



Avaya Solution & Interoperability Test Lab

Application Notes for Symmetrics nVISION Data Mart Version 1.9 with Avaya Aura® Contact Center Release 6.2 - Issue 1.0

Abstract

These Application Notes describe a solution comprised of Avaya Aura® Contact Center Release 6.2 and Symmetrics nVISION Data Mart version 1.9. During the compliance testing, the nVISION Data Mart system was able to successfully connect to CCMS server's database, monitor all available statistics, and proves that the values collected are accurate and in harmony with the predicted values in Avaya Aura® Contact Center 6.2.

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

Symmetrics nVISION Data Mart is a data warehouse optimized for the analysis and reporting of contact center data. Running on virtually any server platform and compatible with all major relational database systems, nVISION Data Mart integrates data from Avaya Aura® Contact Center and virtually any other contact center system, application or data source for reporting and analysis purposes. The nVISION Data Mart also integrates data from Avaya Call Management System, as well as heritage Nortel systems such as Nortel CCMS and Nortel Symposium.

The objective of this compliance test is to validate that nVISION Data Mart version 1.9 is able to connect successfully to the database of Avaya Aura Contact® Center Release 6.2 (hereafter Contact Center), monitor all available statistics, and prove that the values collected are accurate and in harmony with the predicted values from Contact Center.

2. General Test Approach and Test Results

The general approach is to verify the marketed functionality of the nVISION Data Mart and identifies the points of connectivity and compatibility with the Contact Center.

DevConnect Compliance Testing is conducted jointly by Avaya and DevConnect members. The jointly-defined test plan focuses on exercising APIs and/or standards-based interfaces pertinent to the interoperability of the tested products and their functionalities. DevConnect Compliance Testing is not intended to substitute full product performance or feature testing performed by DevConnect members, nor is it to be construed as an endorsement by Avaya of the suitability or completeness of a DevConnect member's solution.

2.1. Interoperability Compliance Testing

The focus of this testing was to verify that the Symmetrics nVISION Data Mart is a compatible product with Contact Center 6.2, the following are areas that need to be exercised.

- **Compatibility:** Compatibility testing will cover the points of connectivity between nVISION Data Mart and the Contact Center servers.
- **Functionality:** Functionality tests will be tested against the two functional areas of the nVISION Data Mart: historical data integration and contact data integration.
- **Data Validation**

2.2. Test Results

The testing was successful and all objectives were verified and met. All test cases were executed and they all passed.

2.3. Support

Technical support for Symmetrics nVISION Data Mart can be reached via website, email and telephone as below.

- Website: www.symmetrics.com
- Email: support@symmetrics.com
- Telephone: 1.604.688-0882

3. Reference Configuration

Figure 1 illustrates the network diagram configuration used during the compliance testing between the Avaya Aura® Contact Center and the Symmetrics nVISION Data Mart system.

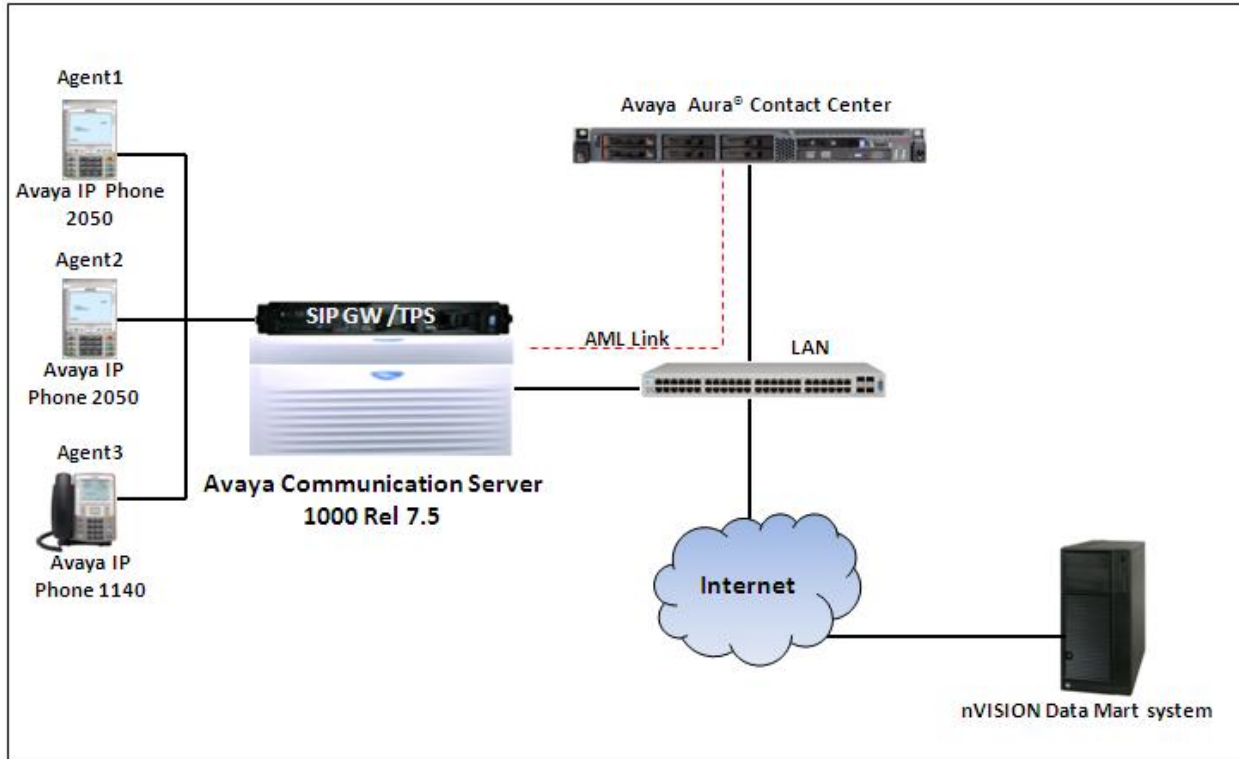


Figure 1: Test Diagram Configuration

4. Equipment and Software Validated

The following equipment and software were used for the compliance test.

Equipment	Software
Avaya S8800 Contact Center Server	Release 6.2 Service Pack 5 with Rollup 1, 2, 3 and Rollup 3- Patch 1, 2, and 3.
Avaya Communication Server 1000 CP-PM	Release 7.5 Q with Service Pack: 7.50_17_2012Sept19 Depllist: Created Jul 2012
Avaya IP 2050 PC	4.1
Avaya IP 1140E	0625C8J
Avaya Aura® Contact Center Operating System	Windows 2008 64-bit R2 Standard SP1
Symmetrics nVision Data Mart system:	<ul style="list-style-type: none"> - nVision Data Mart - Microsoft SQL server 2008 - Pentaho Data Integration 4.2

5. . Configure Avaya Communication Server 1000

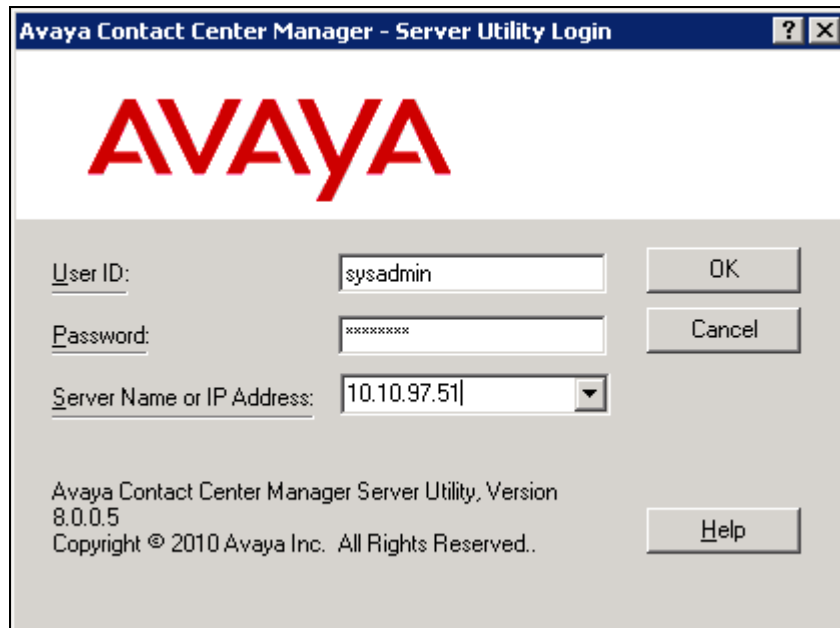
This document assumes that the Avaya Communication Server 1000 was properly installed and configured as per the product document to work with Avaya Aura® Contact Center. For more information about how to install and configure Avaya Communication Server 1000, please refer to **Section 10 [1]**.

6. Configure Avaya Aura® Contact Center

This document assumes that the Contact Center system was properly installed, configured and operated as per the product document, for more information about how to install, configure and administer please refer to **Section 10 [2]**. This section provides additional steps in creating a new user name and password that is used by nVision Data Mart system to connect to CCMS database of Contact Center.

To create a new credential, log in to the CCMS server where the **System Utility** application is installed and navigate to **Start → All Programs → Avaya → Contact Center → System Utility** (not shown).

The **Server Utility Login** window is displayed. Enter username **sysadmin** in the **User ID** field, the password in the **Password** field and IP address of CCMS server in the **Server Name or IP Address** field as shown in the screen below. Click **OK** to log in to the **Server Utility** application. Note that to obtain the **sysadmin** password, please contact system administrator who manages the Contact Center system.



Avaya Contact Center Manager - Server Utility Login

AVAYA

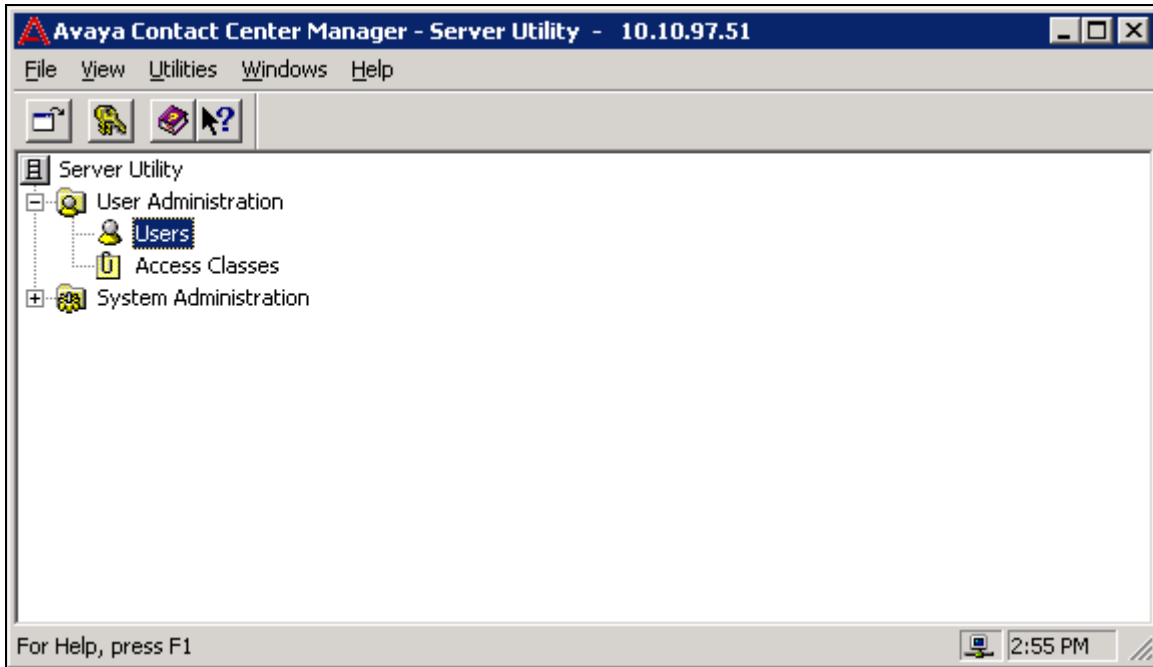
User ID: sysadmin OK

Password: ***** Cancel

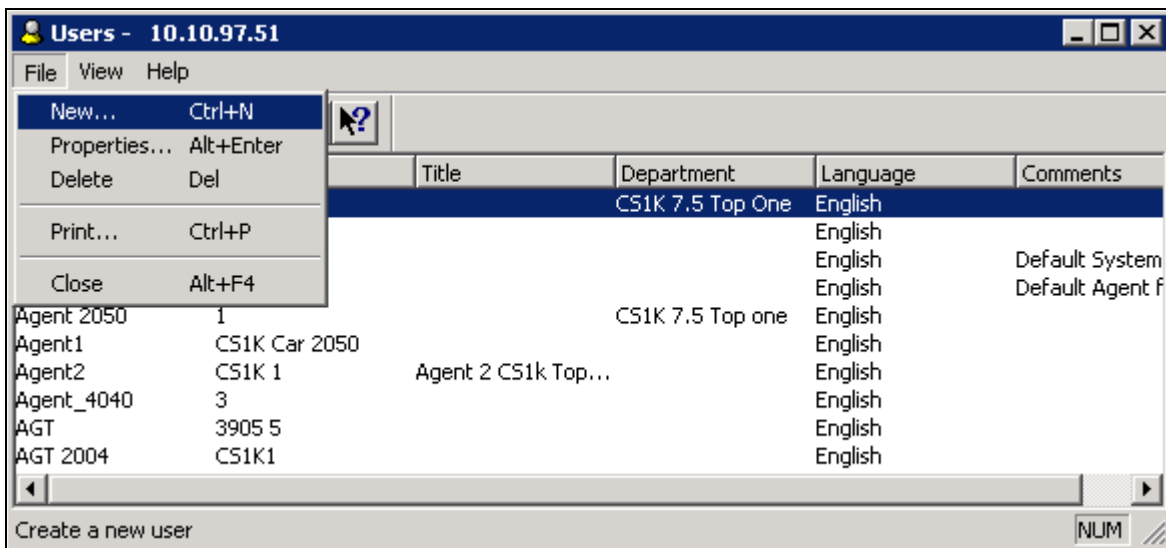
Server Name or IP Address: 10.10.97.51

Avaya Contact Center Manager Server Utility, Version 8.0.0.5
Copyright © 2010 Avaya Inc. All Rights Reserved. Help

The **Server Utility** window is displayed as the screen below. Expand the **User Administration** and double-click on the **User** icon to open the User window.



The **Users** window is displayed as shown in the screen below. Navigate to menu **File** → **New...** to create a new user.



The **New User** window is displayed. In the **General** tab, enter desired first name and last name in the **First name** and **Last name** fields, and a descriptive comment in the **Comments** field as shown in the screen below.

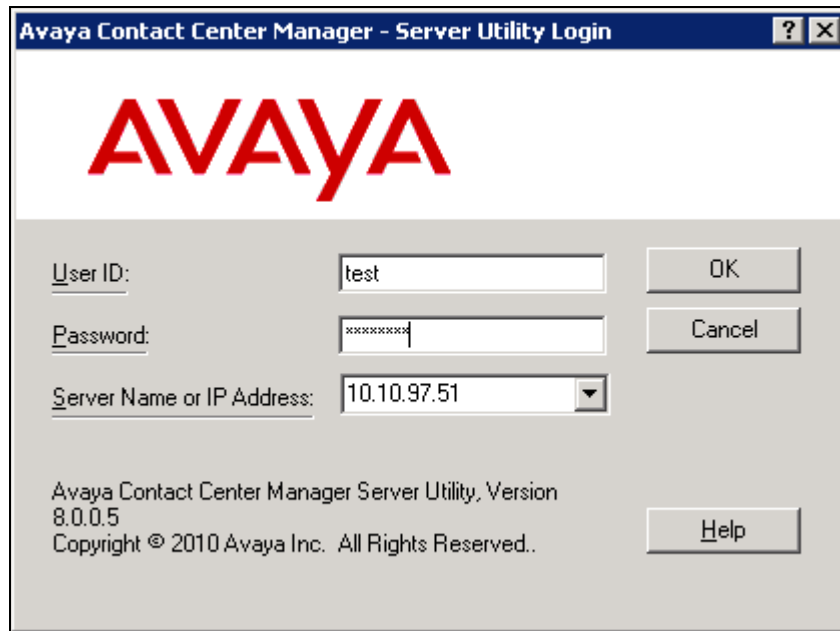
The screenshot shows the 'New User' dialog box with the 'General' tab selected. The 'First name' field contains 'nVision' and the 'Last name' field contains 'Symmetrics'. The 'Comments' text area contains 'For testing with Symmetrics nVision Data Mart'. The 'Language' dropdown menu is set to 'English'. At the bottom, there are three buttons: 'Save', 'Cancel', and 'Help'.

Click on the **Desktop** tab, enter a username in the **User ID** field, e.g. test, and then click on the **Set Password** button to set a password for this user (screen not shown). Uncheck the **Password Expire** check box, and select **Call Center Admin** in the **Access Class** drop down menu. Click the **Save** button to save changes and to complete.

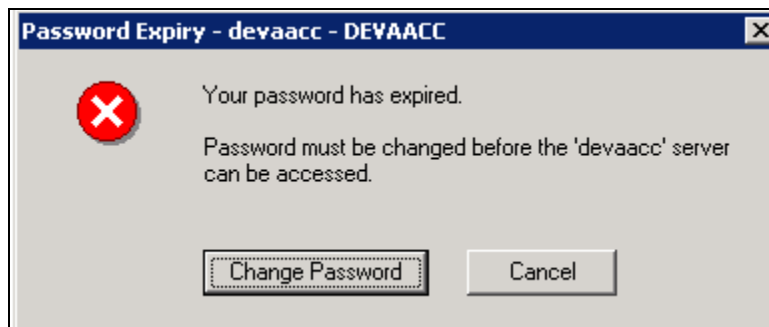
The screenshot shows the 'New User' dialog box with the 'Desktop' tab selected. The 'User ID' field contains 'test' and the 'Set Password' button is visible. The 'Password retry count' is set to '0' and the 'Password Expires' checkbox is unchecked. The 'User desktop status' dropdown menu is set to 'OK' and the 'Lock Out' button is visible. The 'Access Class' dropdown menu is set to 'Call Centre Admin'. At the bottom, there are three buttons: 'Save', 'Cancel', and 'Help'.

Exit the **System Utility** application. Navigate to menu **Start** → **Avaya** → **Contact Center** → **System Utility** (not shown) to launch the **System Utility** application again and try to use the new credential that have been created above to log in to the **System Utility**. The purpose of this step is to verify that the new credential can be used to log in to the **System Utility** successfully. Enter

the user name **test** and its password created above in the **User ID** and **Password** fields. Click **OK** to log in the **System Utility**.



The first time of using the new credential to log in to the **System Utility**, the system will require the user to change to a new password. Click on the **Change Password** button to change password for the user **test** above.



7. Configure Symmetric nVision Data Mart system

This document assumes that Symmetrics nVision Data Mart system was properly installed and configured by a Symmetric Engineer.

The following information of the Contact Center will be used in the nVision Data Mart system to connect to CCMS database.

- CCMS database cache name space: **CCMS_STAT**
- Port: **1972**
- Username ID: **test** as created in Section 6.
- Password: ********* which is the password associated to user **test**.
- CCMS IP address: **10.10.97.51**

Configuration of nVision Data Mart is managed via data adapter configuration XML file:

Property	Detail	Action Required?
site_name	Site label, normally will be identical to AACC/CCMS site name	Yes
site_interval	Interval for historic data: e, i, d, w, m	Default
site_version	Version of ACD software: CCM5,6,7, or AACC 6.2	Yes
conn_name	Label for database connection, can be shared across intervals	Yes
conn_server	Server name or IP address for AACC/CCMS database server	Yes
conn_type	Server database vendor for AACC/CCMS database. For CCM5 and CCM6 it will always be SYBASE, CCM7 or AACC 6.2 will be CACHE	Yes
conn_access	Internal param: use Native	Default
conn_database	AACC/CCMS database name. For CCM5 and CCM6 it will always be "blue". CCM7 or AACC 6.2 will be "CCMS_STAT" in most of cases	Default
conn_port	AACC/CCMS database server port. For CCM5 and CCM6 it will normally be 5000; CCM7 or AACC 6.2 will be 1972.	Default
conn_username	AACC/CCMS database user name	Yes
conn_password	AACC/CCMS database user password	Yes
conn_jdbcurl	AACC/CCMS JDBC connection string eg. CCM5/6 jdbc:jtds:sybase://127.0.0.1:5000/blue CCM7 or AACC 6.2 jdbc:Cache:// 127.0.0.1:1972/CCMS_STAT	Yes
conn_driver	AACC/CCMS Database driver. For Sybase, use net.sourceforge.jtds.jdbc.Driver; For cache use com.intersys.jdbc.CacheDriver	Default
min_date	Internal param	Default
max_date	Internal param	Default

retention_days	Period of days that data should be retained in data warehouse	Default
reload_secs	Period of time to go back and reload data in to data warehouse	Default
batch_secs	Max period of time range for ETL batch	Default
is_active	On/Off switch for site interval. Please set to 1/0.	Default

8. Verification Steps

The following steps will ensure that all the necessary components/user rights have been enabled in order for nVision Data Mart to execute the necessary tasks to pull the data from the source system.

NOTE: Before proceeding, please ensure you have Java 1.5 or later installed on the machine that will deploy nVision Data Mart on.

1. Go to DOS Prompt
2. Navigate to the folder: x:\nvision\utilities\
3. Depending on which data you would like to validation, you would need to run the batch file as follows:
 - a. For Historical: Run configValidation.bat [x:\nvision\config\hist_config.xml]
 - b. For Call By Call: Run configValidation.bat [x:\nvision\config\cbc_config.xml]
4. The output of the test should be saved to a file called “config_validation.log” in the x:\nvision\utilities folder
5. Please review any errors that may require additional steps or corrections to be performed before concluding the install.
6. Verify the data output from the log file on the nVision Data Mart system they should be correct and matched with the data on the Contact Center server.

9. Conclusion

All of the executed test cases were passed and met the objectives as outlined in **Section 2**. The Symmetric nVision Data Mart system is considered compliant with Avaya Aura® Contact Center Release 6.2.

10. Additional References

Product documentation for Avaya products may be found at:

<https://support.avaya.com/css/Products/>

Product documentation for Symmetrics products may be found at:

<http://www.symmetrics.com/solutions/nvision-data-mart>

[1] Avaya Communication Server 1000 Documents:

[Avaya Communication Server 1000E Installation and Commissioning](#)
[Avaya CS 1000 Co-resident Call Server and Signaling Server Fundamentals](#)
[Avaya CS 1000 Element Manager System Reference - Administration](#)

[2] Avaya Aura® Contact Center 6.2 documents:

[Avaya Aura® Contact Center Planning and Engineering](#)
[Avaya Aura® Contact Center Installation](#)
[Avaya Aura® Contact Center Server Administration](#)
[Avaya Aura® Contact Center Overview](#)
[Avaya Aura® Contact Center Fundamentals](#)
[Avaya Aura® Contact Center Manager Administration – Client Administration](#)

[3] Symmetric nVision Data Mart documents:

[Symmetric nVISION Data Mart User Guide](#)

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