



**Application Notes to Integrate Avaya Aura®
Communication Manager R6.0.1, Avaya Call Management
System R16.2 and Avaya Workforce Management R10.1 –
Issue 1.0**

Abstract

These Application Notes describe the configuration steps required to successfully integrate Avaya Aura® Communication Manager 6.0.1, Avaya Call Management System R16.2 and Avaya Workforce Optimization R10.1. Avaya Aura® Communication Manager contains the Call Center Software package to provide agent functionality necessary for contact centers. Avaya Call Management System is a database, administration and reporting application designed for enterprises that receive large call volumes and have complex contact center operations. Avaya Workforce Management is comprised of functionality designed to optimize agent performance, reduce risk and automate manual processes such as scheduling, forecasting, reporting, etc. Avaya Workforce Management uses multiple interfaces connected to Avaya Aura® Call Management System to receive both real time and historical information.

Information in these Application Notes has been obtained through Full Stack Test conducted at the Avaya Solution and Interoperability Test Lab.

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1 Introduction

These Application Notes describe the configuration steps required to successfully integrate Avaya Aura® Communication Manager 6.0.1, Avaya Call Management System R16.2 and Avaya Workforce Management R10.1. Avaya Aura® Communication Manager contains the Call Center Software package to provide agent functionality necessary for contact centers. Avaya Call Management System is a database, administration and reporting application designed for enterprises that receive large call volumes and have complex contact center operations. Avaya Workforce Management is comprised of functionality designed to optimize agent performance, reduce risk and automate manual processes such as scheduling, forecasting, reporting, etc. Avaya Workforce Management uses multiple interfaces connected to Avaya Aura® Call Management System to receive both real time and historical information.

1.1 Solution Overview

The following section describes the components of the solution under test.

1.1.1 Avaya Aura® Communication Manager

Avaya Aura® Communication Manager software is the open, highly-reliable and extensible IP Telephony foundation on which Avaya delivers Unified Communications solutions to enterprises large and small. It delivers rich voice and video capabilities and provides for a resilient, distributed network of gateways and analog, digital and IP-based communication devices. In addition, Avaya Aura® Communication Manager boasts robust PBX features, high reliability and scalability, and multi-protocol support. It includes advanced mobility features, built-in conference calling and contact center applications.

1.1.2 Avaya Call Management System

Avaya Call Management System (CMS) is a database, administration, and reporting application designed for enterprises that receive a large volume of telephone calls and have complex contact center operations. Working in conjunction with Avaya Call Management System, the Avaya Call Management System (CMS) Supervisor client provides comprehensive administration and reporting capabilities using a familiar Microsoft Windows interface. With Avaya Call Management System, customers can view live, real-time information and see the immediate results of their adjustments. They can also use historical reports to analyze trends, establish performance benchmarks, and plan new marketing or customer service campaigns. Supervisors have access to real-time and historical reports to help them effectively manage the performance of their personnel.

1.1.3 Avaya Workforce Management

Avaya Workforce Management applications (i) encourage businesses to use their contact center strategically rather than just as a mechanism to field customer calls, (ii) helps businesses gain a deeper understanding of customer trends and balances efficiency with effectiveness to create an optimized customer experience and (iii) enables the Customer Centric Enterprise.

1.2 Full Stack Testing and Results

The Full Stack Testing included feature, serviceability and reliability testing of an integrated configuration using Avaya Aura® Communication Manager, Avaya Call Management System and Avaya Workforce Management in a complex customer Intelligent Routing configuration.

The testing focused on verifying the following capabilities as applicable to agent activity in a highly customized contact center environment:

- Handling of real-time agent states and call events from a complex Intelligent Routing solution.
- Avaya Call Management System reports accurately reflected agent and contact center activity.
- Avaya Workforce Management functionality to include Forecasting and Scheduling, Agent Adherence, Reporting, etc.
- Various customer call scenarios including queued calls with no media, long and short queue, re-queue, hold/un-hold, transfer, conference, etc.

The Full Stack Testing focused on verifying the ability of the products to recover from adverse conditions, such as component failover, network outages, server reboot, Enterprise Survivable Server failovers, etc.

Full Stack test cases were executed manually. During the test, inbound calls were placed by simulating customer calls into the Intelligent Routing solution and then routed to agents in varying agent/phone states. Agent outbound calls were placed manually to observe direct Agent Dialing, VDN, transfer, conference, etc.

All test cases were executed and passed based on expected results

1.3 Assumptions

These Application Notes do not provide any configuration details for the following list of assumptions:

- The Workforce Optimization Solution includes the functions described in the Workforce Management guide. For that reason, the product referred to as the Workforce Optimization Solution may also be referred as Workforce Management.
- The front end, highly customized and complex customer Intelligent Routing configuration has been installed, configured and is operational
- Avaya Aura® Communication Manager has been installed, operational and the Enterprise Survivable Server installed and working
- Avaya Call Management System has been installed and is operational.
- Avaya Professional Services has installed the required data connections on the Avaya Call Management System
- Avaya Workforce Management has been installed and is operational
- Avaya Workforce Management Forecasting and Scheduling, Quality Monitoring, Scorecards and Reports are outside the scope of these Application Notes.

1.4 Acronyms

ACD	Automatic Call Distributor
ARS	Alternative Routing Service (Routing on Avaya Aura® Communication Manager)
CM	Avaya Aura® Communication Manager
CM-ES	Communication Manager – Evolution Server
CM-FS	Communication Manager – Feature Server
CMS	Avaya Call Management System
DAD	Direct Agent Dialing
DCP	Digital Communications Protocol
DNIS	Dialed Number Identification Service
DNS	Domain Naming Resolution
DTMF	Dual Tone Multi Frequency
ESS	Enterprise Survivable Server
FQDN	Fully Qualified Domain Name (hostname for Domain Naming Resolution)
IP	Internet Protocol
IPSI	IP-services interface (Control Card in Communication Manager)
LAN	Local Area Network
PSTN	Public Switched Telephone Network
RTP	Real Time Protocol
SAT	System Access Terminal (Avaya Aura® Communication Manager Administration Interface)
SIL	Solution Interoperability Lab
SIP	Session Initiation Protocol
SM	Avaya Aura® Session Manager
SMGR	Avaya Aura® System Manager
SNMP	Simple Network Management Protocol
SRE	SIP Routing Element
SSH	Secure Shell
SSL	Secure Socket Layer
TAC	Trunk Access Code (Avaya Aura® Communication Manager Trunk Access)
TCP	Transmission Control Protocol
TCP/IP	Transmission Control Protocol/Internet Protocol
TLS	Transport Layer Security
URL	Uniform Resource Locator
VDN	Vector Directory Number
WAN	Wide Area Network
WFM	Avaya Workforce Management
WFO	Avaya Workforce Optimization
XML	eXtensible Markup Language

1.5 Lab Configuration

The following is the Lab configuration used for testing.

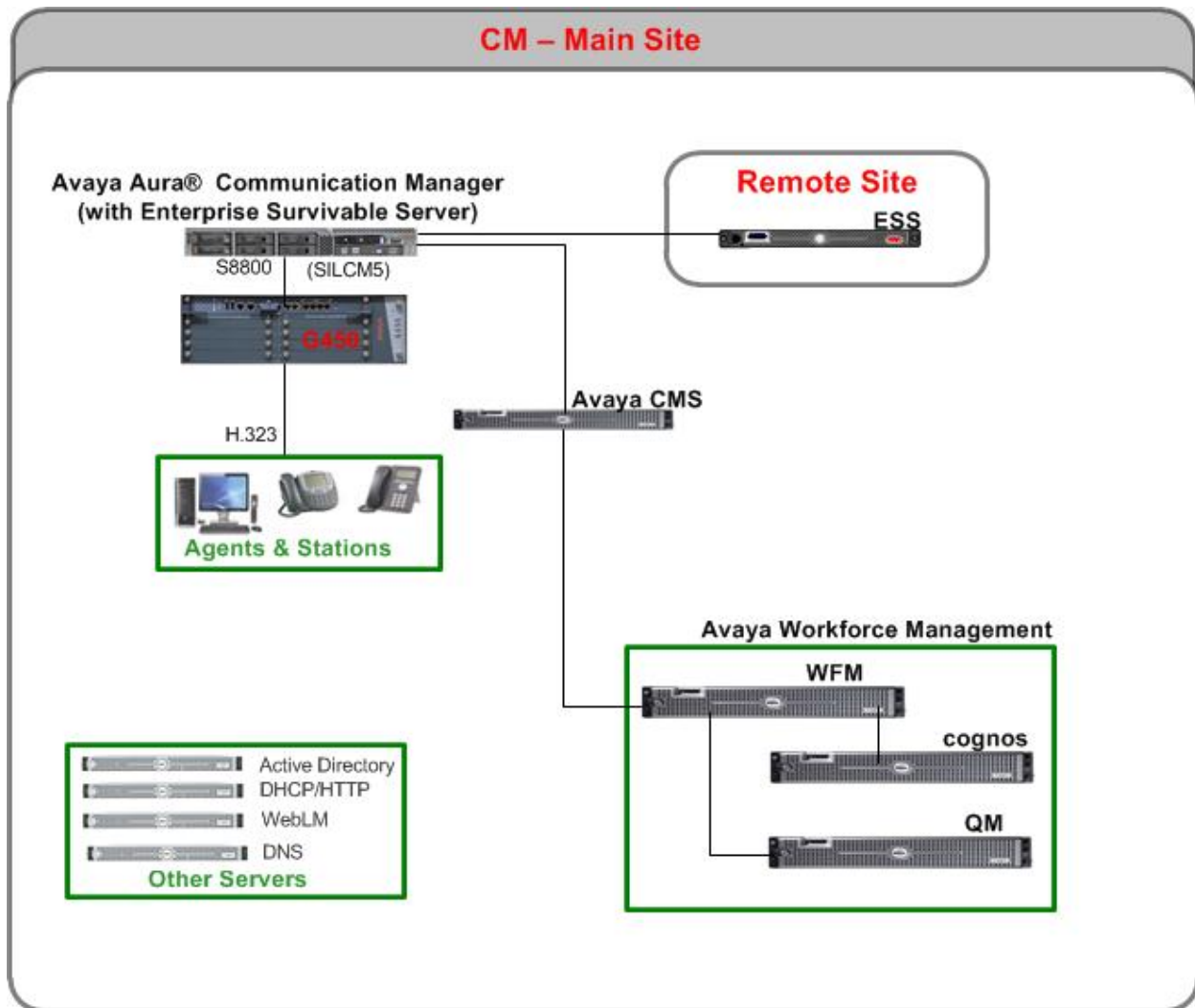


Figure 1: Lab Configuration Overview

1.6 Equipment and Software Validated

The following equipment and software were used for the sample configuration.

Equipment/Software	Software Version
Avaya S8800 Media Server	Avaya Aura® Communication Manager 6.0.1 (R016x.00.1.510.1)
Avaya G450 Media gateway	FW: g450_sw_31_18_1
Avaya IP (H.323) Deskphones: <ul style="list-style-type: none">• 9650• 9630• 9620• 9608• 9641	ha96xxua3_0_02 ha96xxua3_0_02 ha96xxua3_0_02 S9608_11HALBR6_1r31_V4r52 S9608_11HALBR6_1r31_V4r52
Avaya IP-Agent	7.0.28.184
Avaya Call Management System <ul style="list-style-type: none">• Sun T5120	Avaya Call Management System R16.2da.d
Avaya Workforce Optimization <ul style="list-style-type: none">• Avaya Workforce Management• Avaya Cognos Report Server• Avaya Quality Monitoring	10.1 10.1 10.1

2 Configure Avaya Aura® Communication Manager

This section provides the procedures for configuring Communication Manager. The procedures include the following areas:

- Verify Communication Manager License
- Administer System Parameters Features
- Administer Feature Access Code
- Administer Class of Restriction – Agent Stations
- Administer Agent Stations
- Administer Hunt-Group
- Administer Agents
- Administer Vector
- Administer VDN
- Administer CMS information

2.1 Verify Avaya Aura® Communication Manager License

Log in to the System Access Terminal (SAT) to verify that the Communication Manager license has proper permissions for features illustrated in these Application Notes. Use the “**display system-parameters customer-options**” to display options. Navigate to **Page 4**. Verify that the **Enhanced Conferencing, ESS Administration and Media Encryption Over IP** customer options are set to “y” on **Page 4**.

display system-parameters customer-options		Page 4 of 11
OPTIONAL FEATURES		
Emergency Access to Attendant? y	IP Stations? y	
Enable 'dadmin' Login? y		
Enhanced Conferencing? y	ISDN Feature Plus? y	
Enhanced EC500? y	ISDN/SIP Network Call Redirection? n	
Enterprise Survivable Server? n	ISDN-BRI Trunks? n	
Enterprise Wide Licensing? n	ISDN-PRI? y	
ESS Administration? y	Local Survivable Processor? n	
Extended Cvg/Fwd Admin? y	Malicious Call Trace? y	
External Device Alarm Admin? n	Media Encryption Over IP? y	
Five Port Networks Max Per MCC? n	Mode Code for Centralized Voice Mail? n	
Flexible Billing? n		
Forced Entry of Account Codes? y	Multifrequency Signaling? y	
Global Call Classification? y	Multimedia Call Handling (Basic)? y	
Hospitality (Basic)? y	Multimedia Call Handling (Enhanced)? y	
Hospitality (G3V3 Enhancements)? y	Multimedia IP SIP Trunking? n	
IP Trunks? y		
IP Attendant Consoles? n		

Navigate to **Page 6**. Verify the **Call Center Release** is “**6.0**” Verify the other **Call Center Optional Features** (i.e Service Observing, CWC, Multiple Call Handling, Vectoring, etc.) are set appropriately (these may vary according to customer preferences.)

display system-parameters customer-options	Page 6 of 11
CALL CENTER OPTIONAL FEATURES	
Call Center Release: 6.0	
ACD? y	Reason Codes? y
BCMS (Basic)? y	Service Level Maximizer? n
BCMS/VuStats Service Level? y	Service Observing (Basic)? y
BSR Local Treatment for IP & ISDN? y	Service Observing (Remote/By FAC)? y
Business Advocate? n	Service Observing (VDNs)? y
Call Work Codes? y	Timed ACW? y
DTMF Feedback Signals For VRU? y	Vectoring (Basic)? y
Dynamic Advocate? n	Vectoring (Prompting)? y
Expert Agent Selection (EAS)? y	Vectoring (G3V4 Enhanced)? y
EAS-PHD? y	Vectoring (3.0 Enhanced)? y
Forced ACD Calls? n	Vectoring (ANI/II-Digits Routing)? y
Least Occupied Agent? y	Vectoring (G3V4 Advanced Routing)? y
Lookahead Interflow (LAI)? y	Vectoring (CINFO)? y
Multiple Call Handling (On Request)? y	Vectoring (Best Service Routing)? y
Multiple Call Handling (Forced)? y	Vectoring (Holidays)? y
PASTE (Display PBX Data on Phone)? y	Vectoring (Variables)? y
(NOTE: You must logoff & login to effect the permission changes.)	

If any option specified in this section does not have a proper value, contact the Avaya sales team or business partner for a proper license file.

2.2 Administer System Parameters Features

Use the “**change system-parameters features**” command to enable **Create Universal Call ID (UCID)**, which is located on **Page 5**. For **UCID Network Node ID**, enter an available node ID.

change system-parameters features	Page 5 of 19
FEATURE-RELATED SYSTEM PARAMETERS	
SYSTEM PRINTER PARAMETERS	
Endpoint:	Lines Per Page: 60
SYSTEM-WIDE PARAMETERS	
	Switch Name: silcm5
	Emergency Extension Forwarding (min): 10
	Enable Inter-Gateway Alternate Routing? n
Enable Dial Plan Transparency in Survivable Mode? n	
	COR to Use for DPT: station
MALICIOUS CALL TRACE PARAMETERS	
Apply MCT Warning Tone? n	MCT Voice Recorder Trunk Group:
Delay Sending RElease (seconds): 0	
SEND ALL CALLS OPTIONS	
Send All Calls Applies to: station	Auto Inspect on Send All Calls? n
	Preserve previous AUX Work button states after deactivation? n
UNIVERSAL CALL ID	
Create Universal Call ID (UCID)? y	UCID Network Node ID: 555

Navigate to **Page 12**, and set **CMS (appl mis)** to **“R16.1/R16.x”**.

change system-parameters features	Page 12 of 19
FEATURE-RELATED SYSTEM PARAMETERS	
AGENT AND CALL SELECTION	
MIA Across Splits or Skills? n	
ACW Agents Considered Idle? y	
Call Selection Measurement: current-wait-time	
Service Level Supervisor Call Selection Override? n	
Auto Reserve Agents: none	
CALL MANAGEMENT SYSTEM	
REPORTING ADJUNCT RELEASE	
CMS (appl mis): R16.1/R16.x	
IQ (appl ccr): 5.1	
BCMS/VuStats LoginIDs? y	

Navigate to **Page 13**, and set **Send UCID to ASAI** to **“y”**..

change system-parameters features	Page 13 of 19
FEATURE-RELATED SYSTEM PARAMETERS	
CALL CENTER MISCELLANEOUS	
Callr-info Display Timer (sec): 10	
Clear Callr-info: next-call	
Allow Ringer-off with Auto-Answer? n	
Reporting for PC Non-Predictive Calls? n	
Agent/Caller Disconnect Tones? n	
Interruptible Aux Notification Timer (sec): 3	
Zip Tone Burst for Callmaster Endpoints: double	
ASAI	
Copy ASAI UUI During Conference/Transfer? y	
Call Classification After Answer Supervision? n	
Send UCID to ASAI? y	
For ASAI Send DTMF Tone to Call Originator? y	

2.3 Administer Feature Access Code

Use the “**change feature-access-codes**” command to enter feature access codes for Agent Work Modes and Service Observing. These feature access codes may have been previously administered. The screenshot below illustrates the lab configuration.

change feature-access-codes	Page 5 of 11
FEATURE ACCESS CODE (FAC)	
Call Center Features	
AGENT WORK MODES	
After Call Work Access Code: *75	
Assist Access Code: *76	
Auto-In Access Code: *71	
Aux Work Access Code: *72	
Login Access Code: *88	
Logout Access Code: *89	
Manual-in Access Code: *73	
SERVICE OBSERVING	
Service Observing Listen Only Access Code: *77	
Service Observing Listen/Talk Access Code: *78	
Service Observing No Talk Access Code: *79	

2.4 Administer Class of Restriction – Agent Stations

Use the “**change cor n**” command, where “**n**” is the class of restriction (COR) number to be assigned to the agent stations. Set the **Can Be Service Observed** fields to “**y**” and the **Calling Party Restriction** field to “**none**”, as shown below.

change cor 1	Page 1 of 23
CLASS OF RESTRICTION	
COR Number: 1	
COR Description:	
FRL: 0	
APLT? y	
Can Be Service Observed? y	Calling Party Restriction: none
Can Be A Service Observer? n	Called Party Restriction: none
Time of Day Chart: 1	Forced Entry of Account Codes? n
Priority Queuing? n	Direct Agent Calling? n
Restriction Override: none	Facility Access Trunk Test? n
Restricted Call List? n	Can Change Coverage? n
Access to MCT? y	Fully Restricted Service? n
Group II Category For MFC: 7	Hear VDN of Origin Annc.? n
Send ANI for MFE? n	Add/Remove Agent Skills? n
MF ANI Prefix:	Automatic Charge Display? n
Hear System Music on Hold? y	PASTE (Display PBX Data on Phone)? n
	Can Be Picked Up By Directed Call Pickup? n
	Can Use Directed Call Pickup? n
	Group Controlled Restriction: inactive

2.5 Administer Agent Stations

Modify each physical station used by agents to allow the station to be service-observed and involved in inbound calls. Use the “**change station n**” command, where “**n**” is the station extension, to change the **COR** field to “**1**” which is defined in **Section 2.4**.

change station 4150000		Page	1 of	5
STATION				
Extension: 415-0000	Lock Messages? n	BCC: 0		
Type: 9650	Security Code: 123456	TN: 1		
Port: S00000	Coverage Path 1:	COR: 1		
Name: stat 4150000	Coverage Path 2:	COS: 1		
	Hunt-to Station:			
STATION OPTIONS				
	Time of Day Lock Table:			
Loss Group: 19	Personalized Ringing Pattern: 1			
	Message Lamp Ext: 415-0000			
Speakerphone: 2-way	Mute Button Enabled? y			
Display Language: english	Button Modules: 0			
Survivable GK Node Name:				
Survivable COR: internal	Media Complex Ext:			
Survivable Trunk Dest? y	IP SoftPhone? n			

Repeat this section for all agent stations. In this Full Stack Test effort, four physical agent stations “4150000 - 4150003” were modified.

Use the “**list station**” command to observe administered agents.

list station 4150000									
STATIONS									
Ext/ Hunt-to	Port/ Type	Name/ Surv GK NN	Move	Room/ Data Ext	Cv1/ Cv2	COR/ COS	Cable/ TN	Jack	
415-0000	S00000 9650	stat 4150000	no		1	1	1		
415-0001	S00001 9650	station 4150001	no		1	1	1		
415-0002	S00002 9620	station 4150002	no		1	1	1		
415-0003	S00003 9630	station 4150003	no		1	1	1		

2.6 Administer Hunt-Group

Use the “**add hunt-group n**” command where “**n**” is an available Hunt-Group Number. On **Page 1**, provide a descriptive name for the **Group Name** field. Set **Group Extension** to a valid and available extension. Set the **Group Type** field to the appropriate agent selection method. Set **COR** to “**1**” as defined in **Section 2.4**. Set **ACD**, **Queue** and **Vector** fields to “**y**”.

add hunt-group 40		Page 1 of 60
HUNT GROUP		
Group Number: 40	ACD? y	
Group Name: Split 40	Queue? y	
Group Extension: 410-0000	Vector? y	
Group Type: ucd-mia		
TN: 1		
COR: 1	MM Early Answer? n	
Security Code:	Local Agent Preference? n	
ISDN/SIP Caller Display:		
Queue Limit: unlimited		
Calls Warning Threshold:	Port:	
Time Warning Threshold:	Port:	

Navigate to **Page 2**. Set **Skill** to “**y**” and **Measured** to “**both**”.

add hunt-group 40		Page 2 of 60
HUNT GROUP		
Skill? y	Expected Call Handling Time (sec): 180	
AAS? n	Service Level Target (% in sec): 80 in 20	
Measured: both		
Supervisor Extension:		
Controlling Adjunct: none		
VuStats Objective:		
Multiple Call Handling: none		
Timed ACW Interval (sec):	After Xfer or Held Call Drops? n	

2.7 Administer Agents

Enter the “**add agent n**” command where “**n**” is an available agent ID. On **Page 1**, enter a descriptive name for the **Name** field. Set **COR** to “**1**” as defined in **Section 2.4**. Enter the password in the two **Password** fields, if required. For the Application Notes, **Auto Answer** is set to “**station**”.

add agent-loginID 4000000		Page 1 of 3
AGENT LOGINID		
Login ID: 400-0000	AAS? n	
Name: Ag 4000000	AUDIX? n	
TN: 1	LWC Reception: spe	
COR: 1	LWC Log External Calls? n	
Coverage Path:	AUDIX Name for Messaging:	
Security Code:	LoginID for ISDN/SIP Display? n	
	Password: 1234	
	Password (enter again): 1234	
	Auto Answer: station	
	MIA Across Skills: system	
	ACW Agent Considered Idle: system	
	Aux Work Reason Code Type: system	
	Logout Reason Code Type: system	
	Maximum time agent in ACW before logout (sec): system	
	Forced Agent Logout Time: :	
WARNING: Agent must log in again before changes take effect		

Navigate to **Page 2**. Assign the agent to the Hunt-Group defined in **Section 2.6** by setting the first agent/skill pair. Enter the Hunt-Group Number under **SN** column and provide a Skill Level under the **SL** column.

add agent-loginID 4000000		Page 2 of 3
AGENT LOGINID		
Direct Agent Skill:	Service Objective? n	
Call Handling Preference: skill-level	Local Call Preference? n	
SN RL SL	SN RL SL	SN RL SL
1: 40 1	16:	31:
2:	17:	32:
3:	18:	33:
4:	19:	34:
5:	20:	35:
6:	21:	36:
		46:
		47:
		48:
		49:
		50:
		51:

Repeat this section for all agents. In this Full Stack Test effort, four agents “4000000 - 4000003” were modified.

Use the “**list agent-loginID**” command to observe administered agents.

```
list agent-loginID
```

AGENT LOGINID									
Login ID	Name	Extension		Dir	Agt	AAS/AUD		COR	Ag Pr SO
		Skil/Lv	Skil/Lv	Skil/Lv	Skil/Lv	Skil/Lv	Skil/Lv	Skil/Lv	Skil/Lv
400-0000	Ag 4000000	unstaffed						1	lvl
	40/01	/	/	/	/	/	/	/	/
400-0001	Ag 4000001	unstaffed						1	lvl
	40/01	/	/	/	/	/	/	/	/
400-0002	Agent 4000002	unstaffed						1	lvl
	40/01	/	/	/	/	/	/	/	/
400-0003	Agent 4000003	unstaffed						1	lvl
	40/01	/	/	/	/	/	/	/	/

2.8 Administer Vector

Use the “**change vector n**” command where “**n**” is the target vector number. In the **Name** field, enter a descriptive name. Build the vector using valid vector steps to route the call accordingly.

***Note:** For these Application Notes the Intelligent Routing solution required specific polling and queuing vector pairs. Shown below is an example of the polling vector. The queuing vector is not shown.

change vector 40

Page 1 of 6

CALL VECTOR

Number: 40

Name: Vec 40

Multimedia? n

Attendant Vectoring? n

Meet-me Conf? n

Lock? n

Basic? y

EAS? y

G3V4 Enhanced? y

ANI/II-Digits? y

ASAI Routing? y

Prompting? y

LAI? y

G3V4 Adv Route? y

CINFO? y

BSR? y

Holidays? y

Variables? y

3.0 Enhanced? y

01 consider

skill

1st

pri

m

adjust-by 0

02 reply-best

03

04

05

06

2.9 Administer VDN

Use the “**add vdn n**” command where “**n**” is the target VDN number. In the **Name** field, enter a descriptive name. Set the **Destination** fields to “**Vector Number**” and specify the vector number as defined in **Section 0**. Set **Measured** to “**none**”. Enter the Hunt Group number defined in **Section 2.6**, and assigned to the target agents, in the **1st Skill** field.

***Note:** For these Application Notes the Intelligent Routing solution required specific polling and queuing VDN pairs. Shown below is an example of the polling VDN. The queuing VDN is not shown.

```
add vdn 4770000                                     Page 1 of 3
                                                    VECTOR DIRECTORY NUMBER
                                                    Extension: 477-0000
                                                    Name*: pvdn 4770000
                                                    Destination: Vector Number      40
Attendant Vectoring? n
Meet-me Conferencing? n
Allow VDN Override? n
COR: 1
TN*: 1
Measured: none

VDN of Origin Annc. Extension*:
1st Skill*: 40
2nd Skill*:
3rd Skill*:

* Follows VDN Override Rules
```

Add the CMS Server **Name** and **IP Address** to the **IP Node-Names** table using the “**change node-names ip name**” where “**name**” is a unique entry in the IP Node Names table.

Use the “**change communication-interface processor-channels**” command to add the CMS server node to Processor Channel Assignment table. Select an available “**Proc Chan**” and set the following fields

- | | | | | | | | | | | | | |
|---|--------|-------|----|-----------|-----------|-------------|------|--------------|----|------|------|----|
| change communication-interface processor-channels | | | | | | | | | | Page | 1 of | 24 |
| PROCESSOR CHANNEL ASSIGNMENT | | | | | | | | | | | | |
| Proc | | Gtwy | | Interface | | Destination | | Session | | Mach | | |
| Chan | Enable | Appl. | To | Mode | Link/Chan | Node | Port | Local/Remote | ID | | | |
| 1: | y | mis | | s | pv4 5001 | silfscms | 0 | 1 | 1 | | | |

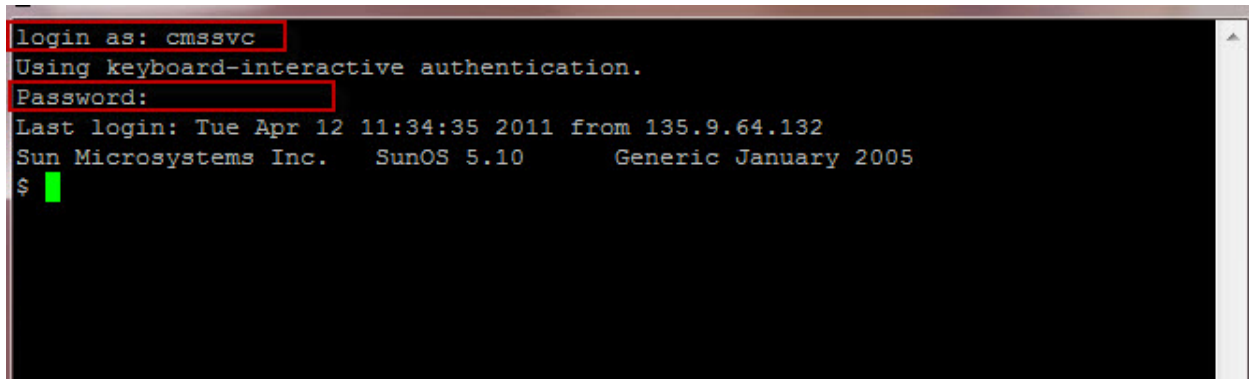
3 Verify Avaya Call Management System

Use the **Avaya Call Management System Software Installation, Maintenance, and Troubleshooting** document provided in **Section 6** to configure CMS. For these Application Notes, CMS was previously administered with 3 ACDs. This section provides the procedures for verifying Avaya Call Management System. The procedures include the following areas:

- Login to CMS
- Verify authorizations
- Verify Switch setup
- Verify WFM links

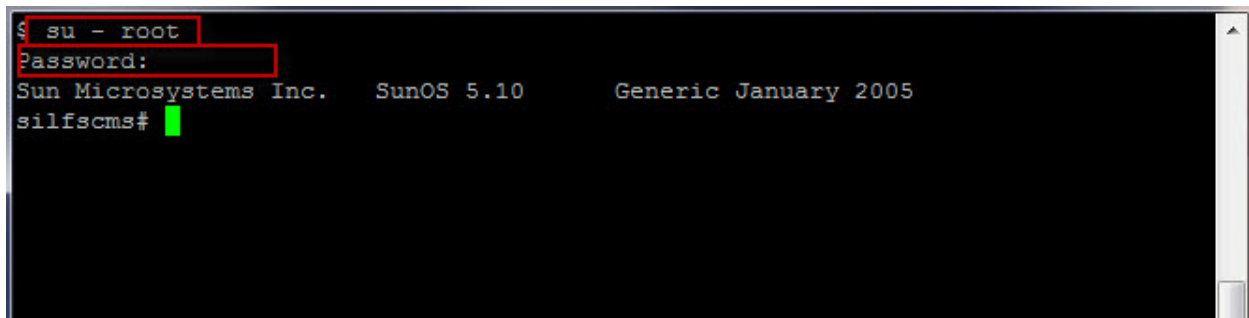
3.1 Login to Avaya Call Management System

Access the Avaya Call Management System (CMS) command line interface by using a Secure Socket Layer (SSL) application, such as the open source PuTTY. At the login prompt, enter the CMS Services credentials.

A terminal window showing the login process for the CMS service. The prompt is 'login as: cmssvc'. Below it, it says 'Using keyboard-interactive authentication.' and 'Password:'. The next line shows the last login: 'Last login: Tue Apr 12 11:34:35 2011 from 135.9.64.132'. The following line shows the system information: 'Sun Microsystems Inc. SunOS 5.10 Generic January 2005'. The prompt is '\$' with a green cursor.

```
login as: cmssvc
Using keyboard-interactive authentication.
Password:
Last login: Tue Apr 12 11:34:35 2011 from 135.9.64.132
Sun Microsystems Inc. SunOS 5.10 Generic January 2005
$
```

Use the Solaris “su” command to switch to a user account with system privileges. For these Application Notes the user account is “root”.

A terminal window showing the execution of the 'su - root' command. The prompt is '\$ su - root'. Below it, it says 'Password:'. The next line shows the system information: 'Sun Microsystems Inc. SunOS 5.10 Generic January 2005'. The prompt is 'silfscms#' with a green cursor.

```
$ su - root
Password:
Sun Microsystems Inc. SunOS 5.10 Generic January 2005
silfscms#
```


3.2 Verify Authorizations

Use the CMS Services menu application to display the CMS feature authorizations. At the command prompt enter “**cmssvc**”. The **Avaya Call Management System Services Menu** is presented. Select the menu option for “**Display feature authorizations**” and press **Enter**. The feature list is displayed. Verify desired features are “**authorized**” and capacities are accurate.

```
silfscms# cmssvc

Avaya(TM) Call Management System Services Menu

Select a command from the list below.
1) auth_display Display feature authorizations
2) auth_set      Authorize capabilities/capacities
3) run_ids       Turn Informix Database on or off
4) run_cms       Turn Avaya CMS on or off
5) setup         Set up the initial configuration
6) swinfo        Display switch information
7) swsetup       Change switch information
8) patch_inst    Install a single CMS patch from CD
9) patch_rmv     Backout an installed CMS patch
10) load_all     Install all CMS patches found on CD
11) back_all     Backout all installed CMS patches from machine
Enter choice (1-11) or q to quit: 1

Version purchased:      R16.1

Capability/Capacity    Authorization
-----
vectoring              authorized
forecasting            authorized
graphics               authorized
external call history  authorized
expert agent selection authorized
external application   authorized
global dictionary/ACD groups authorized
Avaya CMS Supervisor   authorized
Avaya Report Designer  authorized
Maximum number of split/skill members 150000
Maximum number of ACDs      8
Simultaneous Avaya CMS Supervisor logins 800
Number of authorized agents (RTU) 5000
Number of authorized ODBC connections 10

silfscms#
```

If any desired feature is not authorized or capacity does not have a proper value, contact Avaya support or business partner obtain the proper authorization or capacity.

3.3 Verify Switch Setup

Use the CMS Services menu application to display the switch information. Enter the menu option for “swinfo”. A list of previously administered ACDs is displayed. Select the sub-menu option for the target ACD to display the switch administration.

***Note:** If the desired switch is not listed, use the **Avaya Call Management System Software Installation, Maintenance, and Troubleshooting** document provided in **Section 6** to add an ACD using the CMS Administration Menu.

```
silfscms# cmsvc

Avaya(TM) Call Management System Services Menu

Select a command from the list below.
 1) auth_display Display feature authorizations
 2) auth_set     Authorize capabilities/capacities
 3) run_ids      Turn Informix Database on or off
 4) run_cms      Turn Avaya CMS on or off
 5) setup        Set up the initial configuration
 6) swinfo       Display switch information
 7) swsetup      Change switch information
 8) patch_inst   Install a single CMS patch from CD
 9) patch_rmv    Backout an installed CMS patch
10) load_all     Install all CMS patches found on CD
11) back_all     Backout all installed CMS patches from machine
Enter choice (1-11) or q to quit: 6

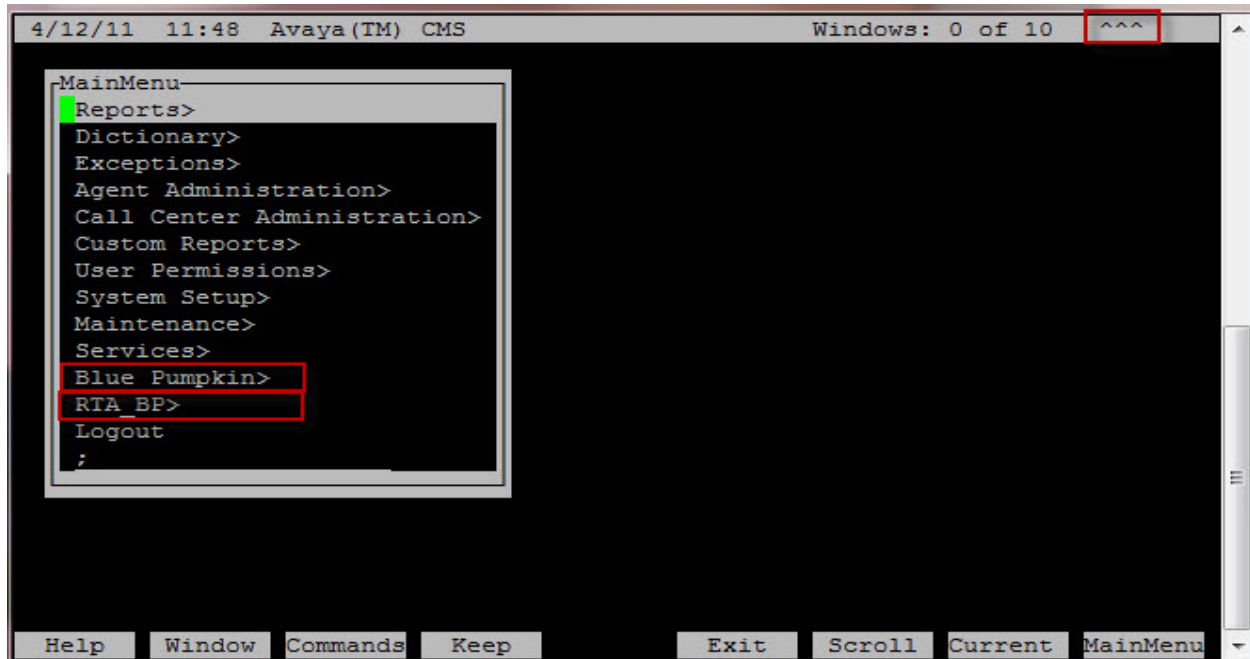
Select an ACD
 1) silcm5
 2) silcm2
 3) cm4
Enter choice (1-3) or q to quit: 1
Switch administration for acd 1:
  Switch name: silcm5
  Switch model: Communication Mgr 6.0
  Vectoring: y
  Expert Agent Selection: y
  Central office disconnect supervision: y
  Local port: 1
  Remote port: 1
  Link: TCP/IP 135.9.228.62 5001

silfscms#
```

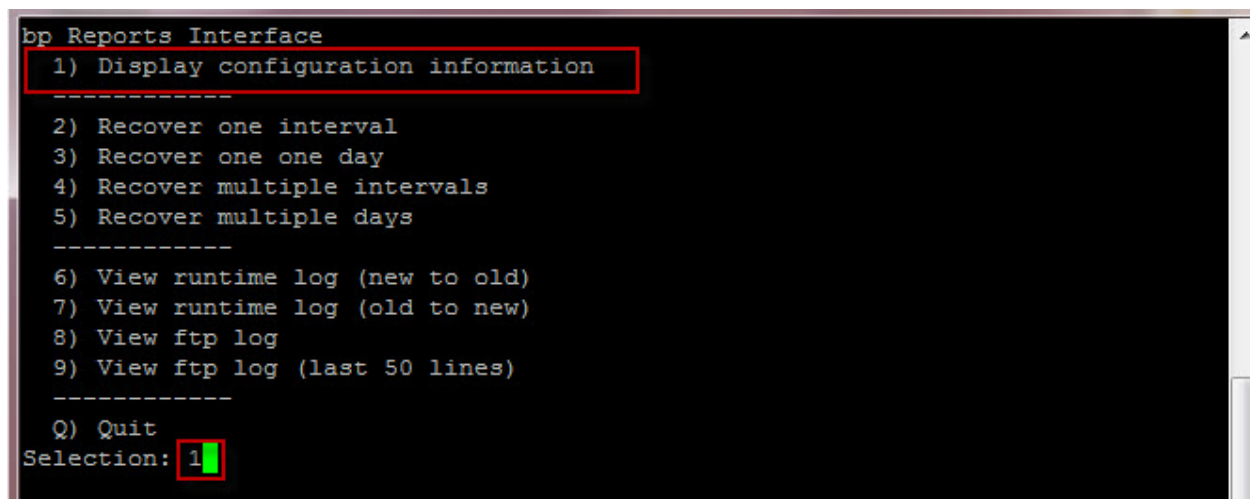
3.4 Verify Avaya Workforce Management setup

Use the Avaya Call Management System Main Menu to display working system and Avaya Workforce Management setup. From the command line, using a user account with CMS privileges, enter “**cms**”. The Avaya CMS Main Menu is displayed.

***Note:** If the Avaya Workforce Management items (Blue Pumpkin and RTA_BP) are not displayed in the Main Menu, contact Avaya Professional Services to have them installed.



Use the arrow keys and select the “**Blue Pumpkin**” menu option. The **bp Reports Interface** is displayed. Enter the sub-menu option to **Display configuration information**.



The “**Current Configuration**” is displayed showing the configured ACD, interval, number of agents, etc.

```
Current Configuration - V6.0.8

SESSION  ACD      INTRVL  AGENT  DEST  HOST      DIR
1         1        30      0200   ftp   bp_server  cms/skills

Press ENTER to continue:
```

From the Avaya CMS Main Menu, select the **RTA_BP** menu option. The “**BP-RTA (Blue Pumpkin) Menu**” is displayed.

```
135.9.228.45 - PuTTY

----- BP-RTA (Blue Pumpkin) Menu -----
1) Start BP-RTA (Blue Pumpkin)
2) Stop BP-RTA (Blue Pumpkin)
3) Check Status
4) View Maintenance Log
5) Show Version
6) Show Licensed Authorizations
7) Show Staffed Agents Count
8) Change Split(s)/Skill(s) and/or ACD
9) Show Configuration
0) Exit
=====
Choice ==> 3
```

Select the “**Check Status**” sub-menu option to view the real time process status.

```
Checking status of all configured sessions...

BP-RTA (Blue Pumpkin) session 1 is running and is connected

Press Enter to return to menu:
```

4 Configure Avaya Workforce Management

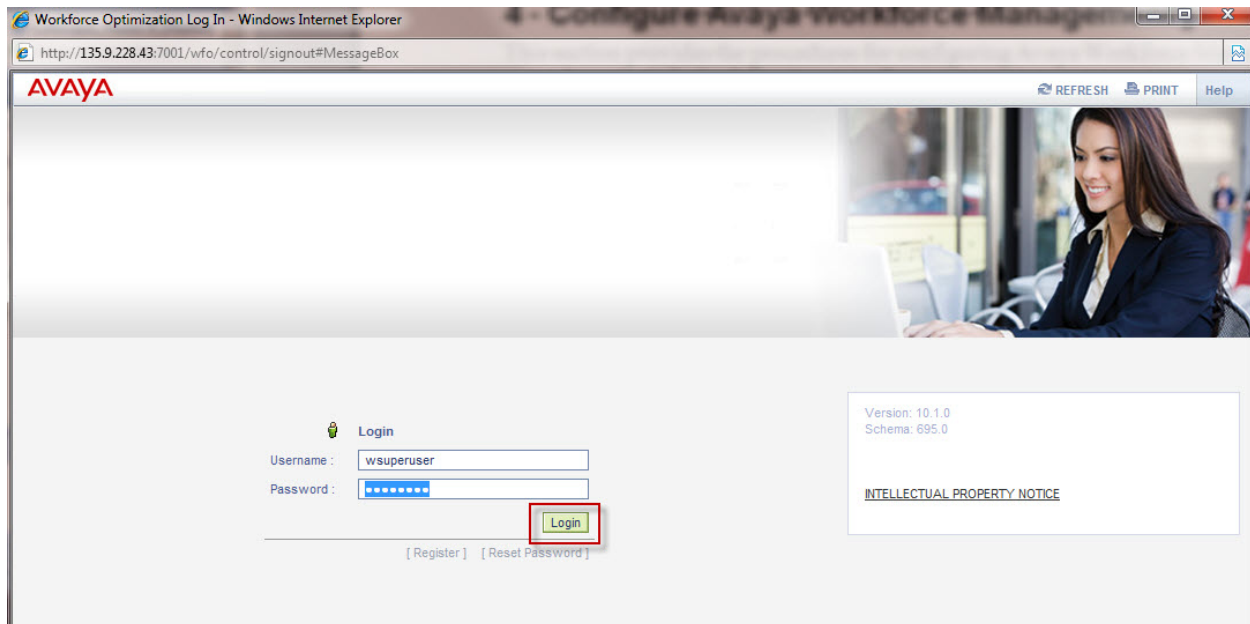
This section provides the procedures for configuring Avaya Workforce Management. The procedures include the following areas:

- Access Avaya Workforce Optimization
- Verify Workforce Management License
- Configure System Administration
- Create Enterprise Installation
- Configure Data Sources
- Configure Integration Server
- Configure Application Administration
- Configure People

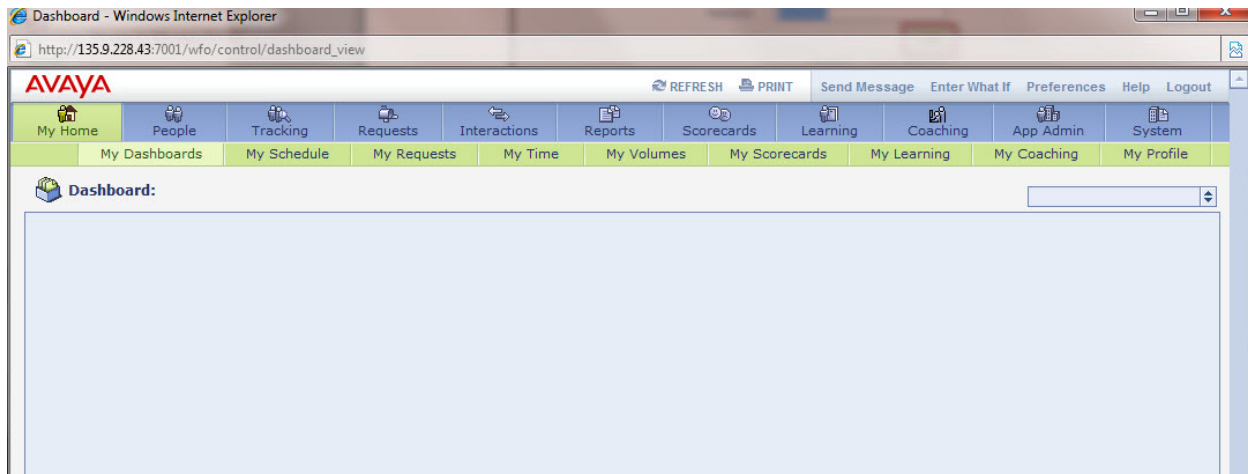
4.1 Login to Avaya Workforce Management

Access the Avaya Workforce Optimization (WFO) via the web user interface. Launch a web browser and use the url <http://<IP Address>:7001/wfo>. The **Avaya Workforce Optimization Log In** web page is displayed. Continue logging in by using the appropriate credentials and then click the **Login** button.

***Note:** For these Application Notes, the default **Username** is “**wsuperuser**” and the **Password** is “**pumpkin1**”.



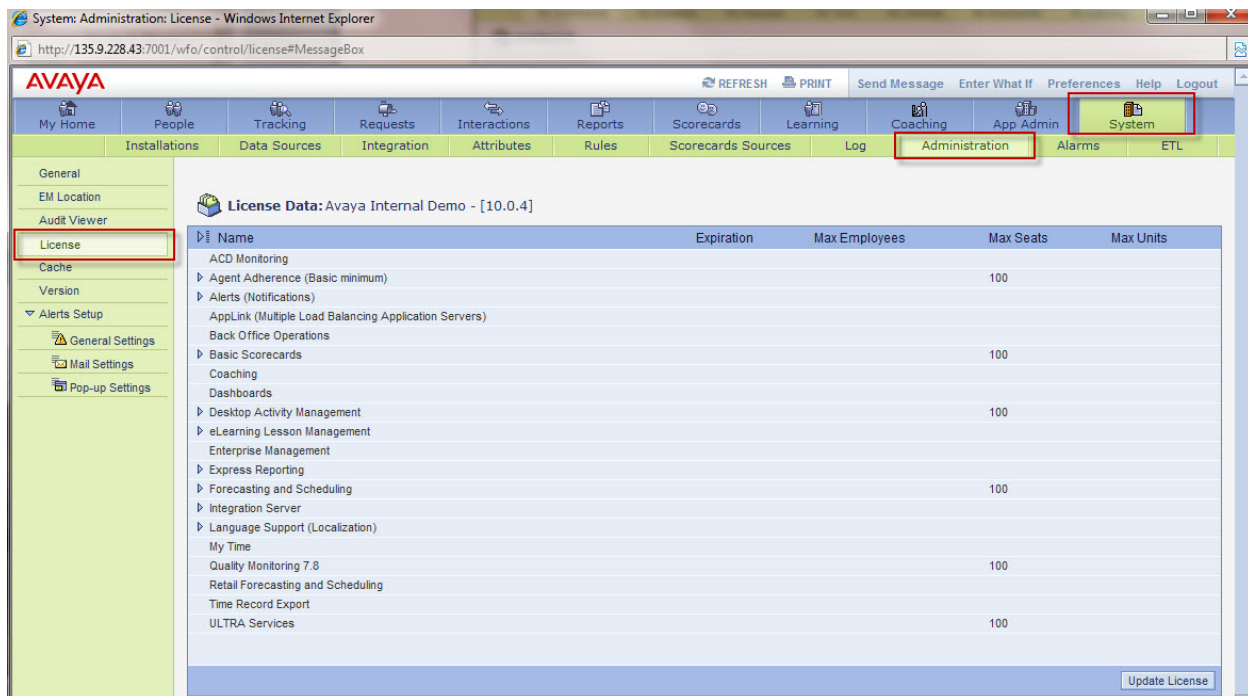
The following screen is displayed after a successful login.



4.2 Verify Avaya Workforce Management License

Select the **System** module and then select the **Administration** section. Click on **License** in the sidebar to view the current license. Verify the desired features are authorized.

***Note:** Avaya Workforce Management requires a permanent license file. A temporary license file is installed during the installation process and must be updated.



If any desired feature is not licensed, contact Avaya support or business partner obtain the proper license.

4.3 Configure System Administration Settings

Navigate to the **System** module and the **Administration** section. In the sidebar area, select **General**. The following **General Setup – System Wide Configuration** screen is displayed with all sections collapsed.

***Note:** Each section can be expanded to display their specific system wide parameters. For these Application Notes the following **Sections 4.3.1 - 4.3.5** were verified and/or modified for testing purposes.

AVAYA REFRESH PRINT Send Message Enter What If Preferences Help Logout

My Home People Tracking Requests Interactions Reports Scorecards Learning Coaching App Admin **System**

Installations Data Sources Integration Attributes Rules Scorecards Sources Log Administration Alarms ETL

General
EM Location
Audit Viewer
License
Cache
Version
Alerts Setup
General Settings
Mail Settings
Pop-up Settings

General Setup: System Wide Configuration

- ▶ Licensed Languages
- ▶ Locale Defaults
- ▶ User Defined Fields
- ▶ System Configuration - Takes effect next time server is started.
- ▶ Password Policy (Feature not supported in Read-only Security Realm or Non-Primary (Slave) Mode)
- ▶ Account Locking Policy (Feature not supported in Read-only Security Realm or Non-Primary (Slave) Mode)
- ▶ Forecasting and Scheduling Database Configuration
- ▶ Integration Server Mapping
- ▶ Integration Server Configuration - Takes effect next time Integration Server servers are started.
- ▶ Reports - Takes effect next time server is started.
- ▶ My Time Integration - Takes effect next time server is started.
- ▶ Time Records - Takes effect next time server is started.
- ▶ Quick View - Takes effect next time server is started.
- ▶ Scorecards
- ▶ Applet Settings
- ▶ Application Server Cache - Takes effect next time server is started.
- ▶ Database Truncation (retention period in months)
- ▶ Request Management - Takes effect next time server is started.
- ▶ Quality Monitoring - Takes effect next time server is started.
- ▶ System Integration
- ▶ Activity Display Names for Desktop Monitoring
- ▶ EM General Configuration
- ▶ EM Alarm Collection
- ▶ EM Reliable Messaging
- ▶ EM SQL Server Express Job Schedules - Takes effect next time server is started
- ▶ eLearning Settings

Save Revert

4.3.1 Configure Language

Expand the **Licensed Languages** option. Select the applicable language by clicking the corresponding checkbox and click **Save** button (not shown) at the bottom of the screen.

Licensed Languages	
Chinese (China)	<input type="checkbox"/>
Chinese (Taiwan)	<input type="checkbox"/>
Dutch (Netherlands)	<input type="checkbox"/>
English (United States)	<input checked="" type="checkbox"/>
French (Canada)	<input type="checkbox"/>
French (France)	<input type="checkbox"/>
German (Germany)	<input type="checkbox"/>
Italian (Italy)	<input type="checkbox"/>
Japanese (Japan)	<input type="checkbox"/>
Korean (South Korea)	<input type="checkbox"/>
Portuguese (Brazil)	<input type="checkbox"/>
Russian (Russia)	<input type="checkbox"/>
Spanish (Spain)	<input type="checkbox"/>
Telugu (ST)	<input type="checkbox"/>

4.3.2 Configure Local Defaults

Expand the **Local Defaults** option. Set the **Default Language**, **Default Regional Format** and the **Default Time Zone** using the dropdown menu. Click the **Save** button (not shown) at the bottom of the screen.

Locale Defaults	
Default Language	English (United States)
Default Regional Format	English (United States)
Default Time Zone	(GMT-07:00) Mountain Time (US & Canada)

4.3.3 Configure System Configuration

Expand the **System Configuration** option. Set the **Application Server Name** by entering the Application Server hostname or IP Address. Enter the port number in the **Application Server Port** field. Set the Application Context Path using **“/wfo”**. Use default values for the other fields or edit them as desired. Click the **Save** button (not shown) at the bottom of the screen.

System Configuration - Takes effect next time server is started.	
Application Server Name	135.9.228.43
Application Server Port	7001
Application Context Path	/wfo
System Account Name	
System Account Password	
Login Screen Message	
Session Timeout (minutes)	1440
Apply Session Timeout to Auto Refresh Pages	<input type="checkbox"/>
Return Server Hostname instead of IP to Client	<input type="checkbox"/>
JavaScript Load Error Detection	<input type="checkbox"/>
HTTP GZip Compression	<input type="checkbox"/>
HTTP Cache Control Headers	<input type="checkbox"/>
Restrict Remote Connection to SSL	<input type="checkbox"/>
Use SSL Encryption for Sensitive Data (Requires SSL Certificate)	<input type="checkbox"/>
SSL Port	7002
Suppress cookie(s), such as username and language, to enhance security.	<input type="checkbox"/>
Is System Configured to Support SSO (Trusted Login)	<input type="checkbox"/>
Is in Non-Primary (Slave) Mode	<input type="checkbox"/>
Is External Authentication Token Supported	<input type="checkbox"/>
External Token Authentication Server URL	
Superuser username	
Superuser password	

4.3.4 Configure Forecasting and Scheduling Database

Expand the **Forecasting and Scheduling Database Configuration** option. Specify the hostname of the server where the database resides in the **Database Server Hostname** field. In the **Database Name** field, enter the database name. Set the **Primary Database – user password** and the **Whatif Database – user password** appropriately. Click the **Save** button (not shown) at the bottom of the screen.

Forecasting and Scheduling Database Configuration	
Database Server Hostname	SIL-VWFM
Database Name	BPMMAINDB
Primary Database - user password
Whatif Database - user password

4.3.5 Configure Reports

Expand the **Reports** option. Enter the URL information for the **Web Server Name** field. Use default values for the other fields or edit them as desired.

***Note:** For these Application Notes the Report server was configured on a stand-alone server. Therefore, the URL for this field is <http://135.9.228.44:8383/ServletGateway/servlet/Gateway>.

Reports - Takes effect next time server is started.	
Web Server Name	<input type="text" value="http://135.9.228.44:8383/ServletGateway/servlet/G"/>
Enable Report Trimmer	<input type="checkbox"/>
Report Trimmer Frequency (hours)	<input type="text" value="24"/>
Trim Expired Instances (older than N days)	<input type="text" value="31"/>
Trim Excessive Instances (keep maximum N per schedule, keep maximum N unmanaged instances per report)	<input type="text" value="5"/>
Maximum number of instances per schedule	<input type="text" value="5"/>
Max Data-refresh Lookback (days)	<input type="text" value="30"/>
Dump Chunk Size	<input type="text"/>
Dump Thread Number	<input type="text"/>
Dump Max Retry	<input type="text"/>
Request Timeout (minutes)	<input type="text" value="10"/>
Status Polling Frequency (seconds)	<input type="text" value="4"/>
Use Live Data For Adherence Reports	<input type="checkbox"/>

4.4 Define Enterprise Installations

Navigate to the **System** module and the **Installations** section. The Enterprise screen is displayed with the **Settings** tab opened. The following screen shows the **Enterprise** screen with “**Enterprise**” previous created. To create an enterprise site click the **Create Site** button at the bottom of the page.

Enter the **Site Name** and provide a **Description**. Click **Save** when finished.

4.5 Configure Data Sources

4.5.1 Create Phone Data Source

Navigate to the **System** module and the **Data Sources** section. The Data Source Settings screen is displayed with the **Settings** tab opened.

***Note:** For these Application Notes there are three Data Sources previously added. **CMS-ACD1** is the Data Source for the Primary ACD. The other Data Sources (**Quality Monitoring Data Source** and **silcm5-cms**) are outside the scope of these Application Notes.

The screenshot shows the Avaya Data Source Settings interface. At the top, the AVAYA logo is on the left, and navigation links (REFRESH, PRINT, Send Message, Enter What If, Preferences, Help, Logout) are on the right. Below this is a horizontal menu bar with tabs: My Home, People, Tracking, Requests, Interactions, Reports, Scorecards, Learning, Coaching, App Admin, and System. The System tab is highlighted. Below the menu bar is a secondary navigation bar with tabs: Installations, Data Sources, Integration, Attributes, Rules, Scorecards Sources, Log, Administration, Alarms, and ETL. The Data Sources tab is highlighted. Below this is a third navigation bar with tabs: Settings, Member Groups, Phones, Data Source Groups, Agents, Reason Codes, and Import Status. The Settings tab is highlighted. The main content area is titled 'Data Source Settings: CMS-ACD1'. On the left is a sidebar with a tree view showing 'Data Source Name' with sub-items: CMS-ACD1, Quality Monitoring Data Source, and silcm5-cms. The main content area contains several sections: 'Type' (Phone), 'Name' (CMS-ACD1), 'Description' (empty), 'Time Zone' ((GMT-07:00) Mountain Time (US & Canada)), 'WFM Settings' (Adherence Time Line: Primary - ACD, External Name: empty, Data Source Parent: Select Parent, Use ACD Staffing: checked), 'Scorecards Settings' (Contact Viewer Server Name: empty, Contact Viewer Server Port: empty, Contact Viewer URL - override: empty), and 'Recorders Settings' (Switch Type: Avaya Definity G3/S8300/S8700, Seating Arrangement: Free). At the bottom right are buttons: Import, Export, Create Data Source, Delete Data Source, Save, Revert, and Reports.

To create a data source for the primary ACD, click the **Create Data Source** button at the bottom right. The **Data Source Type** window pops up. Select **Phone** as the type.

The screenshot shows the Avaya CMS-ACD1 Data Source Settings interface. The main window is titled "Data Source Settings: CMS-ACD1". On the left, there is a sidebar with "Data Source Name" and a list of data sources: "CMS-ACD1", "Quality Monitoring Data Source", and "slicms-cms". The main area contains several sections: "Type" (Phone), "Name" (CMS-ACD1), "Description", "Time Zone" (GMT-07:00 Mountain T), "WFM Settings" (Adherence Time Line: Primary - ACD, External Name, Data Source Parent: Select Parent, Use ACD Staffing: checked), "Scorecards Settings" (Contact Viewer Server Name, Contact Viewer Server Port, Contact Viewer URL - override), "Recorders Settings" (Switch Type: Avaya Definity G3/S8300/S8700, Seating Arrangement: Free, Persist Agent State On Shut Down: checked, Persist Agent State For: 600 (mins)), and "Associated Integration Service Installations" (Enterprise). A "Data Source Type" dialog box is open in the center, listing various data source types: Dialer, Deferred, LAN (Screen), Operations, OutSourcer, Payroll Provider, Phone (highlighted with a red box), Quality, Quality Data Center, and Trader. The "Create Data Source" button at the bottom right is also highlighted with a red box.

The **New Phone Data Source** page is displayed. The following screen shot is shown for illustration purposes only.

AVAYA REFRESH PRINT Send Message Enter What If Preferences Help Logout

My Home People Tracking Requests Interactions Reports Scorecards Learning Coaching App Admin System

Installations Data Sources Integration Attributes Rules Scorecards Sources Log Administration Alarms ETL

Settings

Data Source Settings: New Phone Data Source

Data Source Name

- CMS-ACD1
- Quality Monitoring Data Source
- silcms-cms

Create Data Source

Type: Phone

Name:

Description:

Time Zone:

WFM Settings

Adherence Time Line:

External Name:

Data Source Parent:

Use ACD Staffing: ☒

Scorecards Settings

Contact Viewer Server Name:

Contact Viewer Server Port:

Contact Viewer URL - override:

Recorders Settings

Switch Type:

Seating Arrangement:

Persist Agent State On Shut Down: ☒ Persist Agent State For (mins)

Associated Integration Service Installations

☒ Enterprise

Save Cancel Revert

Enter a descriptive name for the **Name** field. Optionally, enter a **Description**. Use the drop down menu to select the correct **Time Zone**. In the **WFM Settings** area, use the drop down menu to select the **Adherence Time Line** selection. In the **Recorders Settings** area, use the drop down menu to select the **Switch Type**. Use default values for the other fields or edit them appropriately. Click the **Save** button at the bottom right when finished entering the data source information.

***Note:** For these Application Notes, the primary ACD data source was previously added and the following screen shows the selected settings.

AVAYA REFRESH PRINT Send Message Enter What If Preferences Help Logout

My Home People Tracking Requests Interactions Reports Scorecards Learning Coaching App Admin System

Installations Data Sources Integration Attributes Rules Scorecards Sources Log Administration Alarms ETL

Settings Member Groups Phones Data Source Groups Agents Reason Codes Import Status

Data Source Settings: CMS-ACD1

Data Source Name

- CMS-ACD1
- Quality Monitoring Data Source
- silcm5-cms

Type: Phone

Name: CMS-ACD1

Description:

Time Zone: (GMT-07:00) Mountain Time (US & Canada)

WFM Settings

Adherence Time Line: Primary - ACD

External Name:

Data Source Parent: Select Parent

Use ACD Staffing: ☒

Scorecards Settings

Contact Viewer Server Name:

Contact Viewer Server Port:

Contact Viewer URL - override:

Recorders Settings

Switch Type: Avaya Definity G3/S8300/S8700

Seating Arrangement: Free

Persist Agent State On Shut Down: ☒ Persist Agent State For 600 (mins)

Associated Integration Service Installations

☐ Enterprise

Import Export Create Data Source Delete Data Source Save Revert Reports

4.5.2 Create Data Source Groups

Navigate to the **System** module and the **Data Sources** section. Click the **Data Source Groups** tab. The **Data Source Groups** screen is displayed. Select the **Data Source** in the left pane. Click **Create Groups** button (not shown) on the bottom right. Enter the **Data Source Group Name** and **Description**. Use the drop down menu to select **Type**. Enter a value for the **Average Work Time**. Click **Save** when finished.

AVAYA

REFRESH PRINT Send Message Enter What If Preferences Help Logout

My Home People Tracking Requests Interactions Reports Scorecards Learning Coaching App Admin System

Installations Data Sources Integration Attributes Rules Scorecards Sources Log Administration Alarms ETL

Settings Member Groups Phones Data Source Groups Agents Reason Codes Import Status

Data Source Group: 140

Data Source Name

CMS-ACD1

Quality Monitoring Data Source

Op silcm5-cms

Data Source Group

Data Source Group Name 140

Description 140

Type Hunt Group

Average Work Time 0

Save Cancel Revert

4.5.3 Add Agent Mapping

Navigate to the **System** module and the **Data Sources** section. Click the **Agents** tab. The **Data Source Employees** screen is displayed. Select the **Data Source** in the left pane. Select the **Employee Name** in the right pane (added in Section 4.8.1) and click **Edit Agent Mapping** (not shown.) Verify and/or set the correct **Employee ID** for the associated **Data Source**. Click **Save** when finished.

AVAYA

REFRESH PRINT Send Message Enter What If Preferences Help Logout

My Home People Tracking Requests Interactions Reports Scorecards Learning Coaching App Admin System

Installations Data Sources Integration Attributes Rules Scorecards Sources Log Administration Alarms ETL

Settings Member Groups Phones Data Source Groups Agents Reason Codes Import Status

Create/Edit association between employee and employee ID: CMS-ACD1

Data Source Name

CMS-ACD1

Quality Monitoring Data Source

Op silcm5-cms

Employee Name	Organization Name	Employee ID
4000003, Agent	Avaya - SIL Full Stack Testing	4000003

Save Cancel Revert

4.5.4 Configure Reason Codes

Navigate to the **System** module and the **Data Sources** section. Click the **Reason Codes** tab. The **Data Source Reason Codes** screen is displayed. This information is populated once the real-time data source begins receiving data. The reason codes are mapped to **Time Collector Mappings**. Click **View Time Collector Mappings** button at the bottom of the screen.

AVAYA REFRESH PRINT Send Message Enter What If Preferences Help Logout

My Home People Tracking Requests Interactions Reports Scorecards Learning Coaching App Admin **System**

Installations **Data Sources** Integration Attributes Rules Scorecards Sources Log Administration Alarms ETL

Settings Member Groups Phones Data Source Groups Agents **Reason Codes** Import Status

Data Source Reason Codes: CMS-ACD1

Data Source Name	Id	Reason Code	Event Mode	Event Reason	Shift Operation	Origin Data Source
CMS-ACD1 Quality Monitoring Data Source silcm5-cms	206	CMS-ACD1+110+0	110	0	None	CMS-ACD1
	203	CMS-ACD1+20+0	20	0	None	CMS-ACD1
	209	CMS-ACD1+220+0	220	0	None	CMS-ACD1
	207	CMS-ACD1+32+0	32	0	None	CMS-ACD1
	204	CMS-ACD1+40+0	40	0	None	CMS-ACD1
	213	CMS-ACD1+41+0	41	0	None	CMS-ACD1
	210	CMS-ACD1+42+0	42	0	None	CMS-ACD1
	205	CMS-ACD1+50+0	50	0	None	CMS-ACD1
	211	CMS-ACD1+51+0	51	0	None	CMS-ACD1
	212	CMS-ACD1+52+0	52	0	None	CMS-ACD1
	208	CMS-ACD1+80+0	80	0	None	CMS-ACD1

View Time Collector Mappings Upload From File Create Reason Code Edit Reason Code Delete Reason Code

The **Time Collector Mappings** screen is displayed. Refer to **Section 4.7.7** to map **Reason Codes** to an **Activity**. The following screen shows **Reason Codes** mapped to **Activities**.

AVAYA REFRESH PRINT Send Message Enter What If Preferences Help Logout

My Home People Tracking Requests Interactions Reports Scorecards Learning Coaching App Admin System

Organizations Security Groups Work Queues Activities Request Management Scorecards Setup Learning Coaching Dashboards

Activity Types Activities Adherence Mapping **Time Collector Mapping**

Time Collector Mappings: Avaya - SIL Full Stack Testing Data Source: CMS-ACD1

Organization Name	Data Source	Reason Code	Activity	Owner Organization
Avaya - SIL Full Stack Testing	CMS-ACD1	CMS-ACD1+20+0	Immediate	Avaya - SIL Full Stack Testing
	CMS-ACD1	CMS-ACD1+40+0	Immediate	Avaya - SIL Full Stack Testing
	CMS-ACD1	CMS-ACD1+110+0	General Unavailability	Avaya - SIL Full Stack Testing
	CMS-ACD1	CMS-ACD1+32+0	Immediate	Avaya - SIL Full Stack Testing
	CMS-ACD1	CMS-ACD1+51+0	Break	Avaya - SIL Full Stack Testing
	CMS-ACD1	CMS-ACD1+52+0	Break	Avaya - SIL Full Stack Testing
	CMS-ACD1	CMS-ACD1+50+0	Idle	Avaya - SIL Full Stack Testing
	CMS-ACD1	CMS-ACD1+80+0	Immediate	Avaya - SIL Full Stack Testing
	CMS-ACD1	CMS-ACD1+220+0	Blended	Avaya - SIL Full Stack Testing
	CMS-ACD1	CMS-ACD1+42+0	Immediate	Avaya - SIL Full Stack Testing
	CMS-ACD1	CMS-ACD1+41+0	Immediate	Avaya - SIL Full Stack Testing

View Reason Codes Upload From File Edit Time Collector Mapping Unmap Time Collector Mapping

4.6 Configure Integration Server Settings

Navigate to the **System** module and the **Integration** section. In the Integration Servers table, highlight the appropriate server and click **Edit Configuration** button at the bottom of the page.

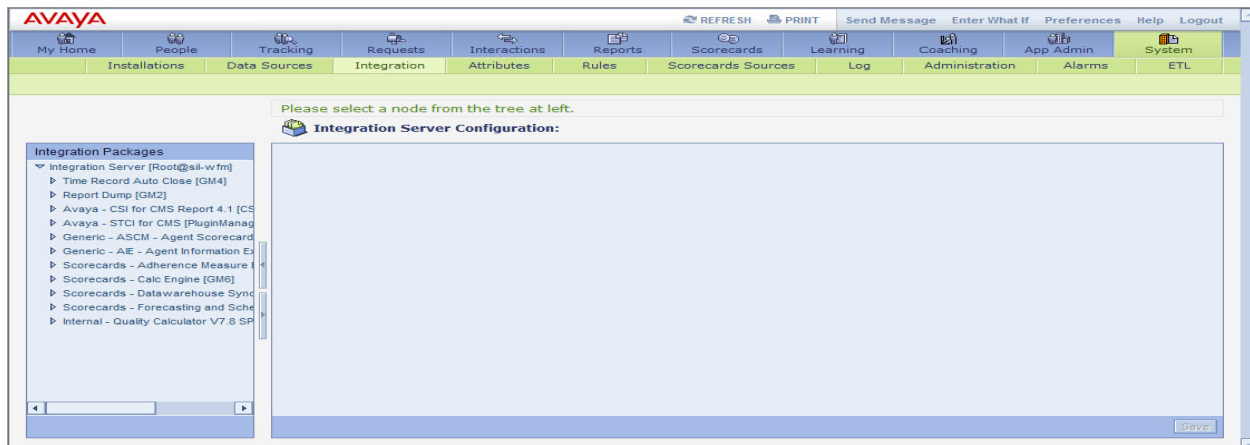
***Note:** For these Application Notes, the **Integration Server** was defined during the installation process. The **Integration Packages** were also previously determined for testing purposes. The following screen shots will illustrate the workflow and configuration for each **Integration Package**.

The screenshot shows the Avaya System module interface. The top navigation bar includes the Avaya logo, a toolbar with REFRESH and PRINT buttons, and a menu with Send Message, Enter What If, Preferences, Help, and Logout. Below this is a secondary navigation bar with icons for My Home, People, Tracking, Requests, Interactions, Reports, Scorecards, Learning, Coaching, App Admin, and System. The System icon is highlighted with a red box. Below the navigation bar is a sub-navigation bar with tabs for Installations, Data Sources, Integration, Attributes, Rules, Scorecards Sources, Log, Administration, Alarms, and ETL. The Integration tab is highlighted with a red box. The main content area displays the 'Integration Servers' table. The table has four columns: Server Name, Fully Qualified Server Name, RMI Port, and Version. Two rows are visible, both for 'sil-wfm' servers. The second row is highlighted with a red box. At the bottom right of the page, there are three buttons: Edit Configuration, Refresh Cache, and Export Cache. The Edit Configuration button is highlighted with a red box.

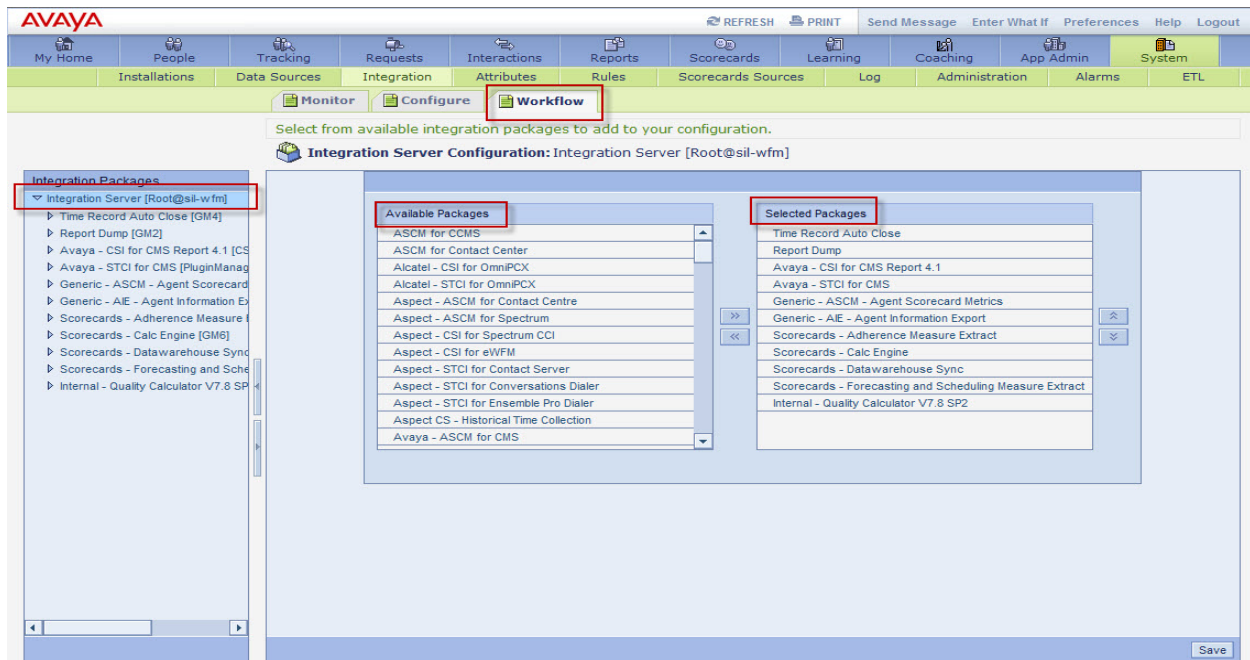
Server Name	Fully Qualified Server Name	RMI Port	Version
sil-wfm	sil-wfm.sqa.dr.avaya.com	45731	10.0.5
sil-wfm	sil-wfm	45731	10.0.5

The following **Integration Server Configuration** screen is displayed with the **Integration Packages** listed in the tree in the left pane.

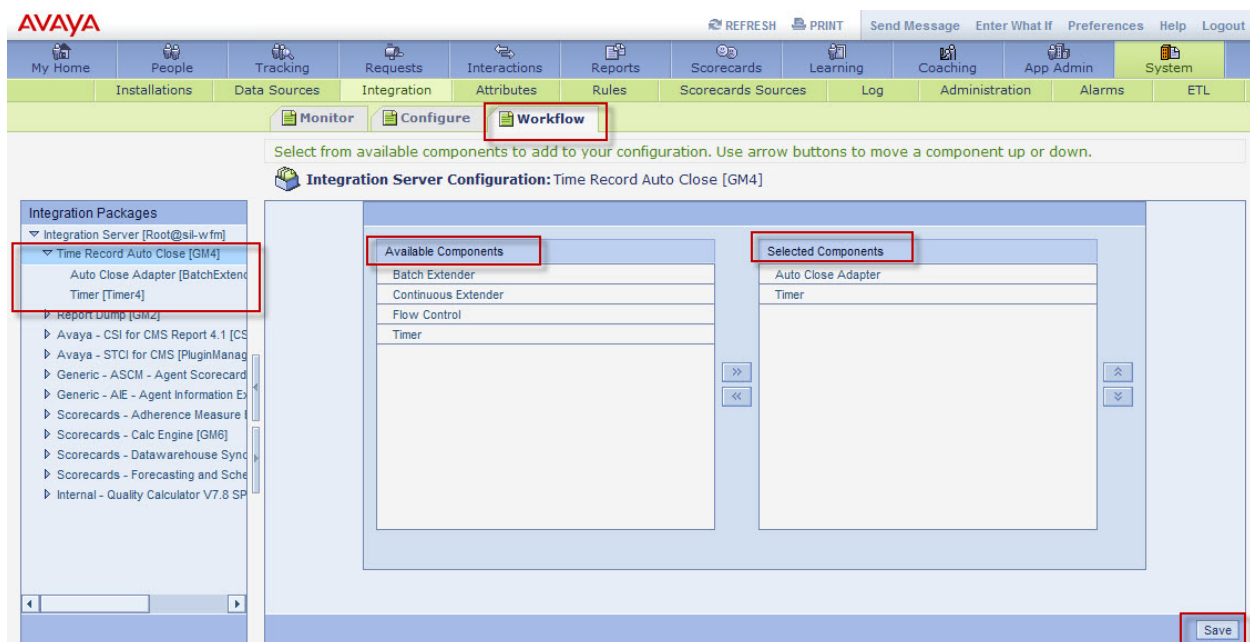
***Note:** For these Application Notes there are eleven Integration Packages previously added. The first four Integration Packages (**Time Record Auto Close**, **Report Dump**, **Avaya – CSI for CMS Report** and **Avaya-STCI for CMS**) will be described in this section and **Appendix A**. The other Integration Packages are used for Quality Monitoring and outside the scope of these Application Notes.



Select the **Integration Server** in the left pane. Open the **Workflow** tab. The **Integration Server Configuration** screen is displayed. Use this screen to add any of the **Available Packages** to the Integration Server. Once the package is moved from the **Available Packages** menu to the **Selected Packages** menu, the package will be displayed on the tree in left pane. After all packages are added, click the **Save** button at the bottom right.

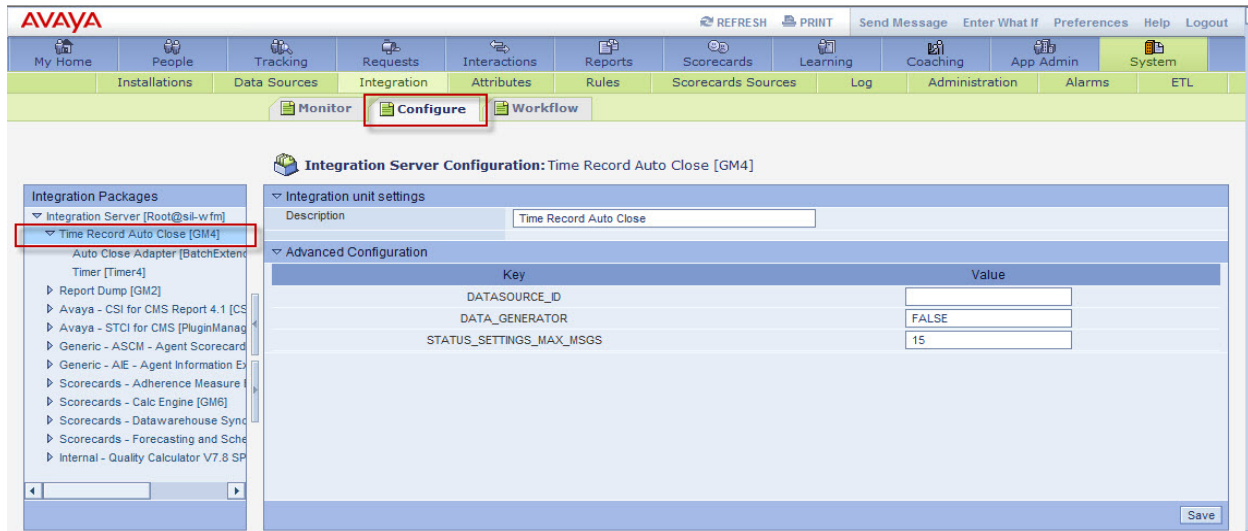


Each Integration Package has a corresponding Workflow that can be customized using its Available Components. Select the **Integration Package** in the left pane. Click the **Workflow** tab to view the **Available Components**. Once the Available Component is moved from the **Available Components** menu to the **Selected Components** menu, the component will be displayed on the tree in left pane under the Integration Package. After all components are added, click the **Save** button at the bottom right.



After adding the **Selected Components** to the **Integration Package**, select the **Integration Package**. Click the **Configure** tab. Expand the areas in the right pane and edit the settings appropriately.

***Note:** For these Application Notes, the **Time Record Auto Close** package used default values.



Next, select the dependent **Component** and click the **Configuration** tab. Expand the areas in the right pane and edit the settings appropriately.

***Note:** For these Application Notes, the **Auto Close Adapter** component used default values.

AVAYA REFRESH PRINT Send Message Enter What If Preferences Help Logout

My Home People Tracking Requests Interactions Reports Scorecards Learning Coaching App Admin System

Installations Data Sources Integration Attributes Rules Scorecards Sources Log Administration Alarms ETL

Configure

Configure: Auto Close Adapter [BatchExtender2]

Integration Packages

- Integration Server [Root@sil-wfm]
 - Time Record Auto Close [GM4]
 - Auto Close Adapter [BatchExtender2]**
 - Timer [Timer4]
 - Report Dump [GM2]
 - Avaya - CSI for CMS Report 4.1 [CS]
 - Avaya - STCI for CMS [PluginManag]
 - Generic - ASCM - Agent Scorecard
 - Generic - AIE - Agent Information Ex
 - Scorecards - Adherence Measure
 - Scorecards - Calc Engine [GM6]
 - Scorecards - Datawarehouse Sync
 - Scorecards - Forecasting and Sche
 - Internal - Quality Calculator V7.8 SP

Properties

Description: BatchExtender2

☒ Local Adapter ☐ Remote Adapter

Timeout (sec): 36000

Command Line: java.exe -jar Plugins\AutoClose\AutoClose.jar

Working Directory:

☒ Integration Server Adapter

Advanced Configuration

Extender Configuration

Key	Value
ADAPTER_TYPE	
APPEND_ADAPTER_CONFIG_TO_COMMAND_LINE	false
DATA_GENERATOR	FALSE
EXTENDER_ACD_STATUS_CHECK	true
EXTENDER_IS_CONTINUOUS	false
EXTENDER_MAX_RETRIES	-1
EXTENDER_POLL_INTERVAL	1000
MSG_EXPIRATION_TIME	-1
PLUGIN_MAX_RETRY_COUNT	5
STATUS_SETTINGS_MAX_MSGS	15

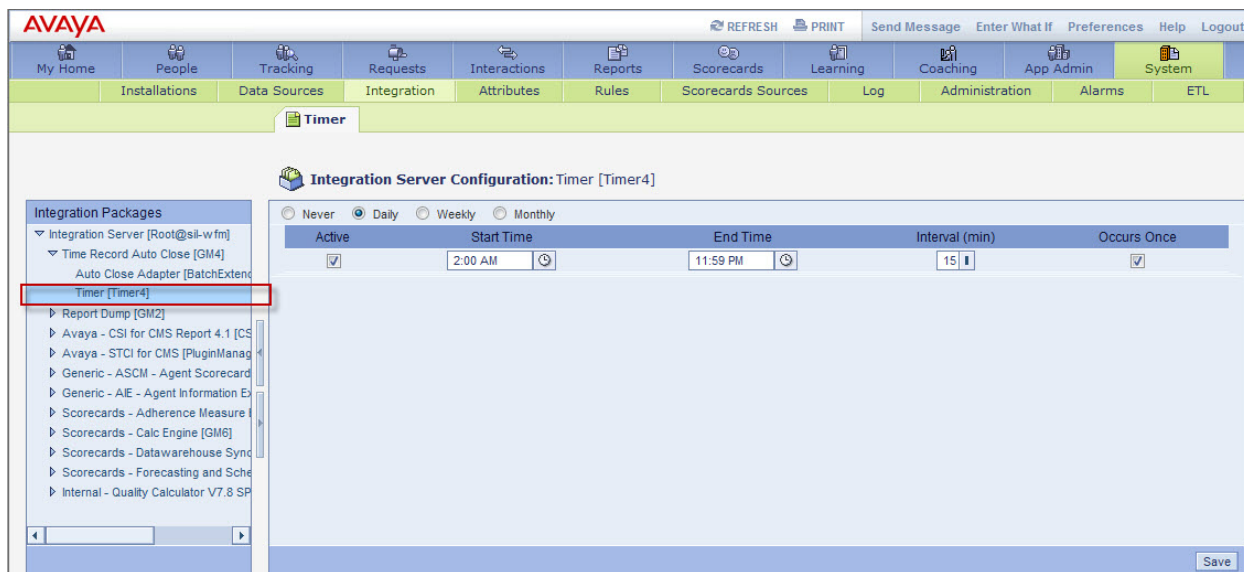
Adapter Configuration

Key	Value
ADAPTER_COMMAND_LINE	C:\Program Files\Avaya Inc\Int
DATASOURCE_ID	
ENABLE_EVENT_LOG	false
LOG_FILE_NAME	\\sil-wfm(C\$)\Program Files\Av
LOG_LEVEL	
LOOKBACK_DAYS	30
PROCESS_ID	4780
PTEXTENDER_ARCHIVE_ENABLED	false
USER_NAME	Auto Close Adapter

Save

Repeat the previous steps for the next dependent Component.

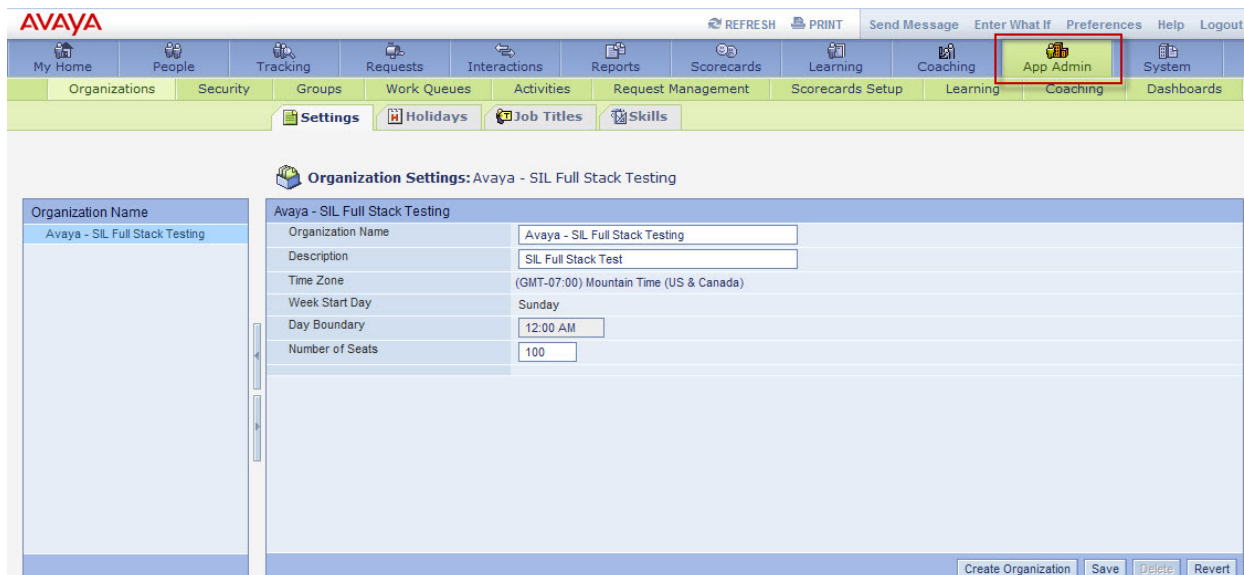
***Note:** For these Application Notes, the **Timer** component used default values.



See **Appendix A** for screen shots for the other Integration Packages and their component settings used for this testing.

4.7 Configure Application Administration

Navigate to the **App Admin** module. The following screen is displayed.



4.7.1 Create an Organization

In the **App Admin** module, click the **Organization** section and select **Settings** tab. The **Organization Settings** will be displayed. Click **Create Organization** button at the bottom right. Provide a descriptive name for **Organization Name** and **Description**. Use the drop down menus to provide the correct **Time Zone** and **Week Start Day**. Select the time to specify the **Day Boundary**. Enter the **Number of Seats** value. Click **Save** when finished.

The screenshot displays the Avaya App Admin interface. The top navigation bar includes the Avaya logo, a utility bar with 'REFRESH', 'PRINT', 'Send Message', 'Enter What If', 'Preferences', 'Help', and 'Logout', and a main menu with 'My Home', 'People', 'Tracking', 'Requests', 'Interactions', 'Reports', 'Scorecards', 'Learning', 'Coaching', 'App Admin', and 'System'. The 'App Admin' menu item is highlighted. Below the main menu, a sub-menu shows 'Organizations', 'Security', 'Groups', 'Work Queues', 'Activities', 'Request Management', 'Scorecards Setup', 'Learning', 'Coaching', and 'Dashboards'. The 'Settings' tab is selected under 'Organizations'. The main content area is titled 'Organization Settings: Create Organization'. It features a form with the following fields: 'Organization Name' (text input), 'Description' (text input), 'Time Zone' (dropdown menu), 'Week Start Day' (dropdown menu), 'Day Boundary' (time input), and 'Number of Seats' (text input). The form is pre-filled with 'Avaya - SIL Full Stack Testing' for the Organization Name, 'SIL Full Stack Test' for the Description, '(GMT-07:00) Mountain Time (US & Canada)' for the Time Zone, 'Sunday' for the Week Start Day, '12:00 AM' for the Day Boundary, and '100' for the Number of Seats. At the bottom right of the form, there are four buttons: 'Create Organization', 'Save', 'Delete', and 'Revert'. The 'Save' button is highlighted.

Organization Name
Avaya - SIL Full Stack Testing

Avaya - SIL Full Stack Testing
Organization Name
Description
Time Zone
Week Start Day
Day Boundary
Number of Seats

Create Organization Save Delete Revert

4.7.2 Add Scheduled Holidays to Organization

In the **App Admin** module, click the **Organization** section and select **Holidays** tab. The **Holidays** for the Organization will be displayed. Click **Create New Holiday** button (shown in second screen below) at the bottom right. Provide a descriptive name for **Holiday Name**. Check the box for **Paid (Non-Working)** if the holiday is to be paid. Use the calendar menus to provide the **Date Range**. Click **Save** when finished.

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Settings Holidays Job Titles Skills

Holidays: Avaya - SIL Full Stack Testing

Organization Name
Avaya - SIL Full Stack Testing

Create New Holiday

Organization Name
Avaya - SIL Full Stack Testing

Holiday Name
Independence Day Day

Paid (Non-Working)
☒

Date Range
05/04/2011 12:00 AM - 05/04/2011 11:59 PM

From: July 2011 To: July 2011

Set Cancel

Save Cancel Revert

The **Holidays** tab will display the list of holidays assigned to the Organization.

AVAYA

REFRESH PRINT Send Message Enter What If Preferences Help Logout

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Settings Holidays Job Titles Skills

Holidays: Avaya - SIL Full Stack Testing

View Year: 2011

Holiday Name	Paid (Non-Working)	Start Date	End Date	Owner Organization
President's Day	No	02/21/2011 12:00 AM	02/21/2011 11:59 PM	Avaya - SIL Full Stack Testing
Easter	No	04/24/2011 12:00 AM	04/24/2011 11:59 PM	Avaya - SIL Full Stack Testing
Memorial Day	Yes	05/30/2011 12:00 AM	05/30/2011 11:59 PM	Avaya - SIL Full Stack Testing
Independence Day	Yes	07/04/2011 12:00 AM	07/04/2011 11:59 PM	Avaya - SIL Full Stack Testing

Create New Holiday Copy Holiday Edit Holiday Delete Holiday

4.7.3 Define Job Titles used by the Organization

In the **App Admin** module, click the **Organization** section and select **Job Titles** tab. The **Job Title** area for the Organization will be displayed. Click **Create New Title** (shown in second screen below) button at the bottom right. Provide a descriptive name for **Job Title** and **Description**. Click **Save** when finished.

AVAYA

REFRESH PRINT Send Message Enter What If Preferences Help Logout

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Settings Holidays Job Titles Skills

Job Title: Avaya - SIL Full Stack Testing

Organization Name: Avaya - SIL Full Stack Testing

Create New Job Title

Organization Name: Avaya - SIL Full Stack Testing

Job Title: Advisor

Description: Advisor to agents

Save Cancel Revert

The **Job Titles** tab will display the list of **Job Titles** assigned to the Organization.

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My Home People Tracking Requests Interactions Reports Scorecards Learning Coaching App Admin System

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Settings Holidays Job Titles Skills

Job Title: Avaya - SIL Full Stack Testing

Job Title	Description	Owner Organization
Call Center Agent	Agent	Avaya - SIL Full Stack Testing
Supervisor	Supervisor	Avaya - SIL Full Stack Testing
Advisor	Advisor to agents	Avaya - SIL Full Stack Testing

Create New Job Title Copy Job Title Edit Job Title Delete Job Title

4.7.4 Define Skills used by the Organization

In the **App Admin** module, click the **Organization** section and select **Skills** tab. The **Skill** area for the Organization will be displayed. Click **Create New Skill** (shown in second screen below) button at the bottom right. Provide a descriptive name for **Skill** and **Description**. Use the drop down menu to select the **Media Type**. Click **Save** when finished.

The screenshot shows the Avaya App Admin interface. The top navigation bar includes 'My Home', 'People', 'Tracking', 'Requests', 'Interactions', 'Reports', 'Scorecards', 'Learning', 'Coaching', 'App Admin', and 'System'. The 'App Admin' tab is selected. Below it, the 'Organizations' section is highlighted, and the 'Skills' tab is selected. The main content area shows the 'Skill: Avaya - SIL Full Stack Testing: Agent' form. The form has fields for 'Organization Name' (Avaya - SIL Full Stack Testing), 'Name' (Agent), 'Description' (agent skill), and 'Media Type' (Phone). The 'Save' button is highlighted.

The **Skills** tab will display the list of Skills assigned to the Organization.

The screenshot shows the Avaya App Admin interface. The top navigation bar includes 'My Home', 'People', 'Tracking', 'Requests', 'Interactions', 'Reports', 'Scorecards', 'Learning', 'Coaching', 'App Admin', and 'System'. The 'App Admin' tab is selected. Below it, the 'Organizations' section is highlighted, and the 'Skills' tab is selected. The main content area shows the 'Skill: Avaya - SIL Full Stack Testing' table. The table has columns for 'Skill', 'Media Type', 'Description', and 'Owner Organization'. The table contains one row: 'Agent', 'Phone', 'agent skill', 'Avaya - SIL Full Stack Testing'. The 'Create New Skill' button is highlighted.

Skill	Media Type	Description	Owner Organization
Agent	Phone	agent skill	Avaya - SIL Full Stack Testing

4.7.5 Create Employee Group used by the Organization

In the **App Admin** module, click the **Groups**. The **Employee Group Form** is displayed. Click **Create** button at the bottom right. Provide a descriptive name for **Name** and **Description**. Use the drop down menu to select an employee filter if desired. Use the **Members** menus to select employees appropriately. Click **Save** when finished.

***Note:** Employees are added in **Section 4.5.3**.

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Organizations Security Groups Work Queues Activities Request Management Scorecards Setup Learning Coaching

Employee Group Form: Agents

Groups Selection
Agents

Group Details
Name: Agents
Description:
Members:

Members

Available Employees
All Current
All Current
No Filter

QMEmpExport

Create Filter
Edit Filter

Selected Employees
4000000, Agent
4000001, Agent
4000002, Agent
LaRocque, Monte

>> <<

Create Save Delete Revert

4.7.6 Define Work Queues used by the Organization

In the **App Admin** module, click the **Work Queues** section and the **Settings** tab. The **Queues** area is displayed. Click **Create work queues** button on the bottom right.

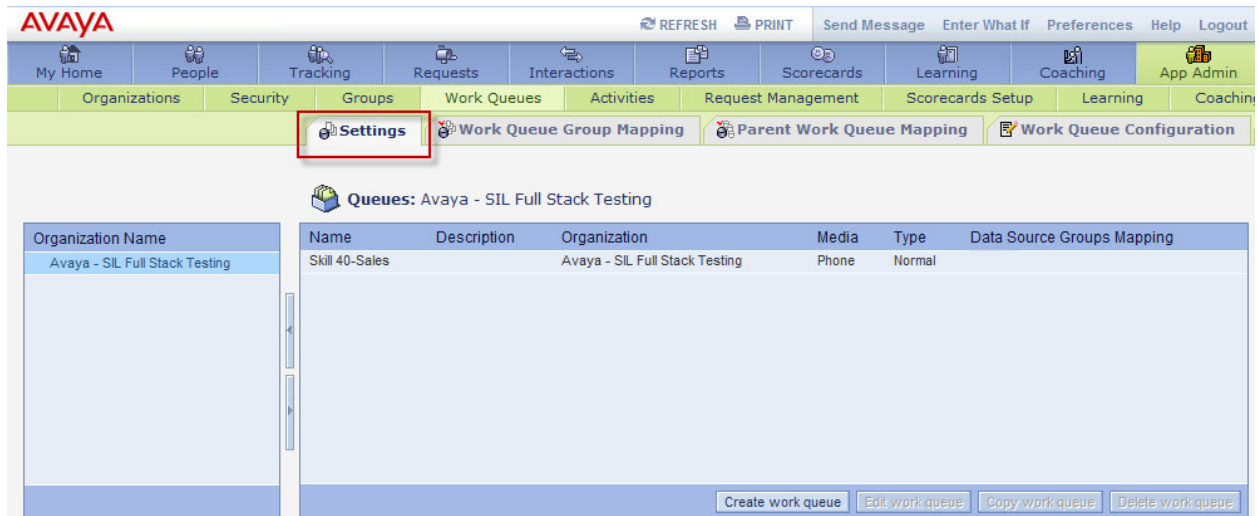
The screenshot shows the Avaya App Admin interface. The top navigation bar includes 'My Home', 'People', 'Tracking', 'Requests', 'Interactions', 'Reports', 'Scorecards', 'Learning', 'Coaching', and 'App Admin'. The 'App Admin' module is active, and the 'Work Queues' section is selected. The 'Settings' tab is highlighted. Below the tabs, there is a table with columns: Name, Description, Organization, Media, Type, and Data Source Groups Mapping. The 'Create work queue' button is highlighted at the bottom right.

Enter a descriptive name for the **Name** and **Description** fields. Use the drop down menus to select **Media**, **Type** and **Organization**. Click **Save** when finished.

The screenshot shows the 'Work Queue Settings' form. The 'Name' field is 'Skill 40 - Sales' and the 'Description' field is 'skill 40'. The 'Media' dropdown is set to 'Phone', 'Type' is 'Normal', and 'Organization' is 'Avaya - SIL Full Stack Testing'. The 'Save' button is highlighted at the bottom right.

The **Settings** tab will display the list of **Queues** assigned to the Organization.

***Note:** the **Data Source Groups Mapping** is automatically populated from the **Data Source Groups** from **Section 4.5.2**.



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Organizations Security Groups Work Queues Activities Request Management Scorecards Setup Learning Coaching

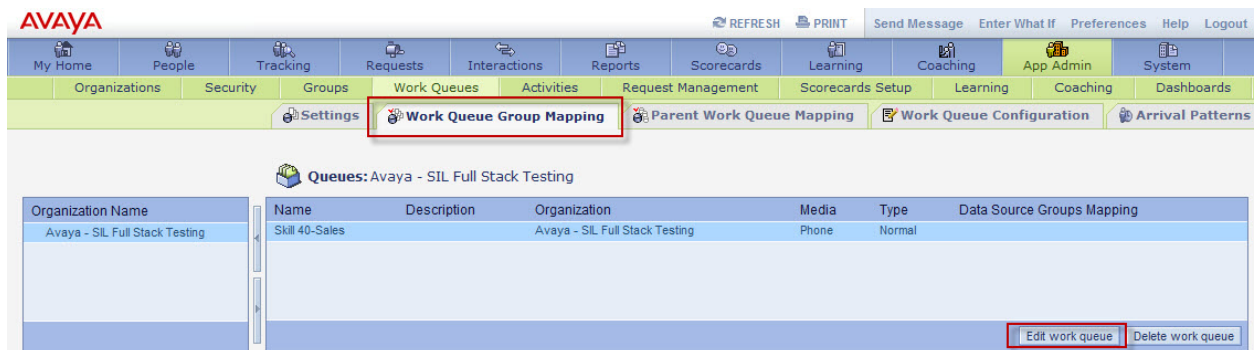
Settings Work Queue Group Mapping Parent Work Queue Mapping Work Queue Configuration

Queues: Avaya - SIL Full Stack Testing

Organization Name	Name	Description	Organization	Media	Type	Data Source Groups Mapping
Avaya - SIL Full Stack Testing	Skill 40-Sales		Avaya - SIL Full Stack Testing	Phone	Normal	

Create work queue Edit work queue Copy work queue Delete work queue

Click the **Work Queue Group Mapping** tab to add the **Data Source Groups Mapping**. Highlight the Queue created using the procedure above and click **Edit work queue** on bottom right.



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Settings Work Queue Group Mapping Parent Work Queue Mapping Work Queue Configuration Arrival Patterns

Queues: Avaya - SIL Full Stack Testing

Organization Name	Name	Description	Organization	Media	Type	Data Source Groups Mapping
Avaya - SIL Full Stack Testing	Skill 40-Sales		Avaya - SIL Full Stack Testing	Phone	Normal	

Edit work queue Delete work queue

Use the drop down menu to select the **Available Data Source Groups**. Move the **Data Source Group** to the **Mapped Data Source Groups** using the **Work Queue Group Mapping** menus. Click **Save Mapping** when finished.

Work Queue Group Mapping: Skill 40-Sales

Available Data Source Groups	Mapped Data Source Groups				
CMS-ACD1	<table border="1"> <thead> <tr> <th>Data Source Group</th> <th>Mapped</th> </tr> </thead> <tbody> <tr> <td>140</td> <td>Mapped</td> </tr> </tbody> </table>	Data Source Group	Mapped	140	Mapped
Data Source Group	Mapped				
140	Mapped				

Go to Data Source Group Definition **Save Mapping** Revert Cancel

The following screen is displayed showing the **Data Source Groups Mapping** added to the **Queue**.

Queues: Avaya - SIL Full Stack Testing

Organization Name	Name	Description	Organization	Media	Type	Data Source Groups Mapping
Avaya - SIL Full Stack Testing	Skill 40-Sales		Avaya - SIL Full Stack Testing	Phone	Normal	140

Edit work queue Delete work queue

Click the **Work Queue Configuration** tab to edit the queue configuration. Highlight the work queue and click the **Edit work queue** button at the bottom right.

AVAYA

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Organizations Security Groups Work Queues Activities Request Management Scorecards Setup Learning Coaching Dashboards

Settings Work Queue Group Mapping Parent Work Queue Mapping **Work Queue Configuration** Arrival Patterns

Queues: Avaya - SIL Full Stack Testing

Organization Name	Name	Description	Type	Activity Handling Time (in seconds)	Arrival Pattern	LQF Only
Avaya - SIL Full Stack Testing	Skill 40-Sales		Work Completed, WIP and Inventory	5	No pattern	<input type="checkbox"/>

Edit work queue Delete work queue

Use the provided controls to select the desired work queue configuration. Refer to the Avaya Workforce Management documentation for more information on work queues (see **Section 6.3**). For these Application Notes the **Work Queue Configuration** used default values shown below.

AVAYA

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Organizations Security Groups Work Queues Activities Request Management Scorecards Setup Learning Coaching Dashboards

Settings Work Queue Group Mapping Parent Work Queue Mapping **Work Queue Configuration** Arrival Patterns

Work Queue Configuration: Skill 40-Sales

Work Queue Configuration

As of 05/04/2011

Use Volume Capture ☒

Type Work Completed, WIP and Inventory

Activity Handling Time (in seconds) 5

Arrival Pattern No pattern

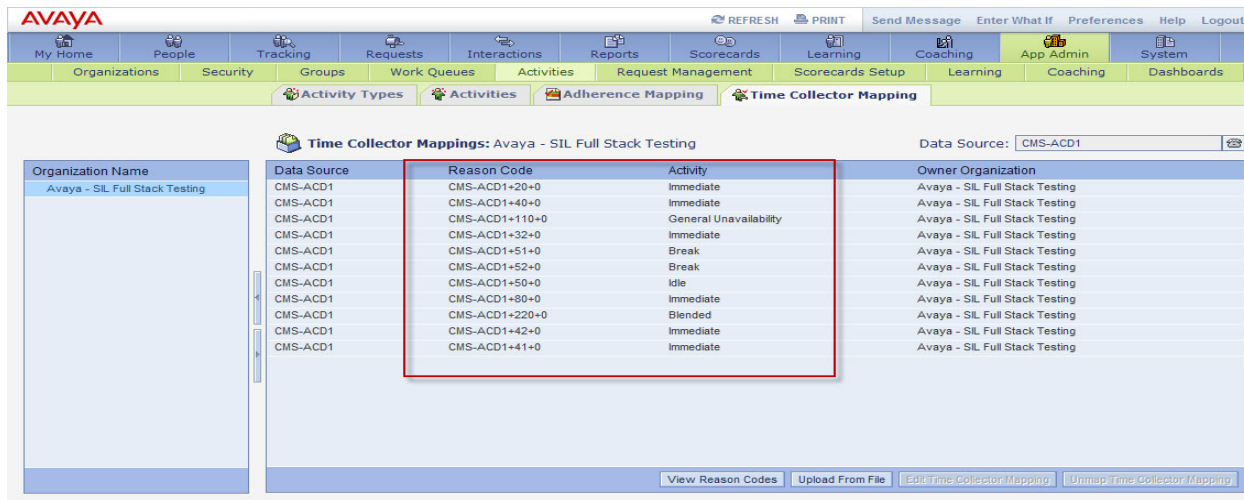
LQF Only ☐

#	Multi Selection	Source Event	Target Event	Target Work Queue(s)	Proportion %	Bundle Size	Lag (Hrs)	Lag (Mins)
Add Delete								

Save Cancel Revert

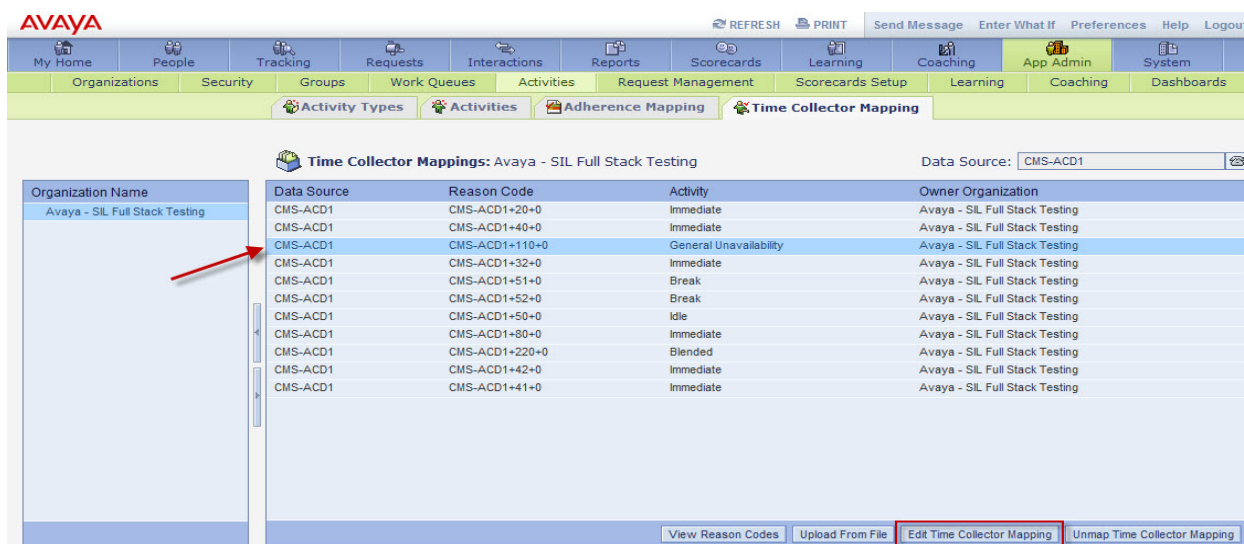
4.7.7 Define Activities used by the Organization

Refer to the Avaya Workforce Management documentation for more information on activities (see **Section 6.3**). These Application Notes used default values for **Activity Types**, **Activities** and **Adherence Mapping**. Once the Data Source (created in **Section 4.5.1**) begins sending agent activity, the **Time Collector Mapping** table is populated with **Reason Code** information. Initially, the **Reason Codes** are not mapped to an **Activity** causing agent adherence to not be accurate. The following screen shows **Data Source** and **Reason Code** already mapped to an **Activity**.



Organization Name	Data Source	Reason Code	Activity	Owner Organization
Avaya - SIL Full Stack Testing	CMS-ACD1	CMS-ACD1+20+0	Immediate	Avaya - SIL Full Stack Testing
	CMS-ACD1	CMS-ACD1+40+0	Immediate	Avaya - SIL Full Stack Testing
	CMS-ACD1	CMS-ACD1+110+0	General Unavailability	Avaya - SIL Full Stack Testing
	CMS-ACD1	CMS-ACD1+32+0	Immediate	Avaya - SIL Full Stack Testing
	CMS-ACD1	CMS-ACD1+51+0	Break	Avaya - SIL Full Stack Testing
	CMS-ACD1	CMS-ACD1+52+0	Break	Avaya - SIL Full Stack Testing
	CMS-ACD1	CMS-ACD1+50+0	Idle	Avaya - SIL Full Stack Testing
	CMS-ACD1	CMS-ACD1+80+0	Immediate	Avaya - SIL Full Stack Testing
	CMS-ACD1	CMS-ACD1+220+0	Blended	Avaya - SIL Full Stack Testing
	CMS-ACD1	CMS-ACD1+42+0	Immediate	Avaya - SIL Full Stack Testing
	CMS-ACD1	CMS-ACD1+41+0	Immediate	Avaya - SIL Full Stack Testing

To map a **Reason Code** to **Activity** simply select the row to map. Click the **Edit Time Collector Mapping** button.



Organization Name	Data Source	Reason Code	Activity	Owner Organization
Avaya - SIL Full Stack Testing	CMS-ACD1	CMS-ACD1+20+0	Immediate	Avaya - SIL Full Stack Testing
	CMS-ACD1	CMS-ACD1+40+0	Immediate	Avaya - SIL Full Stack Testing
	CMS-ACD1	CMS-ACD1+110+0	General Unavailability	Avaya - SIL Full Stack Testing
	CMS-ACD1	CMS-ACD1+32+0	Immediate	Avaya - SIL Full Stack Testing
	CMS-ACD1	CMS-ACD1+51+0	Break	Avaya - SIL Full Stack Testing
	CMS-ACD1	CMS-ACD1+52+0	Break	Avaya - SIL Full Stack Testing
	CMS-ACD1	CMS-ACD1+50+0	Idle	Avaya - SIL Full Stack Testing
	CMS-ACD1	CMS-ACD1+80+0	Immediate	Avaya - SIL Full Stack Testing
	CMS-ACD1	CMS-ACD1+220+0	Blended	Avaya - SIL Full Stack Testing
	CMS-ACD1	CMS-ACD1+42+0	Immediate	Avaya - SIL Full Stack Testing
	CMS-ACD1	CMS-ACD1+41+0	Immediate	Avaya - SIL Full Stack Testing

Use the drop down menu to select the **Activity** the associated **Reason Code** will be tracked against. Click **Save** when finished.

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REFRESH PRINT Send Message Enter What If Preferences Help Logout

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Activity Types Activities Adherence Mapping Time Collector Mapping

Time Collector Mapping Details: Avaya - SIL Full Stack Testing: CMS-ACD1+110+0

Organization Name
Avaya - SIL Full Stack Testing

Time Collector Mapping Details	
Data Source	CMS-ACD1
Reason Code	CMS-ACD1+110+0
Organization Name	Avaya - SIL Full Stack Testing
Activity	General Unavailability

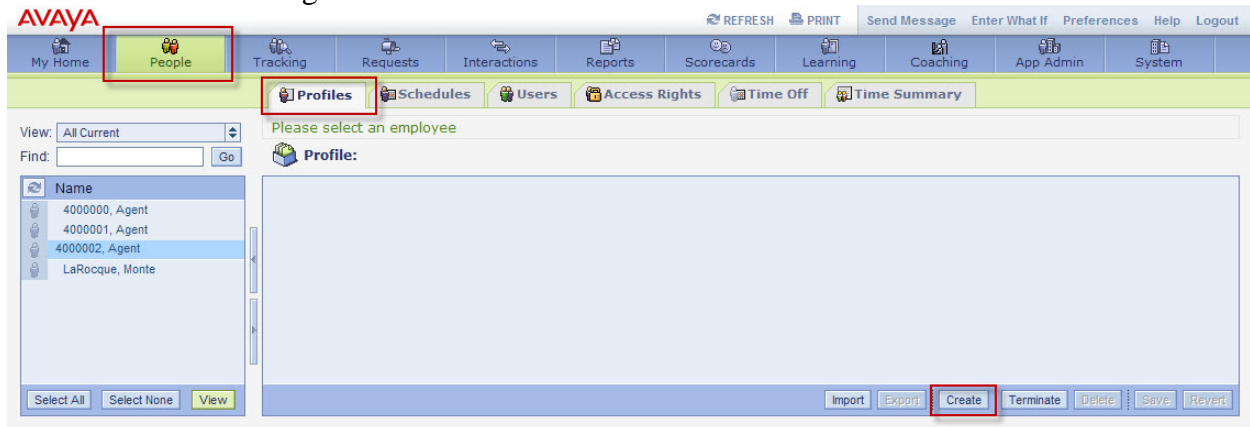
General Unavailability
Generic Non-Work Activity
Generic Work Activity
Idle
Immediate
Impact 360 Web
Internet Explorer
Jury Duty
Late
Learning
Learning Break

Save Cancel Revert

4.8 Configure People Module

4.8.1 Create User Profile

Navigate to **People** module and click **Profiles** tab. Creating a new user by clicking the **Create** button on the bottom right.



AVAYA

REFRESH PRINT Send Message Enter What If Preferences Help Logout

My Home People Tracking Requests Interactions Reports Scorecards Learning Coaching App Admin System

Profiles Schedules Users Access Rights Time Off Time Summary

View: All Current Find: Go

Please select an employee

Profile:

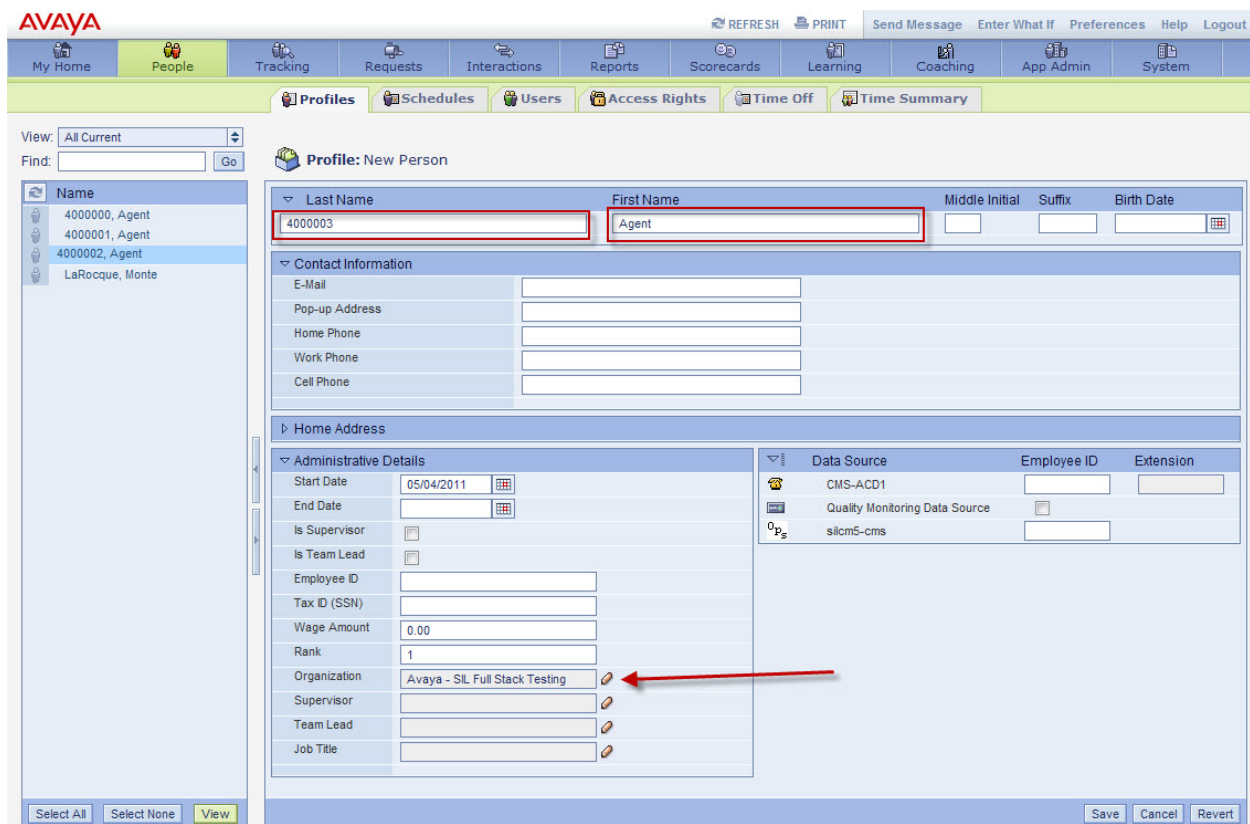
Name

- 4000000, Agent
- 4000001, Agent
- 4000002, Agent
- LaRocque, Monte

Select All Select None View

Import Export Create Terminate Delete Save Revert

The **Profile** screen is displayed. Enter the new person's **Last Name**, **First Name** and other information if required. Link the new person's Supervisor by clicking on the pencil icon (see arrow.)



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REFRESH PRINT Send Message Enter What If Preferences Help Logout

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Profiles Schedules Users Access Rights Time Off Time Summary

View: All Current Find: Go

Profile: New Person

Last Name First Name Middle Initial Suffix Birth Date

4000003 Agent

Contact Information

E-Mail

Pop-up Address

Home Phone

Work Phone

Cell Phone

Home Address

Administrative Details

Start Date 05/04/2011

End Date

Is Supervisor

Is Team Lead

Employee ID

Tax ID (SSN)

Wage Amount 0.00

Rank 1

Organization Avaya - SIL Full Stack Testing

Supervisor

Team Lead

Job Title

Data Source Employee ID Extension

CMS-ACD1

Quality Monitoring Data Source

silcm5-cms

Select All Select None View

Save Cancel Revert

The **Effective Dates** screen is displayed. Use the drop down menus to select the new person's **Organization**, **Supervisor**, **Team Lead** and **Job Title**. Click **Set** button when finished.

Effective Dates: Organization

Organization	Avaya - SIL Full Stack Testing
Supervisor	
Team Lead	
Job Title	Call Center Agent

Set **Cancel**

User is returned to the **Profile** screen. Enter the new person's **Employee ID** corresponding to the Data Sources in the bottom right. Click **Save** when finished.

Profile: New Person

Last Name	First Name	Middle Initial	Suffix	Birth Date
4000003	Agent			

Contact Information

E-Mail:

Pop-up Address:

Home Phone:

Work Phone:

Cell Phone:

Home Address

Administrative Details

Start Date: 05/04/2011

End Date:

Is Supervisor: ☐

Is Team Lead: ☐

Employee ID:

Tax ID (SSN):

Wage Amount: 0.00

Rank: 1

Organization: Avaya - SIL Full Stack Testing

Supervisor: LaRocque, Monte K.

Team Lead: LaRocque, Monte K.

Job Title: Call Center Agent

Data Source	Employee ID	Extension
CMS-ACD1	<input type="text"/>	<input type="text"/>
Quality Monitoring Data Source	<input type="text"/>	<input type="text"/>
silcm5-cms	<input type="text"/>	<input type="text"/>

Save **Cancel** **Revert**

5 Verification Steps

This section provides the steps that can be performed to verify proper configuration of Communication Manager, Application Enablement Services and Avaya Contact Recorder.

5.1 Verify Avaya Aura® Communication Manager

On Communication Manager, verify the status of the active agents by using the “**list agent-loginID staffed**” command. The results of this command will show all agents that are logged into the Communication Manager. Verify the list contains agents configured in Workforce Management.

list agent-loginID staffed									
AGENT LOGINID									
Login ID	Name	Extension	Dir	Agt	AAS/AUD	COR	Ag	Pr	SO
	Skil/Lv	Skil/Lv	Skil/Lv	Skil/Lv	Skil/Lv	Skil/Lv	Skil/Lv	Skil/Lv	Skil/Lv
400-0000	Ag 4000000	415-0000					1	lv1	
	40/01	/	/	/	/	/	/	/	/
400-0001	Ag 4000001	415-0001					1	lv1	
	40/01	/	/	/	/	/	/	/	/
400-0002	Agent 4000002	415-0003					1	lv1	
	40/01	/	/	/	/	/	/	/	/

5.2 Verify Avaya Call Management System

See [Section 3](#) to verify the status of CMS and the Workforce Management setup.

5.3 Verify Avaya Workforce Management

From the **Avaya Workforce Management** screen, navigate to **System → Integration**. Double click the target **Integration Server** to view the Integration Server Configuration details.

The screenshot shows the Avaya Workforce Management web interface. At the top, there is a navigation bar with the Avaya logo and various utility links like REFRESH, PRINT, Send Message, etc. Below this is a main menu with icons for My Home, People, Tracking, Requests, Interactions, Reports, Scorecards, Learning, Coaching, App Admin, and System. The 'System' menu item is highlighted with a red box. Below the main menu, there is a sub-menu with 'Integration' highlighted by a red box. The 'Integration Servers' section is displayed below, showing a table with columns: Server Name, Fully Qualified Server Name, RMI Port, and Version. Two entries are listed, both with 'si-wfm' as the server name and '45731' as the RMI port. The second entry is highlighted with a red box. At the bottom right, there are buttons for 'Edit Configuration', 'Refresh Cache', and 'Export Cache'.

Server Name	Fully Qualified Server Name	RMI Port	Version
si-wfm	si-wfm.sqa.dr.avaya.com	45731	10.0.5
si-wfm	si-wfm	45731	10.0.5

The following screen is displayed. Select the **Integration Server** in the left pane to view the **Integration Server Status** and the **Manager Status**. Each Integration Package status is indicated.

The screenshot displays the Avaya Integration Server Configuration interface. The left pane shows the 'Integration Packages' list, with 'Integration Server [Root@sil-wfm]' selected. The right pane shows the 'Integration Server Status' and 'Manager Status' sections. The 'Integration Server Status' section shows the server is running, with a 'Stop' button. The 'Manager Status' section shows the status of various integration packages, including 'Time Record Auto Close [GM4]', 'Report Dump [GM2]', 'Avaya - CSI for CMS Report 4.1 [CS]', 'Avaya - STCI for CMS [PluginManager]', and 'Generic - ASCM - Agent Scorecard Metrics [CS2]'. Each package has a status indicator (green lightbulb for running, yellow for warning, red for error) and a 'Stop' button.

Drill down status for each **Integration Package** can be viewed by selecting the target **Integration Package** in the left pane. The resultant status is displayed in the right pane. The following screen shows status for **Avaya – CSI for CMS Report 4.1 [CS]** package.

The screenshot displays the Avaya Integration Server Configuration interface, specifically the status of the 'Avaya - CSI for CMS Report 4.1 [CS]' package. The left pane shows the 'Integration Packages' list, with 'Avaya - CSI for CMS Report 4.1 [CS]' selected. The right pane shows the 'Avaya - CSI for CMS Report 4.1 status' section, which includes a 'Stop' button and an 'Import Now' button. Below this, the 'Avaya - CSI for CMS Report 4.1 components' section shows the status of individual components: 'Converter [Converter]' and 'Timer [Timer]'. Each component has a status indicator (green lightbulb for running, yellow for warning, red for error) and a 'Stop' button.

6 Additional References

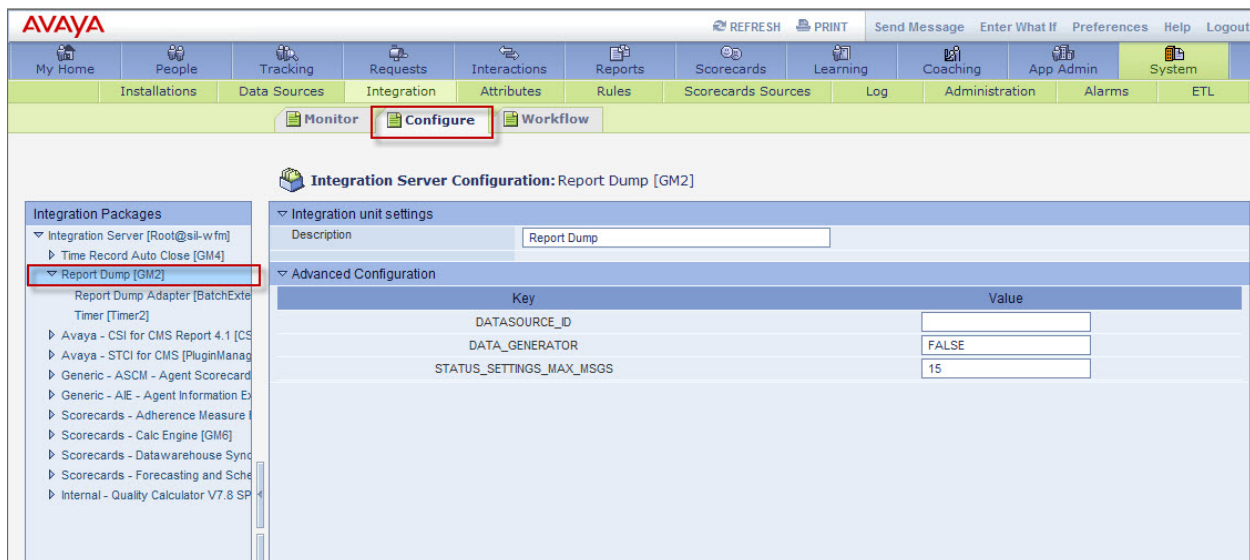
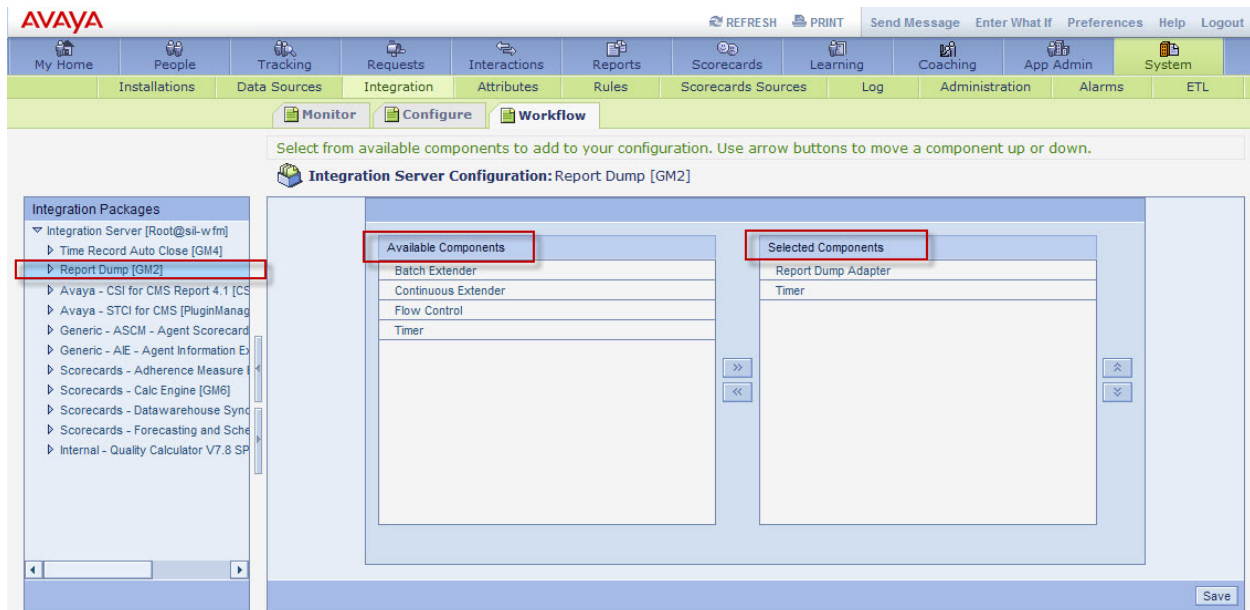
Avaya references are available at <http://support.avaya.com>.

1. Installing and Configuring Avaya Aura® Communication Manager document
<http://support.avaya.com/css/P8/documents/100089133>
2. Avaya Call Management System Software Installation, Maintenance, and Troubleshooting, Release 16.2, November 2010
<http://support.avaya.com/css/P8/documents/100114790>
3. Avaya Workforce Management Administration Guide
(Available on product media)
4. Avaya Workforce Management Schedulers' Guide
(Available on product media)
5. Application Notes to Integrate Avaya Aura® Communication Manager R6.0.1, Avaya Aura® Application Enablement Services R6.1 and Avaya Contact Recorder 10.1 using Service Observing (add link when available)
6. Application Notes to Integrate Avaya Aura® Communication Manager R6.0.1, Avaya Aura® Application Enablement Services R6.1 and Avaya Contact Recorder 10.1 using Single Step Conferencing (add link when available)

7 Appendix A

The following screen shots are shown to illustrate the **Integration Package** and **Component** settings used for testing that were not described in **Section 4.6**

Report Dump [GM2]



AVAYA REFRESH PRINT Send Message Enter What If Preferences Help Logout

My Home People Tracking Requests Interactions Reports Scorecards Learning Coaching App Admin System

Installations Data Sources Integration Attributes Rules Scorecards Sources Log Administration Alarms ETL

Custom Reports **Configure**

Configure: Report Dump Adapter [BatchExtender]

Integration Packages

- Integration Server [Root@sil-wfm]
 - Time Record Auto Close [GM4]
 - Report Dump [GM2]
 - Report Dump Adapter [BatchExtender]**
 - Timer [Timer2]
 - Avaya - CSI for CMS Report 4.1 [CS]
 - Avaya - STCI for CMS [PluginManag]
 - Generic - ASCM - Agent Scorecard
 - Generic - AIE - Agent Information Ex
 - Scorecards - Adherence Measure
 - Scorecards - Calc Engine [GM6]
 - Scorecards - Datawarehouse Sync
 - Scorecards - Forecasting and Sche
 - Internal - Quality Calculator V7.8 SP

Configuration Parameters

Advanced Configuration

Extender Configuration

Key	Value
ADAPTER_TYPE	
APPEND_ADAPTER_CONFIG_TO_COMMAND_LINE	false
DATA_GENERATOR	FALSE
EXTENDER_ACD_STATUS_CHECK	true
EXTENDER_IS_CONTINUOUS	false
EXTENDER_MAX_RETRIES	-1
EXTENDER_POLL_INTERVAL	1000
MSG_EXPIRATION_TIME	-1
PLUGIN_MAX_RETRY_COUNT	5
STATUS_SETTINGS_MAX_MSGS	15

Adapter Configuration

Key	Value
ADAPTER_COMMAND_LINE	C:\Program Files\Avaya Inc\Int
DATASOURCE_ID	
LOG_FILE_NAME	\\sil-wfm\CS\Program Files\Av
LOG_LEVEL	
PROCESS_ID	4416
PTEXTENDER_ARCHIVE_ENABLED	false
REPORT_INTERVAL	86400000
REPORT_OFFSET	-86400000
USER_NAME	Report Dump Adapter

Save

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Timer

Integration Server Configuration: Timer [Timer2]

Integration Packages

- Integration Server [Root@sil-wfm]
 - Time Record Auto Close [GM4]
 - Report Dump [GM2]
 - Report Dump Adapter [BatchExtender]
 - Timer [Timer2]**
 - Avaya - CSI for CMS Report 4.1 [CS]
 - Avaya - STCI for CMS [PluginManag]
 - Generic - ASCM - Agent Scorecard
 - Generic - AIE - Agent Information Ex
 - Scorecards - Adherence Measure
 - Scorecards - Calc Engine [GM6]
 - Scorecards - Datawarehouse Sync
 - Scorecards - Forecasting and Sche

Never ☒ Daily ☐ Weekly ☐ Monthly

Active	Start Time	End Time	Interval (min)	Occurs Once
<input checked="" type="checkbox"/>	2:15 AM	11:59 PM	15	<input checked="" type="checkbox"/>

Avaya – CSI for CMS Report 4.1[CS]

The screenshot shows the Avaya System Administration console. The top navigation bar includes links like My Home, People, Tracking, Requests, Interactions, Reports, Scorecards, Learning, Coaching, App Admin, and System. Below this is a secondary navigation bar with tabs: Monitor, Configure, Data Source, and Workflow. The Workflow tab is selected and highlighted with a red box. The main content area is titled "Integration Server Configuration: Avaya - CSI for CMS Report 4.1 [CS]". It features a left sidebar with "Integration Packages" and a main panel with "Available Components" and "Selected Components". The "Available Components" list includes Batch Extender, Continuous Extender, Flow Control, and Timer. The "Selected Components" list includes Converter and Timer. A red box highlights the "Avaya - CSI for CMS Report 4.1 [CS]" package in the left sidebar.

The screenshot shows the Avaya System Administration console with the "Configure" tab selected and highlighted with a red box. The main content area is titled "Integration Server Configuration: Avaya - CSI for CMS Report 4.1 [CS]". It features a left sidebar with "Integration Packages" and a main panel with various configuration sections. The "Integration Packages" sidebar has a red box around the "Avaya - CSI for CMS Report 4.1 [CS]" package. The main panel includes sections for "Integration unit settings", "Report settings", "Archive Settings", "Error", "Diagnostic", "Intermediate", and "Advanced Configuration". The "Report settings" section includes fields for "Report file path" (C:\inetpub\ftproot\CMS\Skills), "Report extension" (*.txt), and checkboxes for "Archive reports" (checked) and "Import Data after each file." (unchecked). The "Archive Settings" section includes fields for "Location" (C:\Program Files\Avaya Inc\Integration Server\FusionExc) and "Days to Archive" (7). The "Error" section includes fields for "Location" (C:\Program Files\Avaya Inc\Integration Server\FusionExc) and "Days to Archive" (7). The "Diagnostic" section includes fields for "Location" (C:\Program Files\Avaya Inc\Integration Server\FusionExc) and "Days to Archive" (7). The "Intermediate" section includes a field for "Location" (C:\Program Files\Avaya Inc\Integration Server\FusionExc) and a "Post Archive Command" field. The "Advanced Configuration" section includes a table with keys and values: DIAGNOSTIC_FILES_FLAG (true), IGNORE_DATA_SOURCE_CONFIGURATION (false), NUMBER_OF_ERROR_RETRIES (1), and STATUS_SETTINGS_MAX_MSGS (15). A "Save" button is located at the bottom right of the main panel.

***Note:** The following screen is shown in collapsed form. Default values were used.

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Configure

Configure: Converter [Converter]

Integration Packages

- Integration Server [Root@sil-wfm]
 - Time Record Auto Close [GM4]
 - Report Dump [GM2]
 - Avaya - CSI for CMS Report 4.1 [CS]
 - Converter [Converter]**
 - Timer [Timer]
 - Avaya - STCI for CMS [PluginManag
 - Generic - ASCM - Agent Scorecard
 - Generic - AIE - Agent Information Ex
 - Scorecards - Adherence Measure t
 - Scorecards - Calc Engine [GM6]
 - Scorecards - Datawarehouse Sync
 - Scorecards - Forecasting and Sché
 - Internal - Quality Calculator V7.8 SP

Configuration

- Report Definition
- Data Mapping
- Mapping Operations
- Importer Configuration

AVAYA

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Installations Data Sources Integration Attributes Rules Scorecards Sources Log Administration Alarms ETL

Timer

Integration Server Configuration:

Never ☒ Daily ☐ Weekly ☐ Monthly

Active	Start Time	End Time	Interval (min)	Occurs Once
<input checked="" type="checkbox"/>	12:08 AM	11:59 PM	30	<input type="checkbox"/>

Avaya – STCI for CMS [PluginManager]

AVAYA

REFRESH PRINT Send Message Enter What If Preferences Help Log

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Monitor Configure Data Source Workflow

Select from available components to add to your configuration. Use arrow buttons to move a component up or down.

Integration Server Configuration: Avaya - STCI for CMS [PluginManager]

Integration Packages

- Integration Server [Root@sil-wfm]
 - Time Record Auto Close [GM4]
 - Report Dump [GM2]
 - Avaya - CSI for CMS Report 4.1 [CS]
 - Avaya - STCI for CMS [PluginManager]**
 - Generic - ASCM - Agent Scorecard
 - Generic - AE - Agent Information Ex
 - Scorecards - Adherence Measure
 - Scorecards - Calc Engine [GM6]
 - Scorecards - Datawarehouse Sync
 - Scorecards - Forecasting and Sche
 - Internal - Quality Calculator V7.8 SP

Available Components

- Continuous Extender

Selected Components

- Avaya CMS Adapter

AVAYA

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Monitor Configure Data Source Workflow

Integration Server Configuration: Avaya - STCI for CMS [PluginManager]

Integration Packages

- Integration Server [Root@sil-wfm]
 - Time Record Auto Close [GM4]
 - Report Dump [GM2]
 - Avaya - CSI for CMS Report 4.1 [CS]
 - Avaya - STCI for CMS [PluginManager]**
 - Generic - ASCM - Agent Scorecard
 - Generic - AE - Agent Information Ex
 - Scorecards - Adherence Measure
 - Scorecards - Calc Engine [GM6]
 - Scorecards - Datawarehouse Sync
 - Scorecards - Forecasting and Sche
 - Internal - Quality Calculator V7.8 SP

Integration unit settings

Description: Avaya - STCI for CMS

Datasource State

- ☒ Enable Unknown Event
- Heartbeat Timeout: 120000
- Link Down Timeout: 120000
- Unknown Event Startup Delay: 300000

Time Collection

- ☐ Enable Agent Diagnostics
- ☒ Ignore Old Events
- ☒ Insert Undefined AuxCodes
- Reason Code For Basic Adherence: UNAVAILABLE
- ☒ Stamp Event Time Locally

Writer

- Maximum Threads: 2
- Block Size: 350
- Maximum Buffer Size: -1
- Maximum Elements To Flush: 100
- Maximum Retry Interval: 2000
- Poll Interval: 1000
- Shutdown Delay: 5000
- Store Classname: com.bluepumpkin.bpxCommon
- Store Properties:

Advanced Configuration

Key	Value
EXTENDER_ACD_STATUS_CHECK	true
IGNORE_DATA_SOURCE_CONFIGURATION	false
INVOCATION_TIMEOUT	300000
LAST_EVENT_DATE_FORMAT	MM/dd HH:mm:ss
LAST_EVENT_MSG_FORMAT	{{(2):(0):(1)}}
MSG_EXPIRATION_TIME	-1
STATUS_SETTINGS_MAX_MSGS	15
SUPPORT_MULTI_ACD	false

Save

AVAYA

REFRESH PRINT Send Message Enter What If Preferences Help Logout

My Home People Tracking Requests Interactions Reports Scorecards Learning Coaching App Admin System

Installations Data Sources Integration Attributes Rules Scorecards Sources Log Administration Alarms ETL

Configure

Configure: Avaya CMS Adapter [ContinuousExtender]

Integration Packages

- Integration Server [Root@sil-wfm]
 - Time Record Auto Close [GM4]
 - Report Dump [GM2]
 - Avaya - CSI for CMS Report 4.1 [CS]
 - Avaya - STCI for CMS [PluginManag]
 - Avaya CMS Adapter [Continuous]**
 - Generic - ASCM - Agent Scorecard
 - Generic - AE - Agent Information Ex
 - Scorecards - Adherence Measure
 - Scorecards - Calc Engine [GM6]
 - Scorecards - Datawarehouse Sync
 - Scorecards - Forecasting and Sche
 - Internal - Quality Calculator V7.8 SP

Configuration Parameters

Port Number: 6996

Timestamp Type: Avaya CMS

Advanced Configuration

Extender Configuration

Key	Value
ADAPTER_TYPE	
APPEND_ADAPTER_CONFIG_TO_COMMAND_LINE	false
EXTENDER_ACD_STATUS_CHECK	true
EXTENDER_IS_CONTINUOUS	true
EXTENDER_MAX_RETRIES	-1
EXTENDER_POLL_INTERVAL	1000
MSG_EXPIRATION_TIME	-1
PLUGIN_MAX_RETRY_COUNT	5
STATUS_SETTINGS_MAX_MSGS	15

Adapter Configuration

Key	Value
ADAPTER_COMMAND_LINE	C:\Program Files\Avaya Inc\Int
BPCONFIG_BPF_X_TC_StampEventTimeLocally	true
DATASOURCE_ID	101
LOG_FILE_NAME	\\sil-wfm\CS\Program Files\Avaya
LOG_LEVEL	
PROCESS_ID	900
PTEXTENDER_ARCHIVE_ENABLED	false
PTEXTENDER_FLUSH_OLD_EVENTS	true
PTEXTENDER_MAX_EVENTS_TO_SEND	500
PTEXTENDER_MAX_QUEUE_SIZE	100000
USER_NAME	Avaya CMS Adapter

This port number needs to match the port used to install feeds on the CMS

***Note:** The other **Integration Packages** (not shown) support Scorecards and Quality Monitoring which are outside the scope of these Application Notes.

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