



Avaya Solution & Interoperability Test Lab

Application Notes for Xima Chronicall Realtime Module 3.6 with Avaya IP Office 9.1 – Issue 1.0

Abstract

These Application Notes describe the configuration steps required for Xima Chronicall Realtime Module 3.6 to interoperate with Avaya IP Office 9.1. Xima Chronicall is a call reporting application, and the Realtime Module is an optional module that provides real-time user status. The real-time user status can be accessed via the Xima Chronicall web-based interface.

In the compliance testing, Xima Chronicall Realtime Module used the TFTP service and System Monitor interface from Avaya IP Office to obtain the initial and subsequent user status changes for real-time user status reporting.

Readers should pay attention to **Section 2**, in particular the scope of testing as outlined in **Section 2.1** as well as any observations noted in **Section 2.2**, to ensure that their own use cases are adequately covered by this scope and results.

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 Xima Chronicall Realtime Module 3.6 to interoperate with Avaya IP Office 9.1. Xima Chronicall is a call reporting application, and the Realtime Module is an optional module that provides real-time user status. The real-time user status can be accessed via the Xima Chronicall web-based interface.

In the compliance testing, the Xima Chronicall Realtime Module used the TFTP service and System Monitor interface from Avaya IP Office to obtain the initial and subsequent user status changes for real-time user status reporting.

The TFTP service was used to obtain initial user feature status such as forward unconditional. The System Monitor interface was used to obtain real-time events associated with user status changes, such as activation/deactivation of do-not-disturb.

2. General Test Approach and Test Results

The feature test cases were performed both automatically and manually. Upon start of Chronicall with Realtime Module, the application automatically sends TFTP requests to obtain initial user status from IP Office.

For the manual part of the testing, user actions such as activation/deactivation of do-not-disturb were performed from the user telephones using the programmed buttons.

The serviceability test cases were performed manually by disconnecting and reconnecting the Ethernet connection to the Chronicall server.

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 interoperability compliance test included feature and serviceability testing.

The feature testing focused on verifying the following on Chronicall Realtime Module:

- Handling of initial TFTP responses and reporting of user status for do-not-disturb, hunt group membership, follow-me-to, forward busy/busy number/hunt group/no-answer/number/unconditional, log in/out, and follow-me-here information.
- Handling of real-time System Monitor responses and reporting of modified user status for do-not-disturb, hunt group membership, follow-me-to, forward busy/busy number/hunt group/no-answer/number/unconditional, log in/out, and follow-me-here information.

The serviceability testing focused on verifying the ability of Chronicall Realtime Module to recover from adverse conditions, such as disconnecting and reconnecting the Ethernet connection to the Chronicall server.

2.2. Test Results

All test cases were executed and verified. The following were observations on Chronicall Realtime Module from the compliance testing.

- Feature configuration changes on IP Office Manager cannot reflect in real-time on Chronicall Realtime Module due to nature of the interface. A workaround is to restart the Chronicall service to force a re-synchronization with IP Office.
- Any activation of Follow Me Here prior to start of the application is reflected as Follow Me To due to limitation of the TFTP interface.
- Feature status changes via short codes may not always reflect by Chronicall Realtime Module. The recommendation is to always use the programmed buttons on the Avaya deskphones.
- The Idle and Ready states reported by Chronicall Realtime Module do not correspond to any one feature or state on IP Office, but rather determined by the application and deduced from several features and may not match to the IP Office user state. As such, these two reporting parameters were not verified.

2.3. Support

Technical support on Chronicall Realtime Module can be obtained through the following:

- **Phone:** (888) 944-XIMA
- **Email:** support@ximasoftware.com
- **Web:** <http://www.ximasoftware.com/support>

3. Reference Configuration

The configuration used for the compliance testing is shown in **Figure 1**. These Application Notes assume the Chronicall basic module is already configured and running on the Chronicall server.

The detailed administration of general devices such as hunt groups and users are assumed to be in place and are not covered in these Application Notes. In the compliance testing, the IP Office resources shown in the table below were used. Note that user 20032 was a hot desking user that used extension 20099.

Device Type	Value
Hunt Groups	29000, 29001
Extensions	20031, 20035, 20099
Users	20031, 20032, 20035

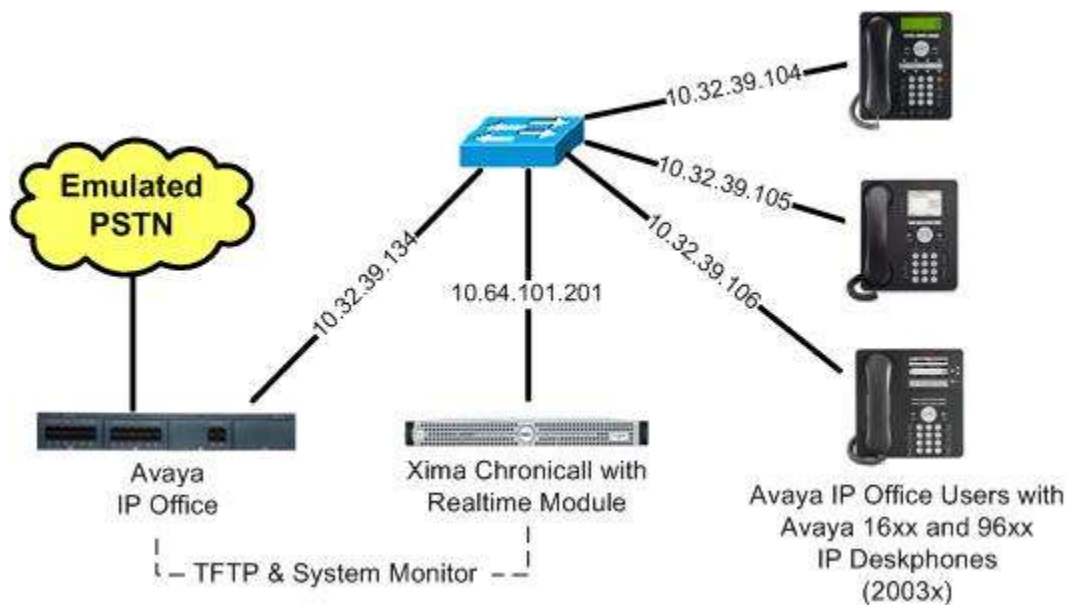


Figure 1: Compliance Testing Configuration

4. Equipment and Software Validated

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

Equipment/Software	Release/Version
Avaya IP Office on IP500 V2	9.1.300.120
Avaya 1616 IP Deskphone (H.323)	1.350B
Avaya 9611G IP Deskphone (H.323)	6.6029
Avaya 9650 IP Deskphone (H.323)	3.230A
Xima Chronicall on Windows 2008 Server R2 Enterprise <ul style="list-style-type: none">• Realtime Module	3.6 (25) SP 1

Compliance Testing is applicable when the tested solution is deployed with a standalone IP Office 500 V2 only.

5. Configure Avaya IP Office

No special configuration was required on IP Office.

6. Configure Xima Chronicall Realtime Module

This section provides the procedures for configuring Chronicall Realtime Module. The procedures include the following areas:

- Launch Chronicall
- Administer realtime stats
- Administer leaderboard

6.1. Launch Chronicall

Access the Chronicall web interface by using the URL “http://ip-address:9080” in an Internet browser window, where “ip-address” is the IP address of Chronicall. Log in using the appropriate credentials.

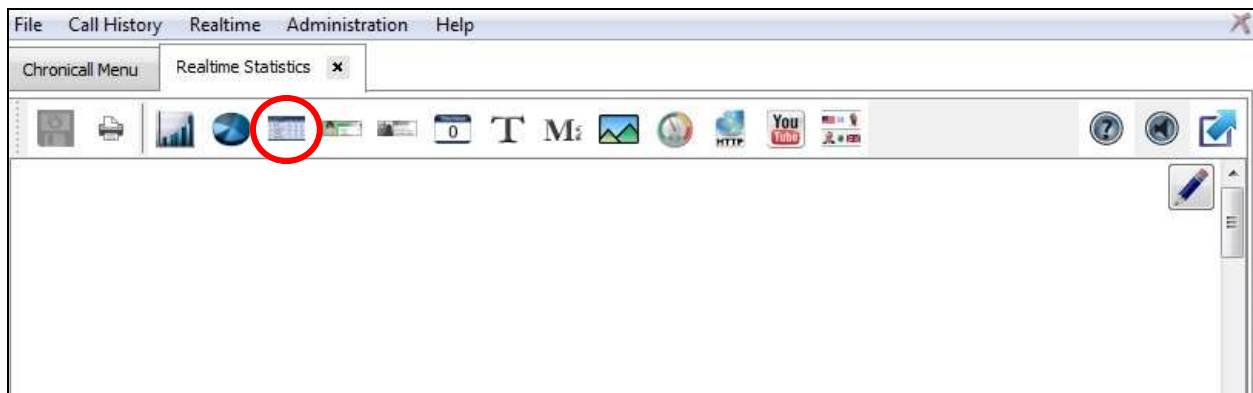


6.2. Administer Realtime Stats

The **Chronicall Menu** tab is created, and the **CHRONICALL** screen below is displayed. Select **Realtime → Realtime Stats**.



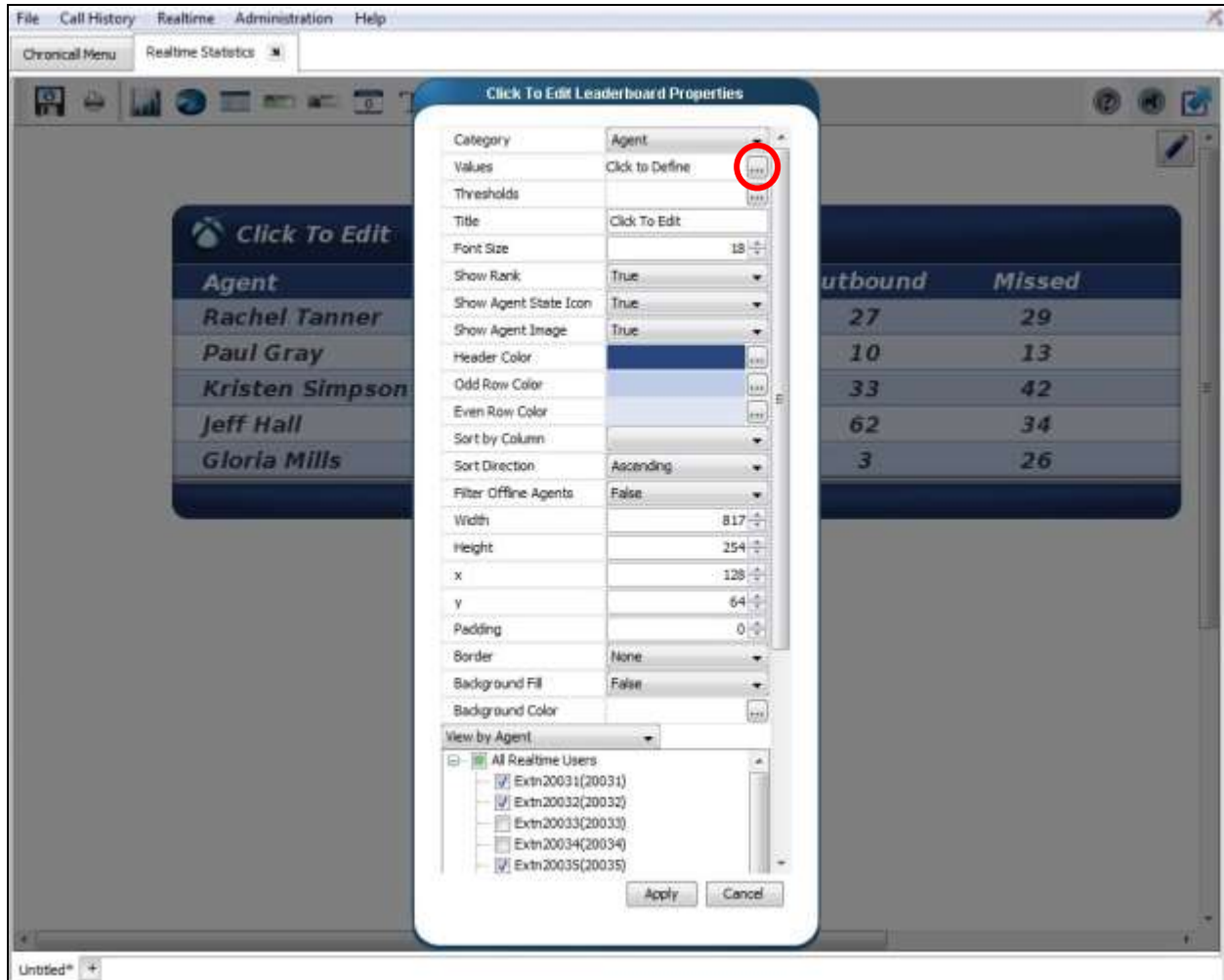
The **Realtime Statistics** tab is created, and displays the screen below. Click the **Leaderboard Widget** icon, and drag-and-drop the mouse in the blank pane below to define the size of a leaderboard.



6.3. Administer Leaderboard

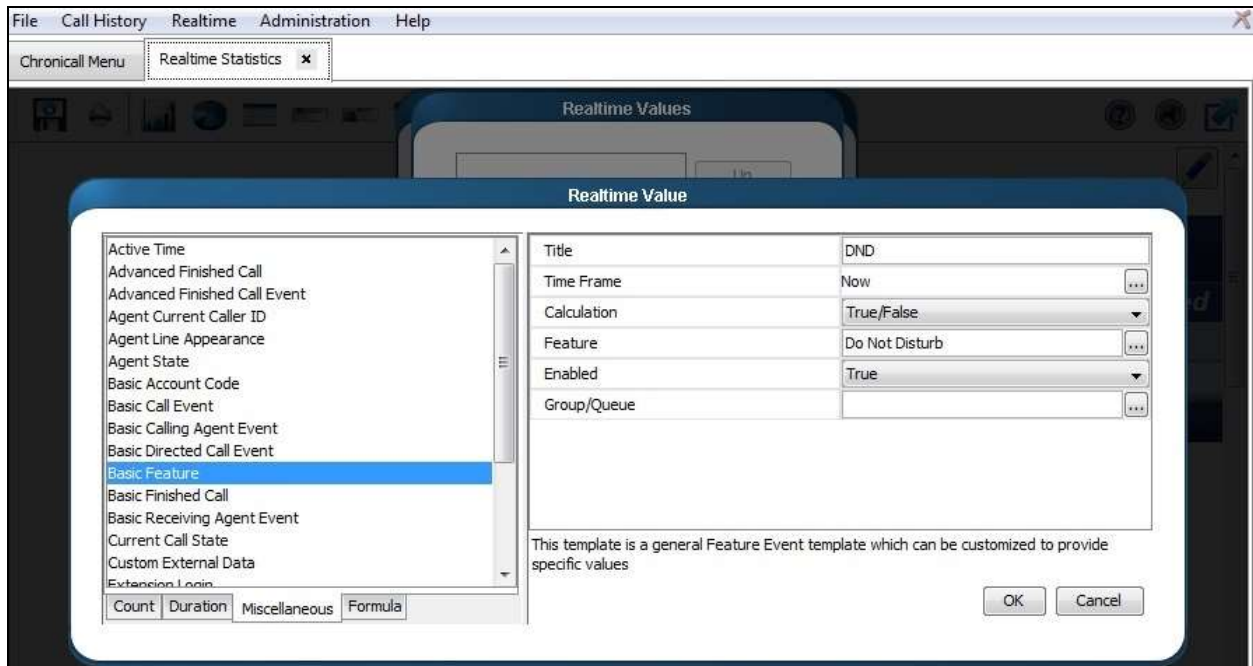
The screen is updated with a sample leaderboard, along with the **Click To Edit Leaderboard Properties** screen in the foreground. Scroll down and check all users from **Section 3** in the bottom pane, as shown below.

Click the icon associated with the **Values** field, followed by **Add** in the subsequent **Leaderboard Values** screen (not shown).



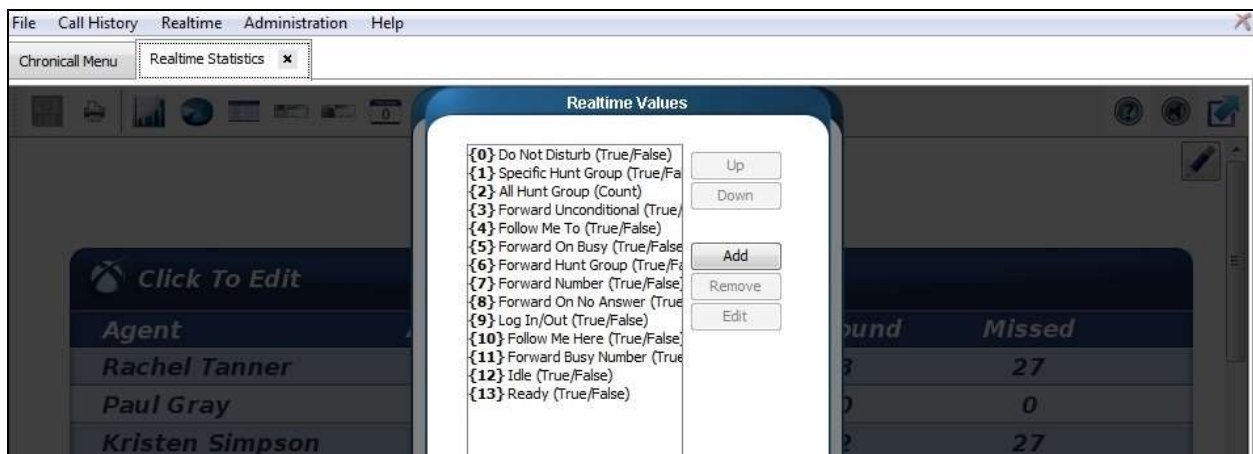
The **Realtime Value** screen is displayed. Select the **Miscellaneous** tab in the bottom left pane, followed by **Basic Feature** in the top left pane.

In the right pane, enter a desired **Title**, and select the desired **Calculation**. Click on the icon next to the **Feature** field, and check the desired feature in the pop-up screen (not shown), in this case “Do Not Disturb”.



Repeat this section to add all desired features.

The **Realtime Values** screen below shows all features that were configured in the compliance testing.



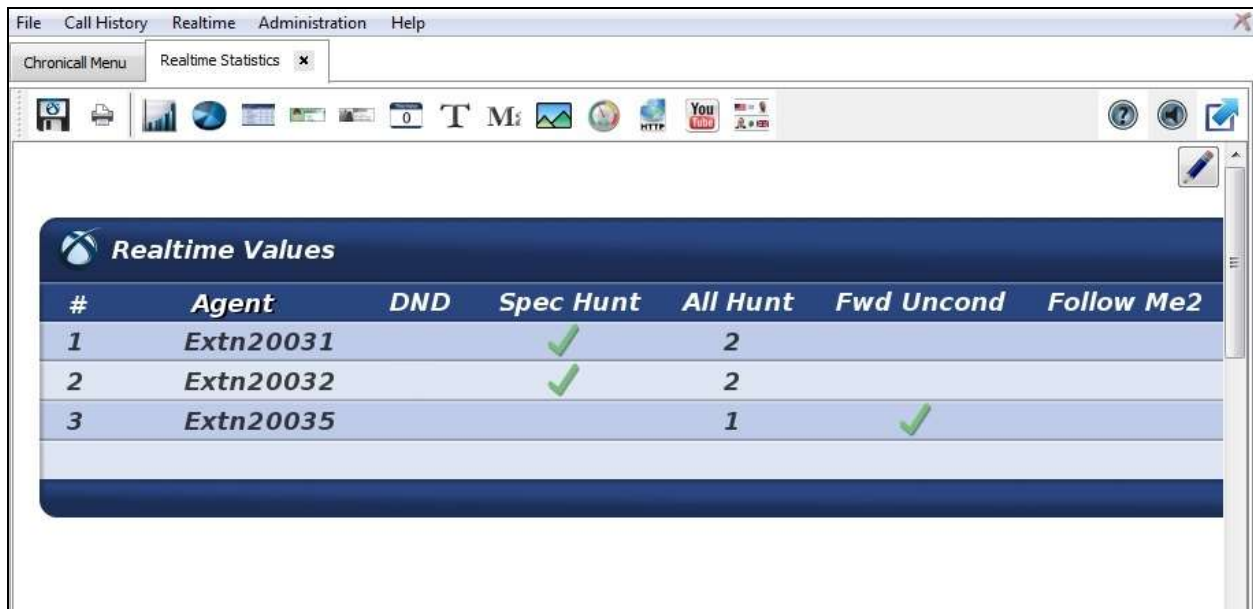
7. Verification Steps

This section provides the test that can be performed to verify proper integration between IP Office and Chronicall Realtime Module.

Follow the procedures in **Section 6.1** to access the Chronicall web interface. In the **Chronicall Menu** tab, select **Realtime → Realtime Stats**.



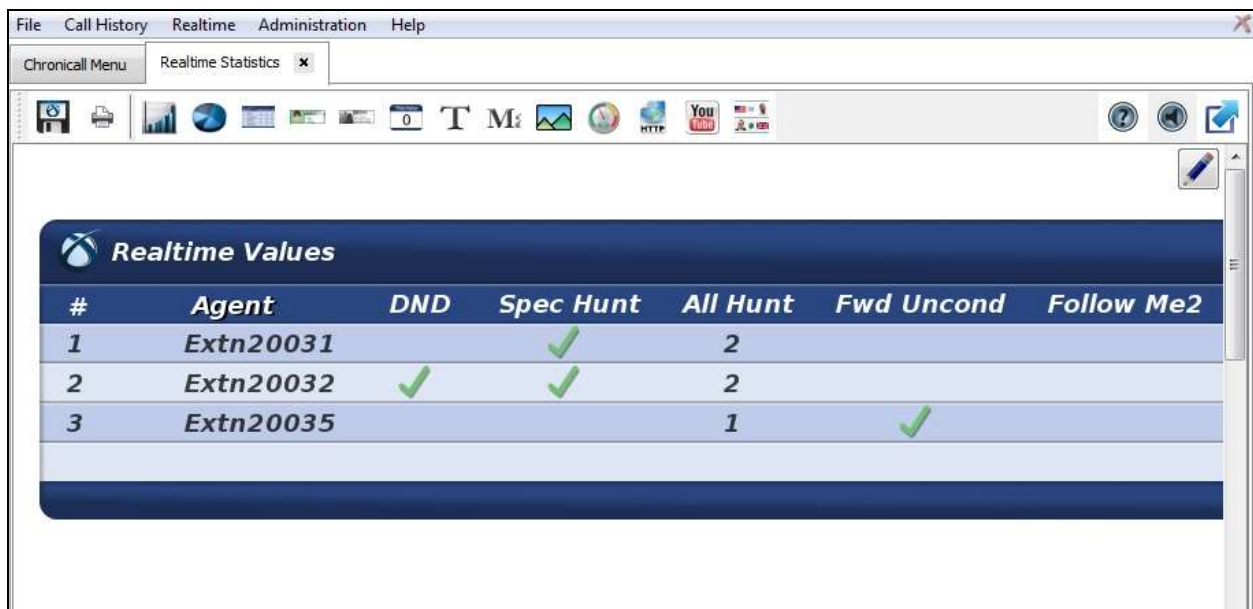
The **Realtime Statistics** tab is created, and displays the screen below. Verify that the leaderboard shows proper status for all agents/users.



The screenshot shows a web application window titled "Realtime Statistics". It contains a table with the following data:

#	Agent	DND	Spec Hunt	All Hunt	Fwd Uncond	Follow Me2
1	Extn20031		✓	2		
2	Extn20032		✓	2		
3	Extn20035			1	✓	

Change the status of a user, such as activation of do-not-disturb. Verify that the corresponding agent/user entry in the leaderboard is updated showing proper do-not-disturb status, in this case under the **DND** column.



The screenshot shows the same web application window, but the "DND" column has been updated. The data is as follows:

#	Agent	DND	Spec Hunt	All Hunt	Fwd Uncond	Follow Me2
1	Extn20031		✓	2		
2	Extn20032	✓	✓	2		
3	Extn20035			1	✓	

8. Conclusion

These Application Notes describe the configuration steps required for Xima Chronicall Realtime Module 3.6 to successfully interoperate with Avaya IP Office 9.1. All feature and serviceability test cases were completed with observations noted in **Section 2.2**.

9. Additional References

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

1. *Administering Avaya IP Office™ Platform with Manager*, Release 9.1.0, Issue 10.03, February 2015, available at <http://support.avaya.com>.
2. *Application Notes for Xima Chronicall 3.6 with Avaya IP Office 9.1*, Issue 1.0, available at <http://support.avaya.com>.
3. *CHRONICALL Configuration Manual*,
http://www.ximasoftware.com/chronicall/documentation/Chronicall_Configuration_Manual.pdf.

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