Avaya Solution & Interoperability Test Lab

Application Notes for DATEL UCCS Business Edition with Avaya IP Office 9.0 – Issue 1.0

Abstract

These Application Notes describe the configuration steps required for DATEL UCCS Business Edition to interoperate with Avaya IP Office 9.0.

DATEL UCCS Business Edition is a contact center management solution. In the compliance testing, DATEL UCCS Business Edition used the TFTP service and DevLink interface from Avaya IP Office to obtain configuration and real-time data to produce measurements and reports on agents and hunt groups.

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.

©2014 Avaya Inc. All Rights Reserved.

1. Introduction

These Application Notes describe the configuration steps required for DATEL UCCS Business Edition to interoperate with Avaya IP Office 9.0.

DATEL UCCS Business Edition is a contact center management solution. In the compliance testing, DATEL UCCS Business Edition used the TFTP service and DevLink interface from Avaya IP Office to obtain configuration and real-time data to produce measurements and reports on agents and hunt groups.

The TFTP service was used to obtain hunt groups and agent user data from Avaya IP Office, and the DevLink interface was used to obtain real-time call events for the hunt groups and agent users. The produced real-time measurements and reports were accessed using the DATEL UCCS Business Edition Widgets client application.

2. General Test Approach and Test Results

The feature test cases were performed both automatically and manually. Upon start of the UCCS Business Edition application, the application automatically sends TFTP requests to obtain configured agent users, hunt groups, and hunt group memberships from IP Office.

For the manual part of the testing, calls were made from the PSTN and from local users to the hunt groups and agents. Necessary user actions such as answer/transfer were performed from the agent user telephones to generate events for the different call scenarios.

The serviceability test cases were performed manually by disconnecting and reconnecting the Ethernet connection to the UCCS Business Edition 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.

©2014 Avaya Inc. All Rights Reserved.

2.1. Interoperability Compliance Testing

The interoperability compliance test included feature and serviceability testing.

The feature testing focused on verifying the following on UCCS Business Edition:

- Handling of TFTP responses for configured users, hunt groups, and hunt group membership information during application startup.
- Handling of TFTP responses for users and calls on regular intervals to determine agent state changes such as logged in/out, busy on personal/hunt group calls, and busy on wrap-up.
- Handling of DevLink real-time events for various call scenarios including internal, external, inbound, outbound, drop, blind/attended transfer, blind/attended conference, voicemail coverage, hunt group queue, and hunt group overflow.
- Reporting of data in various Agent States, Queue Status, and Speed of Answer reports.

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

2.2. Test Results

All test cases were executed and passed.

2.3. Support

Technical support on UCCS Business Edition can be obtained through the following:

- **Phone:** (724) 940-0400
- **Email:** support@datel-group.com

©2014 Avaya Inc. All Rights Reserved.

3. Reference Configuration

The configuration used for the compliance testing is shown below. The UCCS Business Edition server contained the UCCS Business Edition Widgets application, which can run on the server and/or any supervisor/agent PC. In the compliance testing, UCCS Business Edition Widgets was running on the supervisor PC, and used to access the produced measurements and reports.

The detailed administration of general contact center devices such as hunt groups and agents are assumed to be in place, and are not covered in these Application Notes.

In the compliance testing, UCCS Business Edition monitored and reported on the hunt groups and agent user extensions shown in the table below.

Device Type	Extension
Hunt Groups	29000, 29002
Agent Users	20031, 20032, 20033

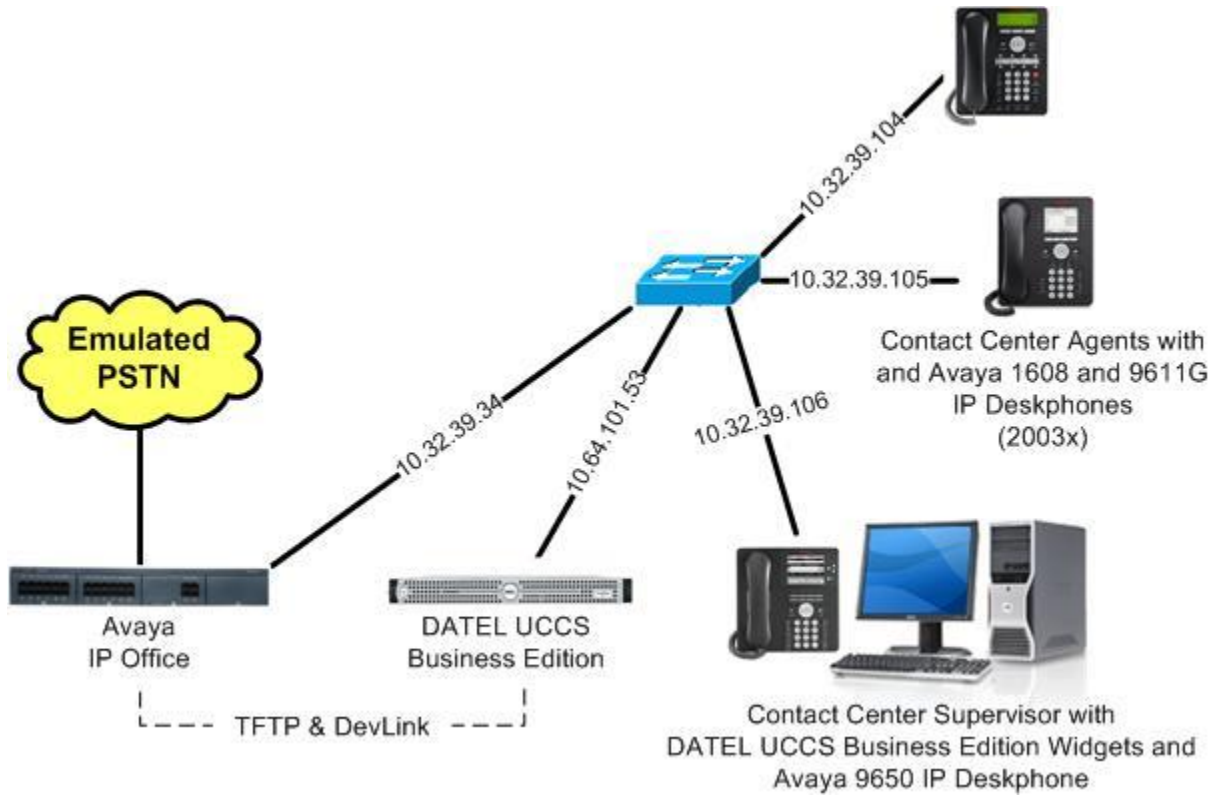


Figure 1: Compliance Testing Configuration

©2014 Avaya Inc. All Rights Reserved.

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 IP500V2	9.0 (829)
Avaya 1608 IP Deskphone (H.323)	1.330D
Avaya 9611G IP Deskphone (H.323)	6.3037
Avaya 9650 IP Deskphone (H.323)	3.200
DATEL UCCS Business Edition on Windows 2008 Server with Service Pack 2 • Avaya DevLink (devlink.dll)	7.10.62.219 1.0.0.5
DATEL UCCS Business Edition Widgets	7.10.62.219

Testing was performed with IP Office 500 V2 R9.0, but it also applies to IP Office Server Edition R9.0. Note that IP Office Server Edition requires an Expansion IP Office 500 V2 R9.0 to support analog or digital endpoints or trunks. IP Office Server Edition does not support TAPI Wave or Group Voicemail.

©2014 Avaya Inc. All Rights Reserved.

5. Configure Avaya IP Office

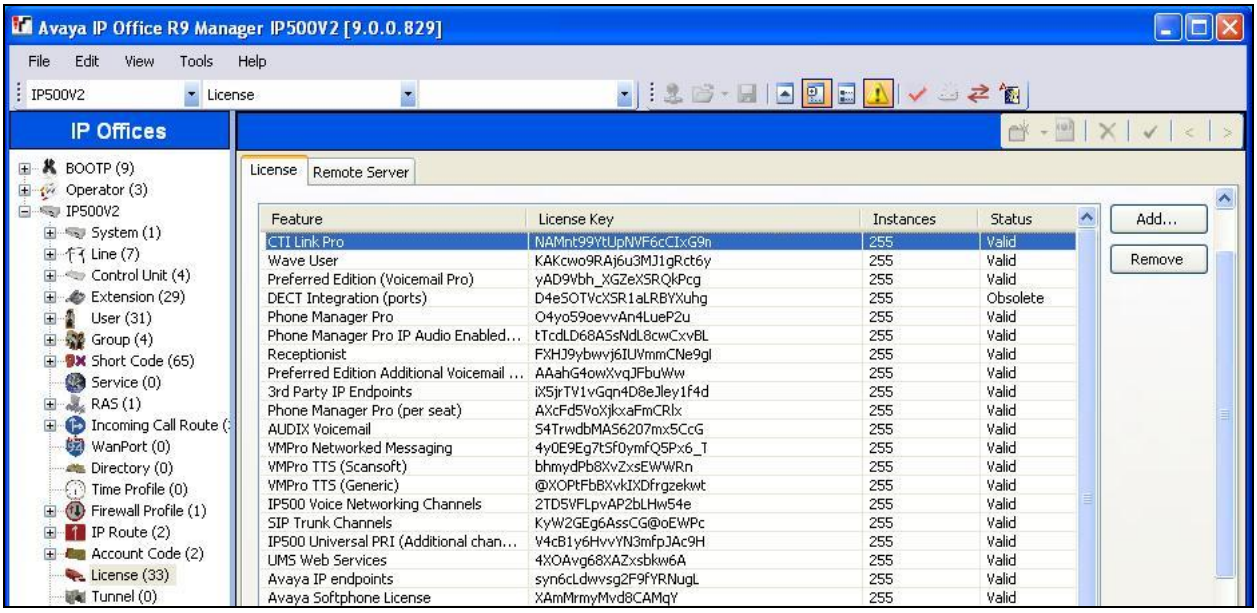
This section provides the procedures for configuring IP Office. The procedures include the following areas:

- Verify license
- Obtain hunt group ring mode
- Administer agent users

5.1. Verify License

From a PC running the IP Office Manager application, select **Start → All Programs → IP Office → Manager** to launch the application. Select the proper IP Office system, and log in using the appropriate credentials.

The **Avaya IP Office R9 Manager** screen is displayed. From the configuration tree in the left pane, select **License** to display a list of licenses in the right pane. Verify that there is a license for **CTI Link Pro** and that the **Status** is "Valid", as shown below.

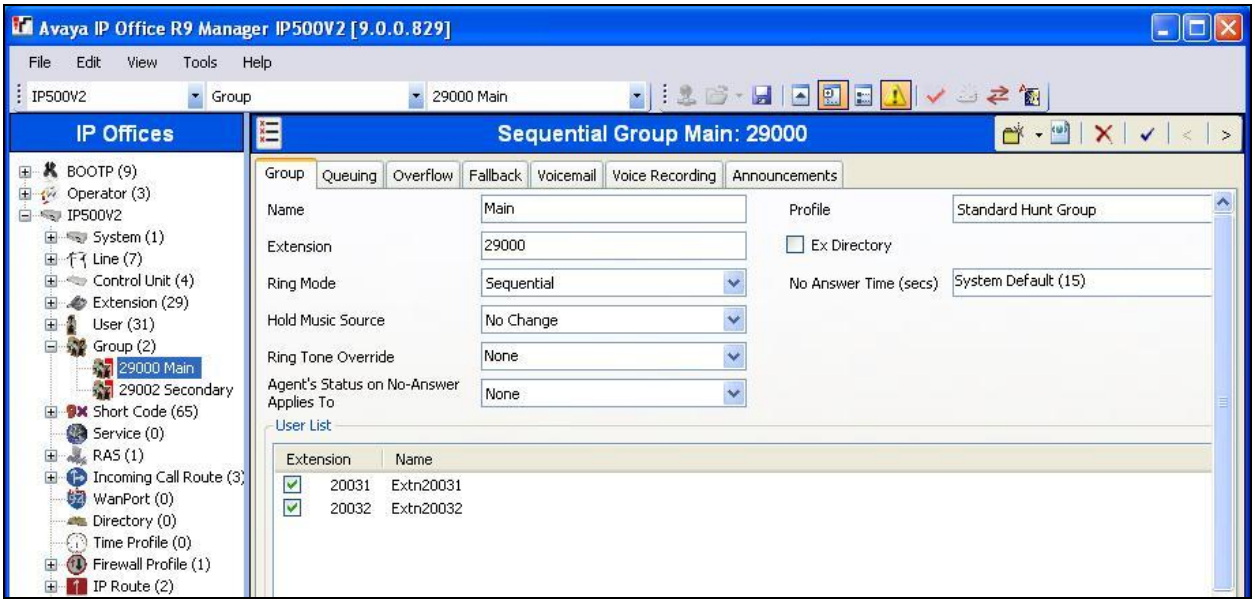


©2014 Avaya Inc. All Rights Reserved.

5.2. Obtain Hunt Group Ring Mode

From the configuration tree in the left pane, select the first hunt group from **Section 3**, in this case "29000". Make a note of the **Ring Mode**, which will be used later to configure UCCS Business Edition.

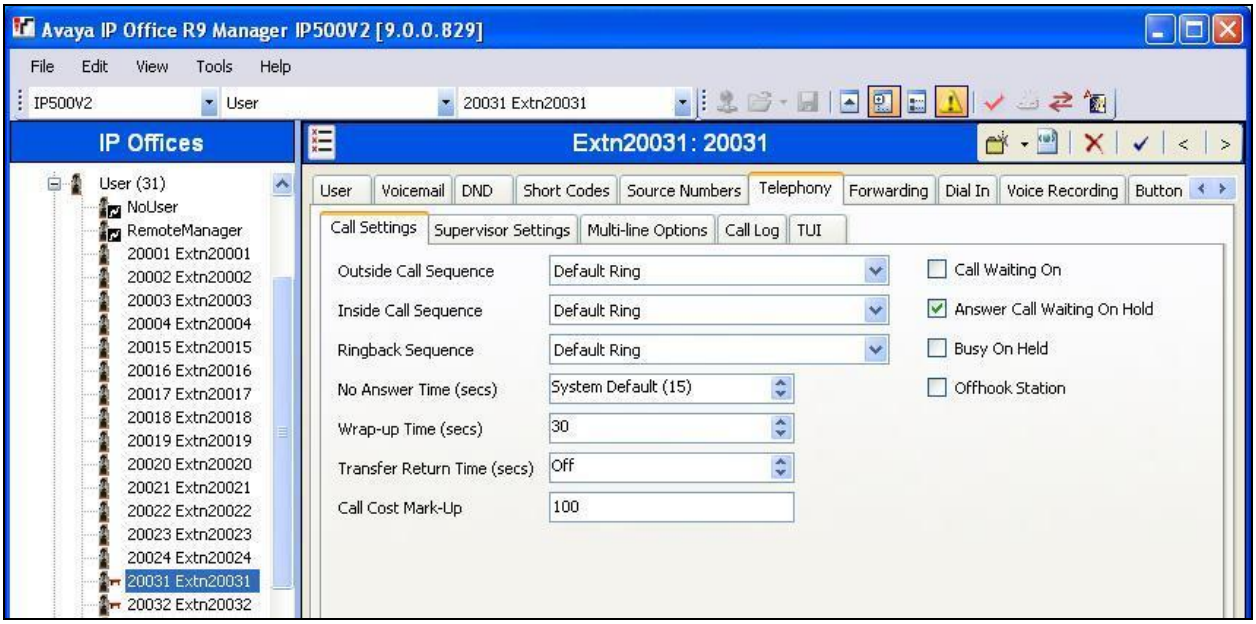
Repeat this section for all hunt groups. In the compliance testing, hunt groups "29000" and "29002" were both configured with "Sequential" for **Ring Mode**.



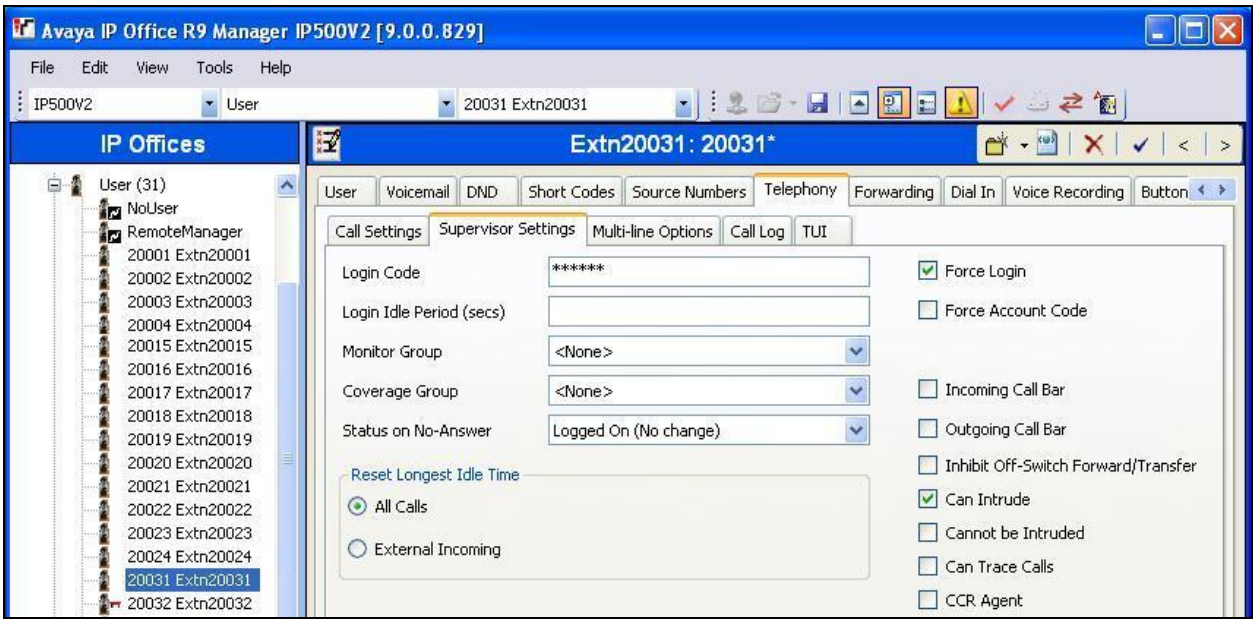
©2014 Avaya Inc. All Rights Reserved.

5.3. Administer Agent Users

From the configuration tree in the left pane, select the first agent user from **Section 3**, in this case "20031". Select the **Telephony** tab, followed by the **Call Settings** sub-tab. Make a note of the **Wrap-up Time (secs)** value, which will be used later to configure UCCS Business Edition.



Select the **Supervisor Settings** sub-tab. For agents that will be using the Hot Desking feature, check **Force Login** and enter a desired **Login Code**, and UCCS Business Edition will report on the agent user login and logout. Repeat this section for all agent users. In the compliance testing, three agent users "20031-20033" were configured.



©2014 Avaya Inc. All Rights Reserved.

6. Configure DATEL UCCS Business Edition

This section provides the procedures for configuring UCCS Business Edition. The procedures include the following areas:

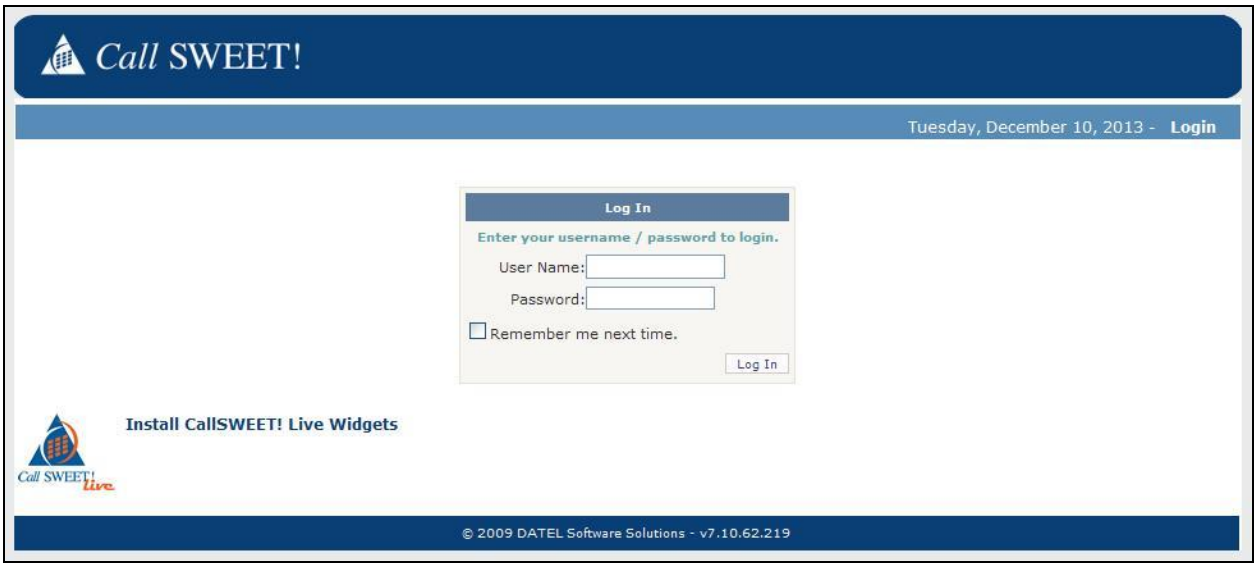
- Launch web interface
- Administer hunt groups
- Administer agents

The configuration of UCCS Business Edition is typically performed by DATEL support technicians. The procedural steps are presented in these Application Notes for informational purposes.

Note that the IP address of the IP Office server, and the password for the IP Office Monitor and Call Status application were entered as part of the UCCS Business Edition installation procedure, used for subsequent TFTP and DevLink connectivity to IP Office.

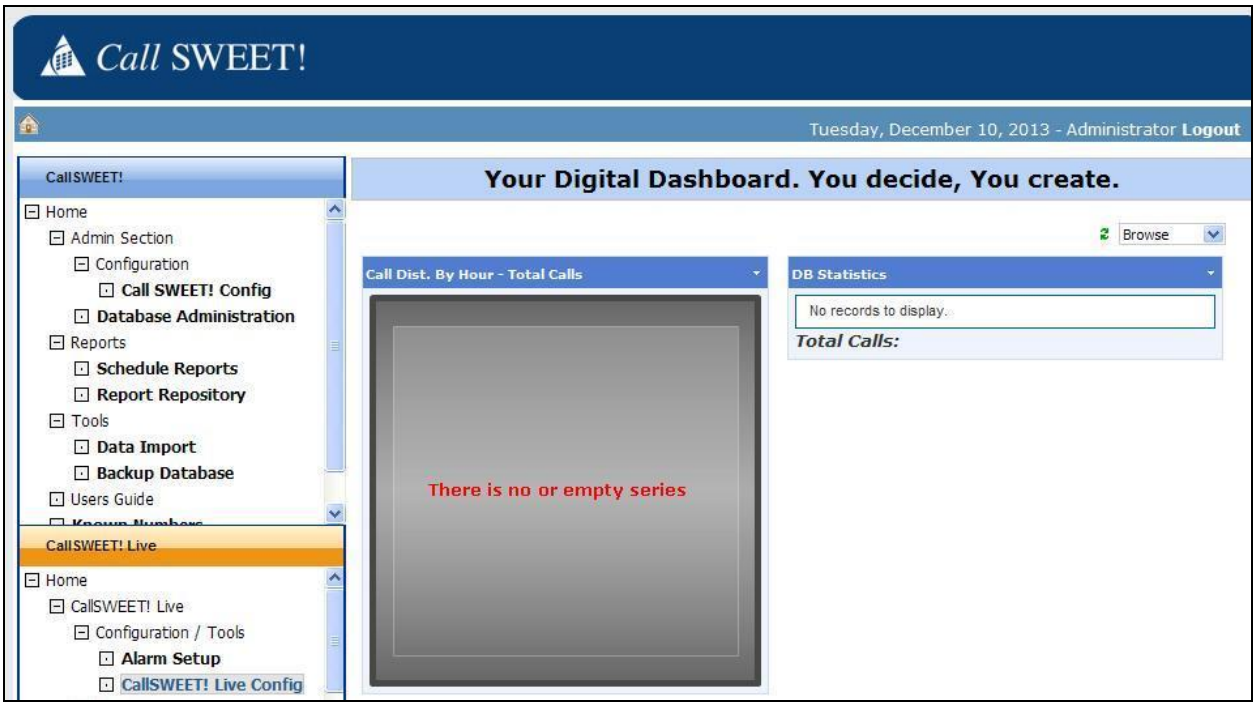
6.1. Launch Web Interface

Access the web-based interface by using the URL "http://ip-address/callsweet" in an Internet browser window, where "ip-address" is the IP address of the UCCS Business Edition server. The **Log In** screen is displayed as shown below. Log in using the appropriate credentials.



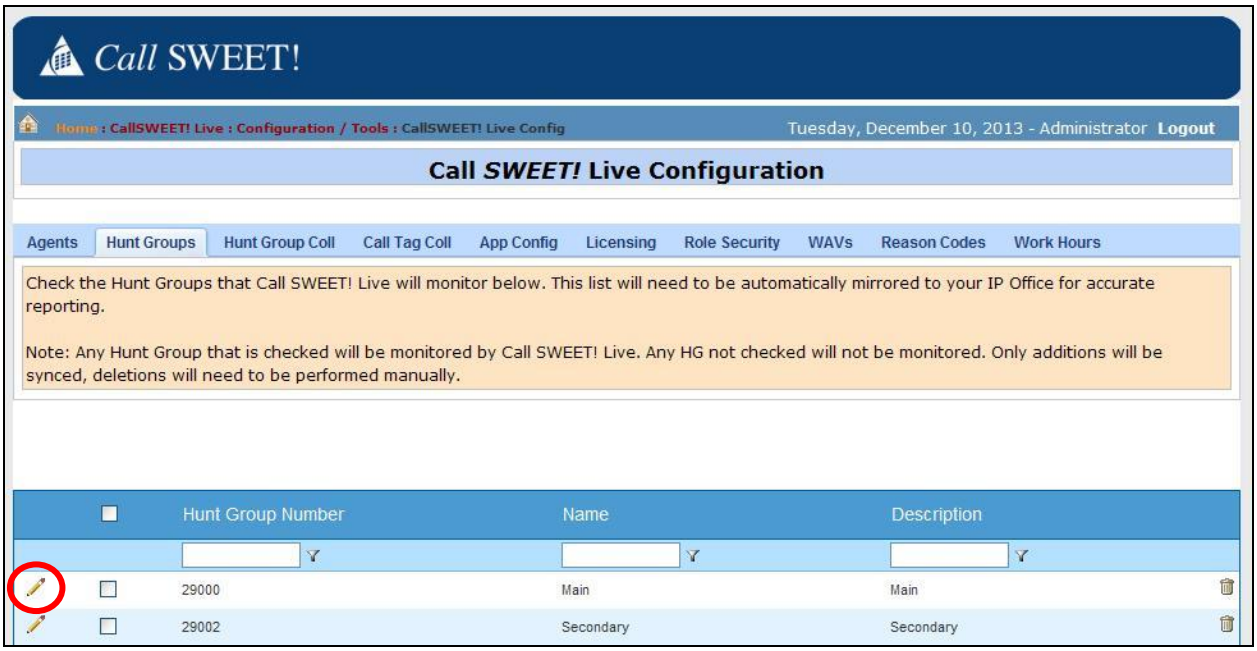
©2014 Avaya Inc. All Rights Reserved.

The screen below is displayed. Expand **CallSWEET! Live** in the left pane, and select **Home → CallSWEET! Live → Configuration / Tools → CallSWEET! Live Config** as shown below.



6.2. Administer Hunt Groups

The **Call *SWEET!* Live Configuration** screen is displayed. Select the **Hunt Groups** tab to display a list of hunt groups that were automatically picked up from IP Office via TFTP service. Click the pencil icon associated with the first hunt group from **Section 3**, in this case "29000".

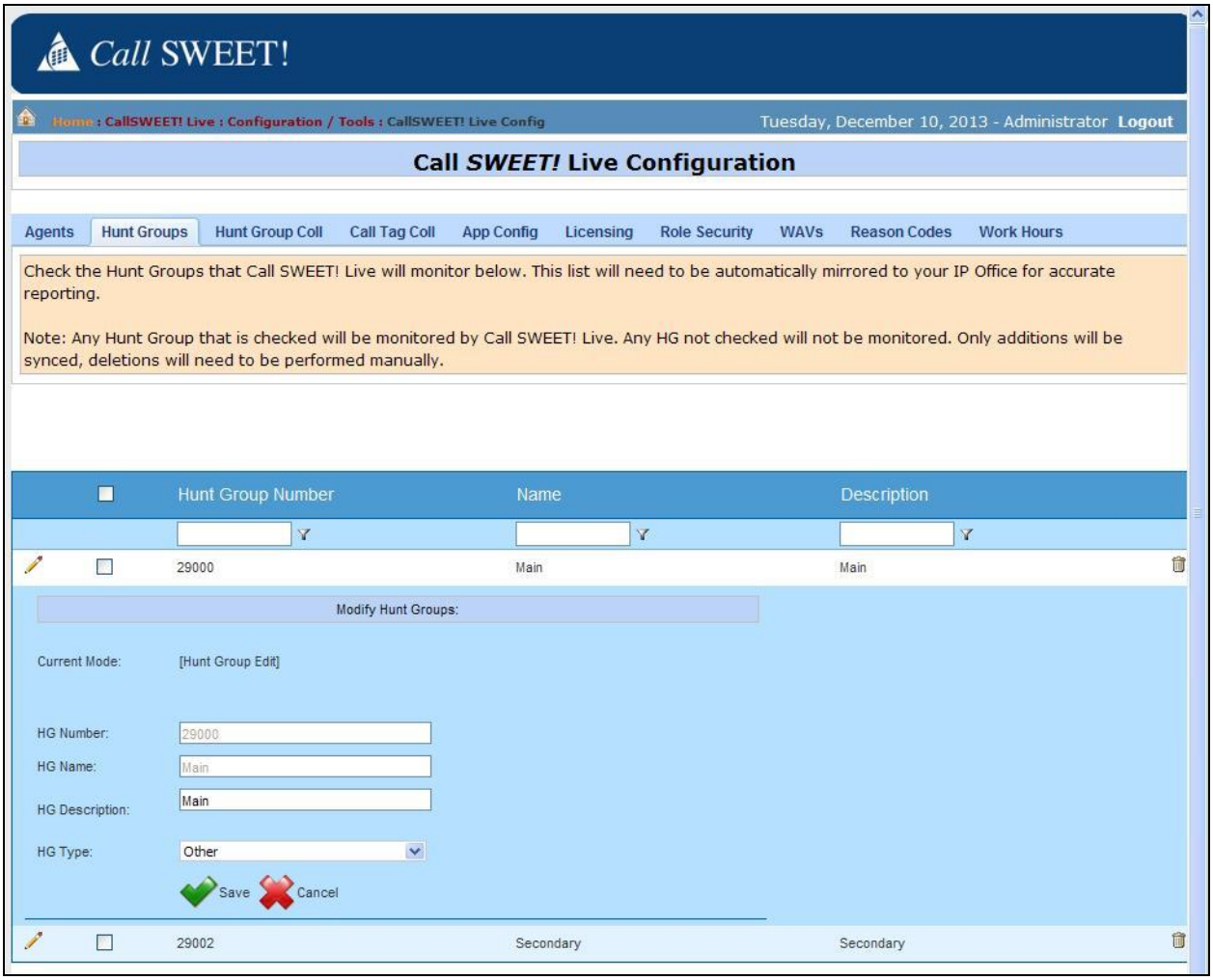


©2014 Avaya Inc. All Rights Reserved.

The **Call *SWEET!* Live Configuration** screen is updated with the **Modify Hunt Groups** sub-section.

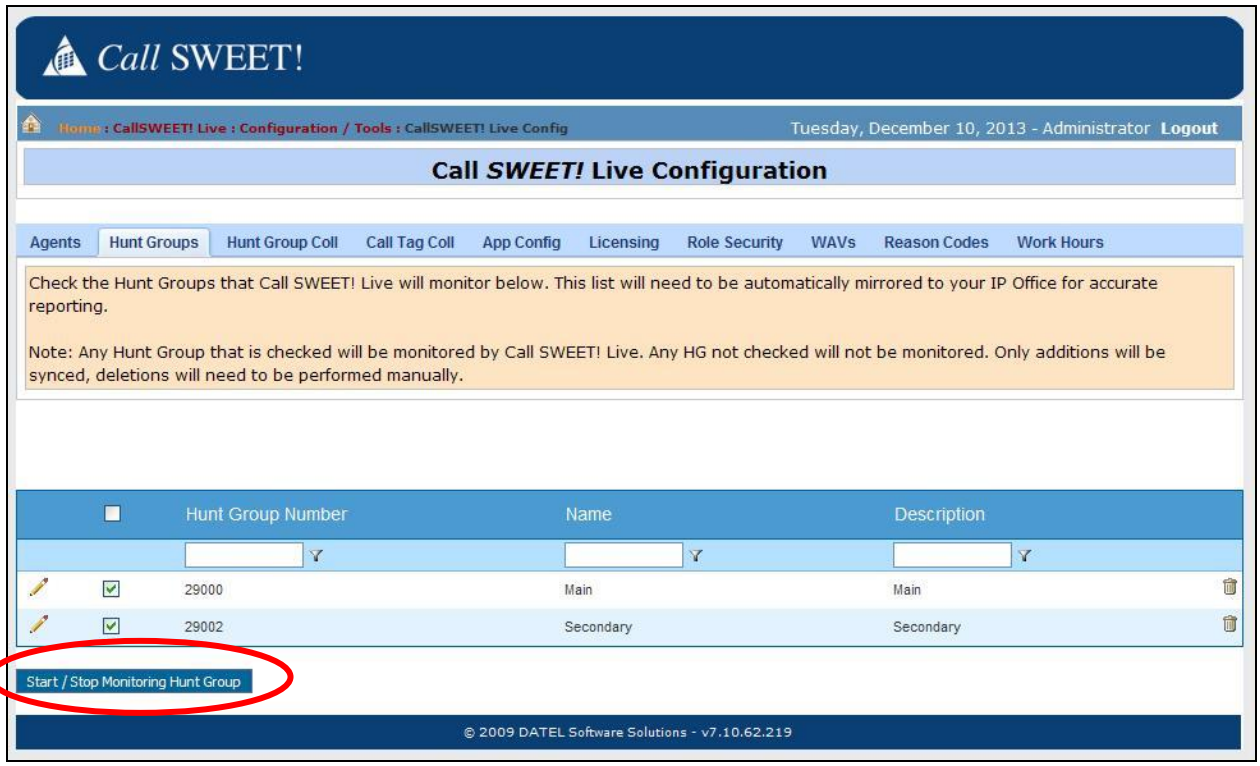
For **HG Type**, select "Other" if the corresponding hunt group ring mode from **Section 5.2** is any value other than "Collective".

Repeat this step for all hunt groups. In the compliance testing, two hunt groups "29000" and "29002" were configured.



©2014 Avaya Inc. All Rights Reserved.

Check the entries associated with the hunt groups to monitor from **Section 3**, and click **Start / Stop Monitoring Hunt Group** to start the monitoring and reporting, as shown below.



©2014 Avaya Inc. All Rights Reserved.

6.3. Administer Agents

From the **Call *SWEET!* Live Configuration** screen, select the **Agents** tab to display a list of agents associated with the monitored hunt groups from **Section 6.2**. Note that an entry is displayed for each agent and hunt group combination received from IP Office.

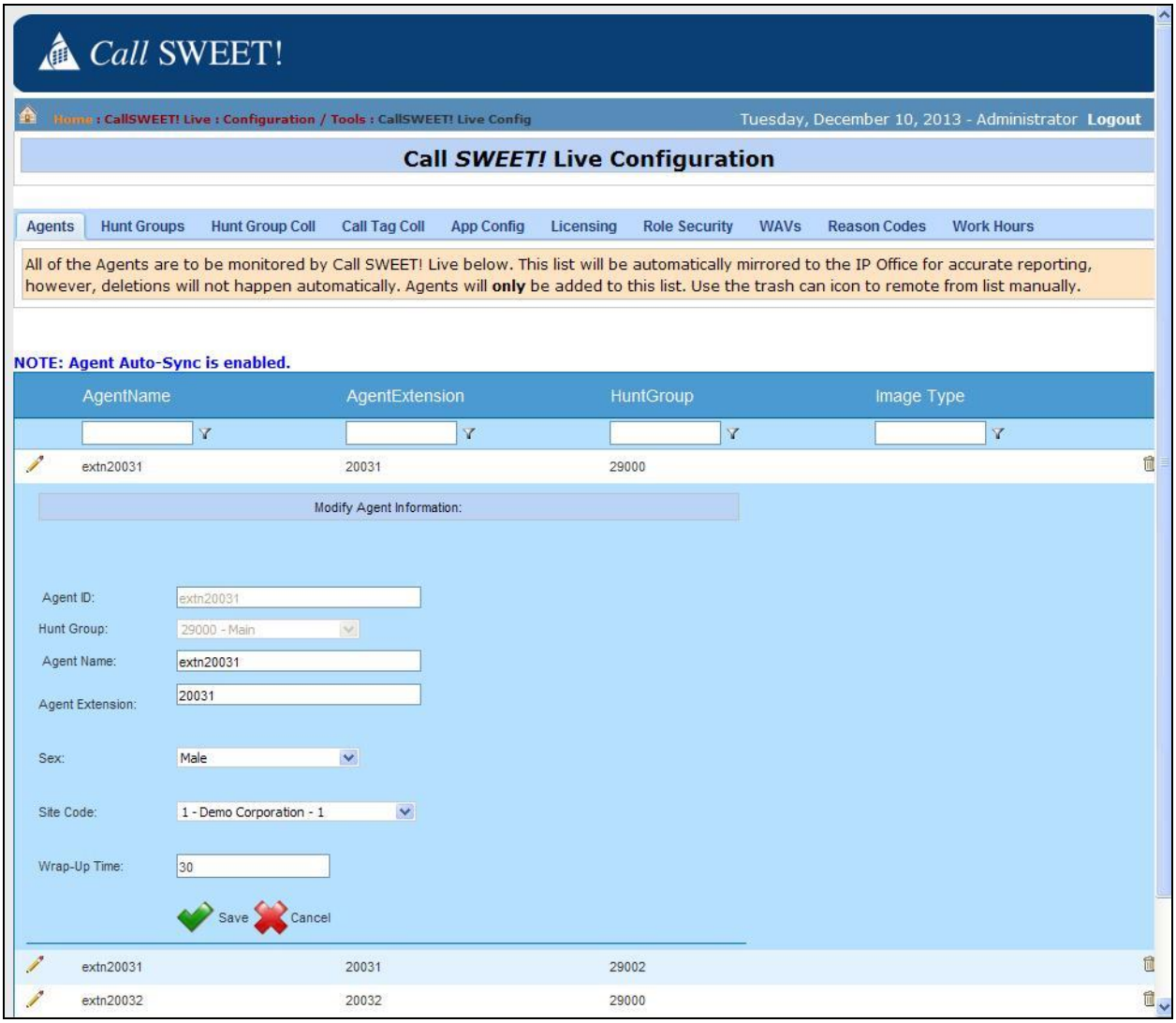
Click the pencil icon for the first agent and hunt group combination, as shown below.

©2014 Avaya Inc. All Rights Reserved.

The **Call *SWEET!* Live Configuration** screen is updated with the **Modify Agent Information** sub-section.

For **Wrap-Up Time**, enter the corresponding agent wrap-up time from **Section 5.3**. Note that this configuration is only necessary when the agent wrap-up time on IP Office is being used and set to a value other than the default "2" seconds.

Repeat this section for all agents.



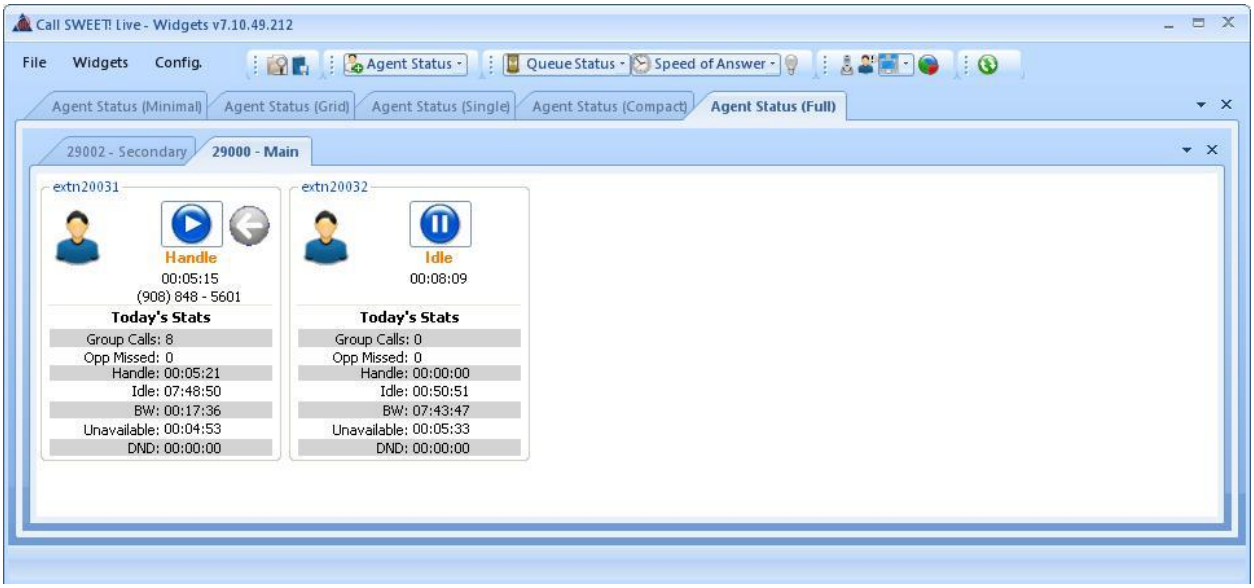
©2014 Avaya Inc. All Rights Reserved.

7. Verification Steps

This section provides the test that can be performed to verify proper configuration of IP Office and UCCS Business Edition.

From the supervisor PC running the UCCS Business Edition Widgets application, select **Start → All Programs → CallSWEET! Live – Widgets → Call SWEET! Live – Widgets** to launch the application and log in using the appropriate credentials.

The **Call SWEET! Live – Widgets** screen is displayed. Establish an incoming hunt group call from the PSTN with an available agent. On the **Call SWEET! Live – Widgets** screen, select **Agent Status → Full** from the top menu to create the **Agent Status (Full)** tab and sub-tabs. Click on the sub-tab corresponding to the appropriate hunt group, and verify that the grid associated with the answering agent shows the proper status, as shown below for "extn20031".



©2014 Avaya Inc. All Rights Reserved.

8. Conclusion

These Application Notes describe the configuration steps required for DATEL UCCS Business Edition to successfully interoperate with Avaya IP Office 9.0. All feature and serviceability test cases were completed.

9. Additional References

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

1. *Avaya IP Office Manager*, Release 9.0, Issue 9.01, September 2013, Document Number 15-601011, available at http://support.avaya.com.

2. *UCCS Business Edition User's Guide*, available upon request to DATEL Support.

©2014 Avaya Inc. All Rights Reserved.

©2014 Avaya Inc. All Rights Reserved.
Avaya and the Avaya Logo are trademarks of Avaya Inc. All trademarks identified by ® and ™ are registered trademarks or trademarks, respectively, of Avaya Inc. All other trademarks are the property of their respective owners. The information provided in these Application Notes is subject to change without notice. The configurations, technical data, and recommendations provided in these Application Notes are believed to be accurate and dependable, but are presented without express or implied warranty. Users are responsible for their application of any products specified in these Application Notes.

Please e-mail any questions or comments pertaining to these Application Notes along with the full title name and filename, located in the lower right corner, directly to the Avaya DevConnect Program at devconnect@avaya.com.

©2014 Avaya Inc. All Rights Reserved.