

# Tetherfi MX Contact Center – AWS Marketplace

Application Deployment Guide



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# Introduction

**Tetherfi MX Contact Center** is a secure, cloud-native platform that unifies voice, chat, email, video, social media, and more into a single interface. **Powered by Edge-AI**, it delivers intelligent automation, routing, real-time insights, and a seamless omnichannel experience. With *built-in integrations* for leading *CRMs* and full *PCI-DSS/GDPR compliance*, MX Contact Center is ideal for enterprises seeking scalable, compliant, and efficient customer engagement.

## Tetherfi MX Contact Center Capabilities

- Enables **omnichannel conversations** in your browser by managing all chat, audio, and video interactions with your customer.
- A detailed **customer information panel** that displays all past customer interactions, regardless of where they took place, thereby providing a 360-degree view of the customer journey.
- Enhanced **voice functionality** that facilitates the **easy transfer of calls** to other agents or supervisors for remote assistance.
- Readymade themes to **customize the desktop** based on the agent's preferences.
- **Easy-to-use** call and messaging controls to handle customer interactions effectively.
- **Comprehensive reporting** that allows you to gain valuable insights into your contact center's operations.
- **Intuitive user interface** for supervisors to perform tasks such as agent supervision, **real-time monitoring** of key contact center performance indicators, and **helping** agents with customer interactions.
- The platform features a customizable agent desktop that allows **seamless integration with custom widgets**, enhancing productivity and workflows.
- The IVR, chat, email, and social media workflows are highly configurable through an **intuitive drag-and-drop interaction UI**, enabling rapid deployment and adjustments.
- **No installation required** on the agent's PC, as it includes a web phone that runs on any modern browser supporting WebRTC.
- **Cost-effective** for a small-scale contact center.

## Intended Audience

This guide is intended for the following audience:

- **Contact center agents** and **supervisors** who use the Agent Desktop to provide *customer service over different media channels*.

## Prerequisites

Users must have a modern browser that supports WebRTC.

- Google Chrome 100+
- Microsoft Edge 100+



# Recommendations

Instance Type	No of Agents	CPU	RAM	IVR Calls + Web phone calls + Video Calls	Text Chat, Social Media Chat	Emails per minute
t2.xlarge	50	4	16	80	150	50
t2.2xlarge	100	8	32	160	300	100

## Getting Started


### Find in the Marketplace

Open AWS Marketplace and search for “Tetherfi”. You will see options below.

< 1 > ⚙

tetherfi (1 result) showing 1 - 1

Sort By: Relevance ▼



**Tetherfi MX Contact Center - AI-Powered Omnichannel Agent Console**

By [Tetherfi](#) | Ver TetherfiMXDocker\_3.0

★★★★★ 4 AWS reviews

Tetherfi MX Contact Center is a secure, cloud-native platform that unifies voice, chat, email, video, social media, and more into a single interface. Powered by Edge-AI, it delivers intelligent automation, routing, real-time insights, and seamless omnichannel experience. With built-in integrations...

Select the latest version TetherfiMXDocker\_<version>. (TetherfiMXDocker\_3.0 for example).

Or, directly go to [AWS Marketplace: Tetherfi MX Contact Center](#)

### Subscribe to Tetherfi MX Contact Center

Click on “View purchase options.”





# Tetherfi MX Contact Center - AI-Powered Omnichannel Agent Console

Sold by: [Tetherfi](#)

[View purchase options](#)

Deployed on AWS

AI-enhanced Contact Center solution, driving faster customer resolution with improved customer satisfaction with a simplified single-window console for customer with instant access to voice, chat, video, co-browsing, a...

[Show more](#)

5 (4) [4 AWS reviews](#)

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## Overview



### Highlights

- Edge AI capabilities: Vision AI for context-aware visual insights; Speech AI for live transcription, sentiment analysis, and adaptive responses.
- Omnichannel engagement: Full support for voice, chat, email, social, video. All within one intuitive web-based interface.
- Fast, secure deployment: One-click AMI launch, 64-bit (x86), Ubuntu-compatible, with SOC 2/ISO compliant ready setup. Customizable for any stack: Integrates seamlessly with telephony platforms, CRM systems, and AWS services (Amazon Connect, Control Tower).

Click on “Subscribe” or “Launch Your Software” if you already have a subscription.

## Subscribe to Tetherfi MX Contact Center - AI-Powered Omnichannel Agent Console

To create a subscription, review the pricing information and accept the terms for this software.

### Product details

**Product name**

Tetherfi MX Contact Center - AI-Powered Omnichannel Agent Console [Deployed on AWS](#)

**Product ID**

prod-xzahol6knn6i

**Offered by**

Tetherfi

### Offer details

**Offer ID**

offer-yt3h7e2ra2if2

**Offer name**

Offer created on 2025-05-29T12:40:20.060Z

**Offer type**

Public offer

**Offer availability**

In use

You've already accepted this offer

Your AWS Marketplace agreement was created. You can launch your software or [Manage subscriptions](#).

[Launch your software](#)

### Pricing details

Pricing and entitlements for this product are managed through an external billing relationship between you and the vendor. You activate the product by supplying a license purchased outside of AWS Marketplace, while AWS provides the infrastructure required to launch the product. AWS Subscriptions have no end date and may be canceled any time. However, the cancelation won't affect the status of the external license. Additional AWS infrastructure costs apply. To estimate your infrastructure costs, use the [AWS Pricing Calculator](#).







You will be redirected to the CloudFormation stack page. Click “Next”.

The screenshot shows the 'Create stack' wizard in the AWS CloudFormation console. The left sidebar indicates the current step is 'Step 1: Create stack'. The main content area is titled 'Create stack' and contains two sections: 'Prerequisite - Prepare template' and 'Specify template'. In the 'Prerequisite' section, the 'Choose an existing template' option is selected. In the 'Specify template' section, the 'Amazon S3 URL' option is selected, and a URL is entered in the text field. The 'Next' button is highlighted in orange at the bottom right.

CloudFormation > Stacks > Create > Template

Step 1  
● Create stack  
○ Step 2: Specify stack details  
○ Step 3: Configure stack options  
○ Step 4: Review and create

### Create stack

**Prerequisite - Prepare template**  
You can also create a template by scanning your existing resources in the [IaC generator](#).

**Prepare template**  
Every stack is based on a template. A template is a JSON or YAML file that contains configuration information about the AWS resources you want to include in the stack.

☒ Choose an existing template  
Upload or choose an existing template.

☐ Build from Infrastructure Composer  
Create a template using a visual builder.

**Specify template** info  
This [GitHub repository](#) contains sample CloudFormation templates that can help you get started on new infrastructure projects. [Learn more](#)

**Template source**  
Selecting a template generates an Amazon S3 URL, where it will be stored. A template is a JSON or YAML file that describes your stack's resources and properties.

☒ Amazon S3 URL  
Provide an Amazon S3 URL to your template.

☐ Upload a template file  
Upload your template directly to the console.

☐ Sync from Git  
Sync a template from your Git repository.

**Amazon S3 URL**  
`https://awsmp-cft-992382380361-1708727387563.s3.us-east-1.amazonaws.com/3c3706fd-a743-4f17-805f-08662dd5fe24/3c3706fd-a743-4f17-805f-08662dd5fe24/prod-xzahol6knnt6`  
Amazon S3 template URL

S3 URL: `https://awsmp-cft-992382380361-1708727387563.s3.us-east-1.amazonaws.com/3c3706fd-a743-4f17-805f-08662dd5fe24/3c3706fd-a743-4f17-805f-08662dd5fe24/prod-xzahol6knnt6/60c6488b-c17c-4341-bc6d-9c715081fa08/tetherfmx-VPC-IAM-EC2-creation-v2.yml`  
[View in Infrastructure Composer](#)

Cancel Next

Enter a “stack name”.

Select a KeyName.

If you do not have a key name here, you can go to the EC2 Network and Security section and create a new key.

Note: Select a key pair to access your EC2. If you do not have a key pair, you can create one first. Do not change the AmiId. You can change the Instance Type as per your requirement. See the Recommendations section for more details on capacity.

And click “Next”.

The screenshot shows the 'Specify stack details' wizard in the AWS CloudFormation console. The left sidebar indicates the current step is 'Step 2: Specify stack details'. The main content area is titled 'Specify stack details' and contains three sections: 'Provide a stack name', 'Parameters', and 'InstanceType'. The 'Stack name' field is filled with 'mx300'. The 'AmiId' field is filled with '/aws/service/marketplace/prod-xzahol6knnt6/tetherfmxdocker\_3.0'. The 'InstanceType' dropdown is set to 't2.xlarge'. The 'KeyName' dropdown is set to 'mx-2.6.1'. The 'Next' button is highlighted in orange at the bottom right.

CloudFormation > Stacks > Create > Template

Step 1  
○ Create stack  
● Step 2: Specify stack details  
○ Step 3: Configure stack options  
○ Step 4: Review and create

### Specify stack details

**Provide a stack name**

Stack name  
`mx300`  
Stack name must contain only letters (a-z, A-Z), numbers (0-9), and hyphens (-) and start with a letter. Max 128 characters. Character count: 5/128.

**Parameters**  
Parameters are defined in your template and allow you to input custom values when you create or update a stack.

**AmiId**  
This is the alias of the Marketplace AMI that will be deployed as part of this stack. Ensure this parameter is set to the following value: /aws/service/marketplace/prod-xzahol6knnt6/tetherfmxdocker\_3.0.  
`/aws/service/marketplace/prod-xzahol6knnt6/tetherfmxdocker_3.0`

**InstanceType**  
EC2 instance type to launch  
`t2.xlarge`

**KeyName**  
Name of an existing EC2 KeyPair  
`mx-2.6.1`

Cancel Previous Next



*Tick the acknowledgement checkbox and click “Next”.*

CloudFormation > Stacks > Create > Template

① | ②

**Additional settings**  
You can set additional options for your stack, like notification options and a stack policy. [Learn more](#)

▶ **Stack policy - optional**  
Defines the resources that you want to protect from unintentional updates during a stack update.

▶ **Rollback configuration - optional**  
Specify alarms for CloudFormation to monitor when creating and updating the stack. If the operation breaches an alarm threshold, CloudFormation rolls it back.

▶ **Notification options - optional**  
Specify a new or existing Amazon Simple Notification Service topic where notifications about stack events are sent.

▶ **Stack creation options - optional**  
Specify the timeout and termination protection options for stack creation.

**Capabilities**

① The following resource(s) require capabilities: [AWS::IAM::Role]  
This template contains Identity and Access Management (IAM) resources. Check that you want to create each of these resources and that they have the minimum required permissions. In addition, they have custom names. Check that the custom names are unique within your AWS account. [Learn more](#)

☒ I acknowledge that AWS CloudFormation might create IAM resources with custom names.

Cancel

Previous

Next

*Click “Submit”.*

CloudFormation > Stacks > Create > Template

① | ②

CloudWatch alarm ARN  
-

**Notification options**  
SNS topic ARN  
  
No notification options  
There are no notification options defined

**Stack creation options**  
Timeout  
-  
Termination protection  
Deactivated

**Quick-create link**  
Use quick-create links to get stacks up and running quickly from the AWS CloudFormation console with the same basic configuration as this stack. Copy the URL on the link to share. [Learn more](#)  

Open quick-create link

Create change set

Cancel

Previous

Submit



You can now see the progress of the CloudFormation.

The screenshot shows the AWS CloudFormation console for a stack named 'mx300'. The stack is in the 'CREATE\_IN\_PROGRESS' state. The 'Events' tab is selected, showing a list of 8 events. The events are as follows:

Timestamp	Logical ID	Status	Detailed status	Status reason
2025-07-29 14:45:02 UTC-0700	InternetGateway	CREATE_IN_PROGRESS	CONFIGURATION_COMPLETE	Eventual consistency check initiated
2025-07-29 14:45:01 UTC-0700	MyVPC	CREATE_IN_PROGRESS	-	Resource creation initiated
2025-07-29 14:45:01 UTC-0700	InternetGateway	CREATE_IN_PROGRESS	-	Resource creation initiated
2025-07-29 14:45:01 UTC-0700	AmazonSSMRoleForInstancesQuickSetup	CREATE_IN_PROGRESS	-	Resource creation initiated
2025-07-29 14:45:00 UTC-0700	InternetGateway	CREATE_IN_PROGRESS	-	-
2025-07-29 14:45:00 UTC-0700	AmazonSSMRoleForInstancesQuickSetup	CREATE_IN_PROGRESS	-	-
2025-07-29 14:45:00 UTC-0700	MyVPC	CREATE_IN_PROGRESS	-	-

The screenshot shows the AWS CloudFormation console for a stack named 'mx300'. The stack is in the 'CREATE\_IN\_PROGRESS' state. The 'Stacks' tab is selected, showing the stack 'mx300' with a status of 'CREATE\_IN\_PROGRESS'.

The screenshot shows the AWS CloudFormation console for a stack named 'mx300'. The stack is in the 'CREATE\_COMPLETE' state. The 'Stacks' tab is selected, showing the stack 'mx300' with a status of 'CREATE\_COMPLETE'.

Once you see “**CREATE\_COMPLETE**” state for the cloud formation stack and the EC2 instance has been created, you can proceed to log in to the EC2 instance. If you want to access the EC2 via SSH, you have to enable the SSH port in the security group. And you can use the key pair you created.



## Starting the Application

After the EC2 instance is created, wait for at least 15 minutes for it to create all the required applications.

- You can log in to the EC2 console and try the following command:  
`docker ps --format "{{.Names}}"|wc -l`

This will give the number of containers started. You should see at least 50 containers.

- You can see the application installation progress in  
'/usr/scripts/logs/script\_log\_yyyyDDmm\_HHmmss.txt' file.

When you see "All containers started", it means the application is ready to be used. Once the EC2 is up, you can proceed to complete the manual configurations as follows.

## Assigning Static IP

The CloudFormation template above will assign a dynamic public IP to the EC2 instance. Later, if you assign an Elastic / Static IP to the EC2 machine, please make sure you restart the EC2 instance so that the application will update the configurations accordingly.

## Manual Configurations

Log in to the EC2 instance using SSH.

## Configure SIP Trunk

A SIP trunk should be created between Tetherfi MX (Media Server) and your SIP PBX (such as Avaya CM/SM, FreeSwitch, Asterisk PBX, etc) to handle IVR calls, Agent Incoming and Outgoing calls on Web Phones.

To configure this SIP trunk,

- Open, /home/ubuntu/mediaserver/etc/WebRTCServer.conf
- Go to the "Voip" section
- Configure the far-end address (IP, port) of the SIP trunk under "trunk\_details" --> "trunks" -> "address", and "port".
- Configure the hotline number or the DNIS for IVR in "ivr" -> "ForwardingRule". Do not keep this empty. That will cause all outbound calls from Agent Desktop to be routed to the IVR Engine.
- Run "systemctl stop mediaserver"
- Wait for 60 seconds
- Run "systemctl start mediaserver"
- Go to "/tetherfi"
- Run "docker stop tmacserver"
- Run "docker compose up -d tmacserver"



# Licensing

The solution comes with a 30 day trial license. During these 30 days, you have to raise a license request to Tetherfi via "[support@tetherfi.com](mailto:support@tetherfi.com)". Please make sure you share below details:

- Organization
- Contact Person
- Contact Number
- Contact Email
- Licensing Requirement
- Number of concurrent agents
- EC2 instance id

# Support

During the installation, configuration, or usage, if you face any issues, you can contact Tetherfi support via "[support@tetherfi.com](mailto:support@tetherfi.com)". Please include "AWS Marketplace" in the subject for better routing. Please include below details in the email:

- Organization
- Contact Person
- Contact Number
- Contact Email
- Licensing Requirement
- Number of concurrent agents
- EC2 instance id

# User Manual

## Login to Open LDAP

- You can log in to the **OpenLDAP** using the credentials below.  
Url: `https://<publicip>/phpldapadmin/`  
User: `cn=admin, dc=openldap, dc=test, dc=com`  
Pass: `T3th3rf!@dmin`

Once you log in, you can create or change users.

## Log in to OCM

- Log in to OCMUI using <http://public-ip/ocmui/>
- Use the default credentials below
  - Username: `swfhdevops`
  - Password: `tetherfi`
  - You can change these credentials in the Open LDAP Admin page



## Create Agents

The system comes with 5 default users who are supervisors. You can create additional agents as per your requirements in the “User Onboarding Module.”

Please note that agent 50004 has been assigned as the Chatbot agent, so please do not remove or disable agent 50004.

## Create Skills

The system comes with a few skills, and one of them is assigned to the Chatbot. You can add more skills in the “SkillConfiguration” module.

## Assign Skills to Agents

Open the “Agent Skill Assignment” module. The “Administrator” user has all the skills.

Select the agent you want to assign skills to.

Assign relevant skills.

## Chat Self-Service (visual-ivr)

- To configure the Chat Self Service, log in to OCM, go to the “App” tab, and select “Interaction Workflow Chat”
- Open “Tetherfi” flow and configure it according to your needs.
- Now you can open the visual-ivr (or chatbot) UI
  - <https://public-ip/visual-ivr>
- You can select “AgentTransfer” to route to the agent

## Agent Desktop - Chat, Audio, Video

Once the chat self-service is over, the chat can be transferred to a live agent using an “agent” node in IW Chat UI.

Agent Desktop will receive this chat, and customers and agents can use text and multimedia messages to share information.

- Open the agent desktop on <https://public-ip/agent-desktop>
- Log in to the agent who has the chat skills.
  - Note: If you want to handle voice calls as well, during login, select Webphone mode and provide any number as the extension
- Change agent status to “Available”
- You will receive the chat that was initiated from the visual-ivr in the above section
- Answer the chat
- During a text chat interaction between agent and customer, either party can escalate the interaction to an “audio” or a “video” call. While on an “audio” or “video” call, either party can start screen sharing.



## IVR

In your PBX, you have already configured a SIP trunk. In your PBX routing, you can route the IVR calls to the Tetherfi MX Media Server. The DNIS (the called number, 90000 for instance) should be configured in the Interaction Workflow (IW IVR).

- Open IW UI IVR in OCM (Apps tab)
- You can either create a new IVR flow or edit the preconfigured flow for your needs.
- Enter 9000 in the DNIS box and press the search icon
- You will see a flow named “USA”
- Click on the “preview” icon
- Change to “edit” mode.
- You have to remove the existing WAV files and upload your WAV files
- Update the “agent” nodes to route to the above skills you have created (49200, for example) - this can be done in the “intent master”
- Now you can modify the flow as per your requirements and save it.

Once you have configured the IW flow, you can dial the DNIS and listen to the IVR.

Note: Please ensure you have already changed the “ForwardingRule” in Media Server configuration.

## Agent Desktop - Voice Calls

- Open the agent desktop on <https://public-ip/agent-desktop>
- Log in to the agent who has the voice skills.
- During login, select Webphone mode and provide any number as the extension.

## Email Channel

To configure the email channel, you can open the OCM Module “Email Account Config”. After that, you can open the IW UI for email in the OCM App section. And then configure your email address in the TetherfiHelpDesk flow.

If you are using SMTP and a POP3 mailbox, you can configure the mailbox as below.

Email Account Config			
Mail Account Name*	mxtest1@tetherfi.com		
Incoming Mail Server Address*	outlook.office365.com	Outbound Mail Server Address*	smtp.office365.com
Incoming Mail Server User Name*	mxtest1@tetherfi.com	Incoming Mail Server Password*	*****
Outbound Mail Server User Name*	mxtest1@tetherfi.com	Outbound Mail Server Password*	*****
Incoming Mail Server Port*	995	Outbound Mail Server Port*	587
Incoming Mail Use SSL*	Enabled	Outbound Mail Use SSL*	Enabled
Enabled*	Enabled	Send Enabled*	Enabled
Receive Enabled*	Enabled	Outlook Routing Enabled*	Disabled
Poll Time Seconds*	30	Auto BCC Email Address List	
Email Server*	Email Server 1	Org Unit List*	Tetherfi Head



*If you are using a **Microsoft Exchange email account**, you have to use **EWS with OAuth**.*

- **Mail Account Name**
  - email address
- **Incoming Mail Server Address**
  - EWSOAuth-<https://outlook.office365.com/ews/exchange.asmx>
- **Incoming Mail Server User Name**
  - emailaddress; <https://outlook.office365.com/.default;ClientID;TenantID>;30
  - You can obtain the clientId (AppID) and TenantID (AppOwner TenantId) from Exchange
- **Outbound Mail Server User Name**
  - emailaddress; <https://outlook.office365.com/.default;ClientID;TenantID>
  - You can obtain the clientId (AppID) and TenantID (AppOwner TenantId) from Exchange
- **Incoming Mail Server Port**
  - 443
- **Incoming Mail Use SSL**
  - Enabled
- **Outbound Mail Server Address**
  - EWSOAuth; <https://outlook.office365.com/ews/exchange.asmx>
- **Incoming Mail Server Password**
  - Client Secret
- **Outbound Mail Server Password**
  - Client Secret
- **Outbound Mail Server Port**
  - 443
- **Outbound Mail Use SSL**
  - Enabled