



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

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# **Application Notes for InteractCRM SMSConnect 1.0 with Avaya Interaction Center Release 7.0 - Issue 1.0**

### **Abstract**

These Application Notes describe the procedures for configuring InteractCRM SMSConnect 1.0 to interoperate with Avaya Interaction Center (IC) Release 7.0.

SMSConnect provides Short Message Service (SMS) based self service and intelligent communication between customers and organizations. It links up customers' mobile phones with organizations' human and information resources to provide customers quick and easy access to information within the organization, and extends the functionalities of Avaya IC in a seamless manner.

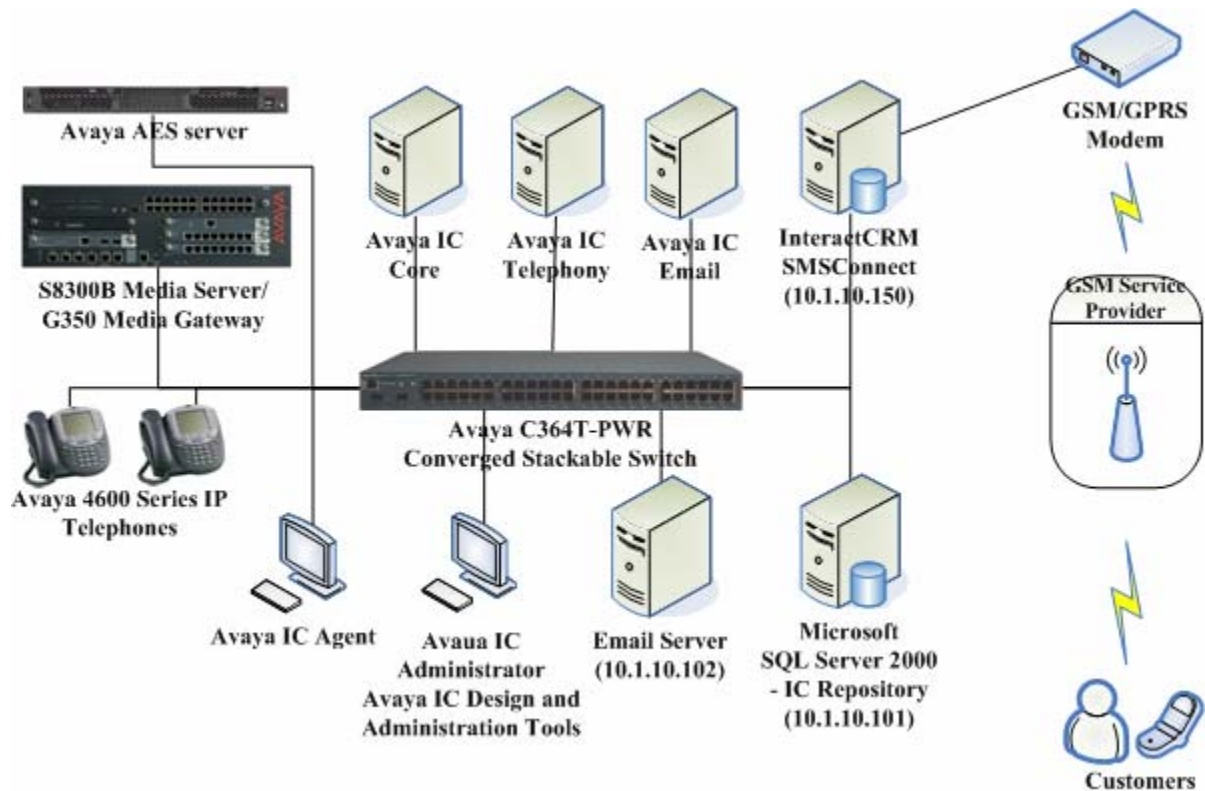
Information in these Application Notes has been obtained through compliance testing and additional technical discussions. Testing was conducted via the Developer*Connection* Program at the Avaya Solution and Interoperability Test Lab.

# 1. Introduction

These Application Notes describe the compliance-tested configuration used to validate InteractCRM SMSConnect 1.0 with Avaya Interaction Center Release 7.0.

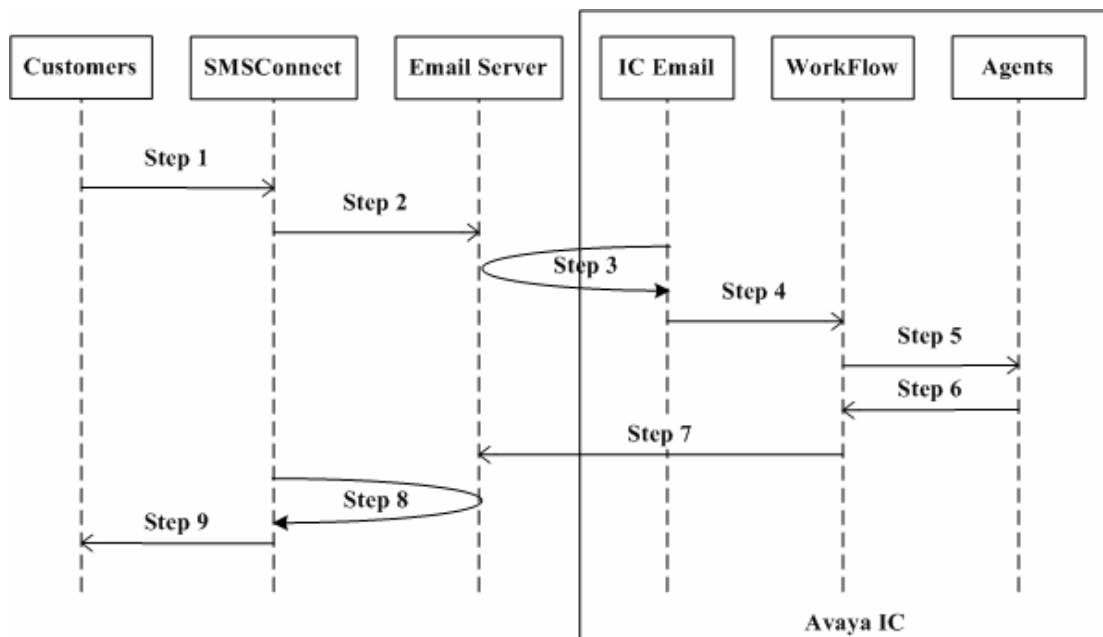
SMSConnect enables two way interactions between customers and Avaya IC contact center agents via SMS messaging. Customers can send SMS messages to the contact center and have their queries responded to by agents using Avaya IC. Such SMS messages are correctly classified by Avaya IC, thus providing a seamless integration into any Avaya IC environment. SMSConnect also provides the ability to collect feedback from customers that have contacted the contact center. An SMS message can be automatically sent to the customer at the end of a call to collect feedback, thus allowing the performance of the agents to be rated. The Interaction Manager and Feedback Manager components of SMSConnect are utilized for integration of SMS messaging and SMS-based feedback survey with Avaya IC respectively.

**Figure 1** illustrates the configuration used to verify InteractCRM SMSConnect interoperability with Avaya Interaction Center. Avaya Interaction Center was installed on three servers running Microsoft Windows Server 2000 Service Pack 4. InteractCRM SMSConnect ran on another server running Microsoft Windows Server 2000 Service Pack 4 with a GSM / GPRS modem installed to send and receive SMS messages. A generic POP3 / SMTP Email server was installed on another server with mailboxes configured for use by SMSConnect and Interaction Center. Another server running Microsoft SQL Server 2000 stored the IC Repository database. Avaya IC Design and Administration Tools were installed on the Administrator PC to configure the Avaya Interaction Center environment. On the agent PC, Avaya IC Agent client was installed and configured for the IC Email and Voice Channel. The Chat channel was not configured and tested in this configuration. All the systems are connected on the customer LAN using the Avaya C364T-PWR Converged Stackable Switch for network connectivity. SMS messages from customers are simulated using three mobile phones capable of sending and receiving SMS messages. The detailed configurations of Avaya S8300B Media Server, Avaya G350 Media Gateway, Avaya Application Enablement Services (AES) server and Avaya 4600 Series IP Telephone are not discussed in these Application Notes.



**Figure 1: InteractCRM SMSConnect with Avaya Interaction Center**

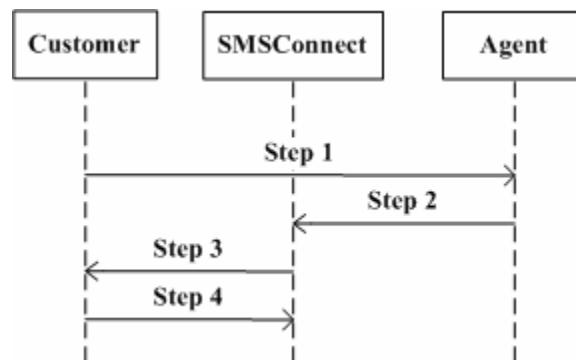
**Figure 2** shows the sample SMS messaging flow for a customer who sends an SMS message to the call center and the agent replies using Avaya IC Agent.



**Figure 2: Sample SMS Flow from InteractCRM SMSConnect to Avaya Interaction Center**

Step	Description
1	Customer sends a SMS message to the Contact Center. This message is routed via the Mobile Service Provider to the GSM/GPRS modem. SMSConnect polls the GSM/GPRS Modem to receive the SMS message.
2	SMSConnect converts the SMS message into an email, sets the subject of the email in a predefined manner with the SMS Contact details (e.g. customer's mobile number) and sends the email to the <b>IC email account</b> (e.g. ' <a href="mailto:icuser@avaya.com">icuser@avaya.com</a> ') on the Email server. An example of the subject of the email is "SMS-6598646345-6598639738" where the number 6598646345 is the number of the GSM/GPRS modem and 6598639738 is the customer's mobile number.
3	IC Email polls the <b>IC email account</b> on a regular interval and retrieves the email.
4	IC Email triggers the customized <b>qualifyemail</b> workflow to qualify the email. The workflow parses the subject of the email and sets the Electronic Data Unit (EDU) values with the SMS Contact details.
5	The workflow routes the email to the call center agent.
6	The agent uses Avaya IC Agent to read and respond to the email.
7	The outbound email workflow sends the email to the <b>SMSConnect email account</b> (e.g. ' <a href="mailto:smsuser@avaya.com">smsuser@avaya.com</a> ') on the Email server.
8	SMSConnect polls the <b>SMSConnect email account</b> on a regular interval and retrieves the email.
9	SMSConnect converts the email back to an SMS message and sends it to the customer via the GSM/GPRS modem.

**Figure 3** shows the sample SMS-based feedback survey. After a customer hangs up on the call with an agent, SMSConnect sends an SMS message to the customer to collect their feedback.



**Figure 3: Sample SMS flow to collect feedback**

Step	Description
1	The customer is connected to the call center agent. This can be a voice call or a web chat.
2	When the customer hangs up, the agent wraps up the call using Avaya IC Agent. The wrap up event triggers an IC Script, which sends a request to SMSConnect to collect feedback from the customer.
3	SMSConnect composes an SMS message based on a Feedback Template and sends to the customer's mobile phone.
4	The customer replies to the SMS message. SMSConnect analyzes the SMS message received from the customer.

## 2. Equipment and Software Validated

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

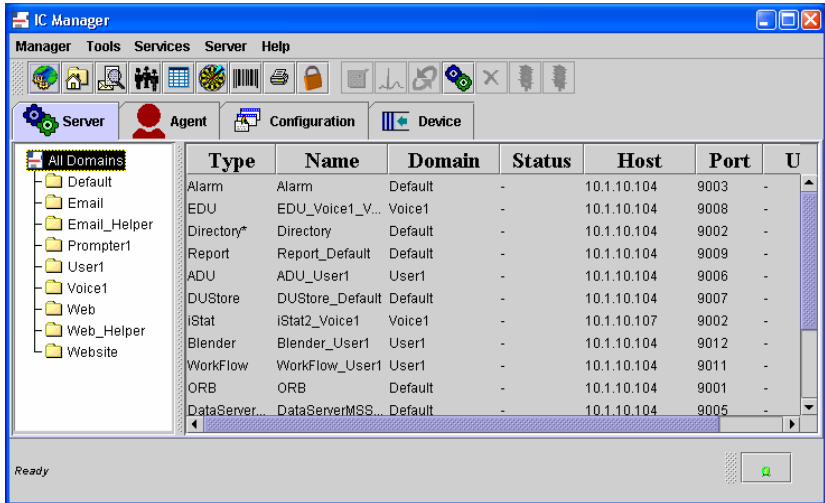
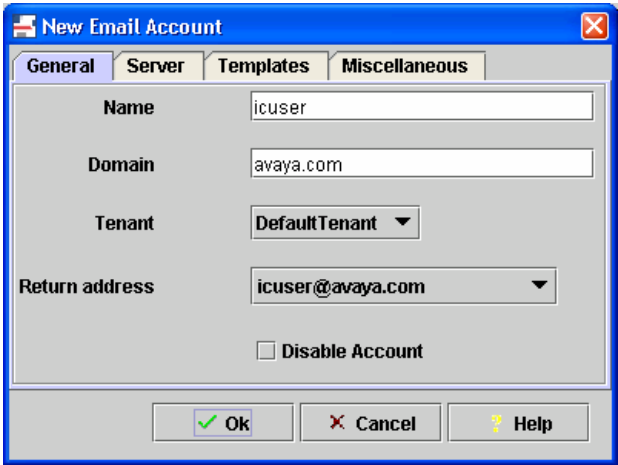
Equipment	Software
Avaya Interaction Center	Release 7.0 Service Pack 2
Avaya S8300B Media Server	3.1.2 (R013x.01.2.632.1)
Avaya G350 Media Gateway	Firmware V25.28.0
Avaya 4600 series IP telephones	4621SW (R2.4)
Avaya Application Enablement Services	3.1.1 (r3-1-1-build-43-2-0)
Avaya C364T-PWR Converged Stackable Switch	4.3.12
InteractCRM SMSConnect	1.0

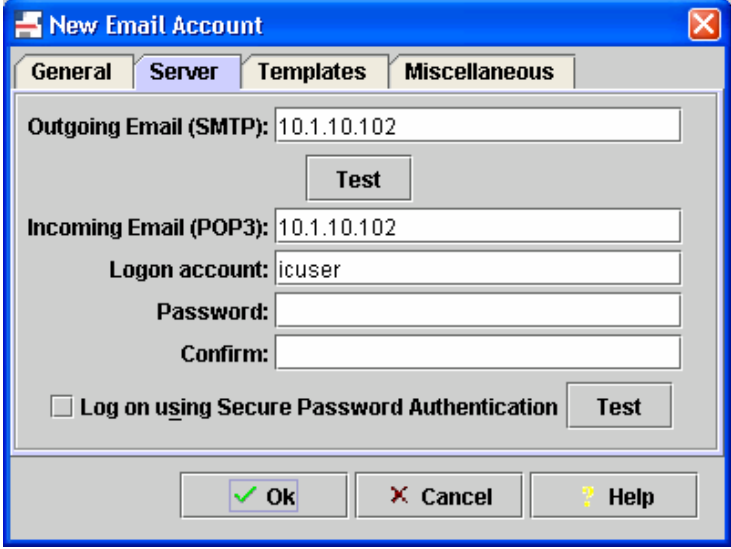
## 3. Configure Avaya Interaction Center

This section describes the configuration of Avaya Interaction Center to interoperate with InteractCRM SMSConnect. It is assumed that Avaya Interaction Center core servers and IC Agent required to handle the IC Email and Voice Channels are installed and running properly.

### 3.1. Configure IC Email Account

When SMSConnect needs to send SMS messages to the agents in Interaction Center, it does so by converting the SMS messages to emails and sending them to a predetermined POP3 email account. Interaction Center polls this email account for new messages and routes them to the agents using the customized email workflow as described in **Section 4.2**. In this configuration, the email account is ***icuser@avaya.com*** created on the Email server.

Step	Description
1.	<p>To start IC Manager, click <b>Start→All Programs→Avaya Interaction Center 7.0→IC Manager</b>. Login with an account with administrator privileges to display the main IC Manager screen. From the menu, select <b>Services→Email Accounts</b> and click <b>New</b>.</p> 
2.	<p>In the <b>General</b> tab of the <b>New Email Account</b> window, enter the email account to be polled by IC Email. In this configuration, to specify the email account <i>icuser@avaya.com</i>, enter <i>icuser</i> for <b>Name</b> and <i>avaya.com</i> for <b>Domain</b>. Select <i>DefaultTenant</i> for <b>Tenant</b> and uncheck <b>Disable Account</b>.</p> 

Step	Description
3.	<p>Click on the <b>Server</b> tab to enter the parameters for the email account. In this configuration, enter the IP address of the Email server for <b>Outgoing Email (SMTP)</b> and <b>Incoming Email (POP3)</b>. Enter <i>icuser</i> for <b>Logon account</b> and the password for <i>icuser</i> in <b>Password</b> and <b>Confirm</b>. Click <b>Ok</b>.</p> 

### 3.2. Configure Interaction Center for SMS Messaging

The following files are provided by InteractCRM for the integration of SMS messaging with its Interaction Manager component. The first four files contain the required modifications to the *qualifyemail* workflow to extend its functionality to qualify SMS messages from SMSConnect that have been converted to emails. The remaining four files modify the Contact History Browser and Electronic Data Unit (EDU) Viewer in IC Agent to display the additional parameters related to the SMS messages. These files are located on the SMSConnect server and need to be transferred to the Avaya IC Administrator PC.

Note: It is assumed that Avaya IC uses the out-of-the-box workflows, EDU layout and IC scripts. If the Avaya IC installation has been customized, consult InteractCRM for the required customization to be done.

	File Name	Folder Location
1.	wacd.prj	<SMSConnect Install Dir>\InteractCRM\SMSConnect\IC Connector for Interaction Manager\IC Flows\wacd\
2.	qualifyemail.qfd	Same as above
3.	qualifysms.qfd	Same as above
4.	SymDictionary.txt	Same as above
5.	eduvviewer_en_US.xsl	<SMSConnect Install Dir>\InteractCRM\SMSConnect\IC Connector for Interaction Manager\Agent Files\QConsole\
6.	Qconsole_AddContact.qsc	Same as above
7.	QConsole_BuildActiveContactCriteria.qsc	Same as above
8.	QConsole_BuildCHBrowserInfo.qsc	Same as above

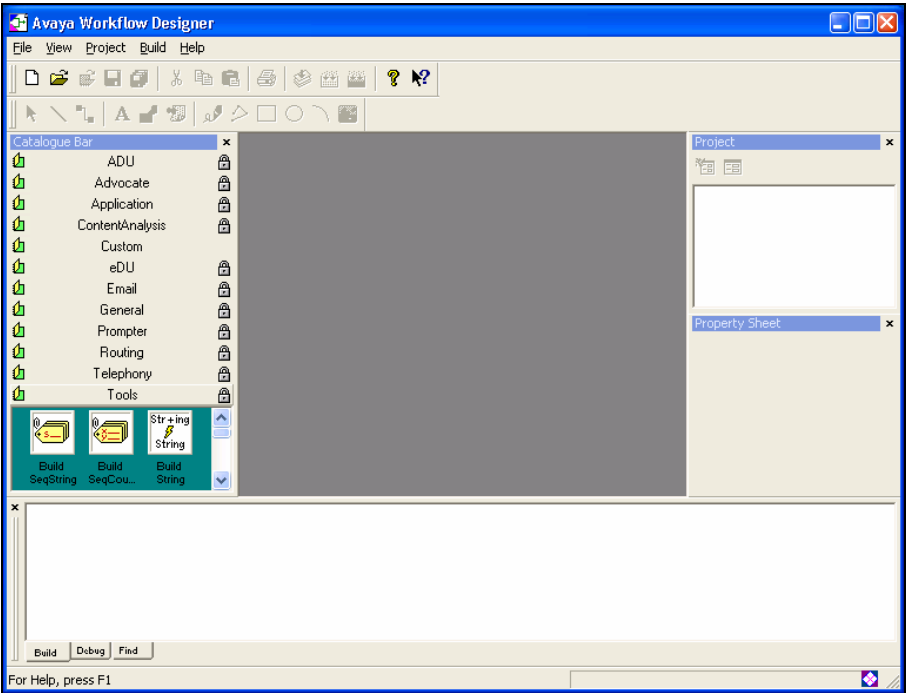
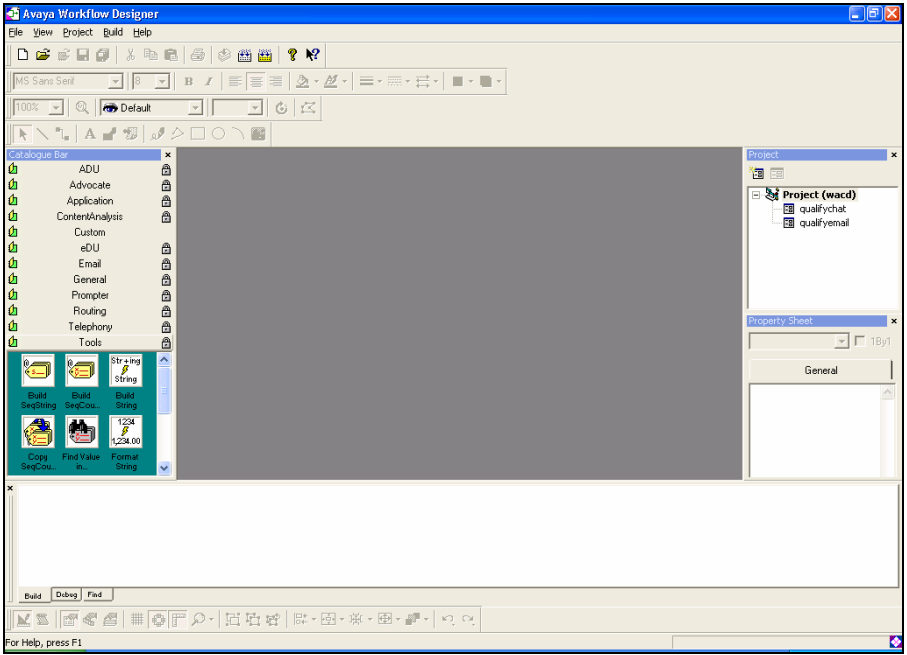
### 3.2.1. Deploy the Workflows

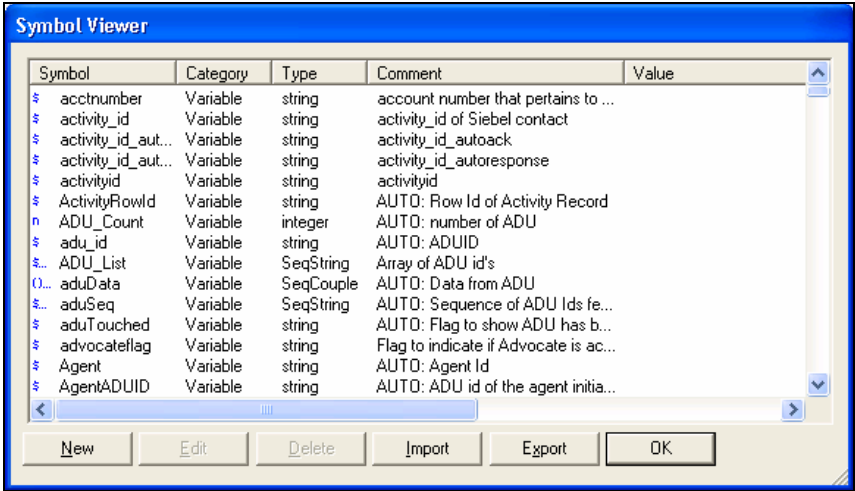
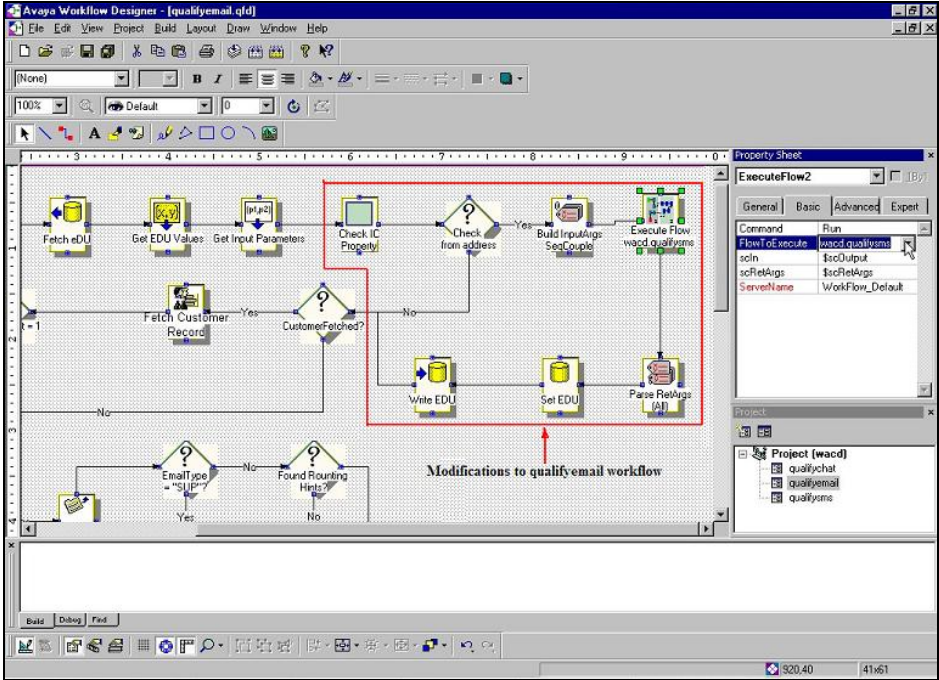
The new workflows need to be re-built using Avaya Workflow Designer. The following 3 custom EDU fields will be populated for every incoming contact identified as an SMS within Interaction Center:

- primarymedia
- gatewayno
- custmobile

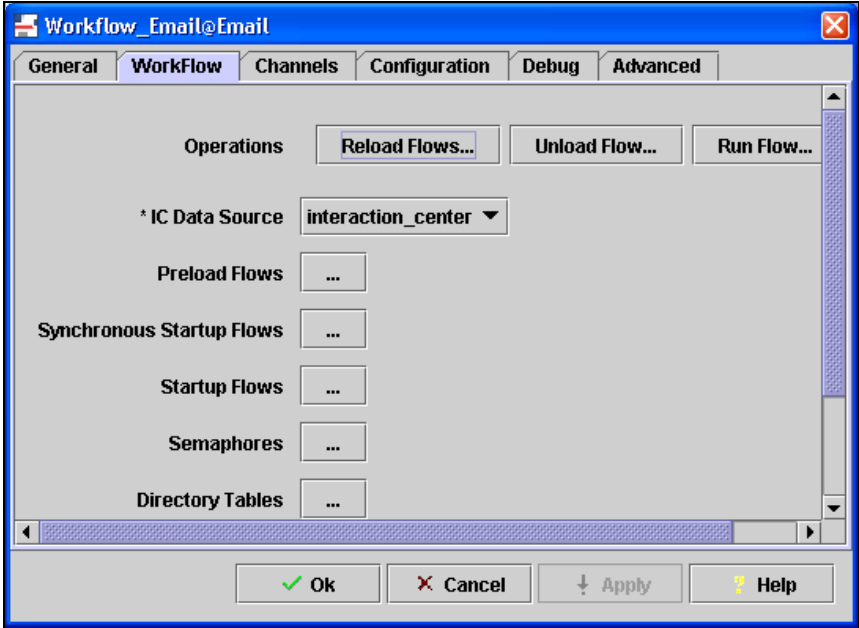
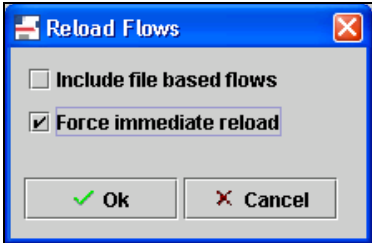
Step	Description
1.	On the Avaya IC Administrator PC, backup the files that will be replaced. Copy the files <i>wacd.prj</i> , <i>qualifyemail.qfd</i> , <i>qualifysms.qfd</i> and <i>SymDictionary.txt</i> from the SMSConnect server to the <AVAYA_IC70_HOME>\design\IC\Flows\Avaya\wacd\ folder on the Avaya IC Administrator PC.



Step	Description
2.	<p>To start Avaya Workflow Designer, click <b>Start→All Programs→Avaya Interaction Center 7.0→Workflow Designer</b>.</p> 
3.	<p>Click <b>File→Open Project</b> from the menu and open the project <b>&lt;AVAYA_IC70_HOME&gt;\design\IC\Flows\Avaya\wacd\wacd.prj</b> for editing.</p> 

Step	Description
4.	<p>To import the <i>SymDictionary.txt</i> file, click <b>Project</b>→<b>Symbols</b>→<b>All Symbols</b> from the menu to open the Symbol Viewer window. Click <b>Import</b> and select <i>SymDictionary.txt</i> in the folder &lt;AVAYA_IC70_HOME&gt;\design\IC\Flows\Avaya\wacd\. Click <b>Open</b>. The Symbol Viewer window will be updated with the symbols from the new <i>SymDictionary.txt</i> file. Click <b>OK</b>.</p> 
5.	<p>Open the <i>qualifyemail</i> flow and verify that it is modified to run the flow <i>qualifysms</i> for emails converted from SMS messages, as highlighted in the screen below. Click <b>Build</b>→<b>Build Flow Set</b> from the menu.</p> 

Step	Description																					
6.	<p>In the Project Settings window, specify an IC account with administrative privileges to upload the new workflows to the database. Click <b>OK</b>.</p> <div><p><b>Project Settings</b></p><p>IC Data Source: <input type="text" value="interaction_center"/></p><p>Login Id: <input type="text"/> Password: <input type="text"/></p><p>Available IC Data Sources can be found in IC Manager. From the top-level "Tools" menu, choose "IC Data Sources."</p><p><input type="button" value="OK"/> <input type="button" value="Cancel"/></p><p>Database</p></div>																					
7.	<p>Start <b>Avaya IC Manager</b> as described in <b>Section 3.1 Step 1</b>. Double-click the Workflow server used for handling emails.</p> <div><p><b>IC Manager</b></p><p>Manager Tools Services Server Help</p><p>Server Agent Configuration Device</p><p>All Domains</p><ul style="list-style-type: none"><li>Default</li><li><b>Email</b></li><li>Email_Helper</li><li>Prompter1</li><li>User1</li><li>Voice1</li><li>Web</li><li>Web_Helper</li><li>Website</li></ul><table><thead><tr><th>Type</th><th>Name</th><th>Domain</th><th>Status</th><th>Host</th><th>Port</th><th>Upd</th></tr></thead><tbody><tr><td>WorkFlow</td><td>Workflow_Email</td><td>Email</td><td>-</td><td>10.1.10.107</td><td>9004</td><td>-</td></tr><tr><td>Email</td><td>Email_Email</td><td>Email</td><td>-</td><td>10.1.10.107</td><td>9003</td><td>-</td></tr></tbody></table><p>Ready</p></div>	Type	Name	Domain	Status	Host	Port	Upd	WorkFlow	Workflow_Email	Email	-	10.1.10.107	9004	-	Email	Email_Email	Email	-	10.1.10.107	9003	-
Type	Name	Domain	Status	Host	Port	Upd																
WorkFlow	Workflow_Email	Email	-	10.1.10.107	9004	-																
Email	Email_Email	Email	-	10.1.10.107	9003	-																

Step	Description
8.	<p>In the WorkFlow tab, click <b>Reload Flows</b>.</p> 
9.	<p>In the Reload Flows window, check <b>Force immediate reload</b> and click <b>Ok</b>.</p> 

### 3.2.2. Deploy the EDU Layout

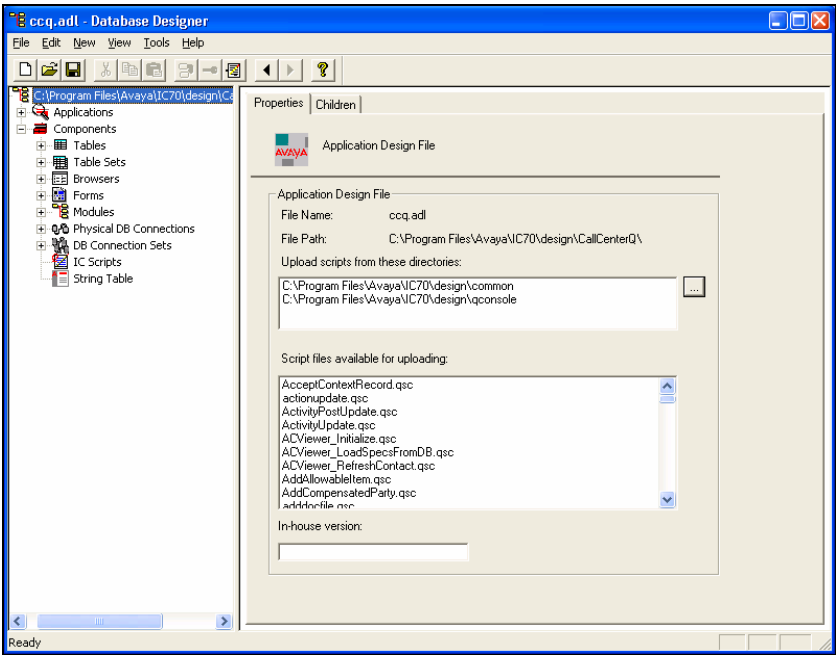
The EDU layout file provided by SMSConnect needs to be deployed using Avaya Database Designer. This will display the 3 custom EDU fields in the EDU Viewer in IC Agent.

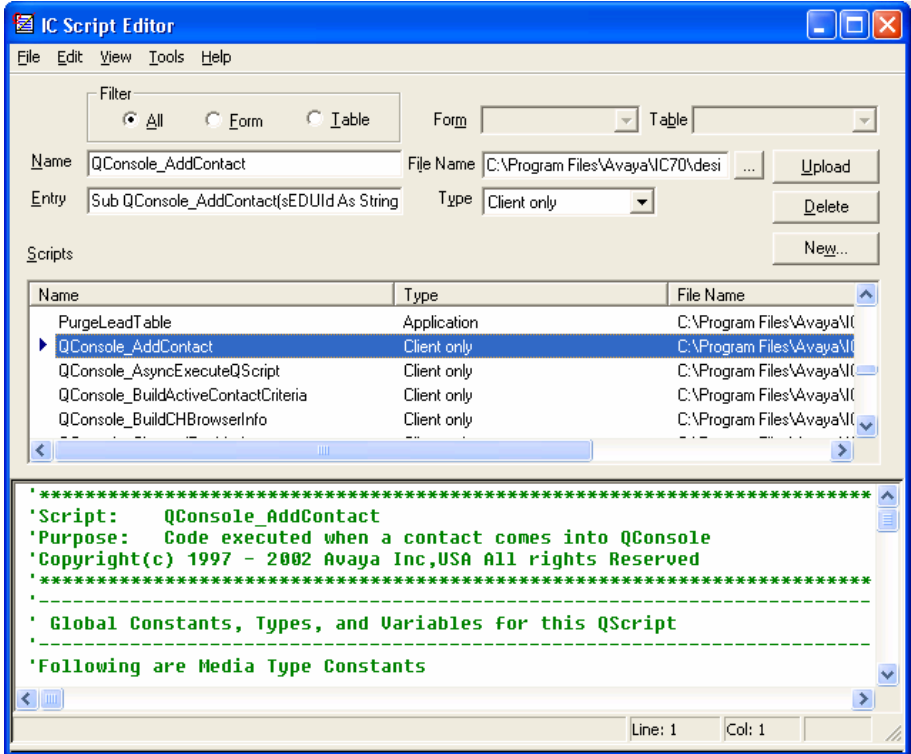

Step	Description
1.	<p>On the Avaya IC Administrator PC, backup the file <i>eduvviewer_en_US.xsl</i>. Copy the new file <i>eduvviewer_en_US.xsl</i> from the SMSConnect server to the <code>&lt;AVAYA_IC70_HOME&gt;\design\QConsole\</code> folder on the Avaya IC Administrator PC.</p>



### 3.2.3. Deploy the IC Scripts

The new IC Scripts provided by SMSConnect need to be deployed using Avaya Database Designer. These scripts will read the new custom EDU fields and classify SMS messages as type SMS instead of email on the Contact History Browser window in IC Agent.

Step	Description
1.	On the Avaya IC Administrator PC, backup the files that will be replaced. Copy the files <i>Qconsole_AddContact.qsc</i> , <i>Qconsole_BuildActiveContactCriteria.qsc</i> and <i>Qconsole_BuildCHBrowserInfo.qsc</i> from the SMSConnect server to the folder <AVAYA_IC70_HOME>\design\QConsole\ on the Avaya IC Administrator PC.
2.	<p>To start Avaya Database Designer, click <b>Start</b>→<b>All Programs</b>→<b>Avaya Interaction Center 7.0</b>→<b>Database Designer</b>. Click <b>File</b>→<b>Open</b> and open the file <i>ccq.adl</i> from the folder &lt;AVAYA_IC70_HOME&gt;\design\ CallCenterQ\ as shown below.</p> 

Step	Description
3.	<p>Click <b>Edit</b>→<b>IC Scripts</b> to open the IC Script Editor. In the Scripts section, select the script <i>Qconsole_AddContact</i> and click <b>Upload</b>.</p> 
4.	<p>In the Database Login window, select <b>defaultDBConnectSet</b> for <b>DB Connection Set</b> and specify an IC account with administrative privileges to upload the new IC Scripts to the database.</p> 
5.	<p>Repeat <b>Steps 3</b> and <b>4</b> to upload the scripts <i>Qconsole_BuildActiveContactCriteria</i> and <i>Qconsole_BuildCHBrowserInfo</i> to the database.</p>

### 3.2.4. Define IC Properties

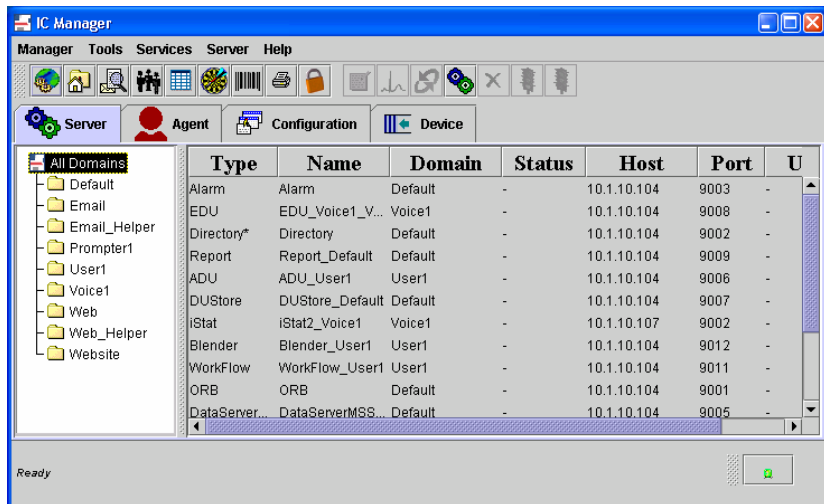
SMSConnect uses 5 new IC Properties. These properties are used by the new *wacd.qualifyemail* and *wacd.qualifysms* workflows provided by SMSConnect. As these are custom IC Properties, they have to be first created using IC Manager. Consult [1] for further guidance. The description of the properties is shown in **Table 1**.

Note: Settings in this section have to be ratified with the format of the information sent from SMSConnect as defined in **Section 4 Step 9**.

Property	Value	Description
param1	mediatype	Set this field to <i>mediatype</i> if the first word in the email subject set by SMSConnect is the media type (e.g. SMS).
param2	mobilenno	Setting this property to <i>mobilenno</i> indicates that the second parameter set by SMSConnect is the mobile number of the customer.
param3	gatewayno	Setting this property to <i>gatewayno</i> indicates that the third parameter set by SMSConnect is the number to which the SMS was sent (e.g. the GSM modem number).
separator	-	This is the separator in the subject of an email between the parameters.
fromaddress	<i>SMSConnect Email Address</i>	This is the email address which SMSConnect uses to send messages to IC Email account. The connector will monitor all emails coming from this account and execute message processing rule for them.

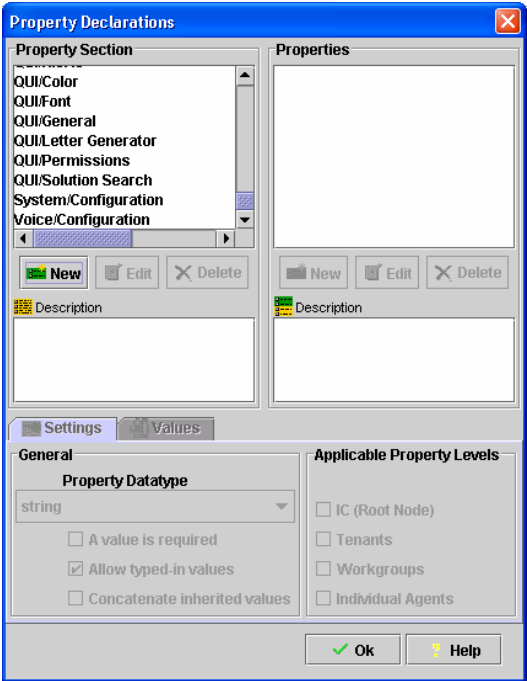
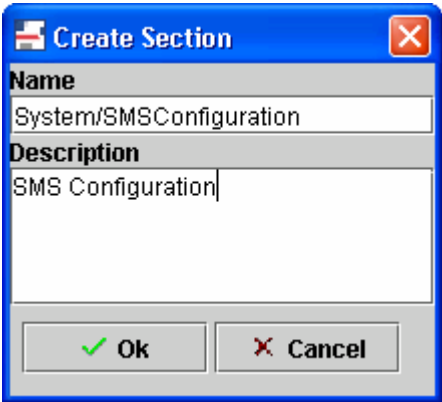
**Table 1: IC Properties for SMSConnect**

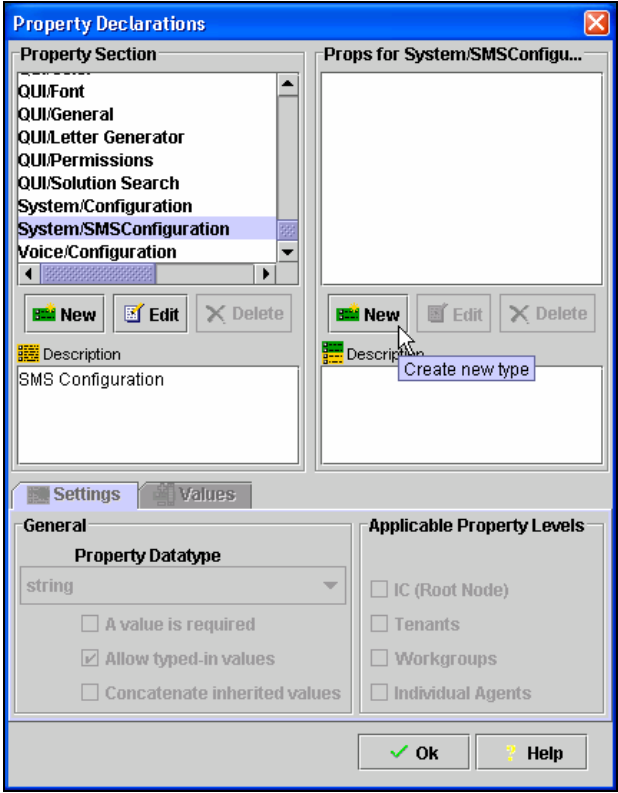
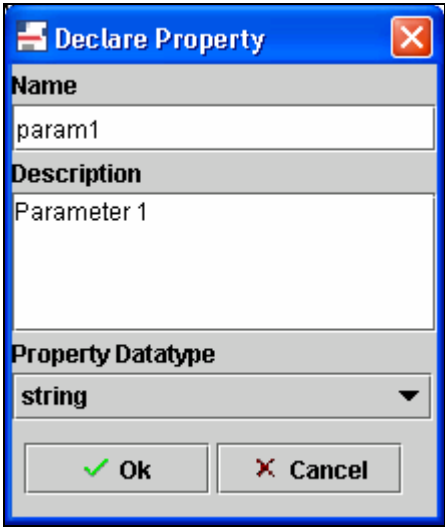
Step	Description
1.	On the Avaya IC Administrator PC, start <b>Avaya IC Manager</b> as described in <b>Section 3.1 Step 1</b> . Click <b>Tools→Property Declarations</b> .

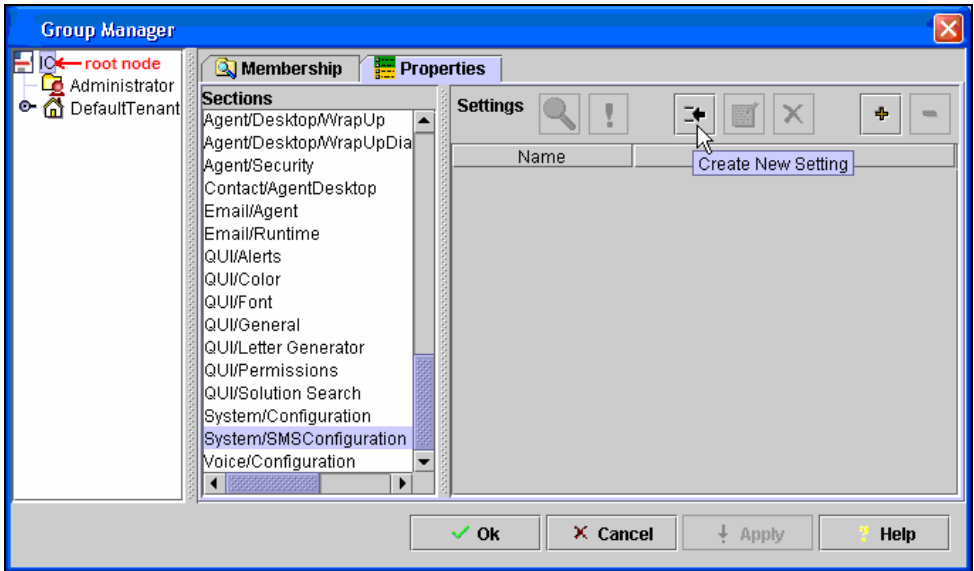
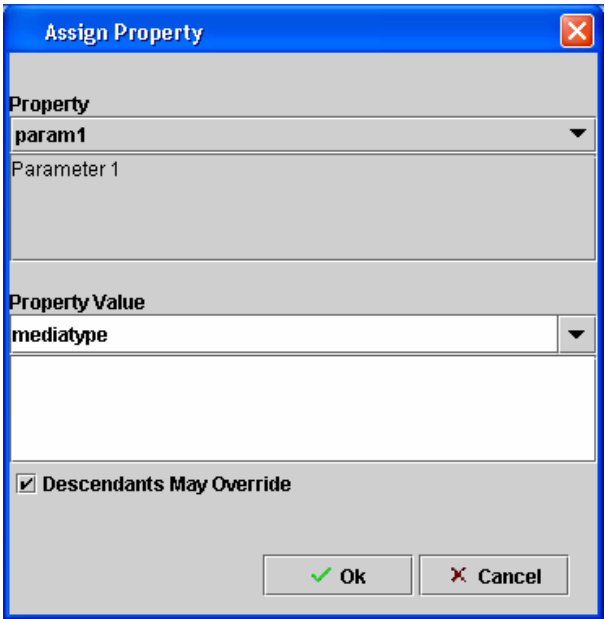


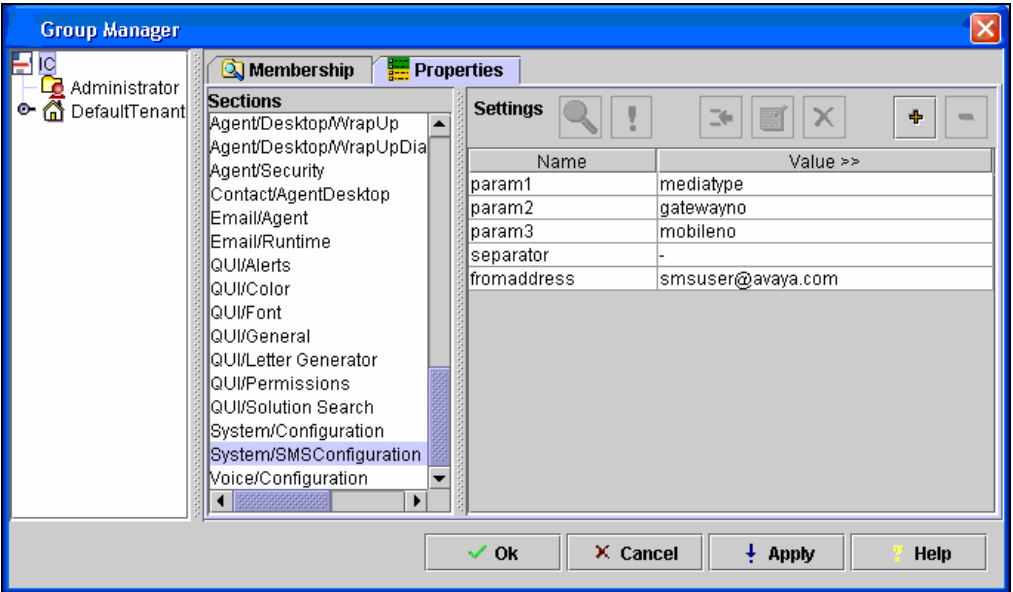
Type	Name	Domain	Status	Host	Port	U
Alarm	Alarm	Default	-	10.1.10.104	9003	-
EDU	EDU_Voice1_V...	Voice1	-	10.1.10.104	9008	-
Directory*	Directory	Default	-	10.1.10.104	9002	-
Report	Report_Default	Default	-	10.1.10.104	9009	-
ADU	ADU_User1	User1	-	10.1.10.104	9006	-
DUStore	DUStore_Default	Default	-	10.1.10.104	9007	-
iStat	iStat2_Voice1	Voice1	-	10.1.10.107	9002	-
Blender	Blender_User1	User1	-	10.1.10.104	9012	-
WorkFlow	WorkFlow_User1	User1	-	10.1.10.104	9011	-
ORB	ORB	Default	-	10.1.10.104	9001	-
DataServer...	DataServerMSS...	Default	-	10.1.10.104	9005	-



Step	Description
2.	<p>A new section called <i>System/SMSConfiguration</i> needs to be created to store the 5 new properties used by SMSConnect. On the <b>Property Declarations</b> window, click <b>New</b> to create a new section.</p> 
3.	<p>Enter <i>System/SMSConfiguration</i> for <b>Name</b> and a descriptive name for <b>Description</b>. Click <b>Ok</b>.</p> 

Step	Description
4.	<p>On the <b>Property Declarations</b> window, click <b>New</b> on the right-hand side to create a new type.</p> 
5.	<p>Create the new IC Properties as shown in <b>Table 1</b>. Enter <i>param1</i> for <b>Name</b> and a descriptive name for <b>Description</b>. Select <i>string</i> for <b>Property Datatype</b>. Click <b>Ok</b>.</p> 

Step	Description
6.	Repeat <b>Steps 3</b> and <b>4</b> to create the remaining IC properties as shown in <b>Table 1</b> . After creating the last IC property, click <b>Ok</b> to close the <b>Property Declaration</b> window.
7.	<p>From the <b>IC Manager</b> window, click <b>Tools</b>→<b>Groups</b>. Click on the root node <b>IC</b>, then select the <b>Properties</b> tab and <b>System/SMSConfiguration</b> for <b>Sections</b>. Click on the button <b>Create New Setting</b>.</p>  <p>The screenshot shows the 'Group Manager' window with the 'Properties' tab selected. In the 'Sections' list on the left, 'System/SMSConfiguration' is highlighted. On the right, the 'Settings' pane has a toolbar where the 'Create New Setting' button (represented by a plus sign in a square) is being clicked. The button has a tooltip that reads 'Create New Setting'. At the bottom of the window are buttons for 'Ok', 'Cancel', 'Apply', and 'Help'.</p>
8.	<p>In the Assign Property window, select <i>param1</i> for <b>Property</b> and enter <i>mediatype</i> for <b>Property Value</b>. Leave the field <b>Descendants May Override</b> as checked. Click <b>Ok</b>.</p>  <p>The screenshot shows the 'Assign Property' dialog box. The 'Property' dropdown menu is set to 'param1', with 'Parameter 1' listed below it. The 'Property Value' dropdown menu is set to 'mediatype'. At the bottom, the 'Descendants May Override' checkbox is checked. 'Ok' and 'Cancel' buttons are at the bottom right.</p>

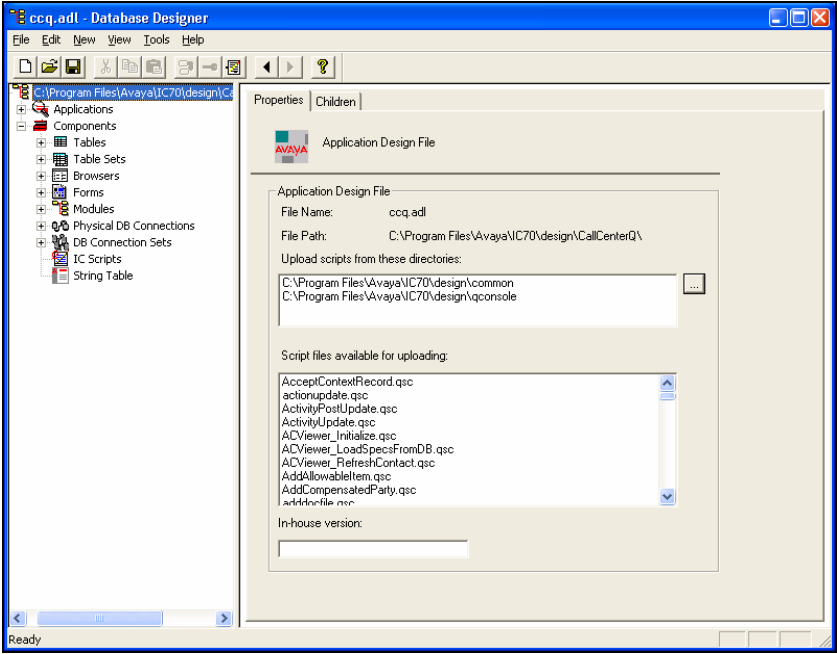
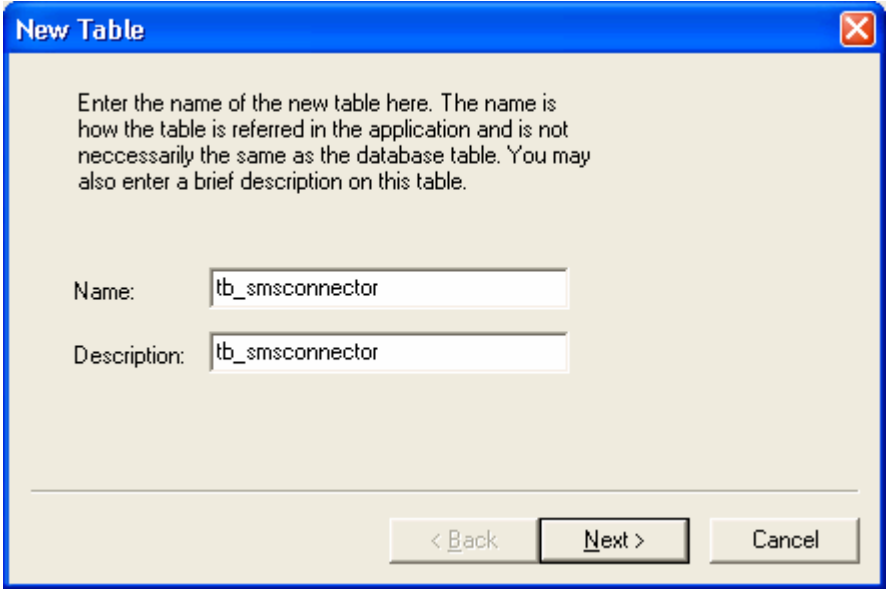
Step	Description
9.	<p>Repeat Step 8 and enter <i>gatewayno</i> for <b>param2</b>, <i>mobilen</i> for <b>param3</b>, - (<i>dash</i>) for <b>separator</b> and <i>smsuser@avaya.com</i> for <b>fromaddress</b>. When completed, the new IC Properties will be shown as below.</p> 

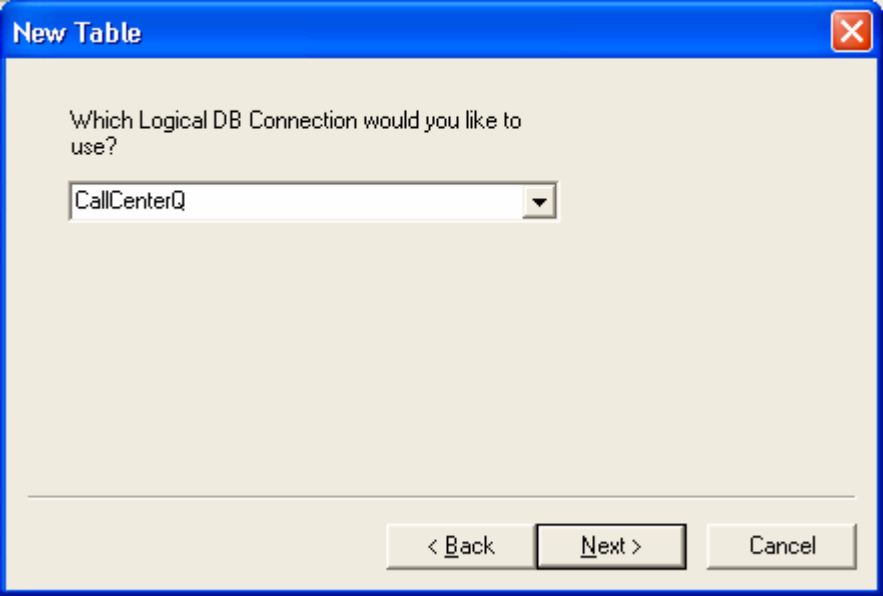
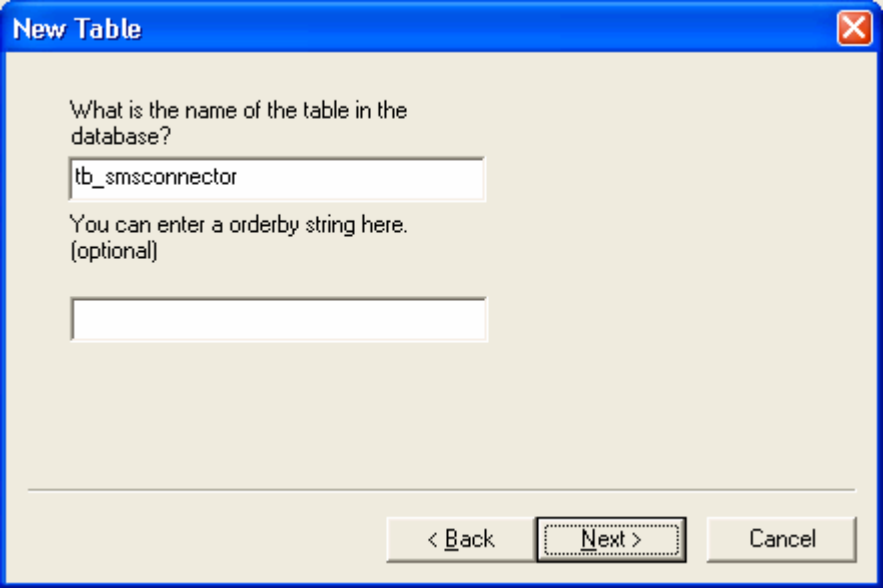
### 3.3. Configure Interaction Center for SMS-based Feedback Survey

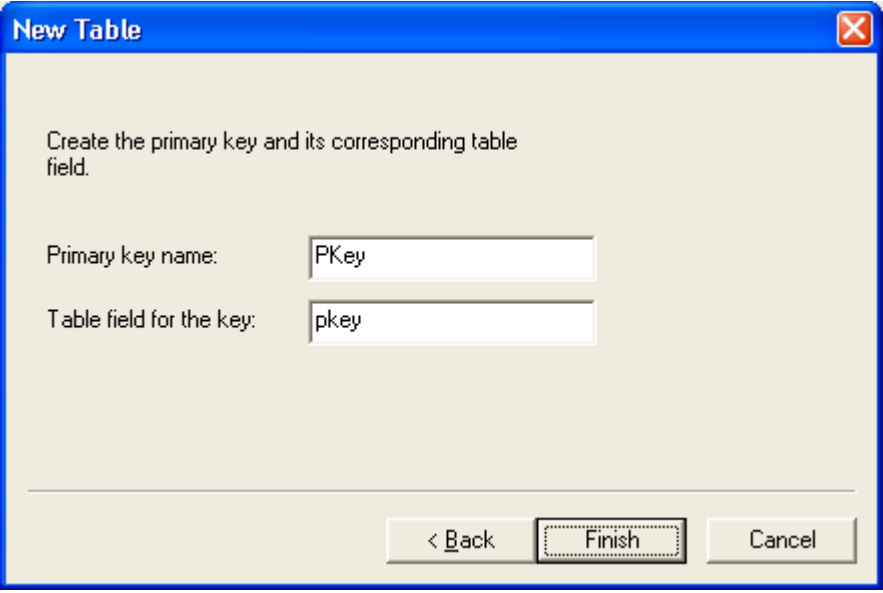
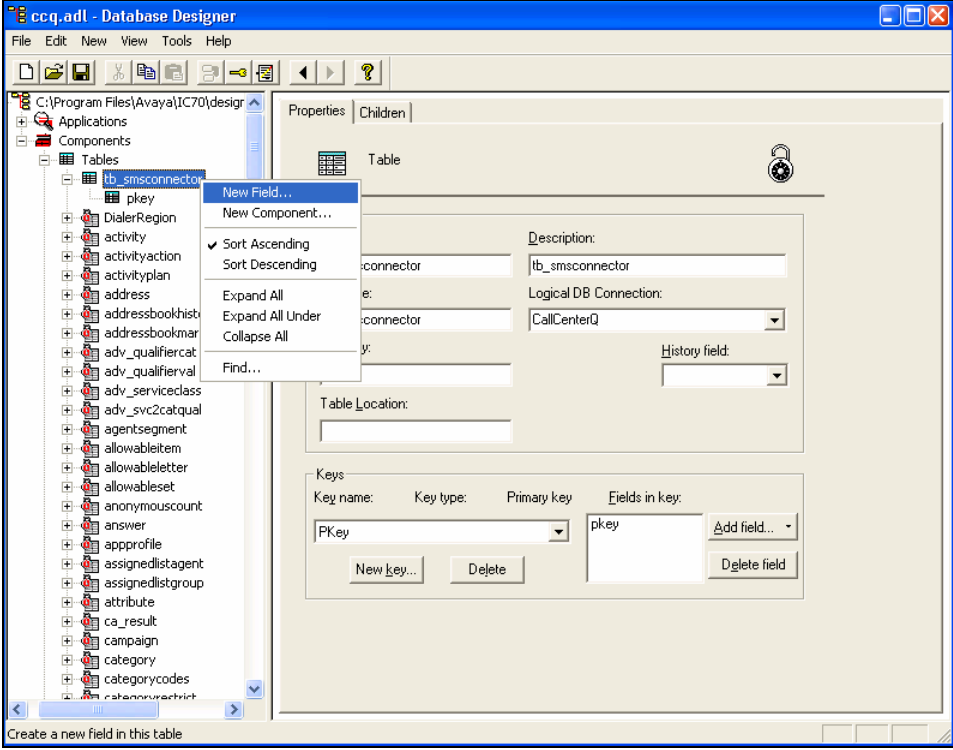
This section describes various configurations required on Avaya Interaction Center for the proper integration with the Interaction Manager component on InteractCRM for SMS-based feedback survey.

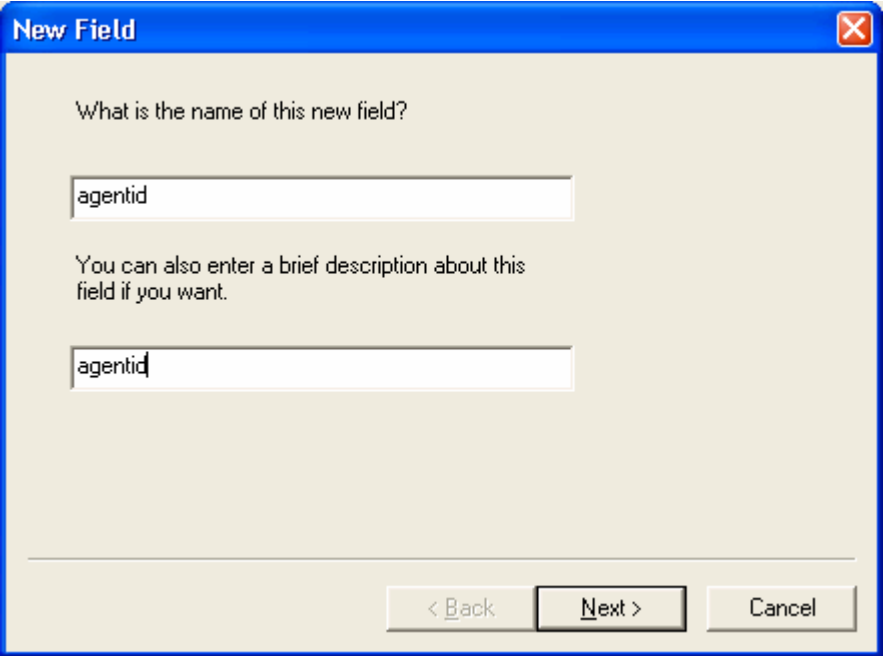
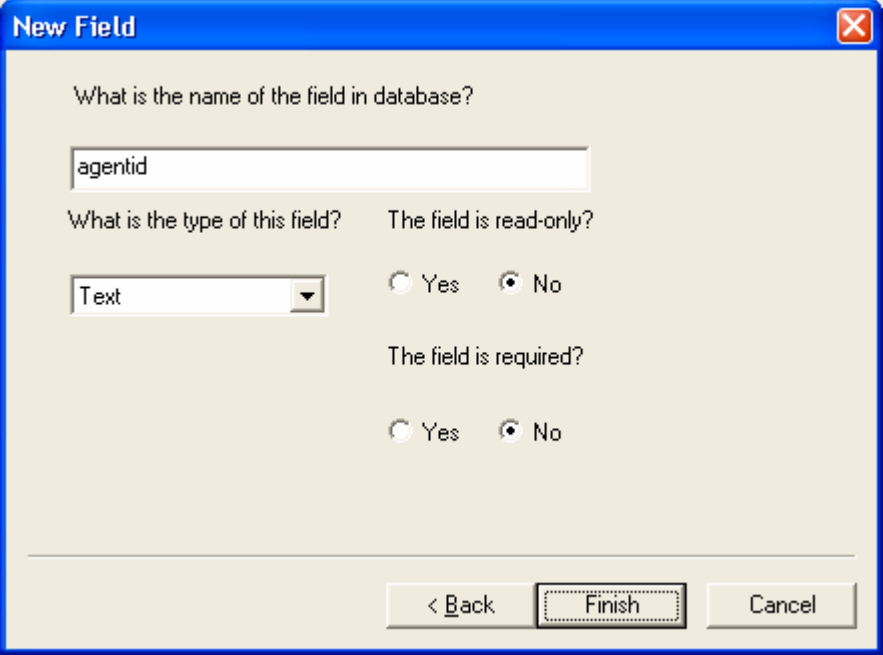
#### 3.3.1. Configure IC Application Design Language (ADL) File

The out-of-the-box (OOTB) Application Design Language (ADL) file *ccq.adl* has been modified to add various components required by the SMSConnect Feedback Manager component. This file can be located in the folder <AVAYA\_IC70\_HOME>\design\CallCenterQ\.

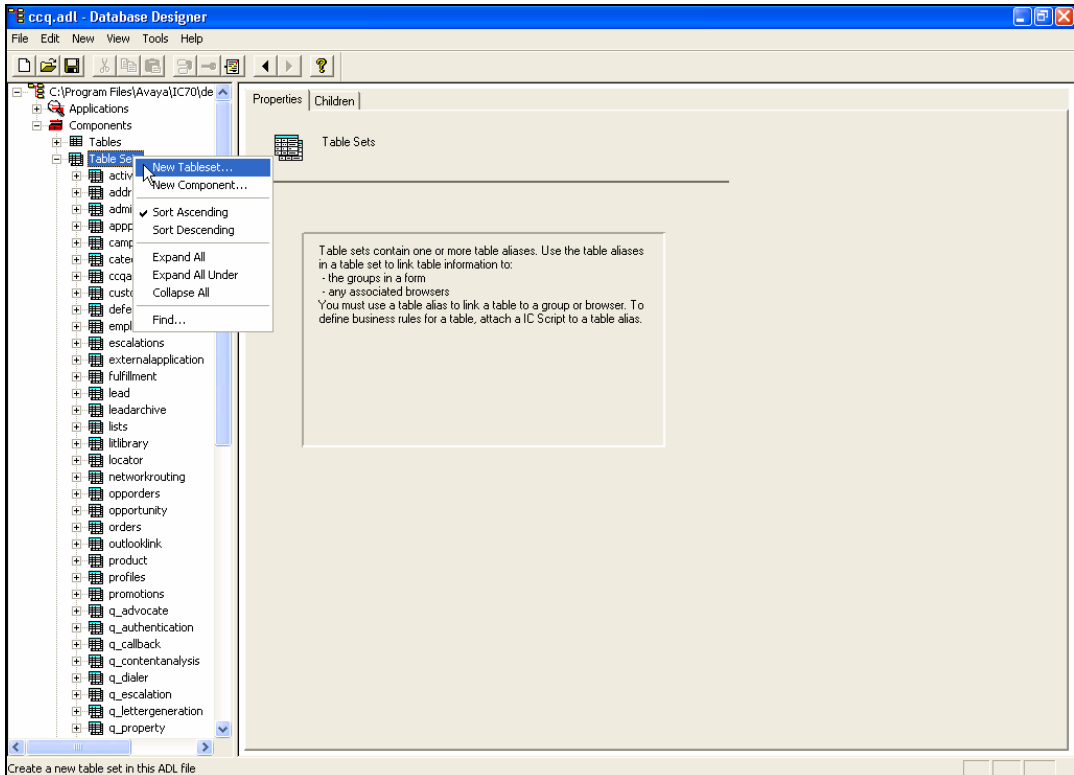
Step	Description
1.	<p>To start <b>Avaya Database Designer</b>, click <b>Start</b>→<b>All Programs</b>→<b>Avaya Interaction Center 7.0</b>→<b>Database Designer</b>. Click <b>File</b>→<b>Open</b> and open the file <b>ccq.adl</b> from the folder &lt;<b>AVAYA_IC70_HOME</b>&gt;<b>\design\ CallCenterQ\</b> as shown below. Right-click on <b>Tables</b> and click <b>New Table</b>.</p> 
2.	<p>Create the custom table <b>tb_smsconnector</b> to store the survey details for every contact. In the New Table window, enter <b>tb_smsconnector</b> for <b>Name</b> and <b>Description</b>. Click <b>Next</b>.</p> 

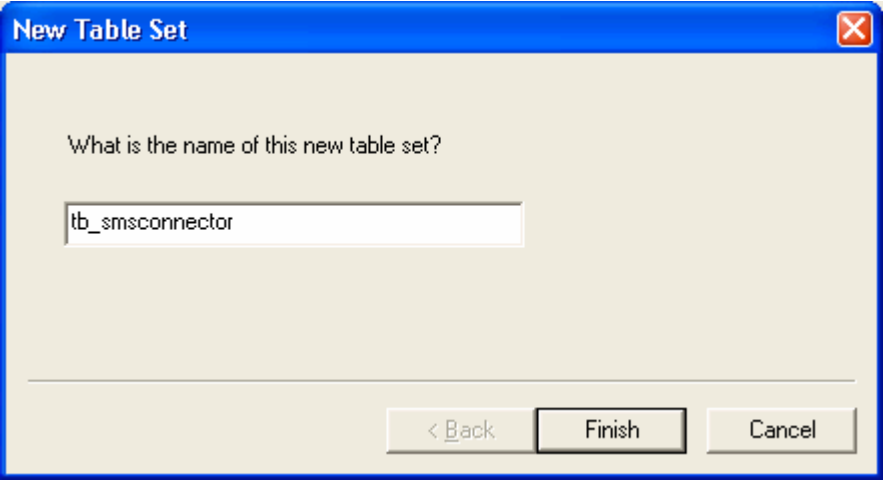
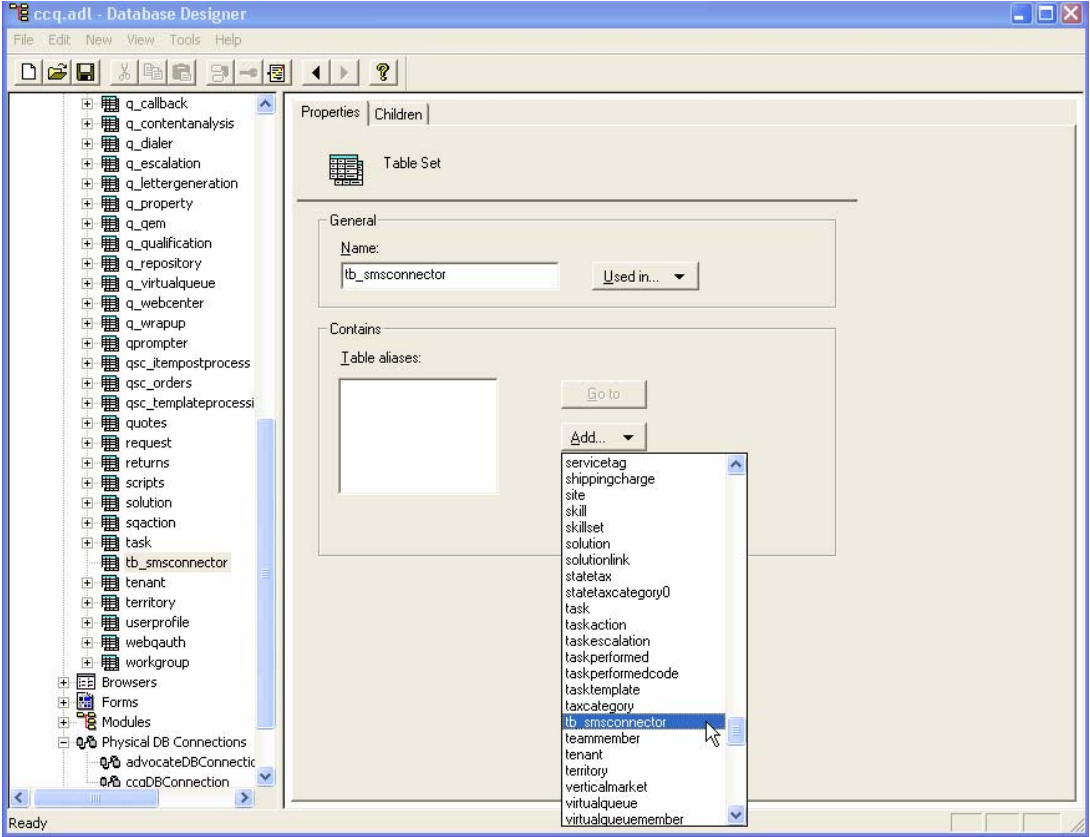
Step	Description
3.	<p>Select <b>CallCenterQ</b>. Click <b>Next</b>.</p> 
4.	<p>Enter <b>tb_smsconnector</b> for the field <b>What is the name of the table in the database</b>. Click <b>Next</b>.</p> 


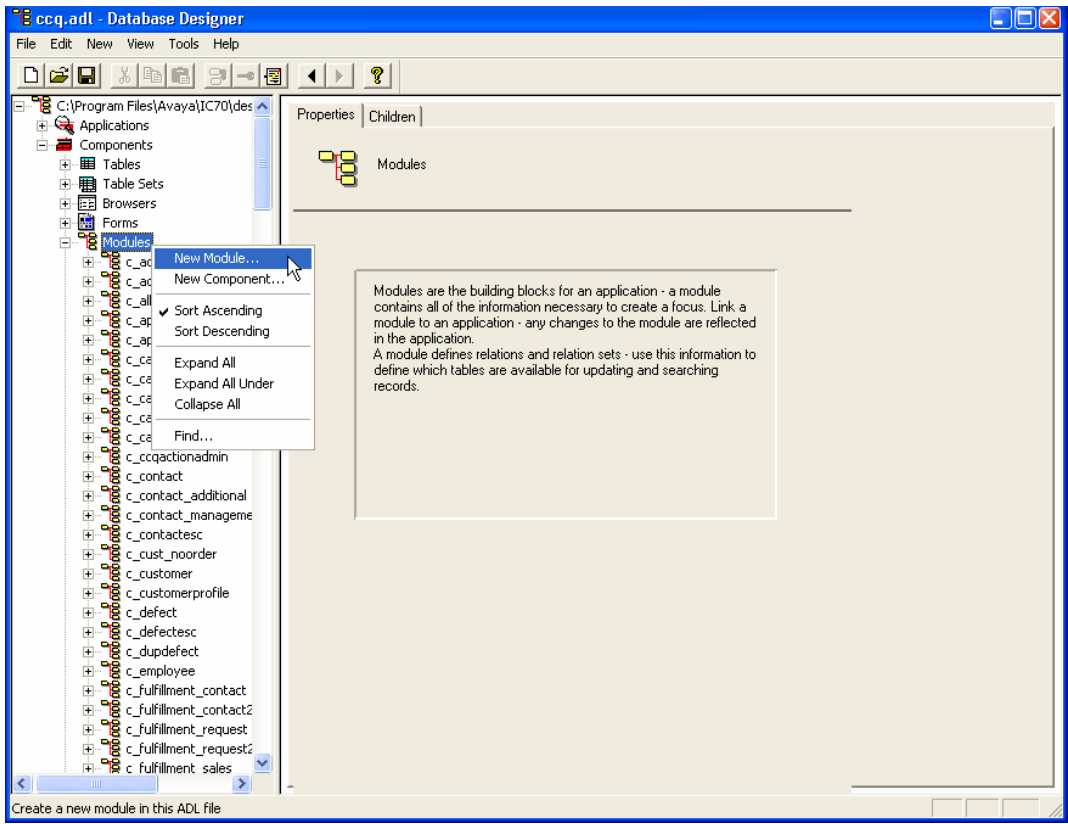
Step	Description
5.	<p>Accept the default entries for <b>Primary key name</b> and <b>Table field for the key</b>. Click <b>Finish</b>.</p> 
6.	<p>In the main Database Designer window, expand <b>Components</b>→<b>Tables</b>. Right-click on the table <b>tb_smsconnector</b> and select <b>New Field</b>.</p> 

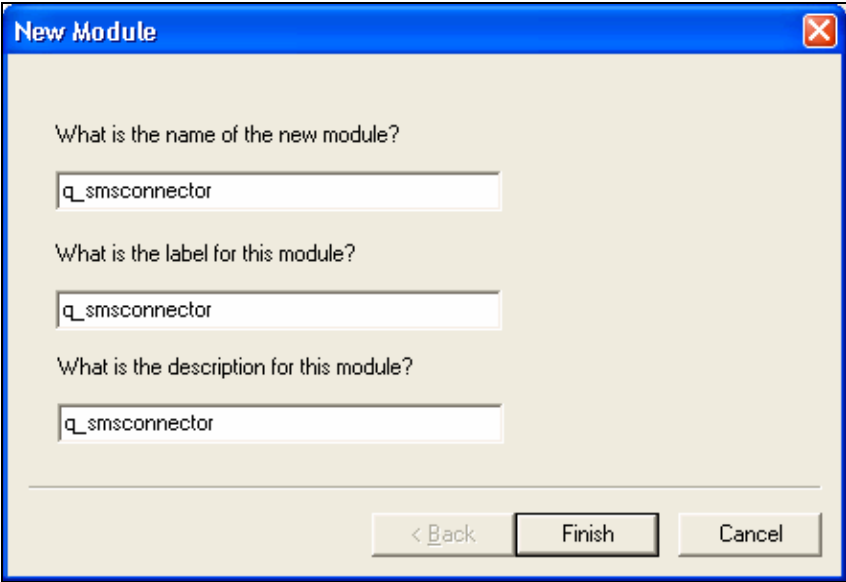
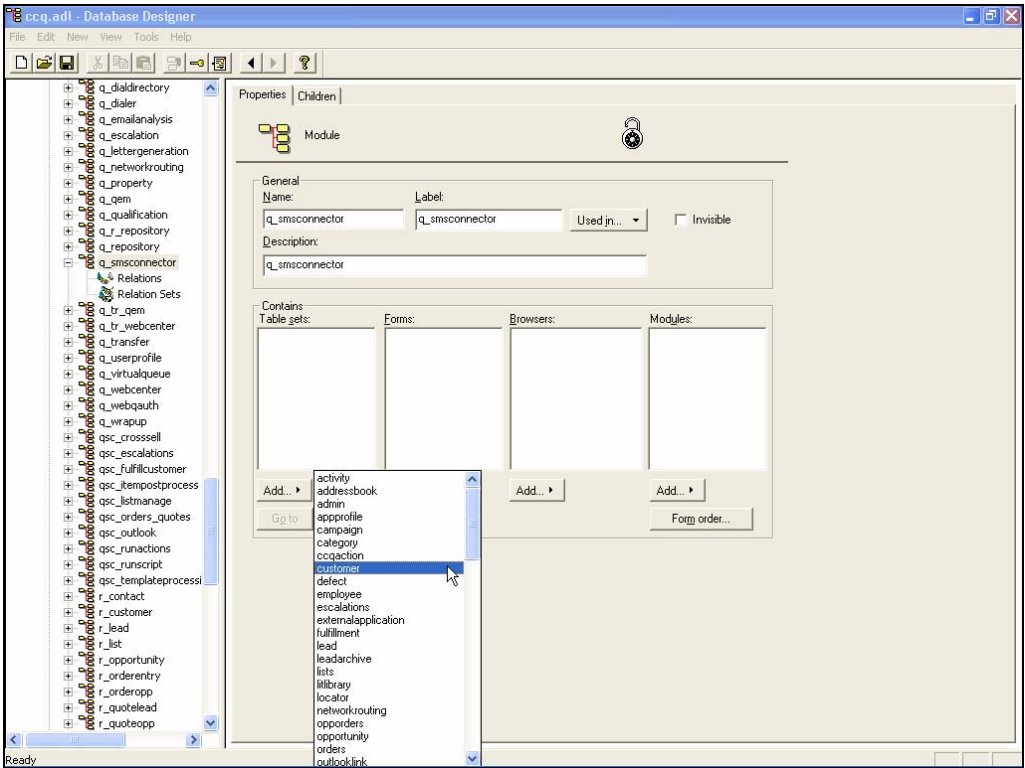
Step	Description
7.	<p>In the New Field window, enter <i>agentid</i> for the name and a brief description of the new field. Click <b>Next</b>.</p> 
8.	<p>Enter <i>agentid</i> for the field <b>What is the name of the field in database</b> to match <b>Step 7</b>. Select <b>Text</b> for <b>What is type of this field</b>, <b>No</b> for <b>The field is read-only</b> and <b>No</b> for <b>The field is required</b>. Click <b>Finish</b>.</p> 

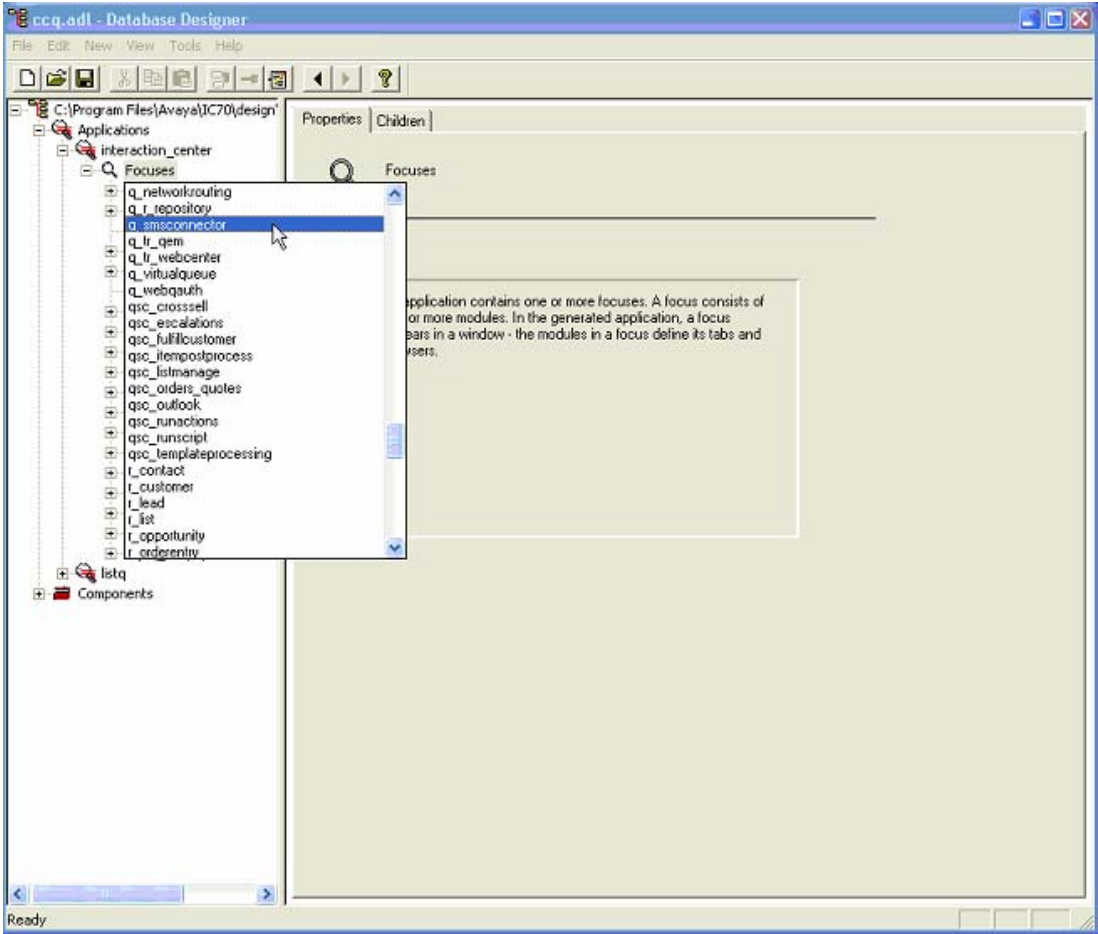


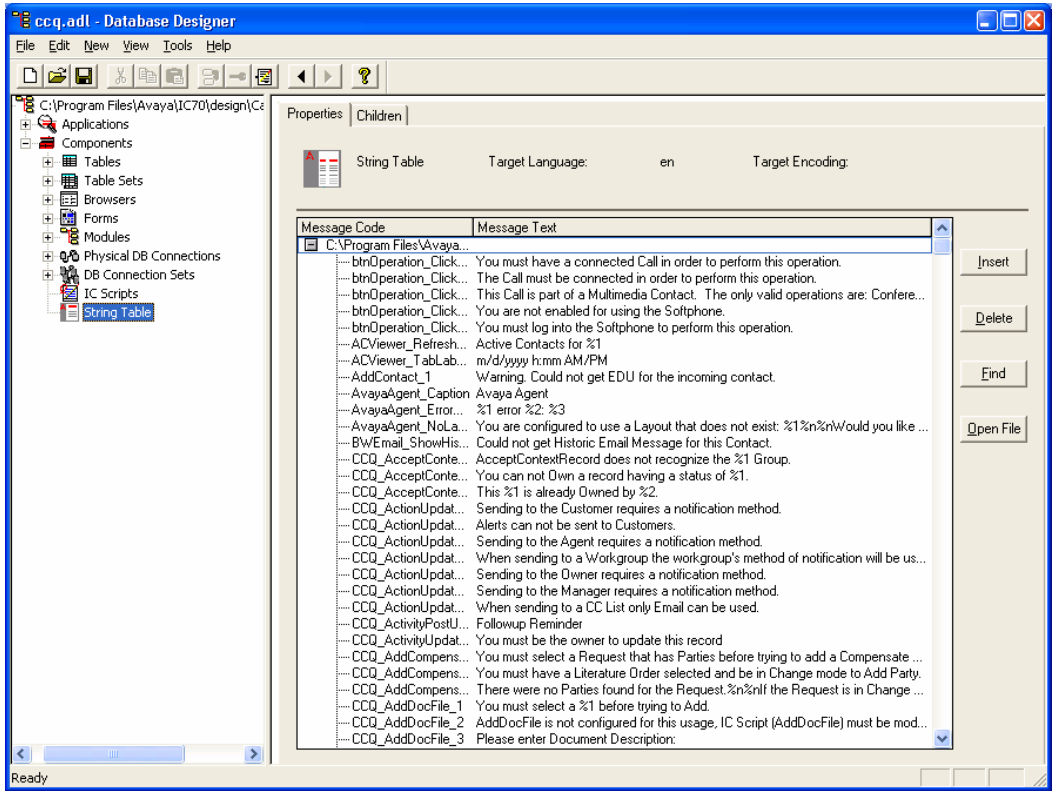
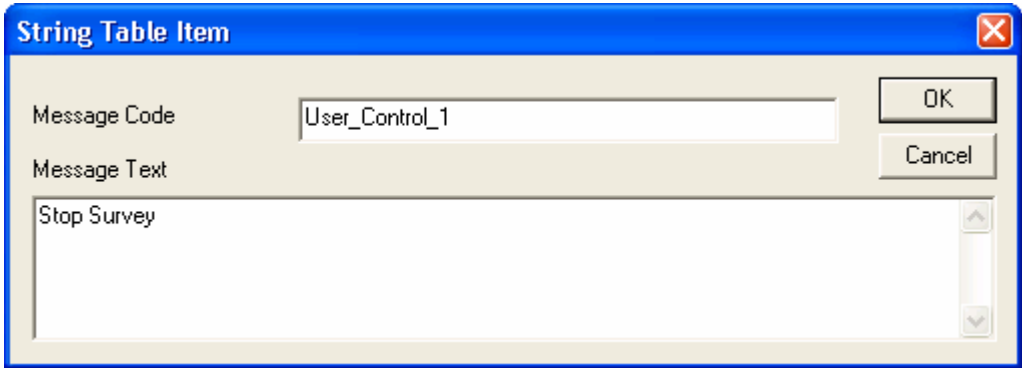
Step	Description																																												
9.	<p>Repeat <b>Steps 7 and 8</b> to create the following required fields. These fields are used to store the relevant customer contact information to be used by Feedback Manager.</p> <table><thead><tr><th>Name/ Database field name</th><th>Type</th><th>Read Only?</th><th>Required?</th></tr></thead><tbody><tr><td>customercontact</td><td>Text</td><td>No</td><td>No</td></tr><tr><td>domainname</td><td>Text</td><td>No</td><td>No</td></tr><tr><td>groupname</td><td>Text</td><td>No</td><td>No</td></tr><tr><td>mediatype</td><td>Text</td><td>No</td><td>No</td></tr><tr><td>mobilenr</td><td>Text</td><td>No</td><td>No</td></tr><tr><td>stopsurvey</td><td>Text</td><td>No</td><td>No</td></tr><tr><td>surveyed</td><td>Text</td><td>No</td><td>No</td></tr><tr><td>urlreceipt</td><td>Text</td><td>No</td><td>No</td></tr><tr><td>urlsenttime</td><td>Text</td><td>No</td><td>No</td></tr><tr><td>wrapuptime</td><td>Text</td><td>No</td><td>No</td></tr></tbody></table>	Name/ Database field name	Type	Read Only?	Required?	customercontact	Text	No	No	domainname	Text	No	No	groupname	Text	No	No	mediatype	Text	No	No	mobilenr	Text	No	No	stopsurvey	Text	No	No	surveyed	Text	No	No	urlreceipt	Text	No	No	urlsenttime	Text	No	No	wrapuptime	Text	No	No
Name/ Database field name	Type	Read Only?	Required?																																										
customercontact	Text	No	No																																										
domainname	Text	No	No																																										
groupname	Text	No	No																																										
mediatype	Text	No	No																																										
mobilenr	Text	No	No																																										
stopsurvey	Text	No	No																																										
surveyed	Text	No	No																																										
urlreceipt	Text	No	No																																										
urlsenttime	Text	No	No																																										
wrapuptime	Text	No	No																																										
10.	In the main Database Designer window, click <b>File</b> → <b>Save</b> to save the changes.																																												
11.	<p>A table set is a group of table aliases that constrains the tables that can be displayed and updated in a form or browser. In the main Database Designer window, expand <b>Components</b>→<b>Table Sets</b>. Right-click on <b>Table Sets</b> and click <b>New Tableset</b>.</p> 																																												

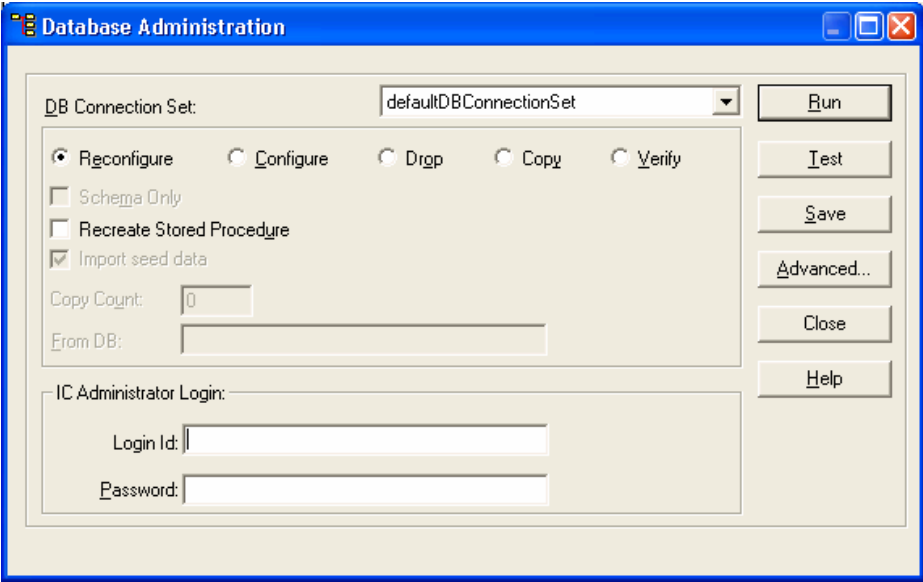
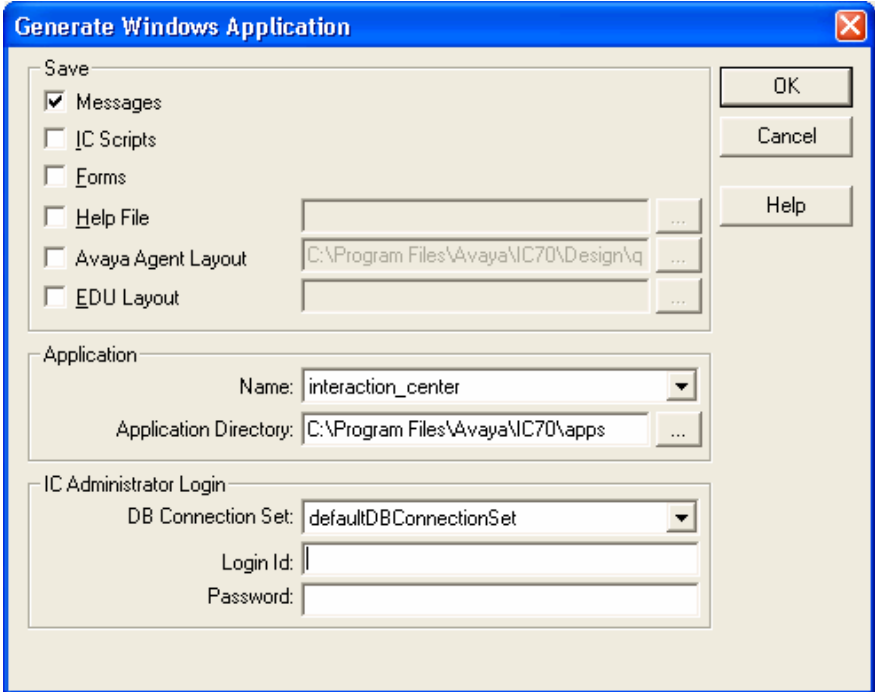
Step	Description
12.	<p>Enter <b>tb_smsconnector</b> for the name of the new table set so that it matches the name of the table in <b>Step 2</b>. Click <b>Finish</b>.</p> 
13.	<p>To add a table alias for the table <b>tb_smsconnector</b>, click <b>Add</b> and select <b>tb_smsconnector</b>.</p> 

Step	Description
14.	<p>Accept the default entry and click <b>OK</b>.</p>  <p>The dialog box is titled "Alias for the table" with a blue header and a close button (X) in the top right corner. It contains a text input field with the value "tb_smsconnector" and two buttons: "OK" and "Cancel". Above the input field is the label "Enter the alias for this table:".</p>
15.	<p>In the main Database Designer window, click <b>File</b>→<b>Save</b> to save the changes.</p>
16.	<p>Modules package lower-level components together into a building block for an Avaya IC application. In the main Database Designer window, expand <b>Components</b>→<b>Modules</b>. Right-click on <b>Modules</b> and click <b>New Module</b>.</p>  <p>The screenshot shows the "ccq.adl - Database Designer" window. On the left is a tree view of the database structure. The "Modules" folder under "Components" is selected, and a right-click context menu is open with "New Module..." as the first option. The main area on the right shows the "Modules" folder in the "Children" pane and a descriptive text box about modules.</p>

Step	Description
17.	<p>Enter <b>q_smsconnector</b> for name and label and enter a description of this module. Click <b>Finish</b>.</p> 
18.	<p>Click <b>Add</b> for <b>Table sets</b> and select <b>customer</b>. Repeat and select <b>tb_smsconnector</b>.</p> 

Step	Description
19.	In the main Database Designer window, click <b>File</b> → <b>Save</b> to save the changes.
20.	<p>A focus combines one or more forms and modules to create a workflow. Each workflow is a related sequence of activities that an application user is expected to perform. In an Avaya IC application, a focus appears in a window with one or more buttons that let the user access the forms in the focus. In the main Database Designer window, expand <b>Applications</b>→<b>interaction_center</b>→<b>Foci</b>. Right-click on <b>Foci</b> and click <b>Add Focus</b>. Select <b>q_smsconnector</b> from the list of modules.</p> 
21.	In the main Database Designer window, click <b>File</b> → <b>Save</b> to save the changes.

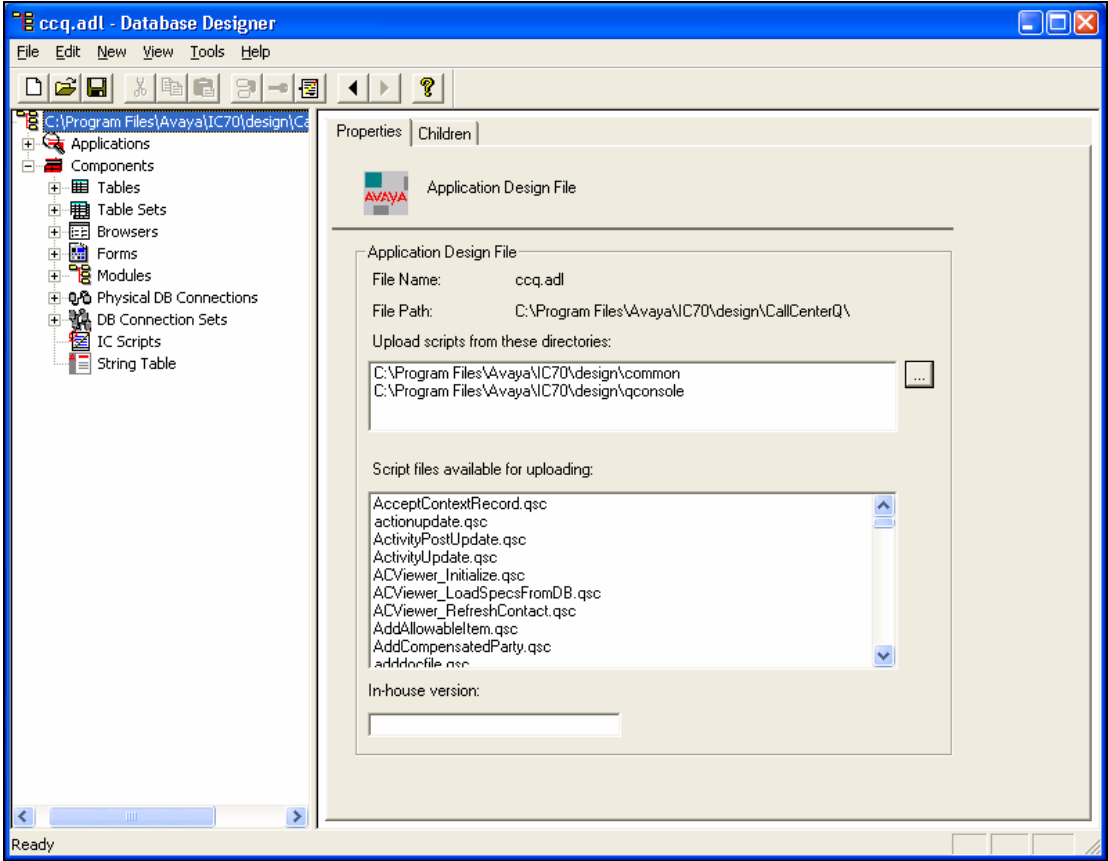
Step	Description
22.	<p>The String Table is used to add an entry which is used as a name for a custom button placed onto the IC Agent's console. In the main Database Designer window, expand <b>Components</b> and click <b>String Table</b>. Click <b>Insert</b>.</p> 
23.	<p>Enter <b>User_Control_1</b> for <b>Message Code</b> and <b>Stop Survey</b> for <b>Message Text</b>. Click <b>OK</b>.</p> 
24.	<p>In the main Database Designer window, click <b>File</b>→<b>Save</b> to save the changes.</p>

Step	Description
25.	<p>In the main Database Designer window, click <b>File→Database Administration</b>. Select <b>Reconfigure</b> and specify an IC administrator login for <b>Login Id</b> and <b>Password</b>. Click <b>Run</b> to reconfigure the database. Click <b>Close</b> when complete.</p> 
26.	<p>In the main Database Designer window, click <b>File→Generate Windows Application</b>. Check <b>Messages</b> and select <b>interaction_center</b> for <b>Name</b>. Specify an IC administrator login for <b>Login Id</b> and <b>Password</b> and click <b>OK</b>.</p> 

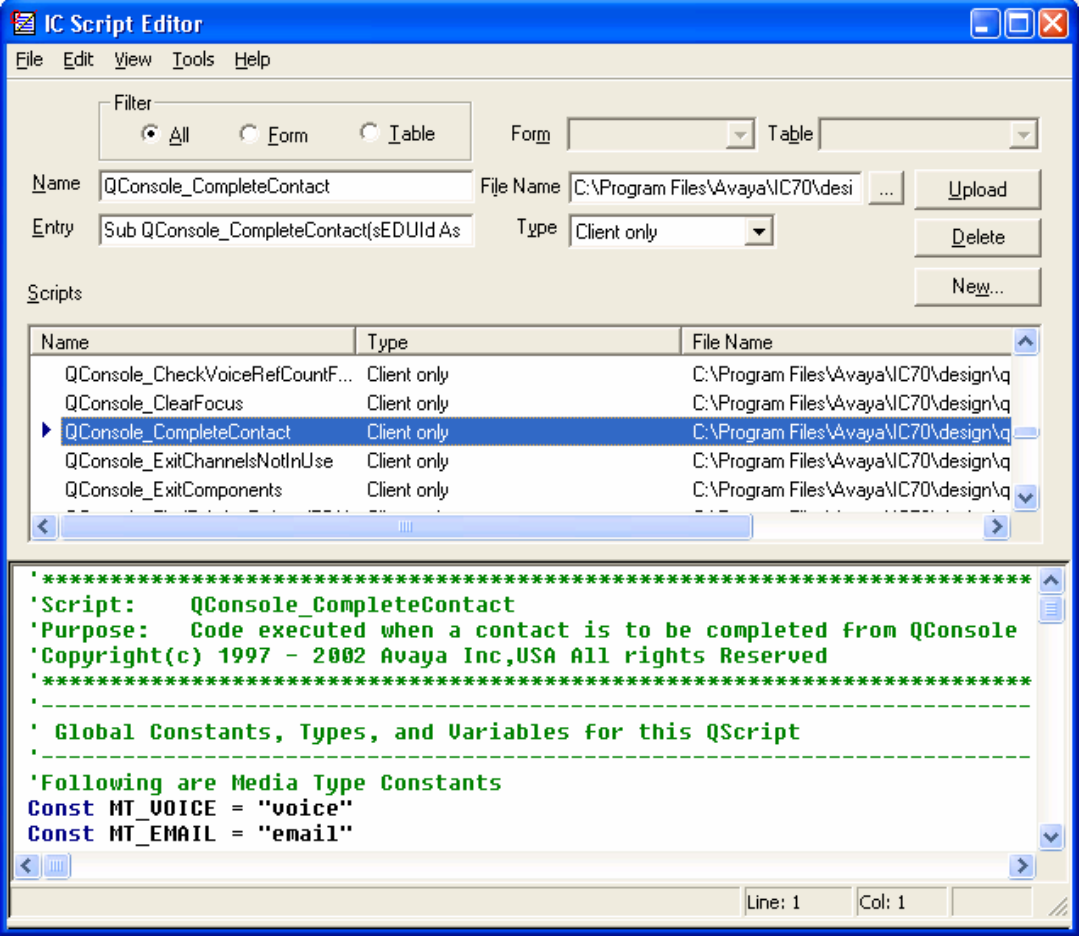
### 3.3.2. Configure IC Scripts


The out-of-the-box IC Scripts **QConsole\_CompleteContact** has been modified to call the custom IC Script **SMSCConnect\_Survey**. Another custom script **SMSCConnect\_StopSurvey** is called when the agent clicks on the **Stop Survey** button on the IC Agent console to indicate that SMS survey should not be sent for the current contact.

Step	Description
1.	Copy the custom scripts <b>SMSCConnect_Survey.qsc</b> and <b>SMSCConnect_StopSurvey.qsc</b> located in the folder <SMSCConnect Install Dir>\InteractCRM\SMSCConnect\IC Connector for Feedback Manager\Agent Files\QConsole\ on the SMSCConnect server, to the folder <AVAYA_IC70_HOME>\design\QConsole\ on the IC Administrator PC.
2.	On the IC Administrator PC, click <b>Start</b> → <b>All Programs</b> → <b>Avaya Interaction Center 7.0</b> → <b>Database Designer</b> to start <b>Avaya Database Designer</b> , Click <b>File</b> → <b>Open</b> and open the file <b>ccq.adl</b> from the folder <AVAYA_IC70_HOME>\design\ CallCenterQ\ as shown below. Click <b>Edit</b> → <b>IC Scripts</b> .



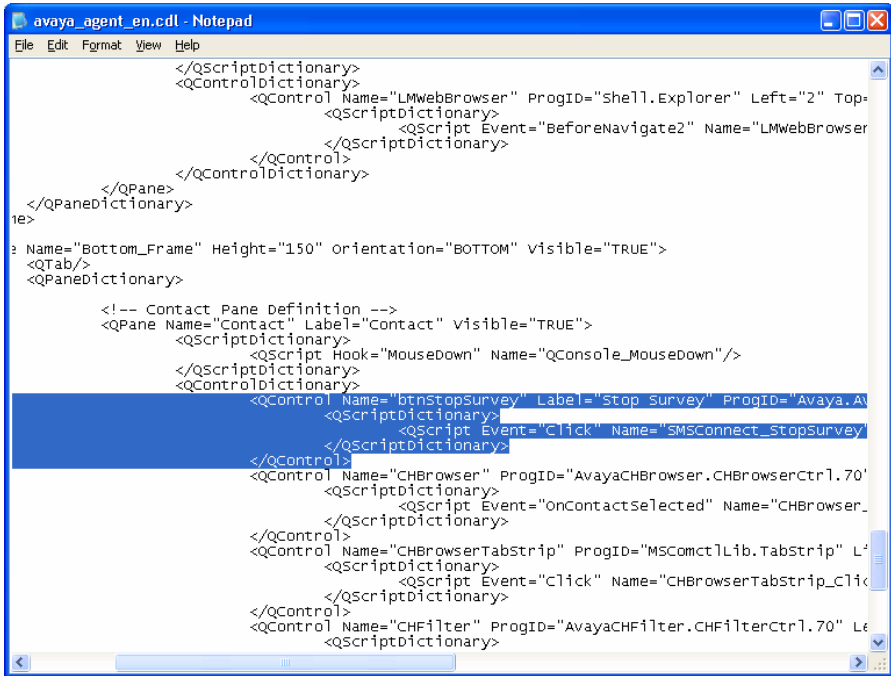


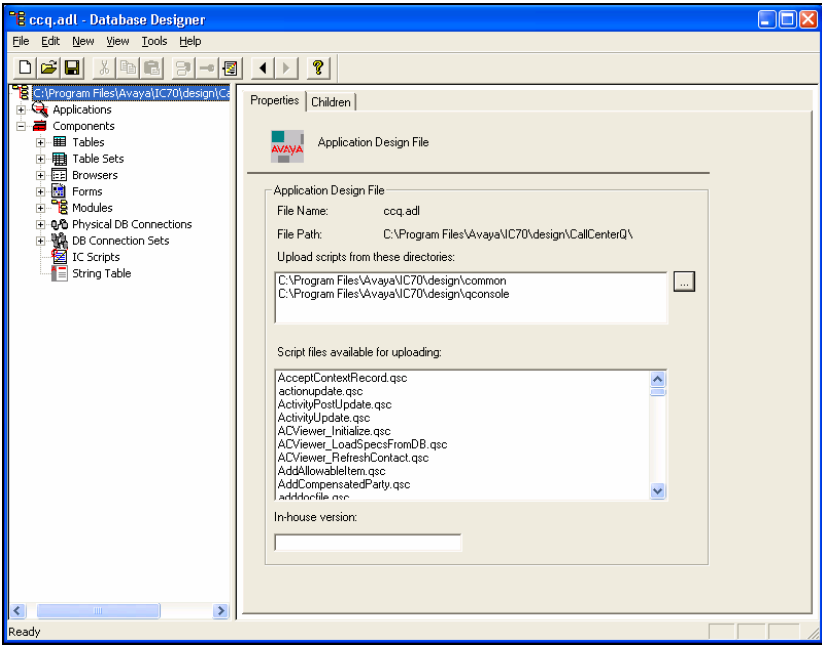
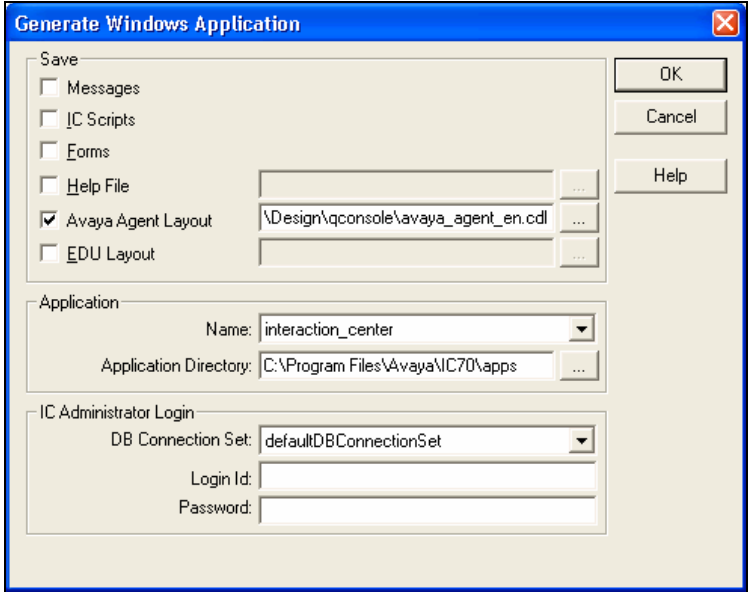
Step	Description
3.	<p>Select the <b>QConsole_CompleteContact</b> script in the IC Script Editor.</p>  <pre> '*****Start SMSConnect*****  Declare Function SMSConnect_Survey(iApp As Application, sEDUIId As String) As Boolean  '*****End SMSConnect***** </pre>
4.	<p>Scroll through this script and add the following entry under the <b>QScript API Declarations</b> section.</p> <pre> '*****Start SMSConnect*****  Declare Function SMSConnect_Survey(iApp As Application, sEDUIId As String) As Boolean  '*****End SMSConnect***** </pre>

Step	Description
5.	<p>Scroll the script further down and locate the following text:</p> <pre>QConsole_SetInteractionState sEDUIId, STATE_TERMINATED</pre> <p>Add the following entries just before this text:</p> <pre>*****Start SMSConnect*****</pre> <pre>Dim bSurveyResult As Boolean</pre> <pre>bSurveyResult = SMSConnect_Survey(iApp, sEDUIId)</pre> <pre>*****End SMSConnect*****</pre>
6.	<p>Click <b>File</b>→<b>Save</b> to save the script and click <b>Upload</b>. Select <b>defaultDBConnectionSet</b> for <b>DB Connection Set</b> and specify an IC administrator login for <b>Login Id</b> and <b>Password</b> and click <b>OK</b>. This will upload the script to the database.</p> 
7.	<p>In the IC Script Editor window, click <b>File</b>→<b>View Script File</b> to open file <b>SMSConnect_Survey.qsc</b> in the Edit mode. Click <b>File</b>→<b>Save</b> to save the script and click <b>Upload</b>. Select <b>defaultDBConnectionSet</b> for <b>DB Connection Set</b> and specify an IC administrator login for <b>Login Id</b> and <b>Password</b> and click <b>OK</b>.</p>
8.	<p>Repeat Step 7 to upload the <b>SMSConnect_StopSurvey.qsc</b> script file into the database.</p>

### 3.3.3. Configure IC Agent Layout Changes

The OOTB agent layout file **avaya\_agent\_en.cdl** has been modified to place the button **Stop Survey** on the IC Agent console. When the agent clicks this button, the **SMSConnect\_StopSurvey** script is called.

Step	Description
1.	On the Avaya IC Administrator PC, open the file <b>avaya_agent_en.cdl</b> located in the <b>&lt;AVAYA_IC70_HOME&gt;\design\QConsole\</b> folder using a text editor, e.g. Notepad.
2.	<p>Locate the following entries related to the bottom frame:</p> <pre>&lt;QFrame Name="Bottom_Frame" Height="150" Orientation="BOTTOM" Visible="TRUE"&gt;</pre> <p>Navigate to the <b>Contact Pane Definition</b>, between the XML tags <b>&lt;QControlDictionary&gt;</b> <b>&lt;/QControlDictionary&gt;</b>.</p> <p>Insert the following entries just above the definition for <b>CHBrowser</b>:</p> <pre>&lt;QControl Name="btnStopSurvey" Label="Stop Survey" ProgID="Avaya.AvayaButtonCtrl.61" Left="797" Top="10" Width="120" Height="35" Visible="TRUE"&gt;   &lt;QScriptDictionary&gt;     &lt;QScript Event="Click" Name="SMSConnect_StopSurvey"/&gt;   &lt;/QScriptDictionary&gt; &lt;/QControl&gt;</pre>
3.	<p>The <b>avaya_agent_en.cdl</b> file should look as follows after inserting the entries. Save this file and close the text editor.</p>  <p>The screenshot shows the Notepad window titled 'avaya_agent_en.cdl - Notepad'. The XML content is as follows:</p> <pre>&lt;/QScriptDictionary&gt; &lt;QControlDictionary&gt;   &lt;QControl Name="LMWebBrowser" ProgID="Shell.Explorer" Left="2" Top=     &lt;QScriptDictionary&gt;       &lt;QScript Event="BeforeNavigate2" Name="LMWebBrowser     &lt;/QScriptDictionary&gt;   &lt;/QControl&gt; &lt;/QControlDictionary&gt; &lt;/QPane&gt; &lt;/QPaneDictionary&gt; &lt;QFrame Name="Bottom_Frame" Height="150" Orientation="BOTTOM" Visible="TRUE"&gt;   &lt;QTab/&gt;   &lt;QPaneDictionary&gt;     &lt;!-- Contact Pane Definition --&gt;     &lt;QPane Name="Contact" Label="Contact" visible="TRUE"&gt;       &lt;QScriptDictionary&gt;         &lt;QScript Hook="MouseDown" Name="QConsole_MouseDown"/&gt;       &lt;/QScriptDictionary&gt;       &lt;QControlDictionary&gt;         &lt;QControl Name="btnStopSurvey" Label="Stop Survey" ProgID="Avaya.A           &lt;QScriptDictionary&gt;             &lt;QScript Event="Click" Name="SMSConnect_StopSurvey           &lt;/QScriptDictionary&gt;         &lt;/QControl&gt;         &lt;QControl Name="CHBrowser" ProgID="AvayaCHBrowser.CHBrowserCtrl.70'           &lt;QScriptDictionary&gt;             &lt;QScript Event="onContactSelected" Name="CHBrowser_           &lt;/QScriptDictionary&gt;         &lt;/QControl&gt;         &lt;QControl Name="CHBrowserTabStrip" ProgID="MSComctlLib.TabStrip" L'           &lt;QScriptDictionary&gt;             &lt;QScript Event="Click" Name="CHBrowserTabStrip_Click           &lt;/QScriptDictionary&gt;         &lt;/QControl&gt;         &lt;QControl Name="CHFilter" ProgID="AvayaCHFilter.CHFilterCtrl.70' Le           &lt;QScriptDictionary&gt;</pre>

Step	Description
4.	<p>Click <b>Start</b>→<b>All Programs</b>→<b>Avaya Interaction Center 7.0</b>→<b>Database Designer</b> to start <b>Avaya Database Designer</b>. Click <b>File</b>→<b>Open</b> and open the file <b>ccq.adl</b> from the folder &lt;<b>AVAYA_IC70_HOME</b>&gt;\design\ <b>CallCenterQ</b>\ as shown below. Click <b>File</b>→<b>Generate Windows Application</b>.</p> 
5.	<p>Check <b>Avaya Agent Layout</b> and select the modified <b>avaya_agent_en.cdl</b> file. Specify an IC administrator login for <b>Login Id</b> and <b>Password</b> and click <b>OK</b>. This will upload the changes to the database.</p> 

### 3.3.4. Define IC Properties

SMSCConnect Feedback Manager uses 13 custom IC Properties in the IC Property Section **System/SMSCConnect**. To create the new IC Property Section **System/SMSCConnect** and the 13 new IC Properties, refer to **Chapter 8: Properties** of reference [1] for detail instructions. The descriptions of the properties are shown in **Table 2**.

Property	Description	Property Datatype	Settings	Applicable Property Levels	Values
action	Action to be taken about the survey.	string	Allow typed-in values	IC (Root Node)	sendsms saverecord
activatesurvey	Determines whether SMS survey has been activated.	string	A value is required	IC (Root Node)	yes no
agenteligibility	Determines whether SMS survey to be run for all agents, or for selective agents only.	string	A value is required	IC (Root Node)	all selective
gatewayno	SMS Gateway number for sending out SMS survey.	string	Allow typed-in values	IC (Root Node)	NA
host	IP address of the SMSCConnect server to connect.	string	Allow typed-in values	IC (Root Node)	NA
port	Port number of the SMSCConnect server to connect.	string	Allow typed-in values	IC (Root Node)	NA
runsmssurvey	Determines if SMS survey is activated for the agent when <b>agenteligibility</b> is set to <b>selective</b> .	string	A value is required	Individual Agents	yes no
smssurveyid	SMS survey Template ID to use as defined in the Feedback Manager on SMSCConnect server.	string	Allow typed-in values	IC (Root Node)	NA
surveychatchannel	Determines whether SMS survey for chat channel is activated.	string	A value is required	IC (Root Node)	yes no
surveyemailchannel	Determines whether survey for email channel is activated.	string	A value is required	IC (Root Node)	yes no
surveytimeinterval	Sets the time interval in minutes where SMS survey will not be send to the same customer.	string	Allow typed-in values	IC (Root Node)	NA
surveyvoicechannel	Determines whether survey for voice channel is activated.	string	A value is required	IC (Root Node)	yes no
timebasedsurvey	Determines whether time based survey is activated.	string	A value is required	IC (Root Node)	yes no

**Table 2: IC Properties for SMSCConnect Feedback Manager**

The columns **Property Datatype**, **Settings**, **Applicable Property Levels** and **Values** correspond to the fields in the Property Declarations window as shown below.

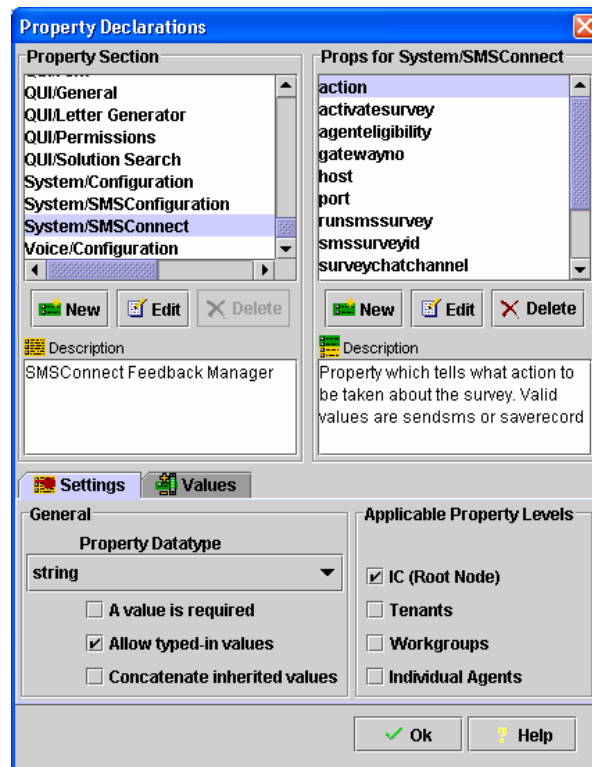
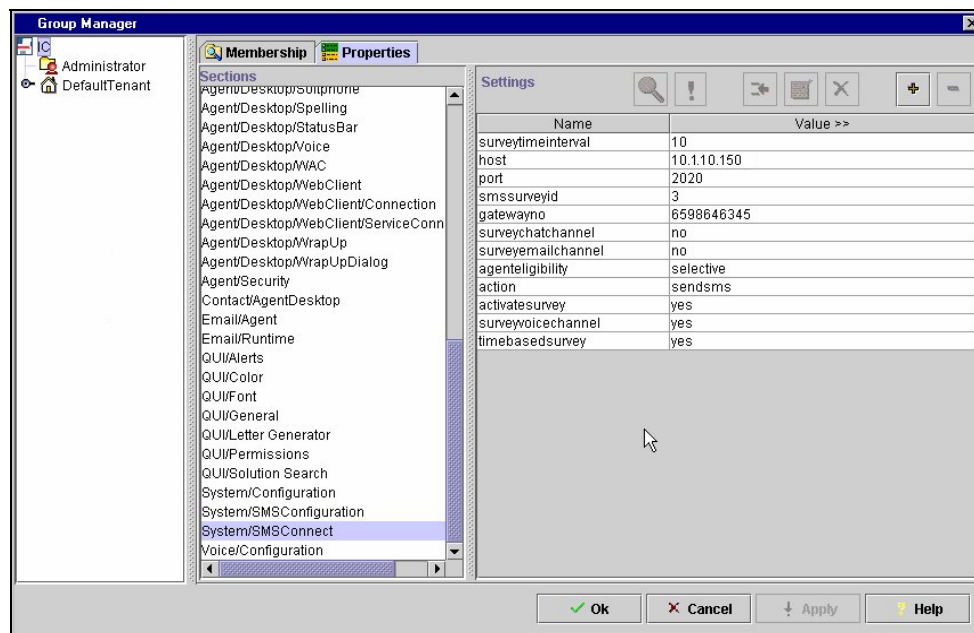


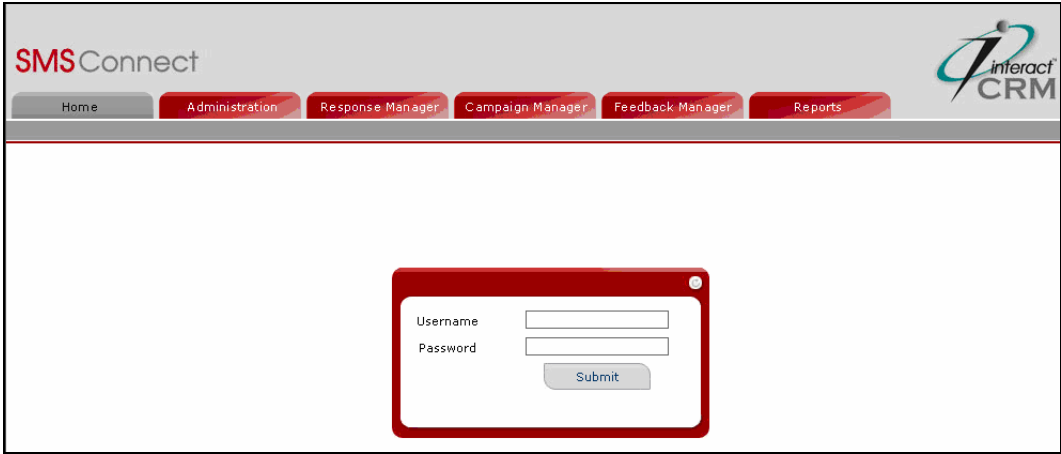
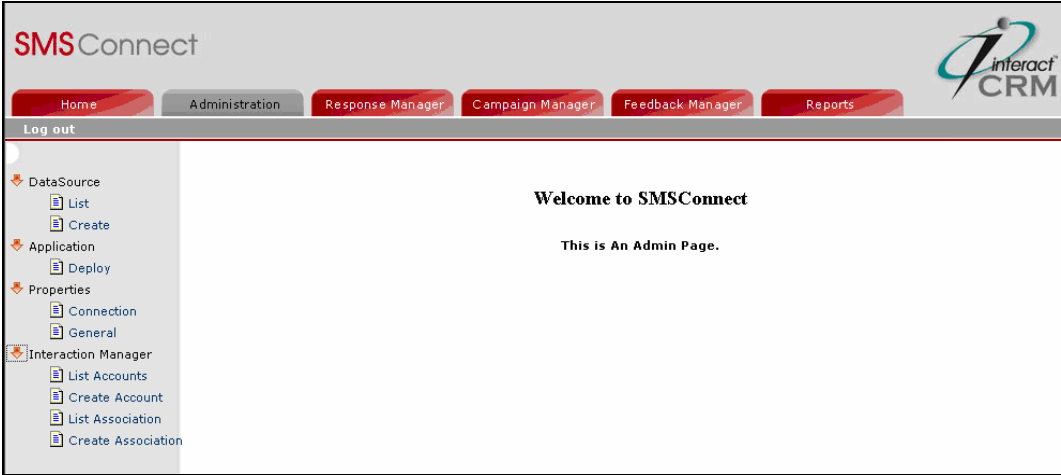
Figure 4 shows the values of the IC Properties used in this configuration.

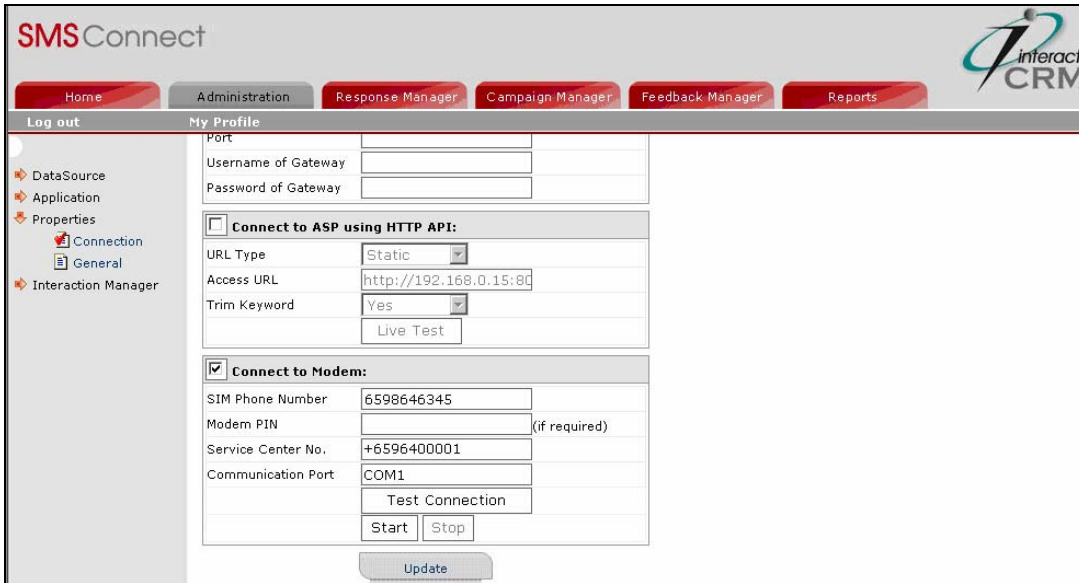
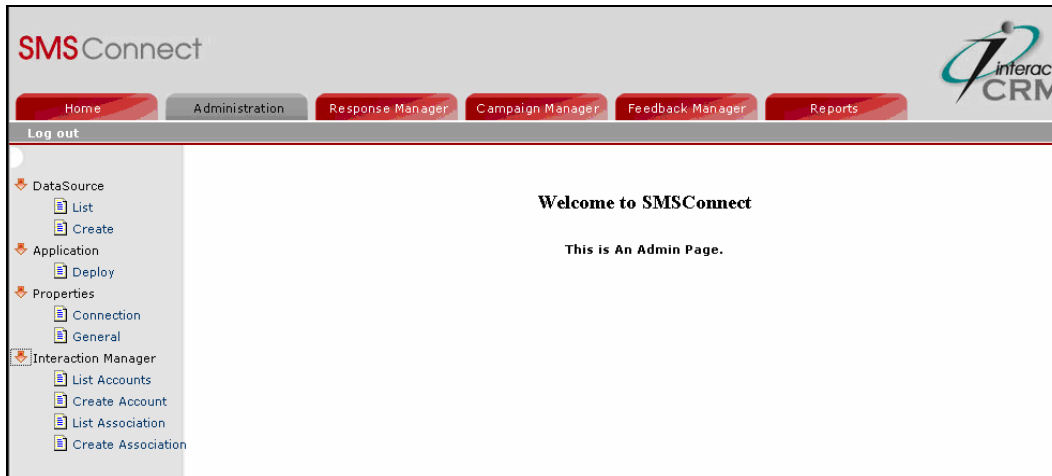


**Figure 4: IC Properties for SMSConnect Feedback Manager**

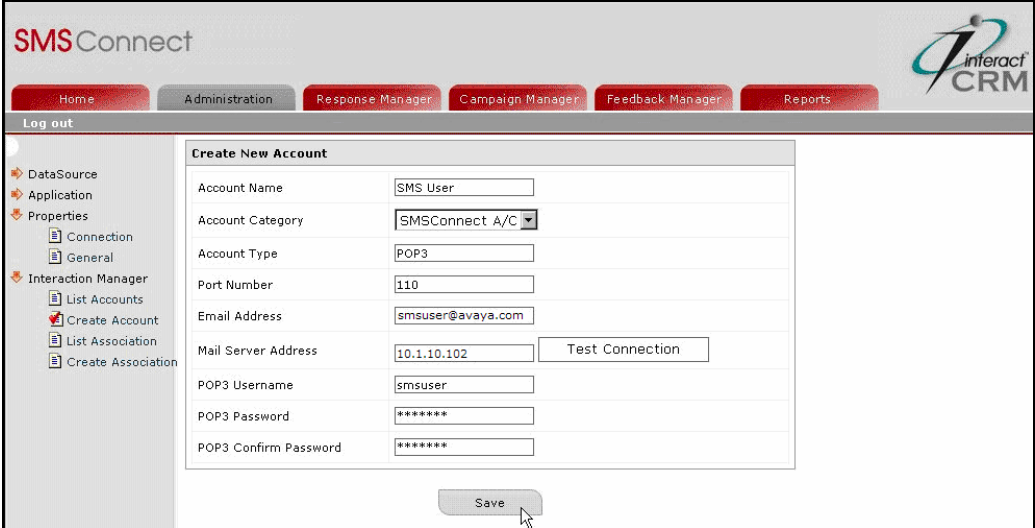
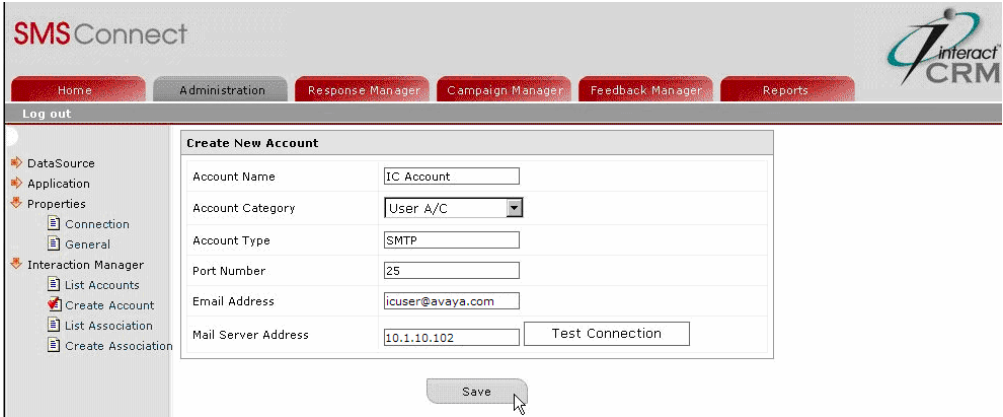
## 4. Configure InteractCRM SMSConnect

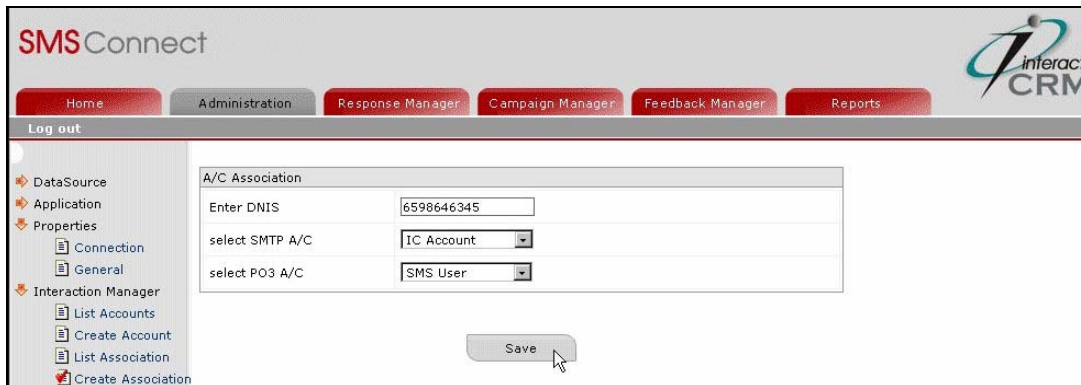

This section describes the configuration of InteractCRM SMSConnect to interoperate with Avaya Interaction Center.

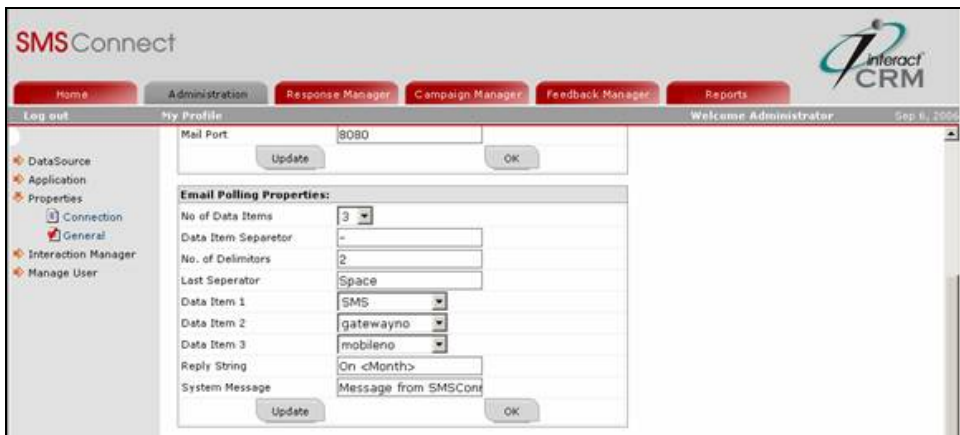
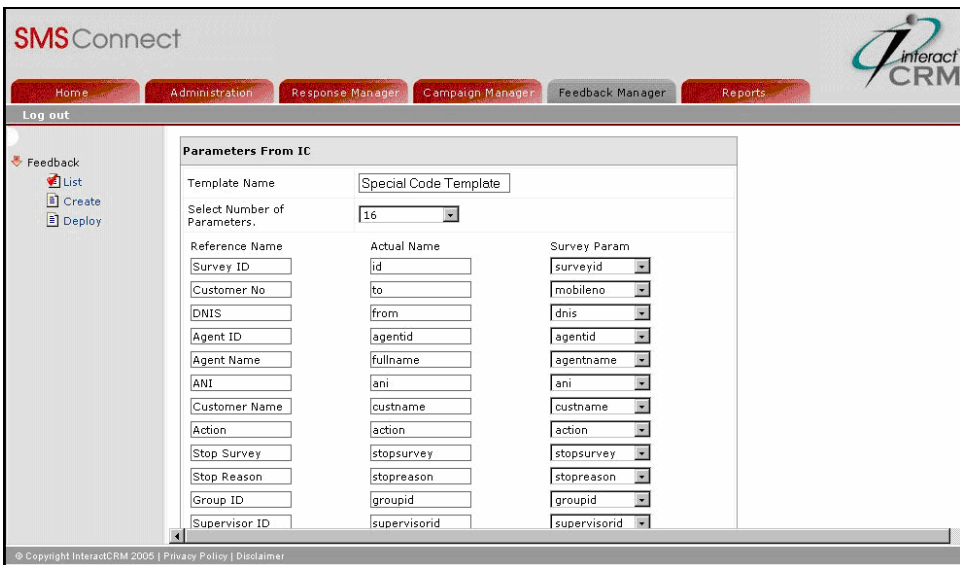
Step	Description
1.	<p>On the SMSConnect server, start the web browser and browse to <a href="http://localhost:2020/SMSConnect">http://localhost:2020/SMSConnect</a>. Enter the administrative login for SMSConnect and click <b>Submit</b>.</p> 
2.	<p>The Administration page will be displayed. Expand <b>Properties</b> and click <b>Connection</b> to configure the connection to the GSM network to send out SMS messages.</p> 


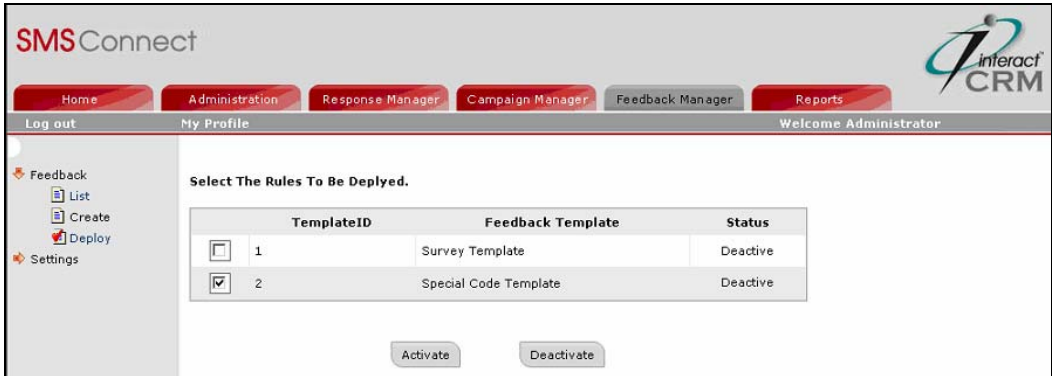
Step	Description
3.	<p>In this configuration, a GSM/GPRS modem is used. The GSM/GPRS modem operates like a mobile phone subscriber. A GSM Subscriber Identity Module (SIM) card is inserted into the modem for it to register with the GSM network. Enter the phone number of the SIM card for <b>SIM Phone Number</b> and <b>COM1</b> for <b>Communication Port</b> where the GSM modem is installed. For <b>Service Center No.</b>, enter the SMS Service Center Number provided by the mobile service provider. Click <b>Start</b> and then click <b>Update</b> to save the changes.</p> 
4.	<p>SMSConnect polls the SMSConnect email account for new emails sent from Avaya Interaction Center, converts them back to SMS messages and sends them to the customers. From the Administration page, expand <b>Interaction Manager</b> and click <b>Create Account</b>.</p> 



Step	Description
5.	<p>In the Create New Account page, specify a name for <b>Account Name</b> and select <b>SMSCConnect A/C</b> for <b>Account Category</b>. We need to specify the email account information for SMSCConnect to log in to the Email server and retrieve the emails. In this configuration, the SMSCConnect email account is <i>smsuser@avaya.com</i>. Enter <b>POP3</b> for <b>Account Type</b>, the default POP3 port number of <b>110</b> for <b>Port Number</b> and enter the SMSCConnect email account for <b>Email Address</b>. For <b>Mail Server Address</b>, enter the IP address of the Email server. Specify the login details for <b>POP3 Username</b>, <b>POP3 Password</b> and <b>POP3 Confirm Password</b>. Click <b>Save</b>.</p> 
6.	<p>Click <b>Create Account</b> again to create an outgoing SMTP account for SMSCConnect to send emails to the IC Email Account. In this configuration, the IC email account is <i>icuser@avaya.com</i>. In the Create New Account page, specify a name for <b>Account Name</b> and select <b>User A/C</b> for <b>Account Category</b>. Enter <b>SMTP</b> for <b>Account Type</b>, the default SMTP port number of <b>25</b> for <b>Port Number</b>, the IC email account for <b>Email Address</b> and the IP address of the Email server for <b>Mail Server Address</b>. Click <b>Save</b>.</p> 

Step	Description																					
7.	<p>Click <b>Create Association</b>. In the A/C Association page, associate the incoming SMS messages from the GSM/GPRS modem with the two accounts created in <b>Steps 5 and 6</b>. Enter the SIM Phone Number defined in <b>Step 3</b> for <b>Enter DNIS</b>. Select the account created in <b>Step 6</b> for <b>SMTP A/C</b> and the account created in <b>Step 5</b> for <b>POP3 A/C</b>. Click <b>Save</b>.</p> <div></div>																					
8.	<p>Click <b>List Association</b>. Check on the association created in Step 7 and click <b>Activate</b>.</p> <div><table><thead><tr><th colspan="7">A/C Association</th></tr><tr><th></th><th>DNIS</th><th>Status</th><th>Edit</th><th>Delete</th><th>Deploy Date/Time</th><th>UnDeploy Date/Time</th></tr></thead><tbody><tr><td><input checked="" type="checkbox"/></td><td>6598646345</td><td>Inactive</td><td>Edit</td><td>Delete</td><td>2006-06-21 08:27:35.07</td><td>2006-06-21 08:27:45.173</td></tr></tbody></table></div>	A/C Association								DNIS	Status	Edit	Delete	Deploy Date/Time	UnDeploy Date/Time	<input checked="" type="checkbox"/>	6598646345	Inactive	Edit	Delete	2006-06-21 08:27:35.07	2006-06-21 08:27:45.173
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<input checked="" type="checkbox"/>	6598646345	Inactive	Edit	Delete	2006-06-21 08:27:35.07	2006-06-21 08:27:45.173																

Step	Description
9.	<p>Expand <b>Properties</b> and click <b>General</b>. In the section <b>Email Polling Properties</b>, set the Data Items to be included in the Subject header of the email sent to Avaya Interaction Center. The Data Items must match the IC Properties <i>param1</i>, <i>param2</i> and <i>param3</i> in <b>Section 3.2.4</b>. In this configuration, select <b>3</b> for <b>No of Data Items</b> and enter - (<i>dash</i>) for <b>Data Item Separator</b>, <b>2</b> for <b>No of Delimiters</b> and <i>Space</i> for <b>Last Separator</b>. Select <b>SMS</b> for <b>Data Item 1</b>, <i>gatewayno</i> for <b>Data Item 2</b> and <i>mobileno</i> for <b>Data Item 3</b>. Click <b>OK</b>.</p> <div></div>
10.	<p>A Feedback Template has to be created in SMSConnect to correctly interpret survey requests from Interaction Center. Click on <b>Feedback Manager</b>, expand <b>Feedback</b> and click <b>Create</b>. Enter a name for <b>Template Name</b> such as <i>Special Code Template</i>. Accept the default value of <b>16</b> for <b>Select Number of Parameters</b>, and the default values for list of parameters. By default, Avaya IC is configured to sends 16 parameters to SMSConnect. Scroll to the bottom of the page and click <b>Update</b>.</p> <div></div>

Step	Description
11.	<p>Customize the SMS message to be sent to the customers to collect their feedback. In this configuration, two variables are used to personalize the message based on the <b>Customer Name</b> and <b>Agent Name</b>. The third variable is a <b>Special Code</b> assigned to this Feedback Template to distinguish it from other concurrent surveys running on SMSConnect. Click <b>Update</b> to complete the Feedback Template.</p> 
12.	<p>To deploy the new Feedback Template, click <b>Deploy</b>. Check the new Feedback Template created in <b>Step 10</b> and click <b>Activate</b>.</p> 

## 5. Interoperability Compliance Testing

The Interoperability Compliance Testing included feature testing. The feature testing focused on verifying the ability of InteractCRM SMSConnect to interoperate with Avaya Interaction Center.

### 5.1. General Test Approach

The feature test cases were performed manually. SMS messages were sent from 3 GSM mobile phones with SMS capability to SMSConnect via the GSM modem. The SMS messages were delivered to the agents in Avaya Interaction Center. The agents used Avaya IC Agent to read and reply the messages. Replies were verified to be received on the respective GSM mobile phones initiating the SMS messages. To test the Feedback feature, voice calls were made via incoming

trunks to the agents. When the calls ended, SMS messages were sent to the callers' mobile phones as defined in the customer database to collect their feedback. The callers replied using SMS and the responses were verified to be received by SMSConnect.

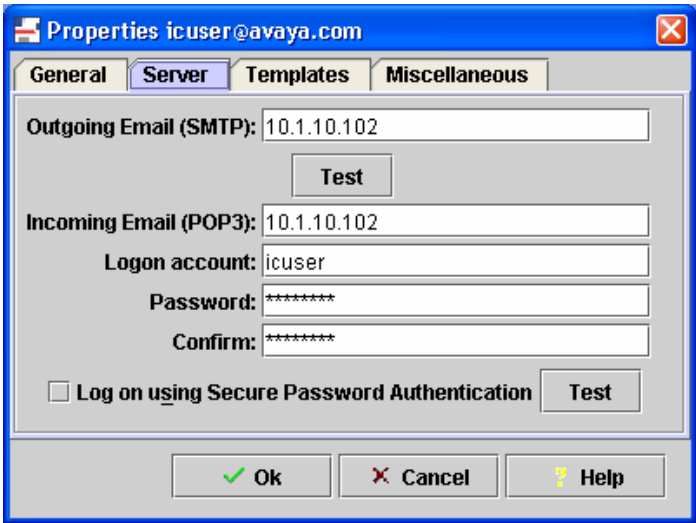
## 5.2. Test Results

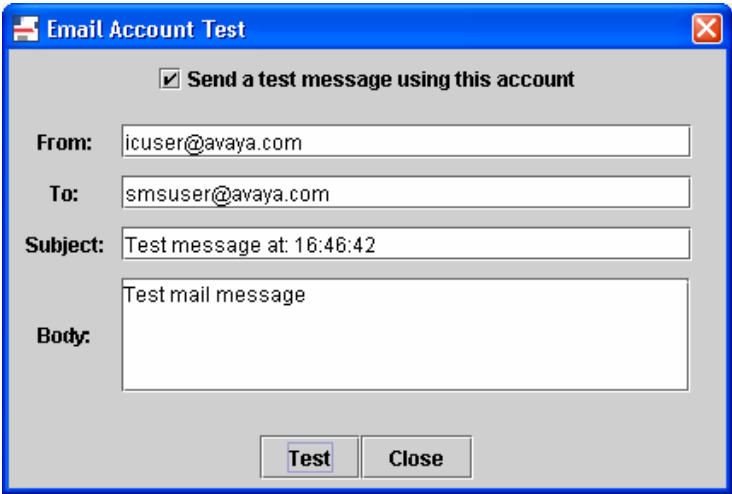
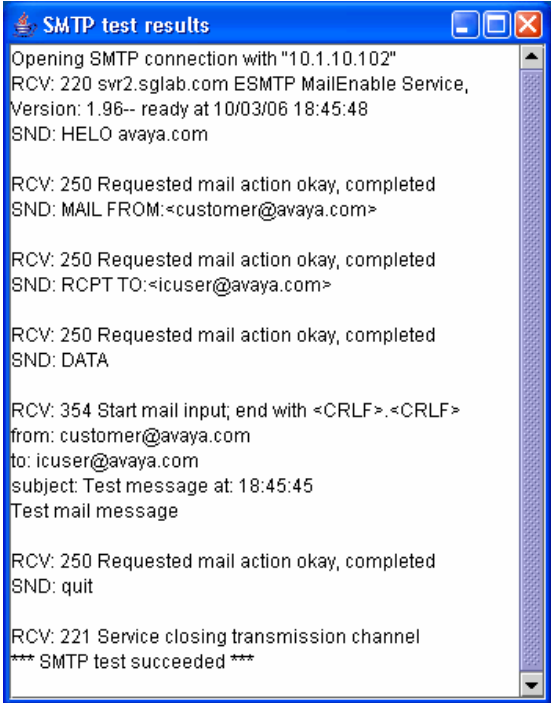
All test cases passed successfully. InteractCRM SMSConnect successfully interoperates with Avaya Interaction Center.

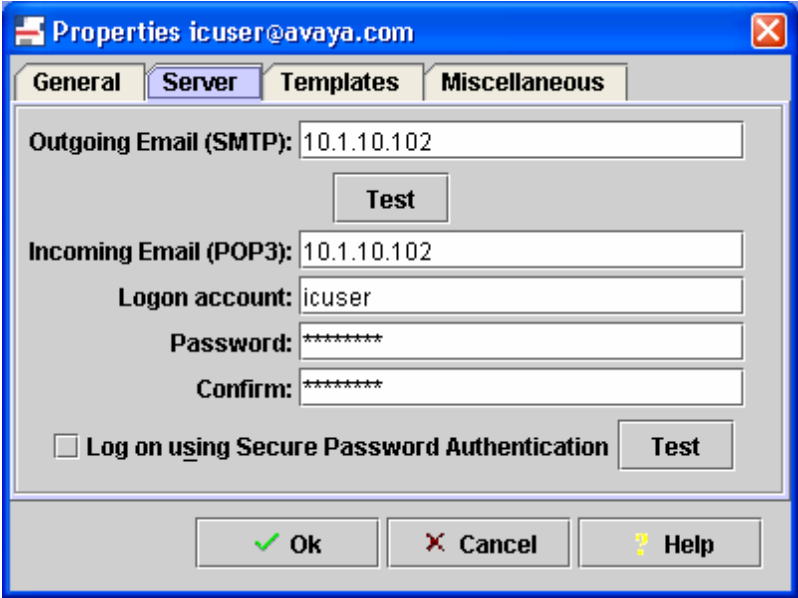
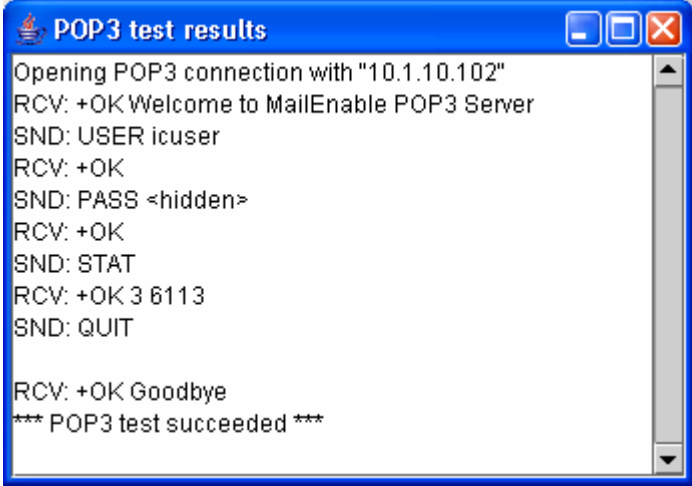
## 6. Verification Steps

This section provides the tests that can be performed to verify proper configuration of Avaya Interaction Center and InteractCRM SMSConnect.

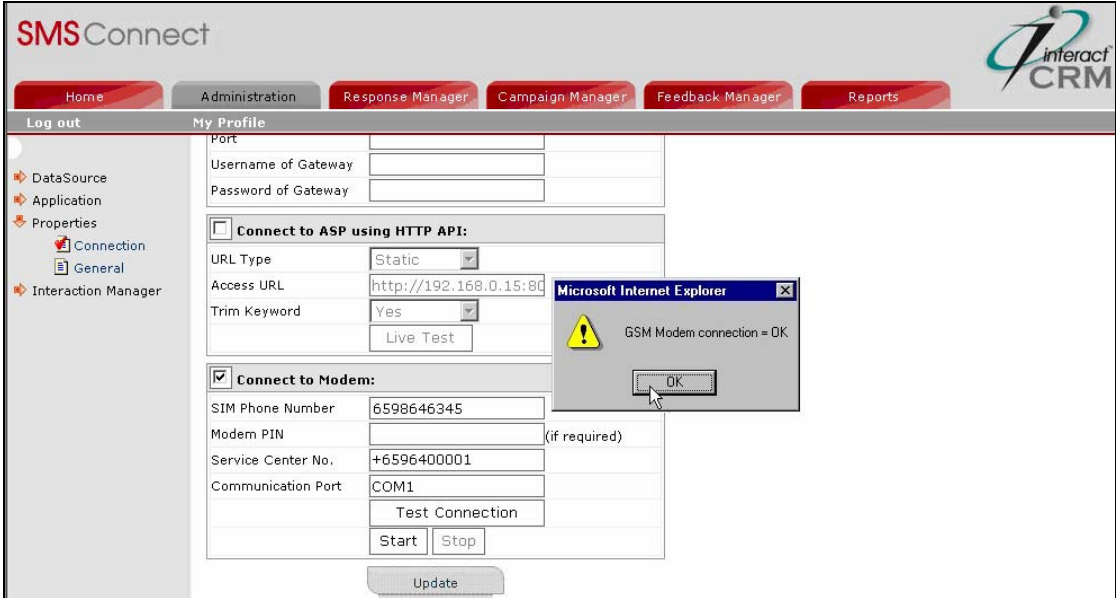
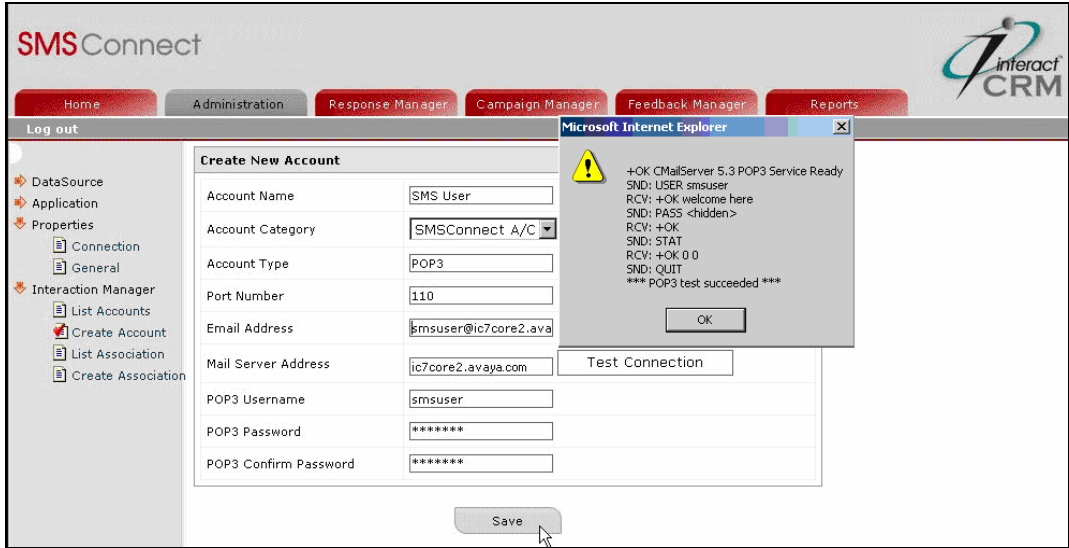
### 6.1. Verify Avaya Interaction Center

Step	Description
1.	<p>When configuring the IC Email Accounts in <b>Section 3.1</b>, click <b>Test</b> below <b>Outgoing Email (SMTP)</b> field to verify that IC is able to send outgoing emails.</p> 

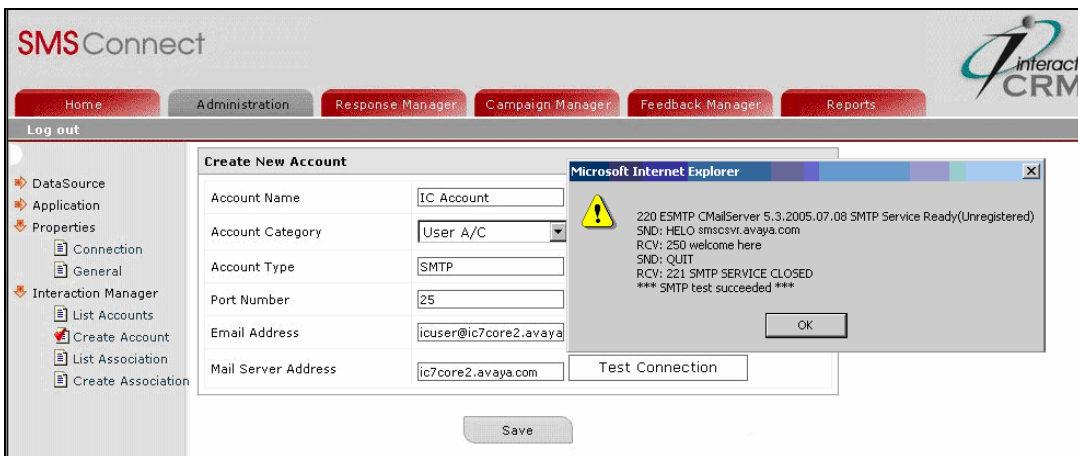
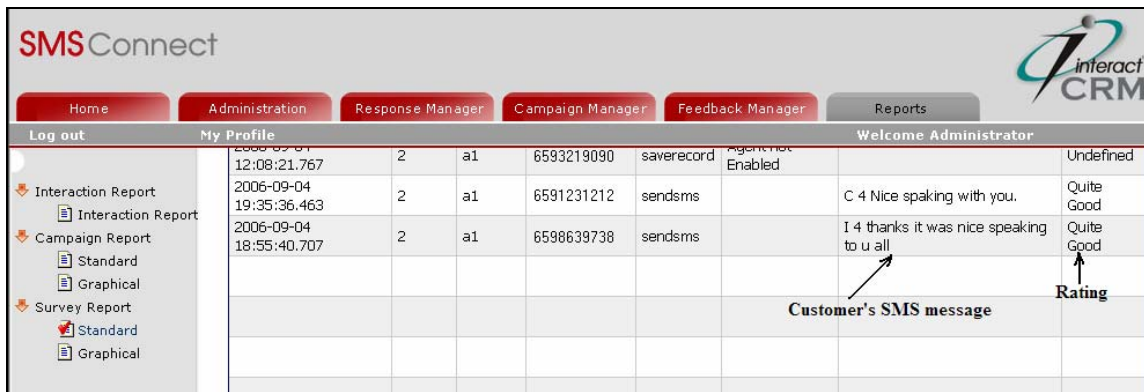
Step	Description
2.	<p>Check <b>Send a test message using this account</b>. Set the <b>From</b> field to the email address of the IC email account as shown in the <b>Return address</b> field in <b>Step 3</b>, and the <b>To</b> field to the SMSConnect email account configured in <b>Section 4 Step 5</b>. Click <b>Test</b>.</p> 
3.	<p>Verify that the message <b>*** SMTP test succeeded ***</b> is displayed.</p> 

Step	Description
4.	<p>To verify that IC is able to log in to the POP3 email account to receive incoming emails, click <b>Test</b> below.</p> 
5.	<p>Verify that the message <b>*** POP3 test succeeded ***</b> is displayed.</p> 

## 6.2. Verify InteractCRM SMSConnect

Step	Description
1.	<p>When configuring the GSM modem connection, click <b>Test Connection</b>. Verify that the message box is displayed with the message <b>GSM Modem Connection = OK</b>.</p> 
2.	<p>When configuring the SMSConnect A/C, click <b>Test Connection</b> to test the configuration. Verify that the message windows shows <b>*** POP3 test succeeded ***</b>.</p> 



Step	Description
3.	<p>When configuring the <b>User A/C</b>, click <b>Test Connection</b> to test the configuration. Verify that the message windows shows <b>*** SMTP test succeeded ***</b>.</p> <div></div>
4.	<p>To verify SMS-based customer feedback, make a voice call to the agent. After the call, verify that an SMS message is received by the caller to request for feedback. Verify also that the caller's feedback is received correctly by SMSConnect by clicking on <b>Survey Report</b> under the <b>Reports</b> tab.</p> <div></div>

## 7. Support

For technical support on InteractCRM SMSConnect, contact the InteractCRM Support Team at:

- Phone: +91 22 6695 9190
- Fax: +91 22 6602 1850
- Email: [smsscupport@interactcrm.com](mailto:smsscupport@interactcrm.com)

## 8. Conclusion

These Application Notes describe the configuration steps required for InteractCRM SMSConnect 1.0 to successfully interoperate with Avaya Interaction Center Release 7.0. All feature functionality test cases were completed successfully.

## 9. Additional References

The following documents can be found at <http://support.avaya.com>:

- [1] Avaya Interaction Center Release 7.0 IC Administration Volume 2: Agents, Customers, & Queues, 07-300108, Issue 3, July 2005
- [2] Avaya Interaction Center Release 7.0 Installation and Configuration, 07-300100, Issue 3, July 2005

The following documents are available in the InteractCRM SMSConnect installation CDROM:

- SMSConnect Installation and Administration Guide, Version 1.0
- SMSConnect Rule Design Guide, Version 1.0
- IC Connector for Feedback Manager Configuration Guide, Version 1.0
- IC Connector for Interaction Manager Configuration Guide, Version 1.0

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