



Avaya Solution & Interoperability Test Lab

Application Notes for DATEL Call SWEET! Live with Avaya IP Office – Issue 1.0

Abstract

These Application Notes describe the configuration steps required for DATEL Call SWEET! Live to interoperate with Avaya IP Office. DATEL Call SWEET! Live is a web-based contact center management solution that uses the real-time data from Avaya IP Office to produce measurements and reports on agents and hunt groups.

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

DATEL Call SWEET! Live is a web-based contact center management solution that uses the real-time data from Avaya IP Office to produce measurements and reports on agents and hunt groups. DATEL Call SWEET! Live enables users to design personalized homepage from a collection of widgets and alarms, to capture and report on the real-time call center dynamics.

The interoperability of DATEL Call SWEET! Live with Avaya IP Office is accomplished through the DevLink interface. The real-time event streams associated with the monitored agents and hunt groups on Avaya IP Office are used by DATEL Call SWEET! Live to produce real-time measurements and reports that are accessible via the web using the DATEL CallSWEET! Live Widgets portal.

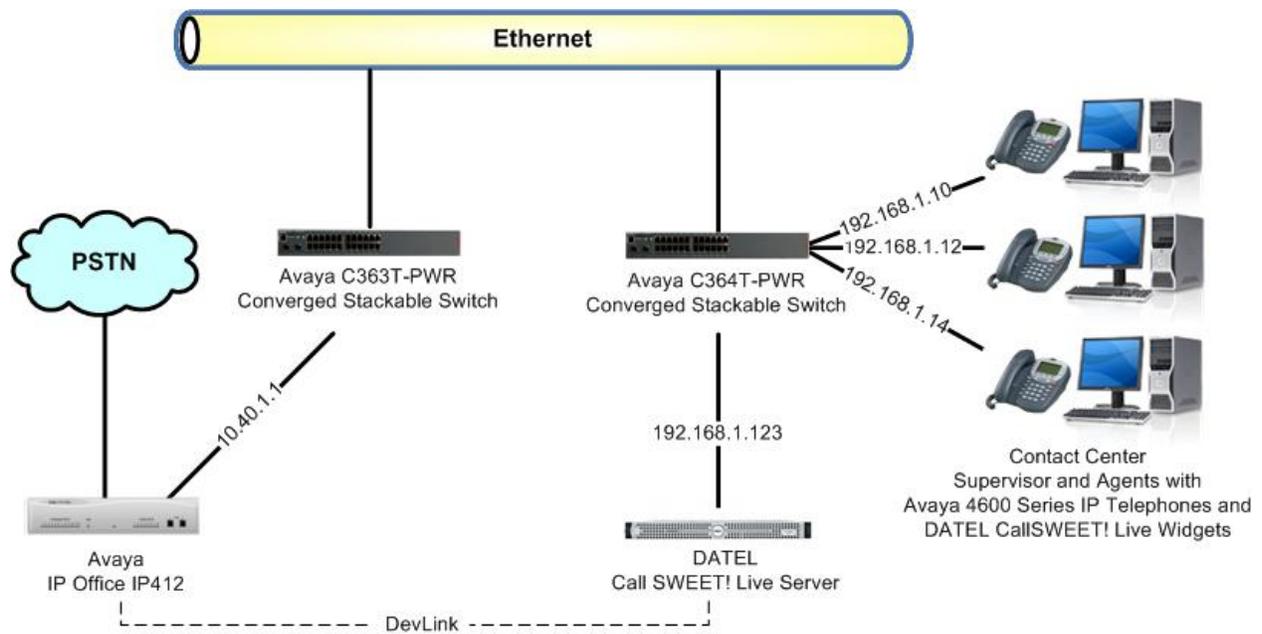


Figure 1: DATEL Call SWEET! Live with Avaya IP Office

2. Equipment and Software Validated

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

| Equipment | Software |
|--|-------------------------|
| Avaya IP Office IP412 | 4.2 (4) |
| Avaya 4600 Series IP Telephones (H.323) | 2.8 |
| DATEL Call SWEET! Live <ul style="list-style-type: none"><li data-bbox="233 552 493 583">• Avaya DevLink<li data-bbox="233 590 751 621">• DATEL CallSWEET! Live Widgets | 2.0 1.0.0.5 1.0.0 |

3. Configure Avaya IP Office

This section provides the procedures for configuring Avaya IP Office. The procedures include the following areas:

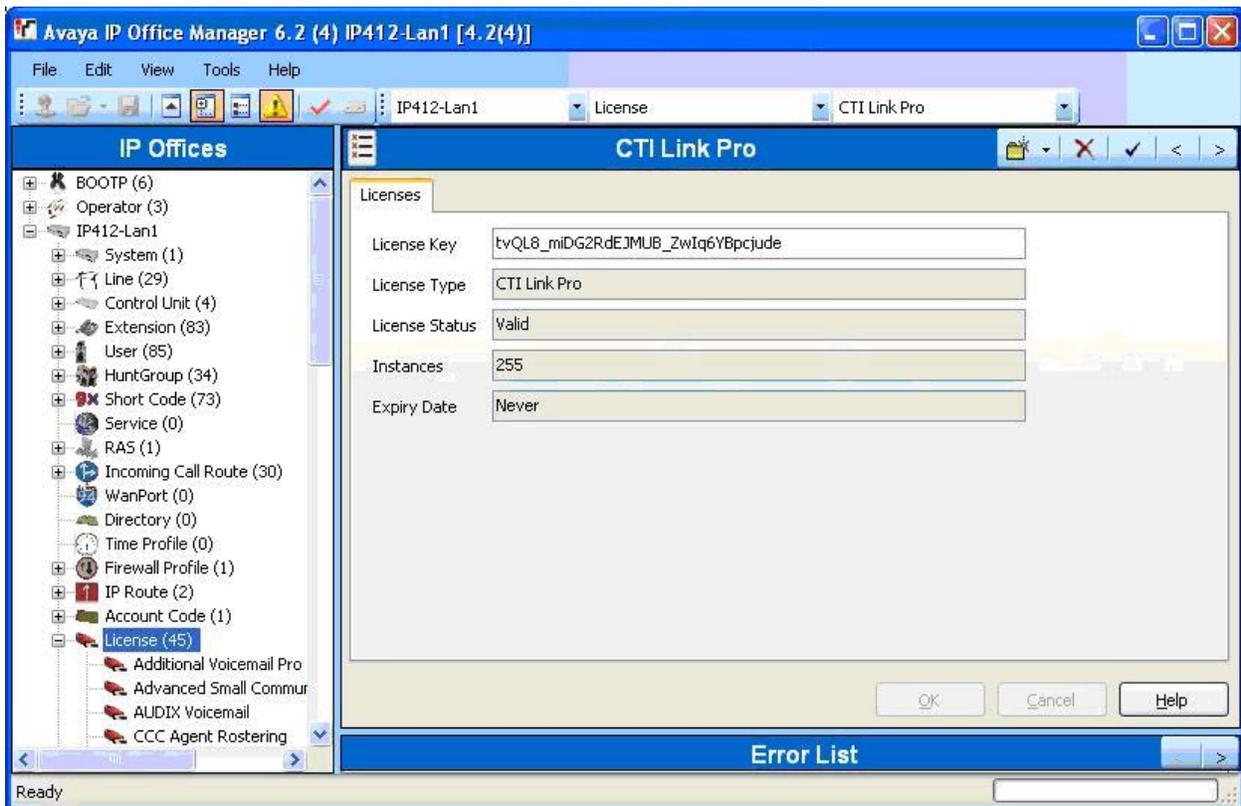
- Verify IP Office license
- Administer short codes

The detailed administration of contact center devices such as hunt groups and agents are assumed to be in place and are not covered in these Application Notes.

3.1. Verify IP Office License

From a PC running the Avaya IP Office Manager application, select **Start > Programs > IP Office > Manager** to launch the Manager application. Select the proper IP Office system, and log in with appropriate credentials.

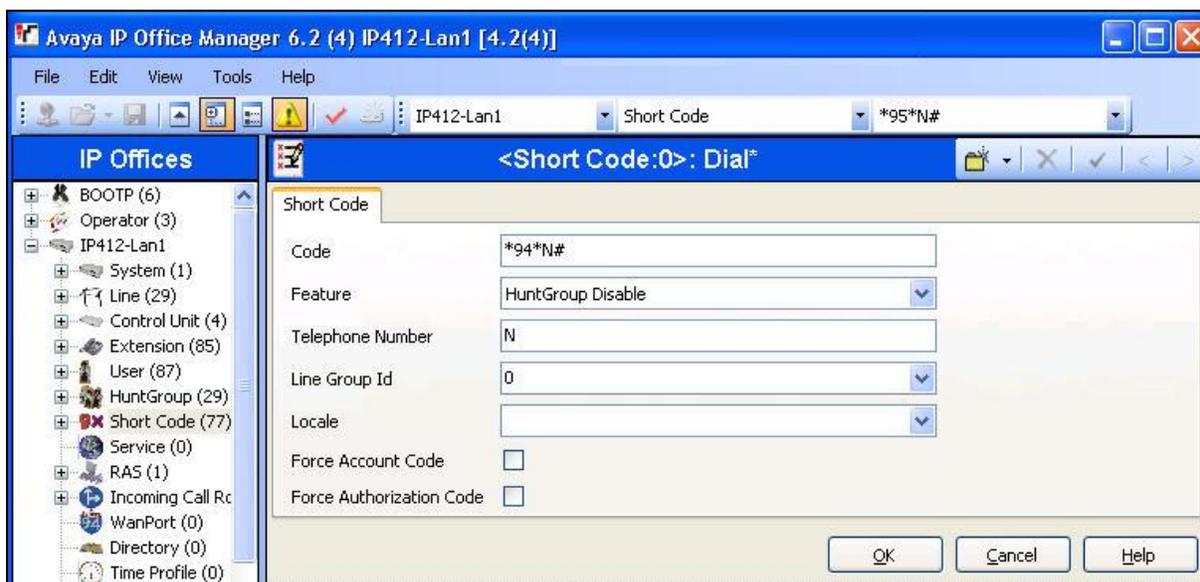
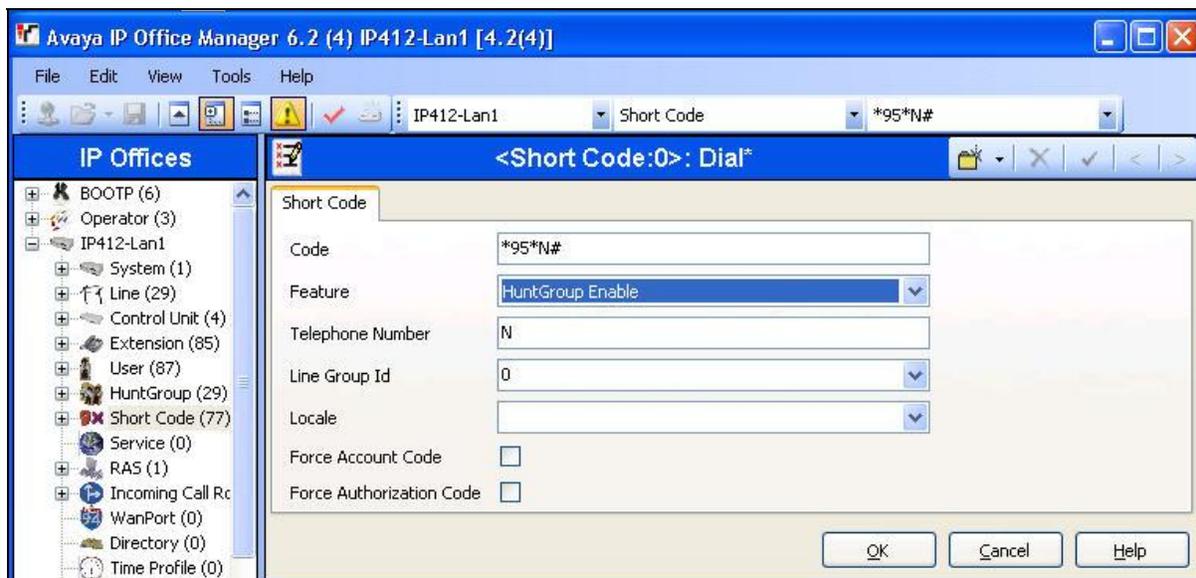
The **Avaya IP Office Manager** screen is displayed. From the configuration tree in the left pane, select **License > CTI Link Pro** to display the **CTI Link Pro** screen in the right pane. Verify that the **License Status** is “Valid”.



3.2. Administer Short Codes

For contact centers using the Busy Wrap-Up feature, two short codes are required by DATEL Call SWEET! Live to be administered on Avaya IP Office. The agents need to use the HuntGroup Enable and HuntGroup Disable short codes to manually enter and exit the wrap-up state, so that the DATEL Call SWEET! Live server can become aware of the activation and deactivation via the associated event streams.

From the configuration tree in the left pane, right-click on **Short Code** and select **New** from the pop-up list to add a new short code for HuntGroup Enable. Configure the fields as shown below in the right pane. Repeat this section and add a new short code for HuntGroup Disable, as shown below.



4. Configure DATEL Call SWEET! Live

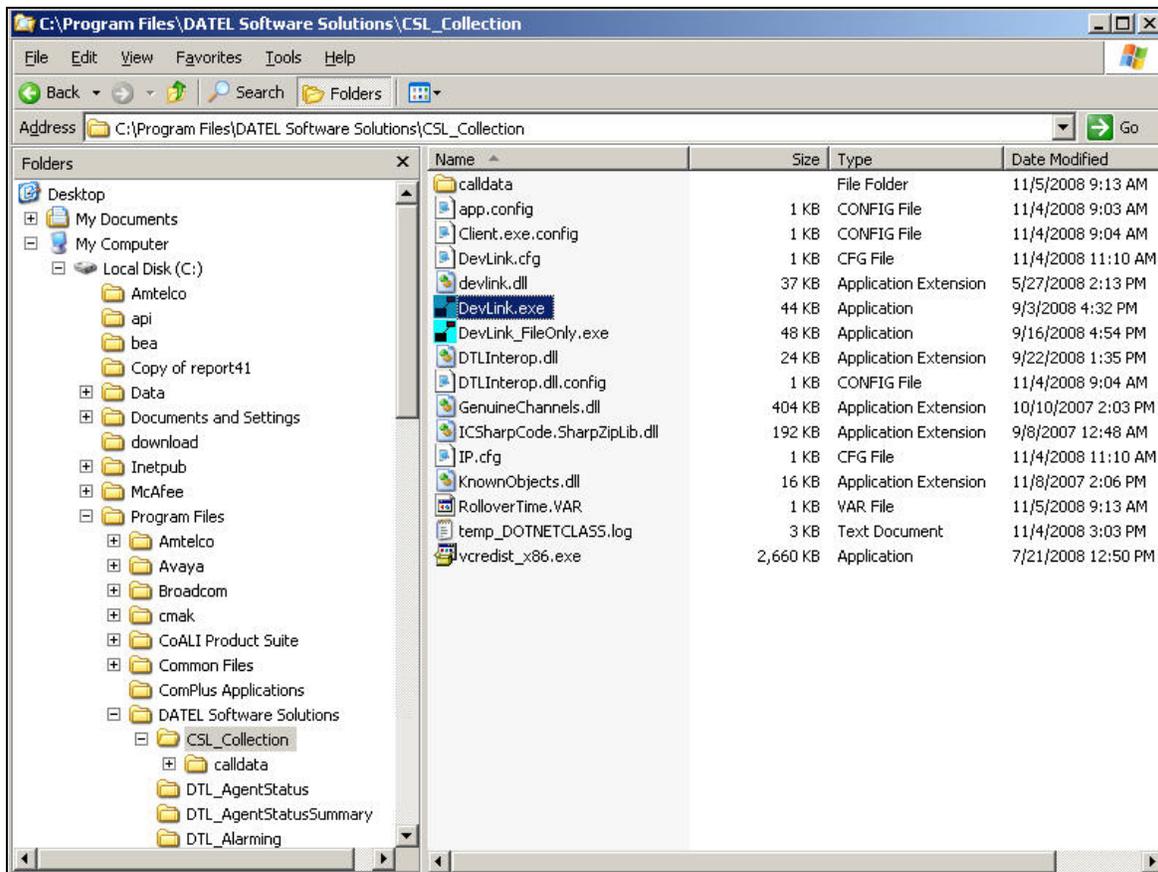
This section provides the procedures for configuring DATEL Call SWEET! Live. The procedures include the following areas:

- Launch DevLink
- Launch Call SWEET! Live
- Administer hunt groups
- Administer agents

The configuration of DATEL Call SWEET! Live is typically performed by DATEL support technicians or DATEL business partners. The procedural steps are presented in these Application Notes for informational purposes.

4.1. Launch DevLink

From the Call SWEET! Live server, open a Windows Explorer window, and navigate to the directory **C:\Program Files\DATEL Software Solutions\CSL_Collection**, as shown below. Double-click on **DevLink.exe**.



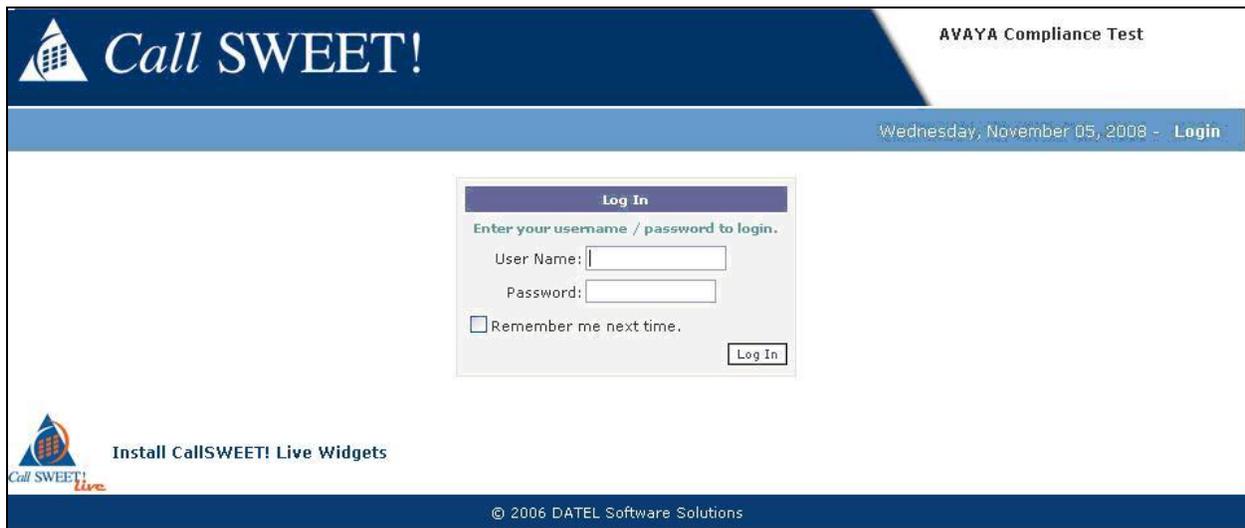
The **CallSWEET! Live Collection Service** screen is displayed. Enter the IP address of the Avaya IP Office server, and the password for the Avaya IP Office Monitor and Call Status application. Click **Start**.



4.2. Launch Call SWEET! Live

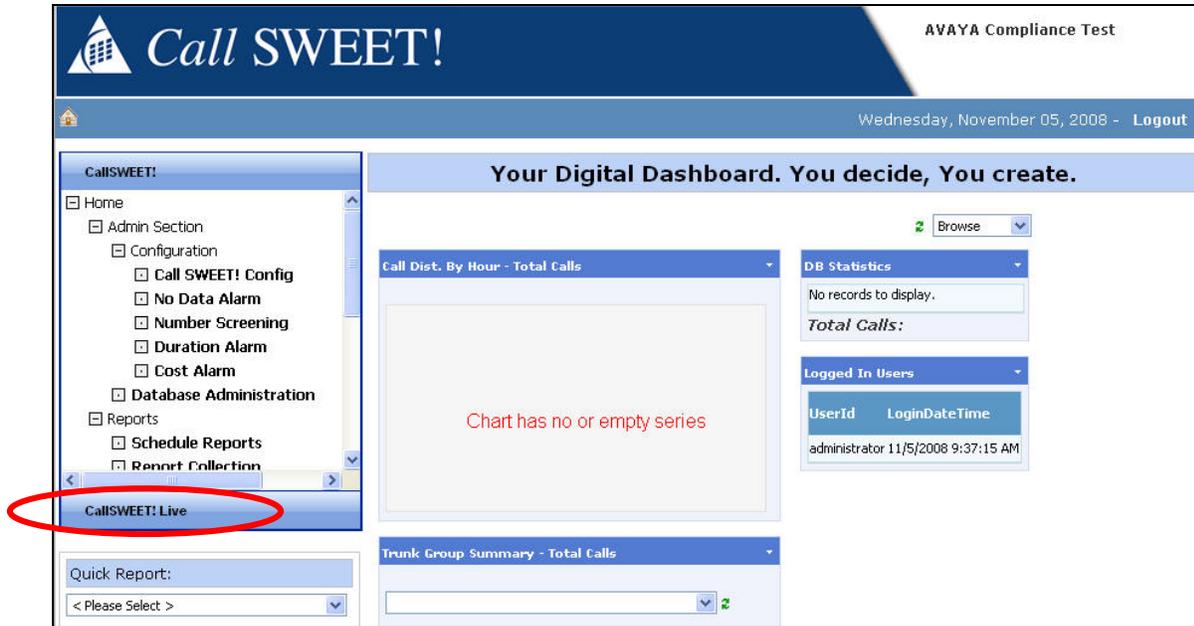
Access the Call SWEET! Live web based interface by using the URL “http://ip-address/callsweet” in an Internet browser window, where “ip-address” is the IP address of the Call SWEET! Live server. The **Log In** screen is displayed as shown below. Log in using the appropriate credentials.

Note that the “AVAYA Compliance Test” customer name shown in the upper right corner was pre-configured as part of installation.

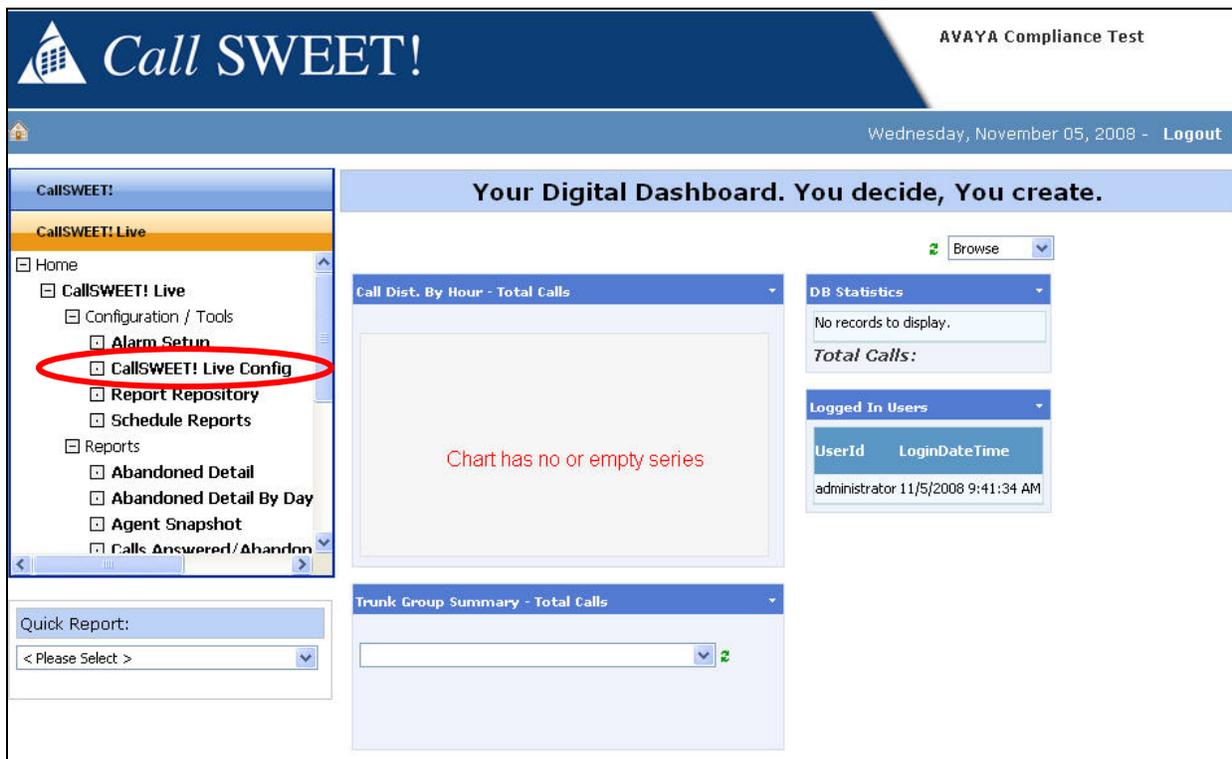


4.3. Administer Hunt Groups

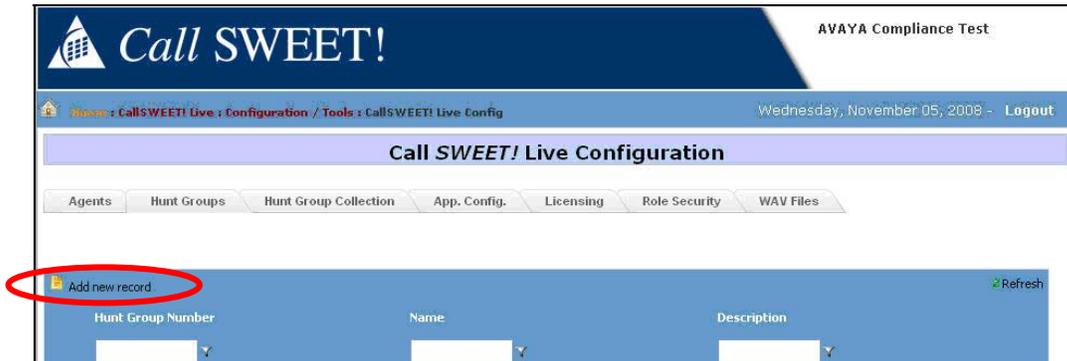
Upon logging in, select **CallSWEET!Live** from the left pane.



In the subsequent screen, select **Home > CallSWEET! Live > Configuration / Tools > CallSWEET! Live Config** from the left pane, as shown below.



The **Call SWEET! Live Configuration** screen is displayed next. Select the **Hunt Groups** tab, and click **Add new record** to add a new hunt group.



The **Modify Hunt Groups** screen is displayed. For **HG Number** and **HG Name**, enter the hunt group extension and name from Avaya IP Office respectively. For **HG Description**, enter a desired description.

Modify Hunt Groups:

Current Mode: [Hunt Group Insert]

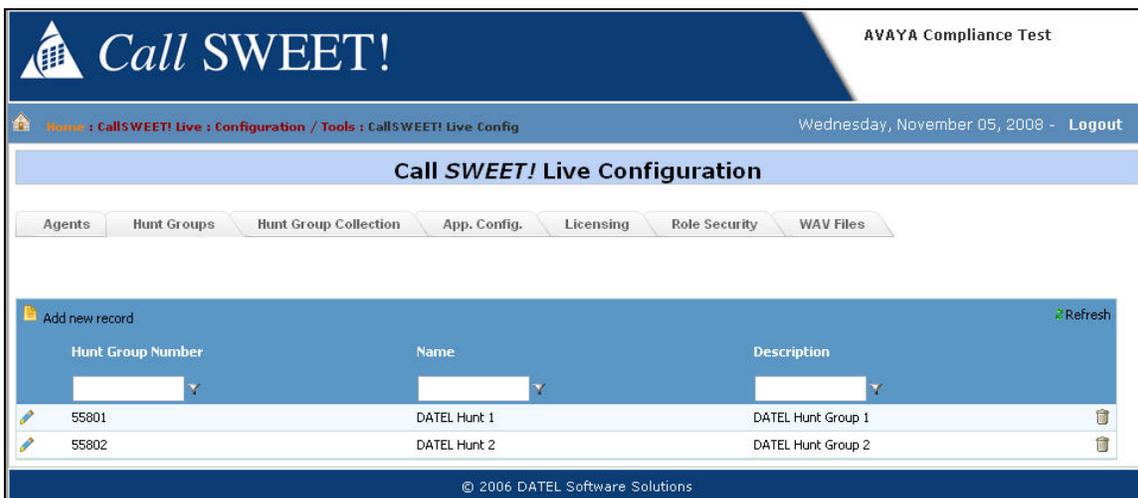
HG Number:

HG Name:

HG Description:

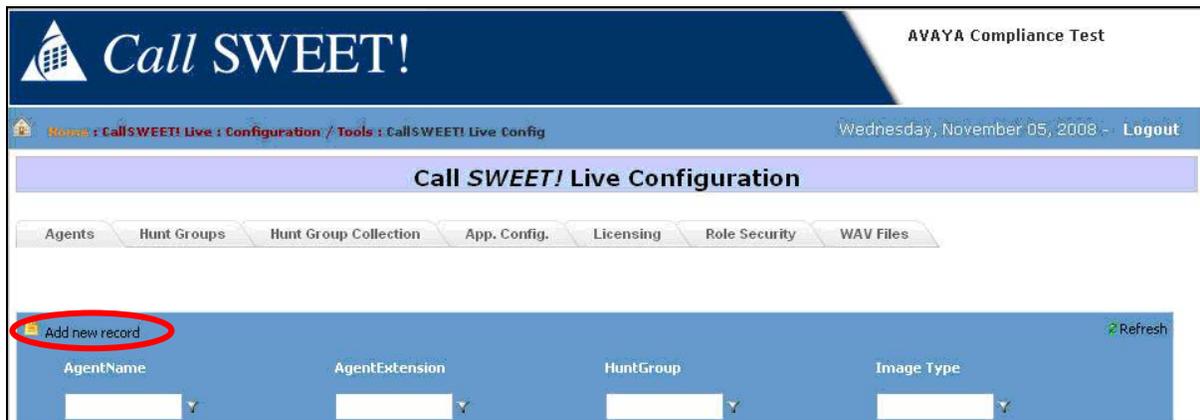
Save
 Cancel

Repeat this section to add the remaining hunt groups. For the compliance testing, two hunt groups with extensions “55801” and “55802” were created, as shown below.



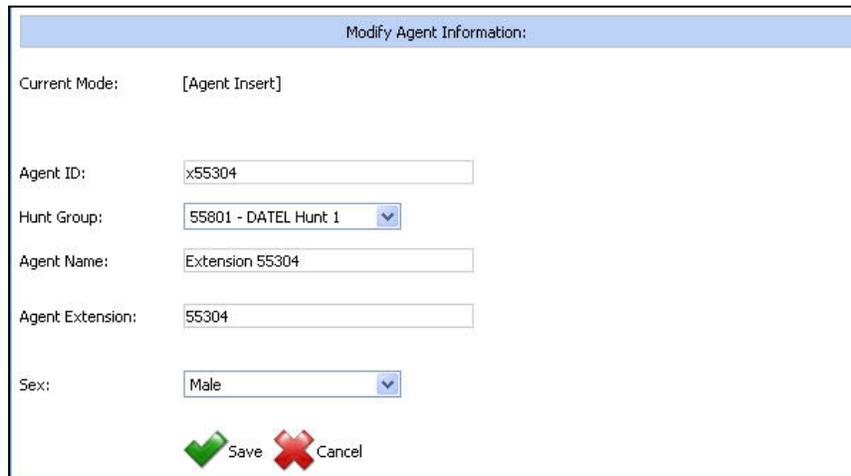
4.4. Administer Agents

Select the **Agents** tab, and click **Add new record** to add a new agent.



The screenshot shows the 'Call SWEET! Live Configuration' web interface. At the top, there is a blue header with the 'Call SWEET!' logo and 'AVAYA Compliance Test' text. Below the header, a navigation bar contains several tabs: 'Agents', 'Hunt Groups', 'Hunt Group Collection', 'App. Config.', 'Licensing', 'Role Security', and 'WAV Files'. The 'Agents' tab is selected. In the main content area, there is a blue bar with a red circle around the 'Add new record' button. To the right of this bar is a 'Refresh' button. Below the bar, there are four input fields: 'AgentName', 'AgentExtension', 'HuntGroup', and 'Image Type', each with a drop-down arrow.

The **Modify Agent Information** screen is displayed. For **Agent ID** and **Agent Extension**, enter the agent user name and extension from Avaya IP Office respectively. Enter a desired **Agent Name**. For the **Hunt Group** field, select the appropriate hunt group from the drop-down list to match the configuration on Avaya IP Office.



The screenshot shows the 'Modify Agent Information' form. The form has a title bar 'Modify Agent Information:'. Below the title bar, there are several fields: 'Current Mode:' with the value '[Agent Insert]', 'Agent ID:' with the value 'x55304', 'Hunt Group:' with a drop-down menu showing '55801 - DATEL Hunt 1', 'Agent Name:' with the value 'Extension 55304', 'Agent Extension:' with the value '55304', and 'Sex:' with a drop-down menu showing 'Male'. At the bottom of the form, there are two buttons: a green checkmark icon labeled 'Save' and a red X icon labeled 'Cancel'.

Repeat this section to add the remaining agents. In the compliance testing, agent “55304” is in hunt group “55801”, and agents “55265” and “55325” are in hunt group “55802”, as shown below.

Call SWEET! AVAYA Compliance Test

Home : CallSWEET! Live : Configuration / Tools : CallSWEET! Live Config Wednesday, November 05, 2008 - Logout

Call SWEET! Live Configuration

Agents Hunt Groups Hunt Group Collection App. Config. Licensing Role Security WAV Files

Add new record Refresh

| AgentName | AgentExtension | HuntGroup | Image Type |
|-----------------|----------------|-----------|------------|
| Extension 55625 | 55265 | 55802 | Female |
| Extension 55304 | 55304 | 55801 | Male |
| Extension 55325 | 55325 | 55802 | Male |

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5. Interoperability Compliance Testing

The interoperability compliance test included feature and serviceability testing.

The feature testing focused on verifying DATEL Call SWEET! Live's ability to receive and parse real-time data from Avaya IP Office, and the use of the data in various widget and alarm reports.

The serviceability testing focused on verifying the ability of DATEL Call SWEET! Live to recover from adverse conditions, such as disconnecting and reconnecting the Ethernet cable to the DATEL Call SWEET! Live server.

5.1. General Test Approach

The feature test cases were performed manually. Various calls were placed including incoming ACD calls to the hunt groups, and incoming and outgoing personal calls from the agents.

The serviceability test cases were performed manually by disconnecting and reconnecting the Ethernet cable to the DATEL Call SWEET! Live server.

The verification of tests included manually checking of agent and hunt group status from the various widget and alarm reports using the DATEL CallSWEET! Live Widgets portal.

5.2. Test Results

All test cases were executed and passed.

6. Verification Steps

This section provides the tests that can be performed to verify proper configuration of Avaya IP Office and DATEL Call SWEET! Live. From the agent PC running the DATEL CallsWEET! Live Widgets portal, select **Start > Programs > DATEL Software Solutions > CallsWEET! Live Widgets**. Log in with the appropriate credentials.

Make an incoming call to hunt group “55801” with available agent “55304”. Verify that the call is ringing at the agent’s telephone. On the **CallsWEET! Live – Widgets** screen, verify that the **Live Viewer** tab pops up a new entry with proper values in the fields shown below.

Continue to let the call ring for more than one minute, and verify that the entry in the **Calls in Queue – Alarm** tab turns into yellow, as the wait time for this hunt group is now over the pre-administered interval threshold of one minute.

The screenshot displays the CallsWEET! Live - Widgets interface. At the top, there is a navigation bar with tabs for Widgets, Alarms / Alerts, and Admin Config. Below this, there are several widget panels:

- Live Viewer:** A table showing call details. The first row is highlighted in blue, indicating an active call.
- Agent Status (Full):** A panel for agent 55304, showing they are Idle with a timer at 00:01:32. It also includes "Today's Stats" for the group.
- Calls in Queue - Alarm:** A panel showing a call in the queue with a duration of 00:01:01, highlighted in yellow to indicate an alarm state.
- Summary for Day:** A summary of call statistics for the day.

| Calling: | Calling Agent: | Called: | Called Agent: | AState: | BState: | Direction: | Leg Duration: | Tot. Duration: |
|------------------|----------------|---------|---------------|---------|---------|------------|---------------|----------------|
| (732) 852 - 2770 | | 55801 | | Ringing | Ringing | In | 00:00:02 | 00:01:02 |

| CallingNumber | Duration |
|------------------|----------|
| (732) 852 - 2770 | 00:01:01 |

Summary for Day:

- Presented: 6
- Handled: 0
- Voicemail: 0
- Abandoned: 5

Today's Stats:

- Group Calls: 1
- Handle: 00:00:01
- Idle: 10:49:04
- BW: 00:00:00
- Unavailable: 00:00:00

Showing: Handle, Idle, Busy WrapUp, Unavailable, Logged-Out

Answer the call on agent 55304. Verify that the entry in the **Live Viewer** tab is updated, as shown below.

Also verify that the state of agent “55304” in the **Agent Status (Full)** tab is updated to **Handle**, and that the connected calling party number is displayed.

The screenshot displays the CallSWEET! Live - Widgets interface. At the top, there is a navigation bar with tabs for Live Viewer, Agent Status (Full), Wallboards, Speed of Answer, and Preferences. Below this, there are sub-tabs for Widgets, Alarms / Alerts, and Admin Config. The main content area is divided into several sections:

- Live Viewer:** A table showing call details. The first row is highlighted, showing a call from (732) 852 - 2770 to agent 55304. The call is in a 'Connected' state with a leg duration of 00:00:11 and a total duration of 00:01:48.
- Agent Status (Full):** A section for agent 55304, showing a 'Handle' button and a timer at 00:00:11. Below this, 'Today's Stats' are displayed: Group Calls: 2, Handle: 00:00:13, Idle: 10:49:38, BW: 00:00:00, and Unavailable: 00:00:00.
- Calls in Queue - Alarm:** A section showing a list of calls in queue, with columns for CallingNumber and Duration.
- Summary for Day:** A section showing call statistics for the day: Presented: 6, Handled: 1, Voicemail: 0, and Abandoned: 5. A pie chart below this summary shows the distribution of call outcomes.

7. Support

Technical support on DATEL Call SWEET! Live can be obtained through the following:

- **Phone:** (722) 744-1380
- **Email:** support@datel-group.com

8. Conclusion

These Application Notes describe the configuration steps required for DATEL Call SWEET! Live to successfully interoperate with Avaya IP Office. All feature and serviceability test cases were completed.

9. Additional References

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

- *IP Office 4.2 Documentation CD*, August 2008, available at <http://support.avaya.com>.
- *Call SWEET! Live User's Guide*, V2.3, available via request to support@datel-group.com.

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