



Avaya Solution & Interoperability Test Lab

Application Notes for Teleopti CCC with the Teleopti Log Server and Avaya IQ Using Historical Interface - Issue 1.0

Abstract

These Application Notes describe the configuration steps required for Teleopti CCC with the Teleopti Log Server to successfully interoperate with Avaya IQ.

Teleopti CCC is a workforce management solution for contact centres and uses the Avaya IQ File Transfer Protocol (FTP) interface for access to historical data.

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

1. Introduction

These Application Notes describe the configuration steps required for Teleopti CCC with the Teleopti Log Server to successfully interoperate with Avaya IQ.

Teleopti CCC is a Workforce Management application suite. It is designed to help plan customer contact centres in optimising customer satisfaction, profitability, and employee satisfaction. The Teleopti Log Server is an optional component of the Teleopti CCC.

The historical interface of Avaya IQ runs four reports per user defined interval; each report creates 1 text file which is placed in a user specified directory. The four reports are agent, queue, agent_queue, and queue_dist reports.

Teleopti CCC with Teleopti Log Server uses File Transfer Protocol (FTP) over an Internet Protocol (IP) network to access the four files created by Avaya IQ and normalises this information into its own database structure. This information is then used to create forecasts and plan agent schedules over the next few days and further ahead.

These Application Notes show the configuration of the Teleopti CCC server. They also describe the configurable items of the Avaya IQ Historical Interface without going into the details as the configuration of IQ interfaces is completely performed by Avaya Professional Services.

Figure 1 shows the compliance tested configuration.

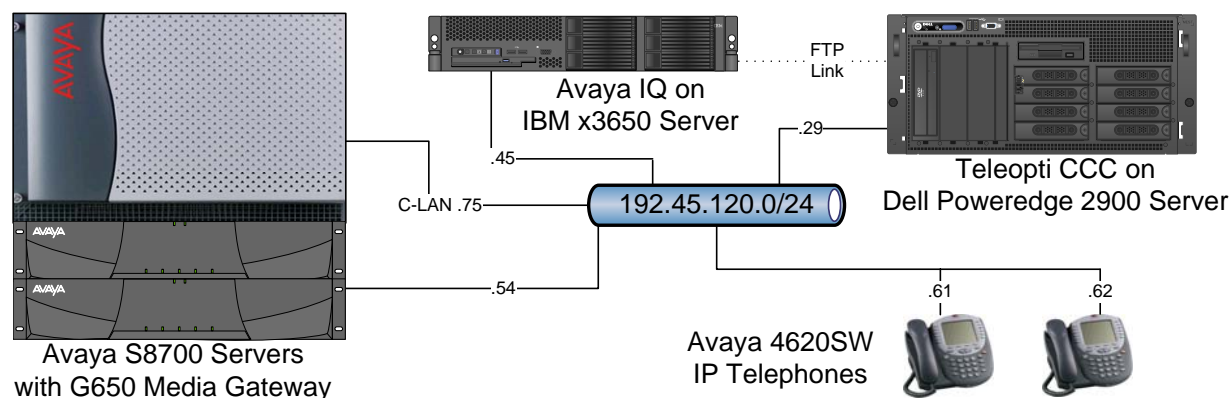


Figure 1: Network Diagram of the Compliance Tested Configuration

2. Equipment and Software Validated

The following equipment and software were used in the compliance-tested configuration.

Equipment	Software
Avaya S8700 Server	Avaya Communication Manager 4.0.1 (14-00.1.731.2), patch 14300
Avaya G650 Media Gateway C-LAN TN799DP	N/A HW1 FW24
IBM x3650 Server	RedHat Enterprise Linux 2.6.9-55 Avaya IQ 4.0.0.0.884_SCM Historical Interface Package 0.3.7
Avaya 4620SW IP Telephones (H.323)	2.8
HP Dell Poweredge 2900 Server	Microsoft Windows 2003 Server, SP 1 Teleopti CCC 6.6 Teleopti Log Server 7.0 Microsoft SQL Server 2005

3. Configuration Items of Avaya IQ Historical Interface

Configuration and activation of the Avaya IQ Historical Interface for Teleopti is performed by Avaya Professional Services and is outside the scope of these Application Notes. The following are the parameters of the interface that are configurable:

- Report name
- Time zone
- Avaya IQ login and password
- File name
- FTP parameters: login, password, directory, IP address of the server, ascii/binary, put/append)
- Report generation frequency

4. Configure Teleopti CCC

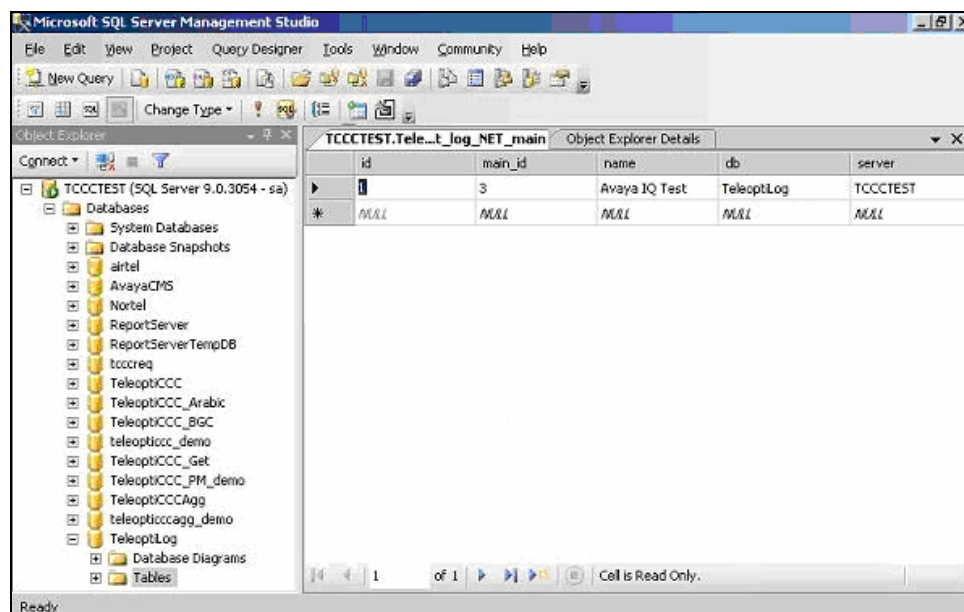
This section provides the procedures for configuring Teleopti Log Server on the Windows XP server used by Teleopti CCC.

Please note that it is expected that the installer is familiar with configuring the database mappings, data collection etc. on the Teleopti CCC server as the focus of these Application Notes is on the configuration of the historical FTP interface only. For all other provisioning information, such as software installation, installation of optional components, basic configuration of Teleopti CCC, etc., refer to the Teleopti CCC product documentation in Reference [2].

4.1. Initialise the TeleoptiLog SQL Database

Select **Start > Programs > Microsoft SQL Server 2005 > SQL Server Management Studio**. In the left hand pane expand **Databases > TeleoptiLog > Tables**. Right-click on the **t_log_NET_main** table and select **Open Table** from the drop down menu. In the right hand pane create a new record and configure the fields as follows.

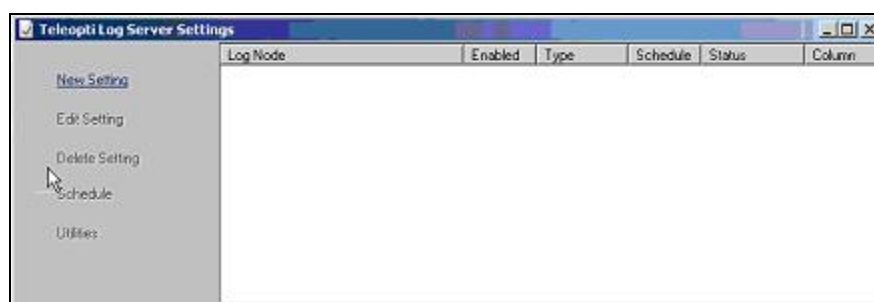
- **id:** This field is configured automatically when a new record is created.
- **main_id:** This can be any integer but must match what is entered in the **log_object_id** column of the **log_object** table of the Teleopti CCC aggregation database.
- **name:** Enter a descriptive name for the FTP data.
- **db:** Enter the name of the Teleopti CCC aggregation database.
- **server:** Enter the hostname of the Teleopti CCC server.



Select **File > Close** to save the settings and exit the table.

4.2. Configure Teleopti Log Server on Teleopti CCC

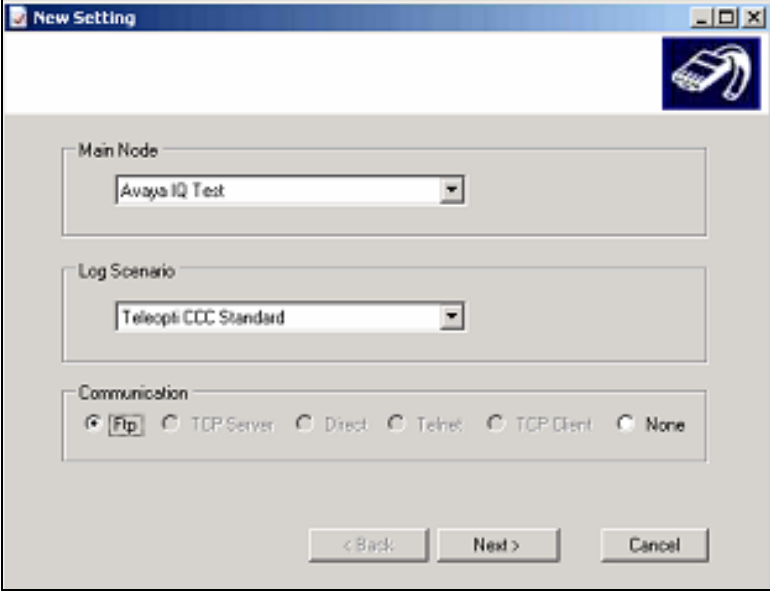
Select **Start > Programs > Teleopti Log > Teleopti Log Server Settings**. On the Teleopti Log Server Settings screen, select **New Setting**.



Configure the fields on the **New Setting** screen as follows.

- **Main Node:** Select the name entered into the database in **Section 4.1** from the drop down box.
- **Log Scenario:** Select Teleopti CCC Standard from the drop down box.

Select the **Ftp** radio button and select **Next**.



The screenshot shows a window titled "New Setting" with a mobile phone icon in the top right corner. It contains three main sections: "Main Node" with a dropdown menu showing "Avaya IQ Test"; "Log Scenario" with a dropdown menu showing "Teleopti CCC Standard"; and "Communication" with a group of radio buttons. The "Ftp" radio button is selected, while "TCP Server", "Direct", "Telnet", "TCP Client", and "None" are unselected. At the bottom, there are three buttons: "< Back", "Next >", and "Cancel".

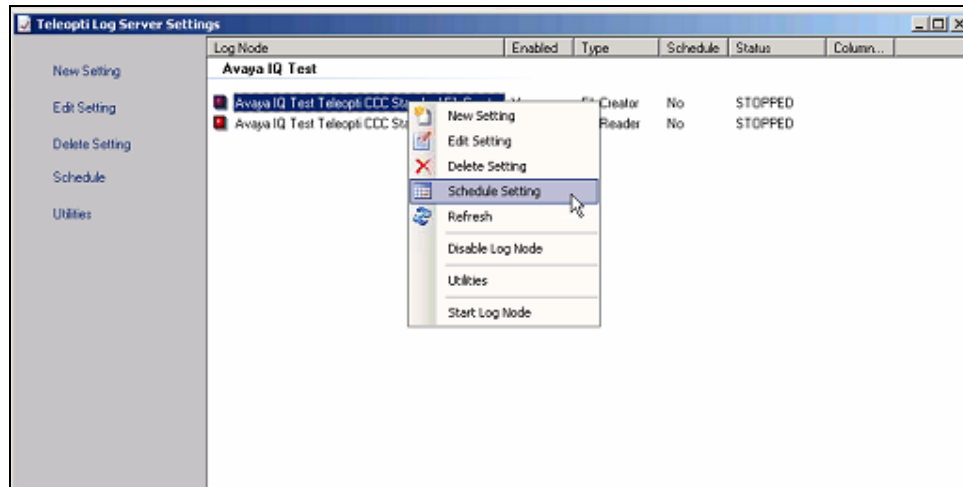
Configure the fields on the New Setting screen as follows.

- **Filename:** Enter “*.txt” (all files created by the report process end in “.txt”).
- **HostName:** Enter the hostname or IP address of the Avaya IQ.
- **Delimiter:** “SemiColon”
- **UserName:** Enter an Avaya IQ user name with FTP permissions
- **PassWord:** Enter the password for the Avaya IQ user name.
- **RemoteDir:** Enter the file path where the Avaya IQ places the created files
- **Commands:** “GetFiles;DeleteFiles”

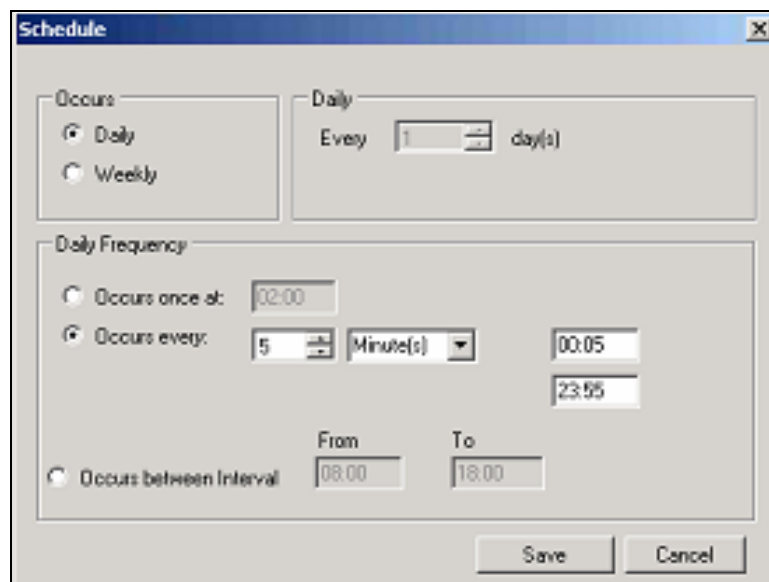
The rest of the fields may be left at their default values. Select **Finish**.

parameter	value
FileName	*.txt
HostName	192.45.120.55
Passive	True
PassWord	
Path	C:\Avaya_IQ\LogData
RemoteDir	/var/ftp/pub
TimeOut	20
UserName	
Commands	GetFiles;DeleteFiles
ShowDebug	True
Delimiter	SemiColon

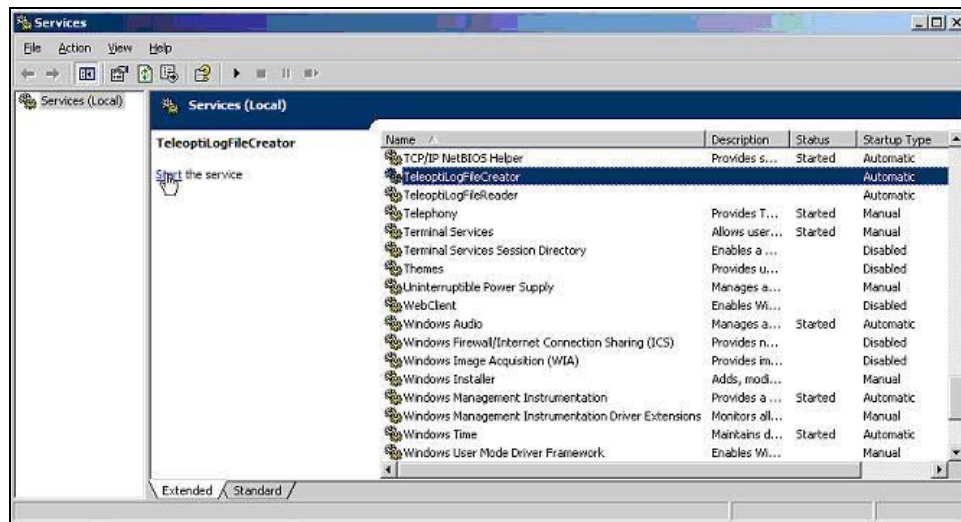
On the Teleopti Log Server Settings screen, right click on the **FileCreator** node and select **Schedule Setting** from the drop down menu.



On the Schedule screen, select the **Daily** and the **Occurs Every** radio buttons. Set the schedule to be more often than the IQ creates the files. Select **Save**.



Select **Start > Programs > Administrative Tools > Services**. In the right hand pane of the **Services** screen scroll down to and select the **TeleoptiLogFileCreator** service. Select **Start**.



This completes the configuration of the Teleopti Log server on Teleopti CCC.

5. Interoperability Compliance Testing

The interoperability compliance test included feature and serviceability testing.

The feature testing focused on verifying the ability of Teleopti CCC with Teleopti Log Server to receive historical data from Avaya IQ using the FTP interface. A small call centre was setup in Avaya Communication Manager and various tests were executed including:

- Multiple agents log in to multiple skills.
- Agent in various states, e.g. Available, Aux Work, After Call Work, etc.
- Agent on ACD calls.
- Agent on non-ACD calls.

The serviceability testing focused on verifying the ability of Teleopti CCC with Teleopti Log Server to recover from outages between itself and Avaya IQ.

5.1. General Test Approach

All feature and serviceability tests were performed manually. The verification included checking the agent/queue states and counters on the Teleopti web client and comparing them with the agent/queue states and counters on the Avaya IQ and Avaya Communication Manager.

5.2. Test Results

All test cases were executed and passed.

6. Verification Steps

To verify that the files are being created, read and deleted, log into Linux on the Avaya IQ and go to the directory where the files are created to be read by Teleopti CCC. At the time of an interval change, use the “ls” command to check for files. Once the files have appeared, continue to use the “ls” command to ensure that the files are deleted by Teleopti CCC. Check a local receiving folder on Teleopti CCC to ensure that the data files have been FTP’ed to the folder.

7. Support

For technical support on Teleopti CCC with Teleopti Log Server, use the following information.

- Email: support@teleopti.com
- Phone: +46 8 544 90 560

8. Conclusion

These Application Notes describe the configuration steps required for Teleopti CCC with the Teleopti Log Server module to successfully interoperate with Avaya IQ. All tests were executed and passed successfully.

9. Additional References

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

- [1] *Avaya IQ, Release 4.0, Implementation*, August 2007.
Avaya IQ, Release 4.0, Administration, August 2007.
Both available at:
<http://support.avaya.com>.

- [2] Teleopti CCC product documentation is available, on request, from
<http://www.teleopti.com>.

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