Proxy facilitates communication with the NEC 3C system through its SOAP API.

Application user

To establish the communication channel, it’s necessary to create an application user on the NEC 3C server.

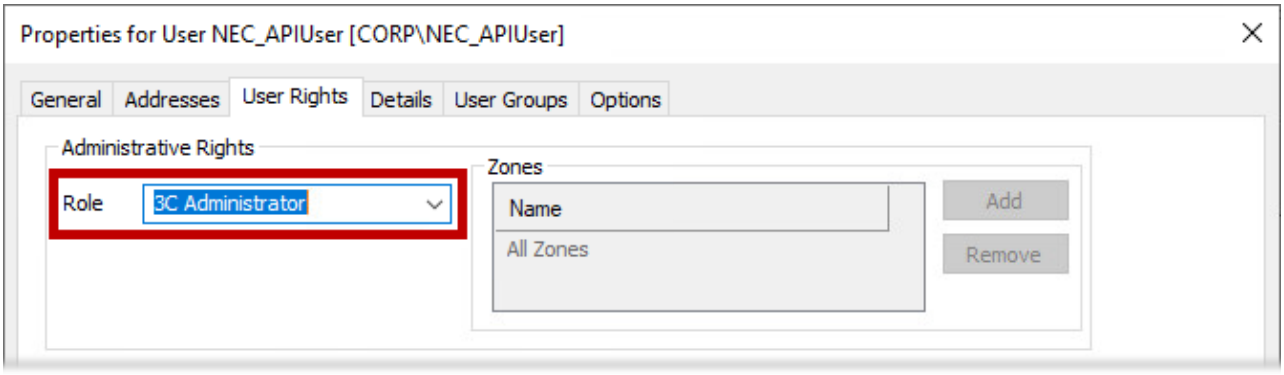
1. Access the 3C Administrator interface.
2. Navigate to the Users tab.
3. Look for an option to create a new user, labeled Add User.
4. Fill in the required details for the new user, such as username, password, and any other necessary information.
5. After creating the user, navigate to the General tab.
6. Ensure that the Web Services Rights option is checked.
7. Save the changes.



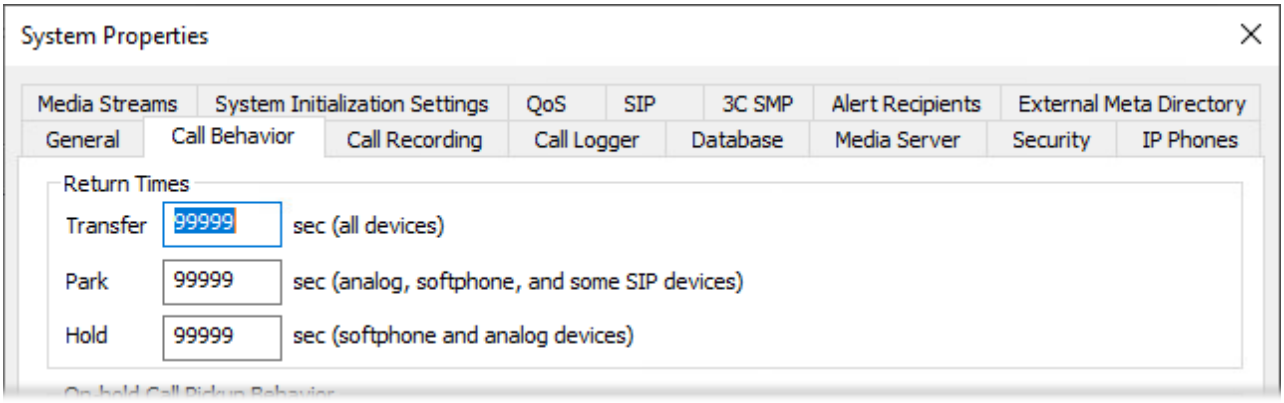
Your newly created application user can now be used in the NEC 3C system.

The following steps will show you how to grand administrator privileges to an application user.

1. Navigate to the User Rights tab.
2. In the User Rights section, locate the Administrative Rights section.
3. From the Role drop-down menu, select 3C Administrator to assign administrator privileges to the user.
4. Save the changes.



Call behavior return times

Return times are handled on the side of Callisto, so it's recommended to set the return times to the maximum value on the side of 3C for optimized operation.

1. Access the 3C Administrator interface.
2. Navigate to the General tab.
3. Open the System properties.
4. Navigate to the Call Behavior tab.
5. In the Return Times section, set the timeout settings to the maximum allowed value.