



## **Avaya Solution & Interoperability Test Lab**

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# **Application Notes for Xima Chronicall Realtime Module with Avaya IP Office – Issue 1.0**

### **Abstract**

These Application Notes describe the configuration steps required for Xima Chronicall Realtime Module to interoperate with Avaya IP Office. Xima Chronicall is a call reporting application, and the Realtime Module is an optional module that provides real-time user status.

In the compliance testing, the Xima Chronicall Realtime Module used the TFTP service and System Monitor interface from Avaya IP Office to obtain initial and real-time user status to produce real-time user status reporting.

Information in these Application Notes has been obtained through DevConnect compliance testing and additional technical discussions. Testing was conducted via the DevConnect Program at the Avaya Solution and Interoperability Test Lab.

# 1. Introduction

These Application Notes describe the configuration steps required for Xima Chronicall Realtime Module to interoperate with Avaya IP Office. Xima Chronicall is a call reporting application, and the Realtime Module is an optional module that provides real-time user status.

In the compliance testing, the Xima Chronicall Realtime Module used the TFTP service and System Monitor interface from Avaya IP Office to obtain initial and real-time user status to produce real-time user status reporting.

The TFTP service was used to obtain initial user feature status such as forward unconditional. The System Monitor service was used to obtain real-time events on user's status change, such as activation/deactivation of do-not-disturb.

## 1.1. Interoperability Compliance Testing

The interoperability compliance test included feature and serviceability testing.

The feature testing focused on verifying the following on Xima Chronicall:

- Handling of initial TFTP responses and reporting of user status for login, do-not-disturb, forward busy/no-answer/number/unconditional, and follow-me-to information.
- Handling of real-time System Monitor responses and reporting of user status for login, do-not-disturb, forward busy/no-answer/number/unconditional/hunt-group-calls, and follow-me-to information.

The serviceability testing focused on verifying the ability of Xima Chronicall to recover from adverse conditions, such as disconnecting and reconnecting the Ethernet cable to Xima Chronicall.

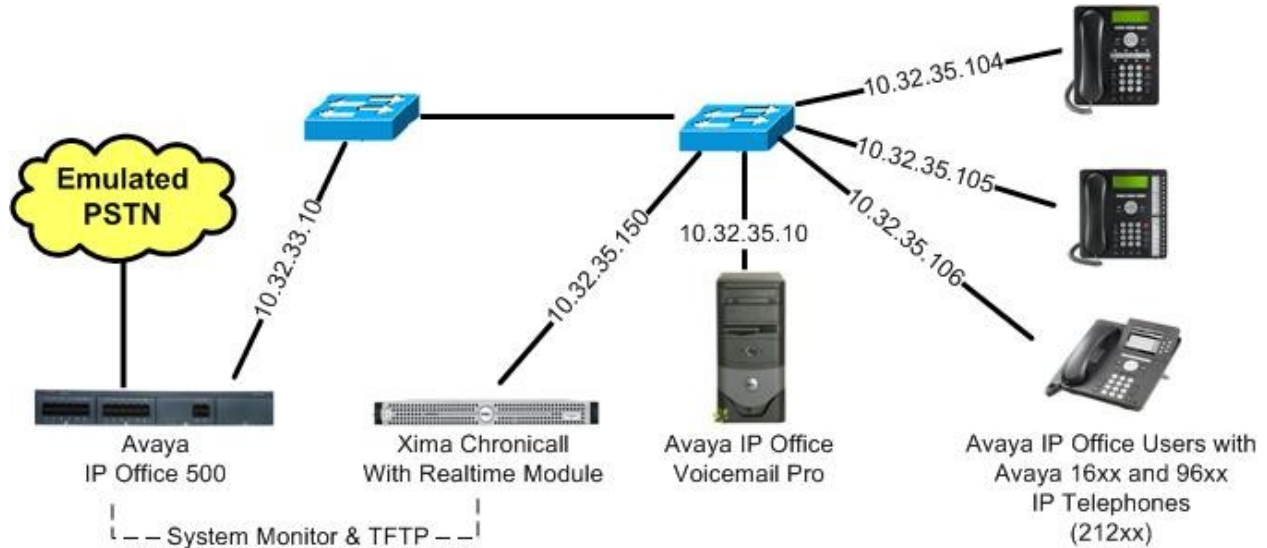
## 1.2. Support

Technical support on Xima Chronicall can be obtained through the following:

- **Phone:** (888) 944-XIMA
- **Email:** [support@ximasoftware.com](mailto:support@ximasoftware.com)
- **Web:** <http://www.ximasoftware.com/support>

## 2. Reference Configuration

The configuration used for the compliance testing is shown below. The Avaya IP Office Voicemail Pro was used for call scenarios involving calls covering to voicemail.



No special configuration was required on Avaya IP Office. The IP address of Avaya IP Office and the password for the Avaya IP Office System Monitor interface were entered as part of the Xima Chronicall installation. These Application Notes assume the Xima Chronicall basic module is already configured and running on the Xima Chronicall server. For Additional information on Xima Chronicall configuration and installation see [2] and [3].

The detailed administration of general devices such as hunt groups and users are assumed to be in place and are not covered in these Application Notes. In the compliance testing, the Avaya IP Office hunt groups and user extensions shown in the table below were used.

Device Type	Extension
Hunt Groups	21000, 22000
Users	21251, 21252, 21253

### 3. Equipment and Software Validated

The following equipment and software were used for the sample configuration provided:

Equipment	Software
Avaya IP Office 500	6.1 (5)
Avaya IP Office Voicemail Pro	6.1 (15)
Avaya 16xx Series IP Telephones (H.323)	1.3
Avaya 96xx Series IP Telephone (H.323)	3.11
Xima Chronicall on Windows 2003 Server with Service Pack 2	3.2 (11)
• Realtime Module	3.2 (11)

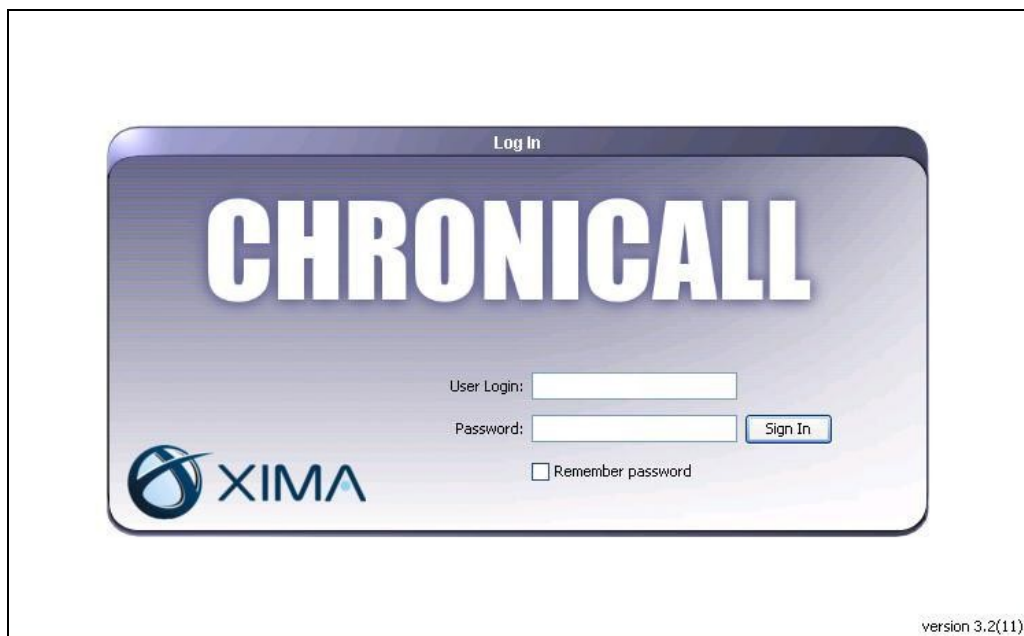
## 4. Configure Xima Chronicall Realtime Module

This section provides the procedures for configuring Xima Chronicall. The procedures include the following areas:

- Launch Chronicall
- Administer realtime stats
- Administer leaderboard

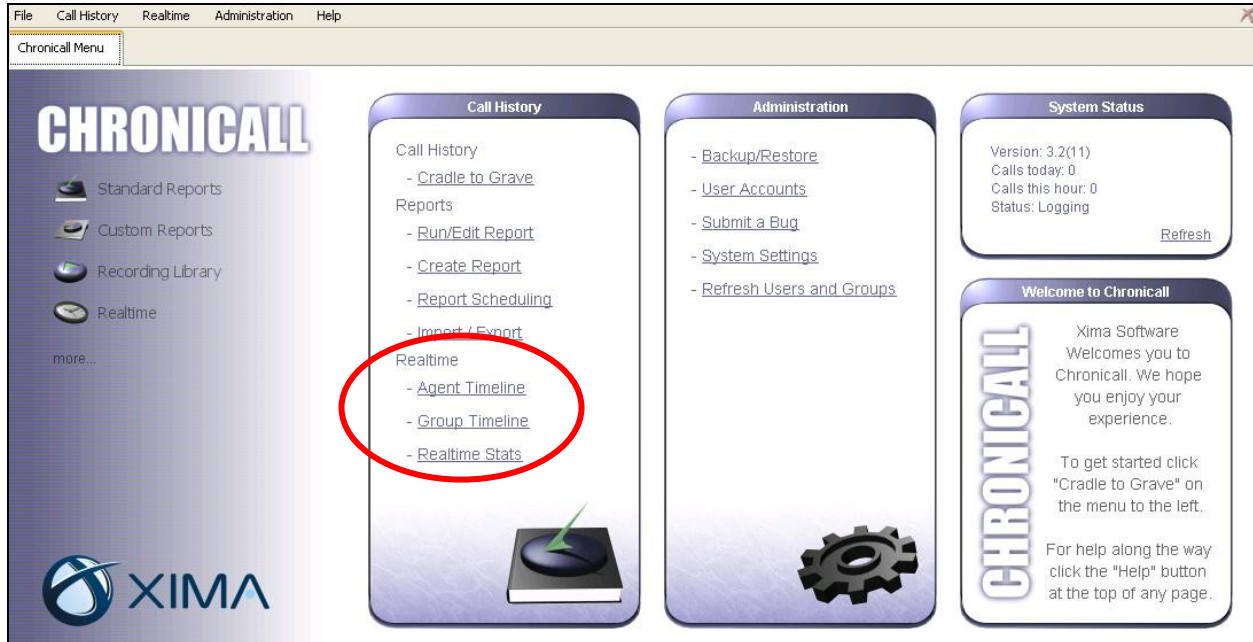
### 4.1. Launch Chronicall

Access the Chronicall web interface by using the URL “http://ip-address:9080/chronicall.html” in an Internet browser window, where “ip-address” is the IP address of the Chronicall server. Log in using the appropriate credentials.



## 4.2. Administer Realtime Stats

The **Chronicall Menu** tab is created, and displays the screen below. Select **Realtime > Realtime Stats**.



The **Realtime Statistics** tab is created, and displays the screen below. Click the **Leaderboard Widget** icon shown below, and drag-and-drop the mouse in the blank pane below to define the size of a leaderboard.



### 4.3. Administer Leaderboard

The screen is updated with a sample leaderboard, along with a pop-up screen shown below. In the pop-up screen, check the desired agent/user in the bottom pane.

Click the icon associated with the **Values** field, followed by **Add** in the subsequent **Leaderboard Values** screen (not shown).

The screenshot shows the XIMA Chronicall web application running in a Windows Internet Explorer browser. The main content area displays a leaderboard table with the following data:

Agent	Answered	Login	Outbound
Rachel Tanner(213)	17	59	23
Paul Gray(217)	56	35	35
Kristen Simpson(144)	35	39	41
Jeff Hall(204)	16	20	30
Gloria Mills(207)	19	12	8
Christie Mercer(210)	21	0	33

On the right side, there is a configuration panel with various settings. The 'Values' field is set to 'Click to Define', and the 'Header Color' is set to a dark blue color. A red circle highlights the 'Values' field's configuration icon. Below the configuration panel, there is a list of users under the 'All Users' category, with checkboxes for each user. The users listed are:

- Extn21231(21231)
- Extn21233(21233)
- Extn21234(21234)
- Extn21235(21235)
- Extn21236(21236)
- Extn21237(21237)
- Extn21238(21238)
- Extn21251(21251)
- Extn21252(21252)
- Extn21253(21253)

The **Realtime Value** screen is displayed. Select the **Miscellaneous** tab in the bottom left pane, followed by **Basic Feature** in the top left pane.

In the right pane, enter a desired **Title**, select the desired **Calculation**. Click on the icon next to the **Feature** field, and check the desired feature in the pop-up screen, in this case “Do Not Disturb”.

Repeat this section to add all desired features.

**Realtime Value**

Active Time	Title	Do Not Disturb
Agent Line Appearance	Time Frame	Now
Basic Account Code	Calculation	Count
Basic Call Event	Feature	Do Not Disturb
Basic Calling Agent Event	Enabled	True
Basic Directed Call Event	Group/Queue	<Any/None>
<b>Basic Feature</b>		
Basic Finished Call		
Basic Receiving Agent Event		
Extension Login		
Group Login		
No X-Event Before Y-Event		
X-Event then no Y-Event		

Count Duration **Miscellaneous** Formula

This template is a general Feature Event template which can be customized to provide specific values

OK Cancel



## 5. General Test Approach and Test Results

The feature test cases were performed both automatically and manually. Upon start of the Xima Chronicall application with the optional Realtime Module, the application automatically sends TFTP requests to obtain initial user status such as forward unconditional from Avaya IP Office.

For the manual part of the testing, user actions such as activation/deactivation of do-not-disturb were performed from the user telephones using short codes.

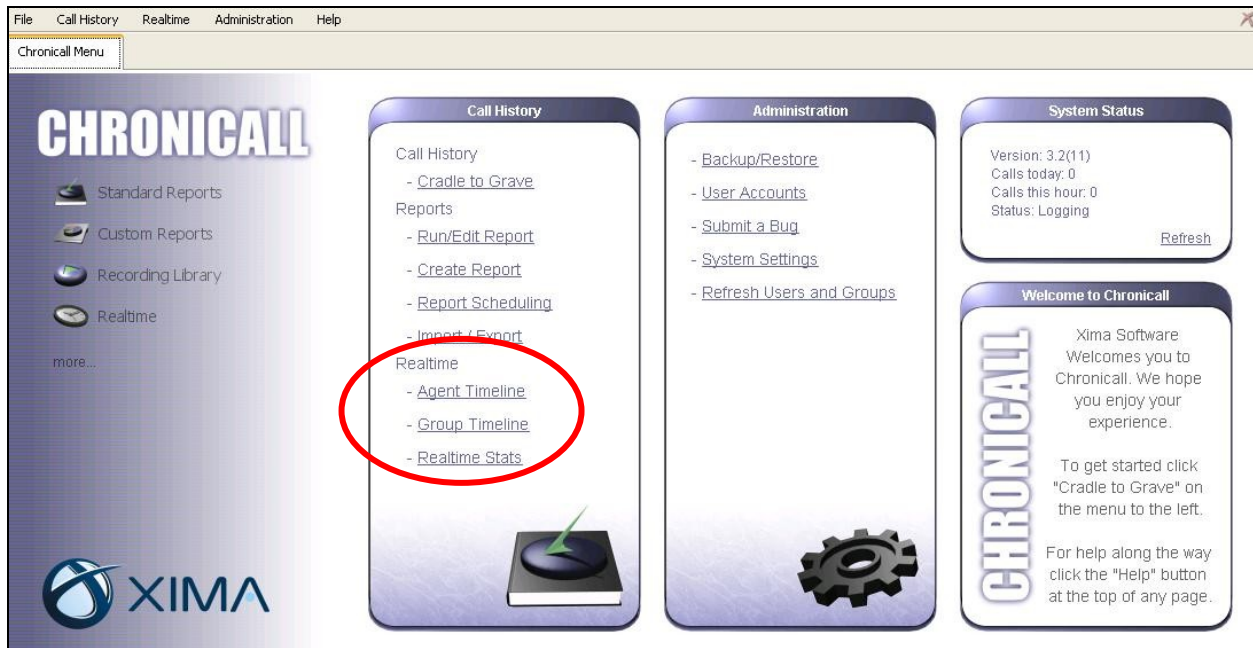
The serviceability test cases were performed manually by disconnecting and reconnecting the Ethernet cable to Xima Chronicall.

All test cases were executed. The one observation on Xima Chronicall Realtime Module from the compliance testing is that deactivation of the follow-me-here feature via the short code method did not get reflected in the reporting. A workaround is to deactivate the feature via a button on the user telephone.

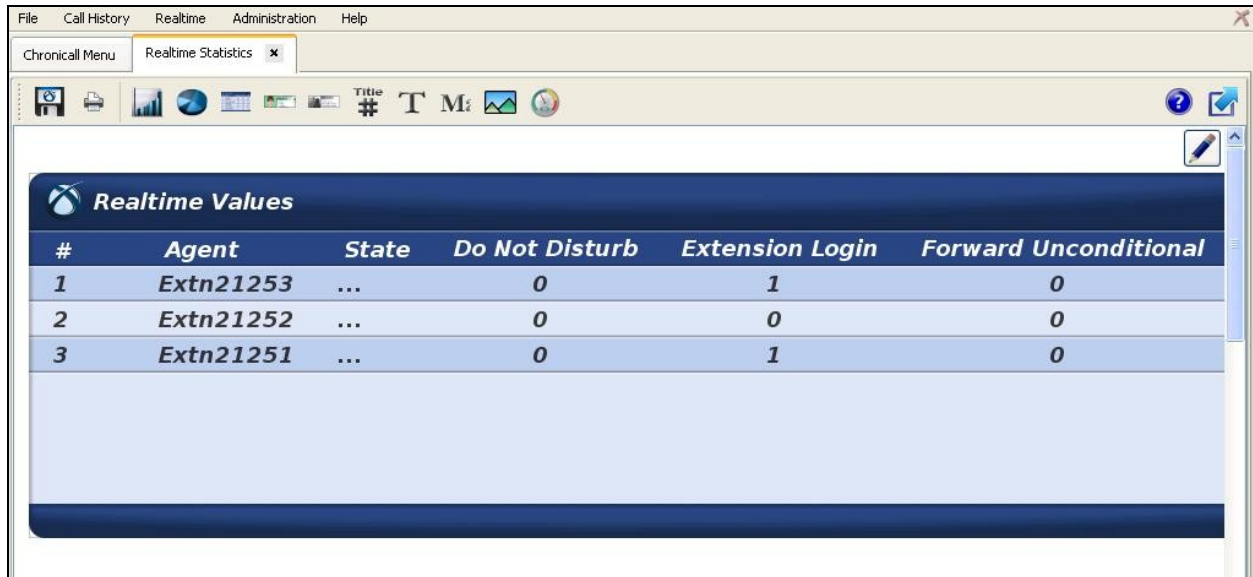
## 6. Verification Steps

This section provides the tests that can be performed to verify proper integration between Xima Chronicall and Avaya IP Office.

Follow the procedures in **Section 4.1** to access the Chronicall web interface. In the **Chronicall Menu** tab, select **Realtime > Realtime Stats**.



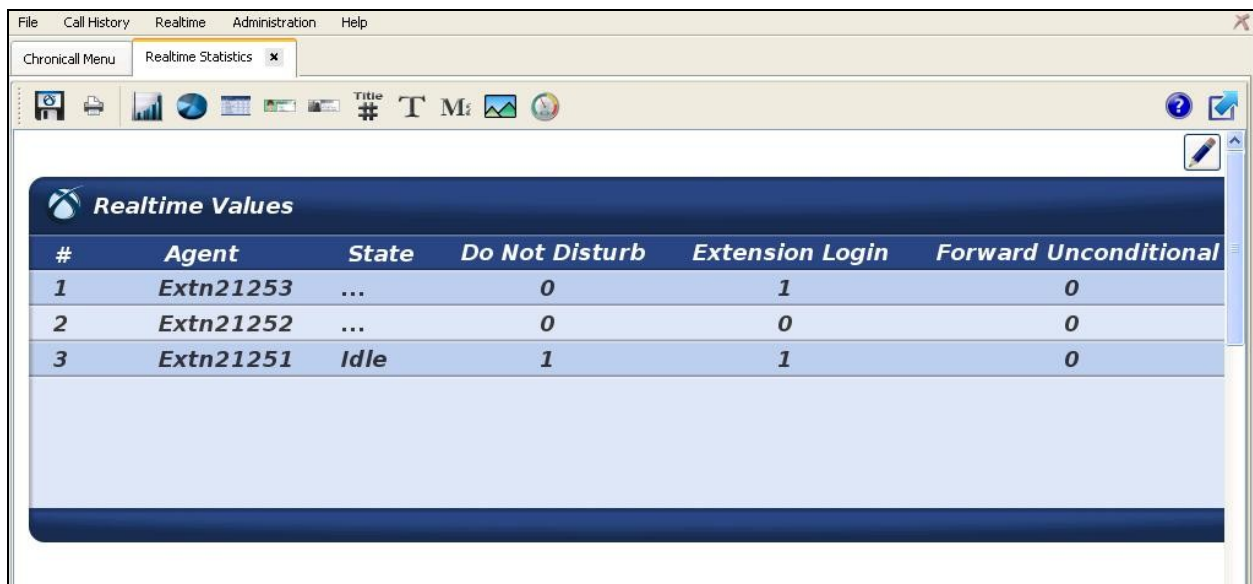
The **Realtime Statistics** tab is created, and displays the screen below. Verify that the leaderboard shows proper status for all agents/users. Note that **State** shows initial values of "...", and is updated by the Chronicall basic module upon receiving call events from Avaya IP Office.



The screenshot shows a software window titled "Realtime Statistics" with a menu bar (File, Call History, Realtime, Administration, Help) and a toolbar. The main content area displays a table titled "Realtime Values".

#	Agent	State	Do Not Disturb	Extension Login	Forward Unconditional
1	Extn21253	...	0	1	0
2	Extn21252	...	0	0	0
3	Extn21251	...	0	1	0

Change a user's status, such as activation of do-not-disturb. Verify that the corresponding agent/user entry in the leaderboard is updated showing "1" for **Do Not Disturb** along with an updated **State** value.



The screenshot shows the same "Realtime Statistics" window, but the table data has been updated. The agent "Extn21251" now has a "Do Not Disturb" status of "1" and a "State" of "Idle".

#	Agent	State	Do Not Disturb	Extension Login	Forward Unconditional
1	Extn21253	...	0	1	0
2	Extn21252	...	0	0	0
3	Extn21251	Idle	1	1	0

## 7. Conclusion

These Application Notes describe the configuration steps required for Xima Chronicall Realtime Module to successfully interoperate with Avaya IP Office. All feature and serviceability test cases were completed with an observation noted in **Section 5**.

## 8. Additional References

This section references the product documentation relevant to these Application Notes.

1. *IP Office 6.1 Documentation CD*, November 2010, available at <http://support.avaya.com>.
2. *CHRONICALL Configuration Manual*, available at [http://www.ximasoftware.com/chronicall/documentation/Chronicall\\_Configuration\\_Manual.pdf](http://www.ximasoftware.com/chronicall/documentation/Chronicall_Configuration_Manual.pdf).
3. *Application Notes for Xima Chronicall with Avaya IP Office – Issue 1.0*, available at <http://support.avaya.com>.

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