



**Avaya Interaction Center**  
Release 7.3  
What's New in IC

March 2012

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# Chapter 1: What's new in Avaya Interaction Center 7.3

Avaya Interaction Center (IC), a high quality multi-channel contact center application that continues to fulfill the existing requirements of earlier release in the 7.3 release in addition to various new features and features enhancements.

The What's New guide provide information about the various new features, such as WebConnector server on Tomcat, Emoticons in Web Chat, Redundancy and Scalability for servers, IMAP email accounts, VP/IR integration, and so on and features enhancements made in the existing features, such as IC Clients, IC logging, Client Software Development Kit, Native integration with Siebel, and several system-wide features.

This document contains the following topics:

- [IC 7.3 new features](#) on page 7
- [Interaction Center features](#) on page 22
- [Supported languages](#) on page 34
- [Functionality No Longer Supported in IC7.3 Release](#) on page 35
- [Discontinued platforms](#) on page 36

For more information about new features for Operational Analyst (OA), see *What's New in Operational Analyst*.

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## IC 7.3 new features

The following section provides the new features introduced in IC 7.3:

- [Platform Upgrades in Interaction Center 7.3](#) on page 9
- [Change in the default IC installation path](#) on page 9
- [Operational Analyst \(OA\) support](#) on page 9
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- [Licensing updates](#) on page 21



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## Platform Upgrades in Interaction Center 7.3

IC 7.3 Release provides the following upgrades. Refer the Install and Config Guide for Configuration information.

- Oracle iPlanet Web Server upgrade for Solaris 10 platforms
- IBM HTTP Server upgrade (Apache based Web Server)
- Siebel 8.1.1.6 upgrade
- ESX(i) 5
- XenApp 6.5
- Windows Server 2008 R2 (64-bit)
- Solaris 10 update 9 for SPARC platform
- Oracle 11g, 11g R2
- AIX 6.1 update 3 LPAR and non-LPAR
- Java 6 update 10
- Tomcat 6.0
- Windows Vista - Enterprise and Ultimate editions
- Windows 7 (32-bit and 64-bit)
- IBM DB2 9.5
- Website customer browser support for Internet Explorer, Firefox, and Safari
- For discontinued features and platforms, see [Discontinued platforms](#) on page 36. For details on all supported platforms, see *Avaya IC Installation Planning and Prerequisites*.

---

## Change in the default IC installation path

The installers is modified to install the software on D:\Avaya. If there is there is any other partition instead of D drive, the installer will install in C:\Avaya. However, you can select any other partition or folder for installation.

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## Operational Analyst (OA) support

IC 7.3 integrates and works with OA 7.3.

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## Windows 7 64-bit support

Interaction Center 7.3 supports Microsoft Windows 7 64-bit operating system for the following applications:

- Avaya Agent (Rich Client)
- Avaya Agent Web Client (Thin Client)
- BA Admin Tool
- BA Config Tool
- IC Manager
- Config Tool
- Config Accelerator
- SDK client

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## Avaya One-X support

Interaction Center 7.3 supports One-x Agent 2.5 as an end point for the IC agents.

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## GRIP 4645:No Autoconnect after Consult cancel

Before IC7.3, when a consultation call is cancelled, the agent is automatically reconnected to the customer. The GRIP#4645, requires the Customer should not be automatically reconnected instead should allow the agent to initiate another consult.

For example:

1. Customer calls Agent1.
2. Agent1 answers the call.
3. Agent1 initiates a consultation call to Agent2.
4. Agent2 is busy/no-answer/answer the call.
5. Agent1 cancels the consultation call.

In previous release of IC, when an Agent1 cancels the consultation call, Agent1 would be automatically reconnected to the customer.

In IC7.3 based on the properties (**AllowTransferOnHold** and **ReconnectOnTransferCancel**), an Agent1 would not be automatically reconnected to the customer and his current call will be placed on-hold. Agent1 will also be able to initiate another consult.

Two new properties are added under Agent\Desktop\Voice section:

**AllowTransferOnHold:** By default, the value is set as **No**.

- If the value is set to **Yes**, then the call which is on Hold will be allowed to transfer/conference/consult.
- If this is set to **No**, the call which is on **Hold** will be not allowed to transfer/conference/consult.

**ReconnectOnTransferCancel:** By default, the value is set as **Yes**.

- If the value is set to **Yes**, the call will be reconnected on cancel of conference/consult.
- If the value is set to **No**, the call will be put on **Hold** on cancel of conference/consult.

---

## Performance gains using DS Authentication-Only API over full DS Login

A new DS.Authenticate method is added to authenticate with username and password. It only performs verification of authenticity and expiration of user credentials. Therefore it is faster than the existing login process which queries and updates various tables in the database. IC SDK WebService is also changed to use Authenticate method instead of Login. This reduces the authentication time when calling a WebService.

---

## Deploying IC on Microsoft Windows 2008 R2 Server

On a server side Windows environment, Avaya Interaction Center 7.3 supports only Microsoft Windows 2008 R2 Server.

---

## Restrict the retries by WACD on requesting the WAA to qualify a task when no agent is logged into IC

A Configuration parameter **RequestResourceRetryCount** is present in WACD server. This parameter controls the number of **WACD.RequestResource** re-tries (made to the WAA server). For example, if the value is set to 1, WACD will send **WACD.RequestResource** maximum of two times (First time WACD will try and second time WACD will retry).

This parameter is used only for chat contacts in Advocate mode.

In case the **ResourceRequestRetryCount** is not configured or negative value is provided, the value is assumed to be **1000** (default).

---

## Enhanced ASIS to read IC group properties without restart

In previous release of IC, after changing any of the group properties, ASIS server needed to be started to have properties in effect. In IC 7.3 ASIS server is enhanced to read the group properties set in IC manager without restarting the server.

**Note:**

After changing the group properties, agents need to be re-logged-in to have the changed properties in effect.

---

## Adding UUID and ALIAS of TS in EDU for IVR application

Telephony Server is enhanced to add its own UUID and alias name in the edu container voice.x.uuid and voice.x.owner respectively. This would help to identify the TS which created that particular EDUID.

---

## HttpVOX and VOX support TS.TransferExVDU method

HttpVOX and VOX are now supporting TS.TransferExVDU method so that it can preserve the Extended UUI data while transferring the call.

---

## Enable Extended Data Support for HttpVOX

A new configuration **Enable Extended Data Support** is added in **HttpVOX** tab of httpVox Server Configurations. If the configuration is selected, HttpVOX extract the Extended UUI data from **TS.IncomingCall** event and sends it while transferring the call using **TS.TransferExVDU** method. If this value is not set, HttpVOX would still call the **TS.TransferExVDU** method with **NULL** as the extended data.

By default, the **Enable Extended Data Support** configuration is not selected.

---

## Enable Extended Data Support for VOX

A new configuration **Enable Extended Data Support** is added in **VOX** tab of Vox Server Configurations. If this configuration is selected, VOX extracts the Extended UUI data from **TS.IncomingCall** event and send it while transferring the call using **TS.TransferExVDU** method. If this value is not set, HttpVOX would still call the **TS.TransferExVDU** method with **NULL** as the extended data.

By default. the **Enable Extended Data Support** configuration is not selected.

---

## Vox Server to handle extension numbers in excess of 2^31

HttpVox and VOX server are now compliant with **E.164-based dial plan**.

---

## Monitoring IVR extension using \*v assignment

HttpVox is changed to assign stations with '\*v' criteria by-default, earlier it was \*p. This change is incorporated to support **Converse-On** step in vector.

---

## Indication by WACD about invalid email requalification attempts

For invalid email qualification, WACD Admin page shows **waiting for qualification** in RED text.

**Note:**

Invalid Qualification means, Workflow to qualify chat or email is not available or it's taking more time to do qualification and WACD time out.

---

## Disable 'Ready/NotReady' button if Siebel agent has not logged into any channel for IC Siebel

Ready/NotReady button is disabled if agent is not logged in to any channel. The button will be enabled once the connection resets and agent is able to log into any channel.

---

## Avaya Interaction Center 7.3 integration with LDAP

LDAP is widely used in enterprises for user management. IC has been using its own proprietary user management facility through repository database to manage users. Due to this, Enterprises end up managing users on Active Directory/LDAP as well as in IC separately. This makes synchronization of users difficult e.g. when passwords are changed, user accounts are disabled etc. IC integration with LDAP will allow users to be in sync with Active Directory/LDAP hence easing the job of user management.

---

## SSL Enabled communication between HTTPConnector Server and Dialog Designer 6.0

The earlier HTTPConnector was accepting HTTP requests over TCP sockets. It has been enhanced to provide additional security to have a secure communication with its SSL enabled clients.

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## HTML Editor Replacement for Avaya Agent Rich Client

This feature provides better HTML editing capabilities for AIC agents. Separate xml files are provided for configuring each of the below enabling Agents to use a highly customized email editor.

- NewOutbound Email
- Forward/Reply for Email
- Email Preview
- Resources Configuration

Certain properties in the **Application.properties** file are deprecated. The properties are now configured in the xml files.

The new HTML editor provides the below functionality:

- Editing or viewing or previewing resource
- Editing or viewing or previewing email
- Hyperlink Support - Hyperlinks will work if present in the email body.
- Printing support - Editlive does not provide printing thus WebAgent will use JDIC for printing email.
- Print Screen support
- EditorUtil provides utility functions for Editor. This includes method that converts plain text to html that considers <br> as line break. This needs to be changed to use <p> tags.
- Html part of email - While sending out an email, the html part needs to have associated style sheet declared inline. As of today we take out data within <body> tag.
- Email Templates - Email Templates should insert <p> tag instead of <br> tag.

**Note:**

Email Templates will impact on existing email templates on deployment site.

Fonts which are configured in the configuration files must already be installed on the system where the Avaya Rich Client is installed before use.

Additional feature like Email Printing Option is provided using JDIC (Java Desktop Integration Component).

---

## Time in Email Template Flexible to Allow 24 or 12 hour format

In the previous release of IC, Time format in the email templates sent from IC display a 24 hour format even though the system time is set to 12 hour format. IC 7.3 release provides support for 12 hour system time format display in templates for countries using the following languages:

- Traditional Chinese
- Simplified Chinese
- Korean
- Japanese
- Thai
- English

For countries using 24 hour time format will continue to observe their existing behavior.

DST will not be considered for/in the 12 to 24 hour conversion and vice-versa.

This feature is supported on all IC supported platforms (Windows/Solaris/AIX).

### Important:

- The system time format will be used by the %TIME% macro and hence if the 12 hour time format is configured, then alone the above is applicable.
- Any change to the Time Format requires a restart of the IC Servers for the change to take effect.

---

## SNMP-MIB

In the previous release of IC, all alarms reported were under the same OID and the descriptions were changed by the IC. Hence, NMS could not differentiate alarms based on their priority.

In IC 7.3 release, the MIB includes a unique OID for alarms based on their priority. New OIDs has been added for critical (7), major (8) and minor (9). The trap will contain one of these OID depending on alarm severity.

The following image contains the added OIDs marked in BOLD.

```
- Normal Thu 10 15 09:43:12 148.147.167.129 Received event .1.3.6.1.4.1.6889.2.4.1.1.2.1 (enterprise:1.3.6.1.4.1.6889.2.4.1.1.2 generic:6 specific:1), no format in trapd.conf. 7 args:[1] private.enterprises.avaya.mibs.crm.ic.avtCAAlarmMIB.avtCAAlarmObjects.avtCAAlarmTrapObjects.avtCAAlarmTime (Ticks): 1255579816 [2] private.enterprises.avaya.mibs.crm.ic.avtCAAlarmMIB.avtCAAlarmObjects.avtCAAlarmTrapObjects.avtCAAlarmName (OctetString): Manager Alarm [3] private.enterprises.avaya.mibs.crm.ic.avtCAAlarmMIB.avtCAAlarmObjects.avtCAAlarmTrapObjects.avtCAAlarmLocation (OctetString): 148.147.167.119:7000 [4] private.enterprises.avaya.mibs.crm.ic.avtCAAlarmMIB.avtCAAlarmObjects.avtCAAlarmTrapObjects.avtCAAlarmLocationIpAddress (IpAddress): IC12SV01 [5] private.enterprises.avaya.mibs.crm.ic.avtCAAlarmMIB.avtCAAlarmObjects.avtCAAlarmTrapObjects.avtCAAlarmLocationPort (Integer): 7000 [6] private.enterprises.avaya.mibs.crm.ic.avtCAAlarmMIB.avtCAAlarmObjects.avtCAAlarmTrapObjects.avtCAAlarmPriorityMinor (Integer): minor [7] private.enterprises.avaya.mibs.crm.ic.avtCAAlarmMIB.avtCAAlarmObjects.avtCAAlarmTrapObjects.avtCAAlarmDescription (OctetString): Test Low Priority Alarm

- Normal Thu 10 15 09:43:12 148.147.167.129 Received event .1.3.6.1.4.1.6889.2.4.1.1.2.1 (enterprise:1.3.6.1.4.1.6889.2.4.1.1.2 generic:6 specific:1), no format in trapd.conf. 7 args:[1] private.enterprises.avaya.mibs.crm.ic.avtCAAlarmMIB.avtCAAlarmObjects.avtCAAlarmTrapObjects.avtCAAlarmTime (Ticks): 1255579817 [2] private.enterprises.avaya.mibs.crm.ic.avtCAAlarmMIB.avtCAAlarmObjects.avtCAAlarmTrapObjects.avtCAAlarmName (OctetString): Manager Alarm [3] private.enterprises.avaya.mibs.crm.ic.avtCAAlarmMIB.avtCAAlarmObjects.avtCAAlarmTrapObjects.avtCAAlarmLocation (OctetString): 148.147.167.119:7000 [4] private.enterprises.avaya.mibs.crm.ic.avtCAAlarmMIB.avtCAAlarmObjects.avtCAAlarmTrapObjects.avtCAAlarmLocationIpAddress (IpAddress): IC12SV01 [5] private.enterprises.avaya.mibs.crm.ic.avtCAAlarmMIB.avtCAAlarmObjects.avtCAAlarmTrapObjects.avtCAAlarmLocationPort (Integer): 7000 [6] private.enterprises.avaya.mibs.crm.ic.avtCAAlarmMIB.avtCAAlarmObjects.avtCAAlarmTrapObjects.avtCAAlarmPriorityMajor (Integer): major [7] private.enterprises.avaya.mibs.crm.ic.avtCAAlarmMIB.avtCAAlarmObjects.avtCAAlarmTrapObjects.avtCAAlarmDescription (OctetString): Test High Priority Alarm

- Normal Thu 10 15 09:48:06 148.147.167.129 Received event .1.3.6.1.4.1.6889.2.4.1.1.2.1 (enterprise:1.3.6.1.4.1.6889.2.4.1.1.2 generic:6 specific:1), no format in trapd.conf. 7 args:[1] private.enterprises.avaya.mibs.crm.ic.avtCAAlarmMIB.avtCAAlarmObjects.avtCAAlarmTrapObjects.avtCAAlarmTime (Ticks): 1255580111 [2] private.enterprises.avaya.mibs.crm.ic.avtCAAlarmMIB.avtCAAlarmObjects.avtCAAlarmTrapObjects.avtCAAlarmName (OctetString): Manager Alarm [3] private.enterprises.avaya.mibs.crm.ic.avtCAAlarmMIB.avtCAAlarmObjects.avtCAAlarmTrapObjects.avtCAAlarmLocation (OctetString): 148.147.167.119:7000 [4] private.enterprises.avaya.mibs.crm.ic.avtCAAlarmMIB.avtCAAlarmObjects.avtCAAlarmTrapObjects.avtCAAlarmLocationIpAddress (IpAddress): IC12SV01 [5] private.enterprises.avaya.mibs.crm.ic.avtCAAlarmMIB.avtCAAlarmObjects.avtCAAlarmTrapObjects.avtCAAlarmLocationPort (Integer): 7000 [6] private.enterprises.avaya.mibs.crm.ic.avtCAAlarmMIB.avtCAAlarmObjects.avtCAAlarmTrapObjects.avtCAAlarmPriorityCritical (Integer): critical [7] private.enterprises.avaya.mibs.crm.ic.avtCAAlarmMIB.avtCAAlarmObjects.avtCAAlarmTrapObjects.avtCAAlarmDescription (OctetString): Test Emergency Alarm
```

---

## Ability to enter E-Mail display name in IC Manager

This feature provides the ability to optionally configure a display name for each e-mail account configured in AIC. If this feature is configured, for all Out-bound emails a display name will be shown to the customer instead of e-mail address.

For example, on receiving a mail from **support@testdomain.com** the customers will see **Support Test** in their e-mail client. This provides a user-friendly and logical way for customers to identify emails.

If Display Name is not configured, customers will continue to see the email address in their emails. Example **sales@testdomain.com**

---

## Options to set column width, size and location of chat task-list in IC agent

IC 7.3 release provides ability to customize the chat-list attributes like column width, size and location through .cdl file. These changes will persist over successive logins of Avaya Agent Rich Client.

Most recent changes either on the running application or changed cdl file, will take precedence over the other during the next agent login.

---

## Service Class OWT data in OA reports

In IC7.2 the OWT (Oldest Wait Time for OA reports) calculations were based on the EDU.Createtime. In IC7.3 release, the definition of OWT is as below:



OWT: Waiting time of the oldest contact in a Service class Queue. The waiting time being calculated from the moment the contact enters the service class and not the time (EDU.Createtime) it entered IC system. The time the contact enters the Service class queue is also called as "QueueArrivalTime" (QAT) and synonymously called as ResourceRequestDate.

With the new definition, one can determine how long a call/contact waited in the Service class queue before getting assigned to an agent.

In vespidl.pk, below APIs for ResourceRequest used by servers TSA and WAA have a new parameter added (in BOLD), to indicate the time, the ResourceRequest was sent to ResourceManager.

```
ResourceManager_RequestRsc/ORBStatus strReqId/string strResourceId/string
slQualifiers/*SeqLong lOriginalRequestDate/long lFlags/long lTimeoutState/
long lTimeoutAction/long lResourceRequestDate/long out:sqRequestResult/
*SeqCouple;
```

```
ResourceManager_RequestRscExcept/ORBStatus strReqId/string slQualifiers/
*SeqLong strExceptResourceId/string strResourceId/string
lOriginalRequestDate/long lFlags/long lTimeoutState/long lTimeoutAction/
long lResourceRequestDate/long out:sqRequestResult/*SeqCouple;
```

## EDU Fields

In WAA Server 2 new values (sc.state and sc.qat) will be added in the EDU of the contact when it is processed by this server. These values have no relevance outside the context of WAA server. When a contact is sent for ResourceRequest, the ResourceRequestDate will be considered as a Queue Arrival time, in case the contact was Queued to a service class.

TSA Server however does not add any of the fields mentioned to EDU of the contact.



### Important:

Do not use the fields, sc.qat and sc.state in EDU. These are only for internal server use.

---

## Workflow Server Modification for Dynamic Queue Contact Entry

In the Postqualification block in the flows mentioned below, a new EDU parameter (a SeqCouple) has been added "arrival\_time". This field by default is set to EDU.Createtime, used for contact priority calculations per service class. This field enables Customers to Customize and use the flows to modify the contact priority calculations as per their business needs.

The PostQualification and PostQualificationEx blocks of the below workflows are modified.

- advocate.qualifyemail\_adv
- advocate.qualifychat\_adv
- advocate.qualifyvoice\_adv
- advocate.handle\_exception

- advocate.transfertoagent\_adv

---

## Workflow Server enhanced to handle large number of Workflow channel assignments

In the previous release of IC, channel assignment and event-flow association is done through workflow server Configuration Tab. This resulted in large vesp.imp and ds.ffd files for huge number of channel associations, which at times could result in request timeouts.

In IC 7.3 release, the workflow server is enhanced to provide channel assignments through scripts. The Channel associations will be loaded by the Workflow Server through "synchronous startup flow" / "startup flow" as <project\_name>.<script\_name>

The following methods are introduced at a script level:

1. ChannelAssign String Range, String InterfaceName, String AssignCriteria

For example, ChannelAssign "1", "TS", "\*r50001"

2. ChannelAssociate String Range, String EventName, String FlowName

For example, ChannelAssociate "1", "TS.IncomingCall", "ts.incomingcall"

These script extensions will now be used in a custom flow (configured as synchronous startup flow/ startup flow) and the channel assignment and event-flow association information will go into this flow.

The number of channel assignments for a workflow server is configured using the couple name "assigncount" under the server configuration tab. The Maximum recommended value for "assigncount" is 2047.

**Note:**

Configuring Channel assignments and event-flow associations through script is an additional option. Using Configuration Tab for this purpose is Still Supported.

While configuring Channel & Association through scripts, validating the uniqueness of Range (Channel Assign Number) is the responsibility of script writer. The Range of Channel Association should match with ChannelAssign. If unique Ranges are not provided in flow script the Workflow server will log this condition and will not start.

---

## Chat Typing Status Support

IC 7.3 supports the typing status in a live chat in interaction center. This feature provides the typing status indication on customer side as well as the agent side with information on who (Agent preferred name / customer display name) is typing.

This feature is supported for below Avaya Agent Clients

1. Avaya Agent Rich Client

2. Avaya Agent Web Client
3. Avaya Agent SDK Client

Following features are supported in Chat Typing Status support in IC 7.3 release:

1. When agent starts typing, a message is being displayed at customer side that [agent preferred name] is typing.
2. When customer starts typing, a message being shown to agent that [customer display name] is typing
3. On enter key or say button or push url button, typing status message will be removed
4. In a multiple-party conference when any one of the party starts typing, a typing status message will be displayed to other parties in call.
5. In a multiple-party conference, when one or more parties are starts typing, a message " [customer\_display\_name1, customer\_display\_name 2], [Agent\_preferred\_name1, Agent\_preferred\_name2] typing.." will be displayed to other respective parties in call.
6. While typing, if a party doesn't press the enter/say/push-url button, after specific configurable time-interval, the message will be removed from other parties side.
7. After disconnecting and wrapping up a chat call , typing status message will get removed.
8. After joining multiple customers in chat call using join-us, all customers' typing status will be displayed to each other and other parties in call.
9. Typing status message indication to agent is configurable in website. It is configurable on admin web site.

---

## Siebel log in support for an agent logged into hard phone

In IC 7.3 release, Siebel client is enhanced to allow the agents to login back through Siebel browser even if they are already logged-into the hard phone. The agent client toolbar and hard phone will be synchronized on agent login. Below scenarios are handled in this enhancement.

### Scenario 1

Enabling an agent to remain logged in to the hard phone on Siebel browser normal/abnormal exit.

#### Scenario 1 Limitation

- The feature is intended only for ACD/CM based routing. In Advocate based routing, if agent exits from Siebel browser, the agent will remain logged-in into the hard-phone but may not receive any queue calls, when this feature is enabled.
- Agents have to logout of hard-phone manually, when this feature is enabled.
- Once Agents exits from Siebel, IC side reporting will not be effective and call related information will not be available.

- Once Agents exits from Siebel, Email channel will not work and agents will remain logged into hard phone.

### Scenario 2

Agents can login through Siebel browser even if they are already logged-into hard phone and have the toolbar in synchronization with hard-phone.

Mentioned below are system limitations in the above mentioned Scenarios.

#### Scenario 2 Limitation

When feature for Scenario 2 is enabled and if hard phone is busy or agent is working on a call using hard phone then he should not try to login to Siebel. Note, CM does not allow to login to hard phone if phone is busy. Hence login will fail. AICD would continue to monitor the extension.

**Note:**

This enhancement is specific for Avaya CM/Definity Switches.

---

### WebAdmin Page Cancel Task with Specified Status

IC 7.3 Web Admin pages allow you to cancel task with a specified status, rather than only being able to cancel them without any type of reason. The specified status could be any of the resolve statuses configured using RLManager.

The Administrator will have a drop-down-list on the Web Admin Page containing all the resolve statuses configured in the system. The Administrator can select any task and cancel it using the appropriate resolve status as per business application.

---

### TSA Server enhanced for Extended UII Data Support

In IC 7.3, the TSA server is enhanced to handle Extended UII data. A new Server configuration parameter "Enable Extended Data Support" is added that should be used to enable/disable handling extended data by TSA Server.

#### Case 1

If 'Enable Extended Data Support' configuration parameter is enabled, TSA will first try to get extended UII data from TS events and if unsuccessful then try to get it from EDU. The newer TS APIs will be called along with this fetched extended UII data.

## Case 2

If 'Enable Extended Data Support' configuration parameter is disabled, TSA will not try to get extended UUI data either from TS event or from EDU. The newer TS APIs will be called with NULL / empty extended UUI data.

---

## Updation of DCO Money fields

Consider the following points that specify the Currency formats in the "Regional and Language Options" when updating the Money fields, if custom applications use dcoMoney fields.

1. The Money fields will not accept input strings with space in between the digits (for example 123 456 789)
2. The default settings for 'Decimal symbol' and 'Digit grouping symbol' of any locale used needs to be same as these default setting on the machine where DataServer runs.
3. The 'Digit grouping' format should not be customized. Use the default formats for all the locales.

---

## Licensing updates

IC leverages the WebLM offerings to support IC licensing. The licensing is confirmed to WebLM 4.7.1. For supported new WebLM features, see *Avaya IC Installation and Configuration* guide.

IC 7.3 includes support for the following licensing updates:

- [Conform to latest WebLM Release](#) on page 21
- [Grace Period Support](#) on page 21

### Conform to latest WebLM Release

IC 7.3 supports WebLM 4.7.1

Avaya Interaction Center (IC) components does not run if you do not install the WebLM server, and obtain the appropriate license file. For information on how to obtain a license, see *Avaya IC Installation Planning and Prerequisites* guide.

IC does not work as expected if it cannot access the WebLM. This means feature servers may not be able to start and agents may not be able to log in.

### Grace Period Support

In IC 7.3, to provide redundant operation in the event of network or WebLM failure, a grace period of 30 days is provided to rectify the failure. The WebLM failure can be WebLM system is down, WebLM service is down, License file in the WebLM service is corrupted or expired.

When there is a WebLM server outage, an alarm is raised along with a message indicating the days of grace period until the service disruption.

---

# Interaction Center features

The following features that were introduced in previous releases of Interaction Center are also part of Interaction Center 7.3.

- [Packaged Avaya Agent Web Client Deployment \(AAWC on Tomcat\)](#) on page 23
- [Emoticons in Web Chat](#) on page 23
- [Release Inventory Information](#) on page 23
- [VP/IR Integration](#) on page 24
- [Daylight Savings Global Support](#) on page 24
- [Return of Busy Destination Control](#) on page 24
- [ACW button in Native Siebel](#) on page 24
- [Call Web Services within IC Workflows](#) on page 25
- [Archiving log files](#) on page 25
- [Enhancement to AAWC and SDK IC Clients](#) on page 25
- [Redundancy and Scalability for IC Servers](#) on page 26
- [IMAP Email Accounts](#) on page 26
- [IC Client Software Development Kit](#) on page 27
- [Out of synchronization Web Chat message](#) on page 28
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- [Installation Wizards and Configuration](#) on page 30
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- [SNMP trap support](#) on page 32
- [Web Scheduled Callback](#) on page 33
- [Improved Business Advocate administration](#) on page 33

- [UUI data enhancements for Telephony](#) on page 34

---

## Packaged Avaya Agent Web Client Deployment (AAWC on Tomcat)

The Avaya Agent Web Client Installer has included the 6.0 version of Tomcat server, which is installed automatically. You do not need any other third party servers.

The support for IBM Websphere is discarded. You no longer required IBM Websphere for running Avaya Agent Web Client.

Customers migrating to IC 7.3 need to use a Tomcat instance. The migration requires minimal configuration.

**Note:**

Websphere support for Avaya Agent Web Client is still available for customers running Websphere in earlier IC releases.

---

## Emoticons in Web Chat

In IC, you can use emoticons in all IC Clients, such as HTML chat, Avaya Agent Rich Client, Avaya Agent Web Client, and SDK Client.

Emoticons are the iconic representation of the facial expressions, such as smiley, sad, tired, and so on. You can use emoticons to alert a responder to the temper of a statement, and can improve interpretation of plain text.

For emoticons to appear at the customer end, you need to enter a configured sequence of characters in the message field. The corresponding emoticon image is displayed in the transcript area at the customer end.

In addition to the default emoticons, you can also add you own emoticons and assign a sequence of characters to them.

---

## Release Inventory Information

In IC, the **icdoctor** tool is provided that you can use to display the complete inventory of IC servers, which are running as well as which are not running. You can also view the inventory from the `status.html` file that is created in the `IC_INSTALL_DIR\IC73\etc` directory when you run **icdoctor**.

The inventory includes the information of the servers in the IC environment with details about the server name, alias, domain, server status, host IP address, port number, server version, and toolkit version. The status of the server indicate whether the corresponding server is running or not.

**Note:**

The inventory does not display the server version and toolkit version of the servers which are not running.

The inventory does not include any information related to hardware or pre-requisite of the server.

---

## VP/IR Integration

IC provides an Out-of-the-box integration to the Dialog Designer. This integration enables the Voice Portal or IR applications to collect call data from IC for transferring the calls through CTI.

Earlier, customers had to deploy either a VOX solution or a CSI solution to allow VP or IVR applications to collect call data from IC and transfer calls through CTI.

The VP/IR integration also support redundancy and high availability for new and existing calls coming from Voice Portal and IR. The Voice Portal and IR Application servers load balances the calls coming from IC TS servers thereby providing high availability and failover.

---

## Daylight Savings Global Support

IC provides global support for Daylight Saving Time (DST). Customers do not require to manually change or disable DST.

---

## Return of Busy Destination Control

IC has a new parameter is provided to indicate the busy state of an agent.

When an agent set this parameter for transferring or consulting the call, the caller is kept on hold and the call is notified as the busy destination.

Currently, the system has to reconnect the caller and the agent in case of consult transfer request by an agent.

---

## ACW button in Native Siebel

An **After a Call Work** button is provided for native Siebel clients. Agent can use this button to indicate that they are doing an after call work. This helps supervisor to measure the productivity of an agent.



---

## Call Web Services within IC Workflows

IC allows users to call web services within IC workflows.

---

## Archiving log files

A LogCollector tool is provided that helps you to archive all the log files from the `logs` directory on all IC servers and store these log files to a central location.

Following are some of the characteristics of the LogCollector tool:

1. Displays the IC systems (IP addresses) and servers configured on those systems to select them for archiving.
2. Archives the log files on the selected servers in the `.ZIP` format.
3. Collects the archived log files (`.ZIP`) and store them to a specified central location.

The LogCollector tool archives log files using the Zlib 1.1.4. utility.

---

## Enhancement to AAWC and SDK IC Clients

In IC, Web Client and SDK clients are enhanced. Following are the features that are enhanced for Web Client.

- **Join-Us:** Agent can add customer's friend in the same chat conference. Agent creates a handle using which the friend of the customer can enter in the chat session. Once the friend enters in the conference, all of them can share URLs and type messages to each other.
- **Chat and Callback:** With this option, an agent can interact with the customer using both chat and voice. Customer initiate a Chat and Callback session by using the **Chat and Callback** option on the Web site. The agent who receives this chat request can retrieve the callback number and place an outbound call to the customer. The callback enables the customer to ask an agent to call them either at a scheduled time or immediately when they are chatting with that agent.
- **Web Schedule Callback:** This feature is similar to Chat and Callback. In Web Scheduled Callback, customer specifies the telephone number and the callback time on the Web page and the agent then calls the customer at the scheduled time.
- **Chat and VoIP:** Many customers who are browsing your company's Web site cannot use their telephone while they are connected to the Internet. In this case, if they have a question, they can initiate **Chat and VoIP** request so that they can continue browsing the Web site while they speak to an agent.

- **Supervisor functionality:** With this option, an agent with supervisor role can monitor how another agent is interacting with the customer. Supervisor can enter in a chat session and view the interaction between the agent and the customer in real time.

Supervisor can enter in a chat session without notifying the agent and the customer. However, supervisor can become visible. The visible or invisible status of the supervisor is notified to the agent and the customer.

- **Shared browsing:** Shared Browsing refers to the functionality by which the agent and the customer can view the same Web page at the same time. You can also use shared browsing when multiple agents are in the session.

Following options are available with this functionality

- **Auto Sync.** When you click Auto Sync and then navigate through a Web site, the browser at your customer end follows your lead and display the same pages simultaneously.
- **Page Push.** When you click **Page Push**, the URL for the page is pushed to your customer. Your customer can see the page displayed in their browser. The customer can also push a page (URL) to you, which opens in browser at your end.
- **Collaborative Form Filling.** When you share a Web page URL with a customer through Page Push or Auto Sync, you can help your customer to fill HTML forms.

---

## Redundancy and Scalability for IC Servers

You can make **ICEmail**, **Poller**, and **WebACD** servers redundant by creating clusters for each type of server.

Cluster is a group of two identical servers in which only one server is functional at a time. Each server in a cluster acts as a redundant server to another. One server acts as a primary server and the other acts as secondary server. Only one server is functional at a time. If the functional server stops running, the other server automatically becomes functional.

You can create multiple clusters for ICEmail and Poller servers. However, you can create only one cluster for WebACD server.

Multiple clusters for ICEmail and Poller helps you to poll emails from multiple exchange servers thereby scaling the functionality of these servers.

---

## IMAP Email Accounts

Apart from POP3, you can also create IMAP email accounts. You need to specify the folder name that will be mapped to the email account for receiving emails.

---

## IC Client Software Development Kit

The IC Client Software Development Kit (Client SDK) enables users to develop multi-channel agent interfaces for use with the IC framework. The Client SDK includes both .NET and Java APIs.

With the Client SDK, users can develop individual client applications and server side abstractions for multiple clients. The Client SDK provides libraries for integration along with sample clients and documentation.

### Features available in the Client SDK

The Client SDK includes the following features:

**Chat and Callback:** Using this feature the customer can specify the callback number while initiating a chat from IC website. The agent who receives this chat request can retrieve the callback number and place an outbound call to the customer. In this case, both the chat and voice call are associated with the same workitem, which is multimedia interaction.

**Web Schedule Callback:** This feature is similar to Chat and Callback. Using this feature, agent can schedule a call with the customer and call them at the decided time.

**VoIP Chat:** This feature is also similar to Chat and Callback. Using this feature, the agent and customer can talk over internet using the VoIP technology.

**Supervisor functionality:** Using this feature, supervisor can perform the following operations:

- Begin and END supervisory session
- Monitor Chat
- Change the Supervisor visibility

**JoinUS:** Using this feature, an agent can invite more than one person in the chat session and make a chat conference.

**Client API:** The Client API will support future enhancements to IC.

**Sample clients:** The Client SDK includes two sample clients. The sample clients are written in Java and in C# for .NET.

Avaya does not support the use of the sample clients in a production environment. The sample clients are designed to demonstrate functionality accessed through the Client API.

The graphical user interfaces of the sample clients have a different look and feel. They provide two examples of the types of custom applications you can develop with the Client SDK. Developers can access the source code of both sample clients. The source code is provided with the information in the form of comments. This information helps you to understand the Client API and the examples of best practices.

**Supported technologies:** The Client SDK supports .NET and Java libraries for custom application development.

**Supported integrations:** The Client SDK supports server side and client side integrations with an IC core system.

### Features not supported in the Client SDK

The Client SDK imposes the following limitations on a custom application:

**Development limitations of the Client SDK:** The Client SDK imposes the following limitations on how you use the Client SDK to develop applications:

- No customization of the IC agent desktop applications with the Client SDK. For more information about how to customize the IC agent desktop applications, see *Avaya Agent Integration* and *Avaya Agent Web Client Customization*.
- No generalized Enterprise Application Integration (EAI) interface for access to the IC databases. You can use IC workflows to access data in the IC databases. For more information, see *Avaya IC Client SDK Programmer Guide*.

**Interoperability limitations with IC agent desktop applications:** Only one agent desktop application that works with IC can run on the agent desktop at one time. For example, a user cannot run a custom application developed with the Client SDK and Avaya Agent on the same system at the same time.

**Shared browsing:** Shared Browsing refers to the functionality by which the agent and the customer can view the same Web page at the same time.

---

### Out of synchronization Web Chat message

The Avaya Agent Web Client is enhanced to provide an out of synchronization message when the agent is not in synchronization with the customer.

When the agent is in a chat session with the customer, it may happen that the customer navigates to a Web page, different than the Web page that is pushed. In this case, the Web page at the customer end does not remain in synch with the Web page at the agent end and the message "**Client browser is out-of-sync with the agent browser**" is displayed in the **Transcript** window of all the people involved in the conversation.

---

### IC Logging

For enhancing the serviceability of the product and thereby customer satisfaction, IC provides the following enhancements in logging:

- **Dynamically modifying the logging parameters:** With this enhancement, logging parameters, such as **log file size**, **number of files for rolling over**, and **logging level** can be changed dynamically without service disruption.

IC Server components, like Alarm, License, DataServer, DUStore, Report, Directory, AICD, HTTPConnector, WAA, WebACD, WebACD\_DCO, ICEmail, ICEmailPoller, TS, ORB, EDU, ADU, and so on does not need to be restarted if the values for these logging parameters are changed.

- **Enhanced log rollover:** In addition to the log file size, the file count and number of days parameters are used for rolling over of log files.
  - **File Count:** Determines how many log files to be maintained before rolling over.
    - There can be 'x' number of log files, where 'x' is configured as count.
    - Each log file can be identified by the timestamp when it rolls over (after the configured file size exceeds) and the current log file becomes `<server>.log`.
    - When the count exceeds, oldest log file is overwritten with the current log file.
  - **Number of Days:** Determines for how many days the log files are maintained.
    - There can be 'y' number of days log files are maintained, where 'y' is configured as days.
    - New log file is created at an interval of 24 hours (in addition to number of files created when log file size is exceeded) for 'y' number of days.
    - When log file rolls over (either due to a new day or due to exceeding the file size) the current log file is renamed with time stamp.
    - After 'y' days, all logs created before 'y' days are deleted.
  - When both of the above parameters are configured, all conditions need to be satisfied before oldest file could be deleted. Log files keep rolling over until then.

**Note:**

Log files for IC Servers components, such as Alarm, License, DataServer, DUStore, Report, Directory, AICD, HTTPConnector, WAA, WebACD, WebACD\_DCO, ICEmail, ICEmailPoller, TS, ORB, EDU, ADU, and so on can have the enhanced log rollover.

---

## TS Servers

IC provides the support for the following features related to TS servers:

- **3<sup>rd</sup> Party Single Step Conference:** With this feature, an agent can conference with an additional party without putting the existing parties on hold.
- **3<sup>rd</sup> Party selective listening:** This feature provides an option to a caller to decide whether to listen other parties or a specific party in a conference or not.

---

## Email Accounts with SSL security

You can configure email accounts with SSL security. In IC Manager, you can select **Use TLS** option for the email accounts that you want to secure with SSL.

---

## Installation Wizards and Configuration

The installer is enhanced. With minimal number of steps, you can install and configure the IC system. The **Config Accelerator** tool was introduced, which can simplify and accelerate the IC configuration process.

### Config Accelerator tool

The Config Accelerator tool is installed as part of the administration components and use for the installation of server components. The Config Accelerator tool is the recommended approach to configure the core components of IC.

You can use the pre-defined templates provided with the tool that supports configurations representing 50-500 agents in voice only and multichannel configurations across single or multiple sites.

Config Accelerator is responsible for:

- Configuring all services and domains
- Implementing service failover strategy
- Seed the database

Config Accelerator allows you to:

- Configure IC quickly and correctly
- Reduce expert intervention for people who are new to IC configuration
- Configure Avaya recommended deployment scenarios
- Save the configuration
- Reload the saved configuration

---

## SIP Services

SIP services are the default components in IC. Following are the enhancements for SIP:

- Multiple SIP TS servers for scalability and full redundancy with zero service interruption. Minimum 1,500 TS agents for voice endpoints are supported.

- Mixed traditional TS agents and SIP TS agent environment for call transferring and failover.

With the approach of mixed SIP TS and Traditional TS environment, the customers can treat SIP TS agents and traditional TS agents as one group thereby smoothing the transition of traditional TS agents to a SIP TS based environment. Mixed SIP TS and Traditional TS environment gives the IC the new capabilities available in CM that allow UUID to be preserved between ASAI and SIP signaling.

**Note:**

SIP services are supported only on Windows platform.

---

## Native Siebel integration with IC

IC provides a Native Siebel integration option that does not require any IC components to be installed on the agent desktop.

### Features of the Native Siebel integration

The Native Siebel integration supports the voice and email channels. With the Native Siebel integration:

- Siebel 8 thin-client provides the entire Siebel desktop user interface along with the Siebel desktop communications toolbar for handling work items.
- IC provides work item routing and reporting data collection capabilities.
- Virtual Free Seating in Native Siebel: The Native Siebel integration uses IC core functionality, such as core routing and workflow capabilities. Controls within the Siebel desktop communications toolbar provide the necessary interface elements to accept and control the delivered work items. Such control of work items includes placing the work item on hold, forwarding a work item, terminating a work item, and completing a work item.

### Limitations of the Native Siebel integration

The Native Siebel integration does not include:

- Web channel support
- Outbound calling
- Per channel login and logout
- Manual control of channel loads
- Manual task load settings
- Channel indicators that describe the health of the channel, such as failed and suspended
- Agent-selectable manual-in or auto-in modes for voice work items
- Selectable voice auto-answer

- E-mail resources normally supported by IC, such as pre-formatted e-mails
- Out-of-the-box agent unavailable reason codes

**Note:**

IC continues to offer the existing Hybrid Siebel integration that offers a voice, email, and Web chat integration to Siebel. The Hybrid Siebel integration requires the user to install IC components on each agent desktop.

---

## Web services

IC Web services provide the following features:

**Interface to IC resources:** Use the standards based interface to IC resources to integrate IC capabilities with other .NET and Java agent applications.

**Workflow service:** Use the IC workflow service to:

- Execute workflows in IC.
- Access IC capabilities that are available through workflows

**Agent creation service:** Use the agent creation service to:

- Create agents in IC
- Import agents into IC without IC Manager

---

## HTML Email support

IC supports inbound and outbound HTML email in Avaya Agent and Avaya Agent Web Client. The HTML Email support includes:

- Ability to render emails sent with HTML formatting in Avaya Agent Web Client or Avaya Agent.
- Support for agent generation of HTML emails with auto-generated HTML code for numbered and bulleted lists, colors, images, and character formats such as bold and italics.
- HTML templates, resources, and auto-reply.

---

## SNMP trap support

In IC, a redesigned Alarm server includes SNMP traps. The SNMP traps in the Alarm server include support for:

- MIB 2
- IP Group



- Authentication failure

---

## Web Scheduled Callback

The Chat channel includes Web Scheduled Callback. This enhancement replaces a similar functionality that was provided by Outbound Contact Management.

Web Scheduled Callback is completely integrated with IC and does not require separate administration or reporting components. Web Scheduled Callback uses the components of the IC chat channel to route Website customer requests for an agent callback.

Web Scheduled Callback is available with:

- Standard IC routing and Business Advocate routing
- Avaya Agent and the Hybrid Siebel integration

Web Scheduled Callback is not available with Native Siebel integration.

---

## Improved Business Advocate administration

Business Advocate administration was improved to:

- Support role-based administration
- Validate the Business Advocate administrator as an IC user to improve security
- Use the site ID to segment the Business Advocate data for agents and profiles
- Include IC user roles in the data displayed to administrators

The following table shows how the IC user roles work in Business Advocate role-based administration.

Role	Permissions
Site supervisor	Can view the agents and profiles. Supervisors cannot view or create other Business Advocate administration data such as service classes, goals, system options, or qualifiers. Can administer agents and profiles that belong to their own site. Supervisors cannot access agents and profiles assigned to other sites.
Administrator	Can access, view, and create all Business Advocate data such as service classes, goals, system options, and qualifiers. Can access, view, and administer agents and profiles for all IC sites.

---

## UUI data enhancements for Telephony

In IC with Avaya Communication Manager 5.0 or greater, Telephony can pass extended UUI data to the switch without the need to requalify contacts. This enhancement uses the additional bytes in the UUI field of Avaya Communication Manager to accommodate additional UUI digits after the first 32 bytes.

IC only supports the UUI data enhancement for systems that include Avaya Communication Manager 5.0 or greater.

With this enhancement:

- Users can write additional data into the UUI field after the EDUID.
- Third-party CTI applications can co-exist and share the UUI data with IC.

**Note:**

IC does not have knowledge of these third-party products. This enhancement enables sharing of the extra space available in the UUI field.

For example, a contact center can implement a custom workflow in IC that looks up records in a corporate database, then qualifies the account on priority, or passes the account information to the switch. The switch vectors can then use the priority or account information to qualify routing of an incoming call. With this example, the contact center can change call flows without customizing IC workflows, and the switch can use data provided by IC to make more advanced routing decisions.

---

## Supported languages

IC 7.3 Release supports the following languages:

- Simplified Chinese
- Traditional Chinese
- English
- German
- French
- Italian
- Spanish
- Portuguese
- Japanese
- Korean
- Russian

- Thai

Russian, Thai, and Traditional Chinese language support does not include the following:

- Document searches in Web Self-Service
- Spell checking
- Content Analyzer
- Solaris and AIX operating systems
- Thai B. E. (Buddhist Era) Date Formats
- Thai word wrap in Web Agent, IC Manager, and Website

---

## Functionality No Longer Supported in IC7.3 Release

The following features are no longer supported since IC 7.2 Release:

- [Same Time feature from Webagent](#) on page 35
- [Report Wizard](#) on page 35
- [List Management](#) on page 36
- [Nortel Meridian Switches](#) on page 36

---

### Same Time feature from Webagent

Same Time feature from Webagent is no longer supported from IC 7.2 release onwards.

**Note:**

Web agent's tool bar shows Same Time button but it will not work as functionality is not supported.

---

### Report Wizard

In IC 7.3, qui Applications are no longer supported. Therefore, the Report Wizard is no longer available with QUI. However, the Report Wizard can be launched as a stand alone application.

Report Wizard supports Mapping Administration (Creation rules and Field expression) and Contact Explorer.

Agent's Login details are required to launch a stand alone application.

---

## List Management

Avaya Interaction Center 7.3 does not support List management application. List Management has been removed from the Rich Client.

---

## Nortel Meridian Switches

In IC 7.3, Nortel Meridian switches are no longer supported.

---

## Discontinued platforms

IC 7.3 does not support the following platforms that were supported in the earlier version IC:

- Windows Server 2003 SP1
- Windows Server 2003 R2 SP2
- Solaris 9
- AIX 5.2 ML5, AIX 5.3 TL3
- Oracle 9.2.0
- Java 1.4.2\_08
- Tomcat 5.5
- IBM DB2 8.1 and 8.2
- IBM Websphere
- SQL Server 2000
- SQL Server 2005
- Communication Manager 3.x and 4.x

# Chapter 2: Feature Matrix

---

## Supported new features and configurations

IC includes support for the following software features and configurations

Feature/Configurations	7.3	7.2	7.1
Support for Microsoft Windows 2008 Server R2 (x64)	Yes	No	No
Windows 7 (32-bit and 64-bit support)	Yes	No	No
Microsoft SQL Server 2008 R2 (64-bit)	Yes	No	No
Oracle Database 11g Client Release 11.2.0.1.0	Yes	No	No
IBM DB2 9.5 update 10	Yes	Yes	No
Support for hosting IC website using IIS 7.5 on Windows 2008 R2	Yes	No	No
Support for hosting IC website using IBM HTTP Server 7.x on AIX 6.1	Yes	No	No
Support for hosting IC website using Oracle iPlanet Server on Solaris	Yes	No	No
Support for IE8 on AAWC	Yes	No	No
Support for Siebel 8.1.1.6	Yes		
Deploying Avaya Rich Client on Citrix XenApp 6.5 on Windows 2008 R2	Yes	No	No
Support for deployment of IC on VMWare 4.1 and 5.0 (ESX and ESXi)	Yes	No	No
LDAP integration with Avaya Interaction Center	Yes	No	No
TSA Server enhanced for Extended UUI Data Support	Yes	No	No
Adding UUID and ALIAS of TS in EDU for IVR application	Yes	No	No

<b>Feature/Configurations</b>	<b>7.3</b>	<b>7.2</b>	<b>7.1</b>
HttpVOX and VOX support TS.TransferEX method	<b>Yes</b>	<b>No</b>	<b>No</b>
Vox Server to handle extension numbers in excess of 2^31	<b>Yes</b>	<b>No</b>	<b>No</b>
Monitoring IVR extension using *v assignment	<b>Yes</b>	<b>No</b>	<b>No</b>
SSL Enabled communication between HTTPConnector Server and Dialog Designer 5.1	<b>Yes</b>	<b>No</b>	<b>No</b>
Service Class OWT data in OA reports	<b>Yes</b>	<b>No</b>	<b>No</b>
Restrict the retries by WACD on requesting the WAA to qualify a task when no agent is logged into IC	<b>Yes</b>	<b>No</b>	<b>No</b>
WebAdmin Page Cancel Task with Specified Status	<b>Yes</b>	<b>No</b>	<b>No</b>
Indication by WACD about invalid email requalification attempts	<b>Yes</b>	<b>No</b>	<b>No</b>
Workflow Server enhanced to handle large number of Workflow channel assignments	<b>Yes</b>	<b>No</b>	<b>No</b>
Workflow Server Modification for Dynamic Queue Contact Entry	<b>Yes</b>	<b>No</b>	<b>No</b>
HTML Editor Replacement for Rich Client	<b>Yes</b>	<b>No</b>	<b>No</b>
Added Hyperlink button in the HTML toolbar for HTML Editor (only) in Rich Client.	<b>Yes</b>	<b>No</b>	<b>No</b>
Time in Email Template enhanced to support 24 or 12 hour format	<b>Yes</b>	<b>No</b>	<b>No</b>
Performance gains in SDK WebServices using DS Authentication-Only API over full DS Login.	<b>Yes</b>	<b>No</b>	<b>No</b>
SNMP-MIB Enhancement for different OIDs in Traps based on priority	<b>Yes</b>	<b>No</b>	<b>No</b>
Ability to enter E-Mail display name in IC Manager	<b>Yes</b>	<b>No</b>	<b>No</b>
Options to set column width, size and location of chat tasklist in IC agent	<b>Yes</b>	<b>No</b>	<b>No</b>
Chat Typing Status Support	<b>Yes</b>	<b>No</b>	<b>No</b>
Synchronization between Siebel toolbar and Hard phone	<b>Yes</b>	<b>No</b>	<b>No</b>
Enhanced ASIS to read IC group properties without restart	<b>Yes</b>	<b>No</b>	<b>No</b>

<b>Feature/Configurations</b>	<b>7.3</b>	<b>7.2</b>	<b>7.1</b>
Disable 'Ready/NotReady' button if agent has not logged into any channel for IC-Siebel.	<b>Yes</b>	<b>No</b>	<b>No</b>
AAWC on Tomcat	<b>Yes</b>	<b>Yes</b>	<b>No</b>
Emoticons in Web Chat	<b>Yes</b>	<b>Yes</b>	<b>No</b>
IC Release Inventory Information	<b>Yes</b>	<b>Yes</b>	<b>No</b>
VP/IR Integration	<b>Yes</b>	<b>Yes</b>	<b>No</b>
Daylight Savings Global Support	<b>Yes</b>	<b>Yes</b>	<b>No</b>
Return of Busy Destination Control	<b>Yes</b>	<b>Yes</b>	<b>No</b>
ACW button in Native Siebel	<b>Yes</b>	<b>Yes</b>	<b>No</b>
Call Web Services within IC Workflows	<b>Yes</b>	<b>Yes</b>	<b>No</b>
Archiving log files	<b>Yes</b>	<b>Yes</b>	<b>No</b>
Enhancement to AAWC and SDK IC Clients	<b>Yes</b>	<b>Yes</b>	<b>No</b>
Redundancy and Scalability for IC Email Servers	<b>Yes</b>	<b>Yes</b>	<b>No</b>
Support for IMAP Email Accounts	<b>Yes</b>	<b>Yes</b>	<b>No</b>
Out of synchronization Web Chat message	<b>Yes</b>	<b>Yes</b>	<b>No</b>
IC Logging	<b>Yes</b>	<b>Yes</b>	<b>No</b>
TS Servers (Third party single step conference and selective listening)	<b>Yes</b>	<b>Yes</b>	<b>No</b>
Email Accounts with SSL security	<b>Yes</b>	<b>Yes</b>	<b>No</b>
Installation Wizards and Configuration enhancements	<b>Yes</b>	<b>Yes</b>	<b>No</b>
SIP Services	<b>Yes</b>	<b>Yes</b>	<b>No</b>
Native Siebel integration with IC	<b>Yes</b>	<b>Yes</b>	<b>Yes</b>
Web services	<b>Yes</b>	<b>Yes</b>	<b>Yes</b>
HTML Email support	<b>Yes</b>	<b>Yes</b>	<b>Yes</b>

Feature/Configurations	7.3	7.2	7.1
SNMP trap support	Yes	Yes	Yes
Web Scheduled Callback	Yes	Yes	Yes
Improved Business Advocate Administration	Yes	Yes	Yes
UUI data enhancement for Telephony	Yes	Yes	Yes
IC Client Software Development Kit	Yes	Yes	Yes

---

## Supported Web Browsers

IC includes support for the following Web Browsers for End-Customer Chat Escalations in Service.

Browser	Version
Internet Explorer	7.0, 8.0 (32-bit only), 9.0 (32-bit only)* * IE9 support: Collaboration is not supported on IE9.
Google Chrome	16.0
Safari	5.1.2
Mozilla Firefox	9.0
Opera	11.61

---

## Compatibility Matrix for IC and AES

Following is the compatibility matrix for Interaction Center and AES:

IC 7.3	AES / Avaya Aura® Application Enablement Services - CVLAN client	AES Server
Windows	6.1	5.2.x
		6.1



<b>IC 7.3</b>	<b>AES / Avaya Aura® Application Enablement Services - CVLAN client</b>	<b>AES Server</b>
Oracle Solaris	3.1-25	5.2.x
		6.1
AIX	3.1-9	5.2.x
		6.1

---

## Feature Comparisons of Avaya Agent Clients

IC includes support for the following features of Avaya Agent Clients.

<b>Channel/ Feature</b>	<b>Functionality Supported</b>	<b>Avaya Rich Client</b>	<b>Avaya Web Client</b>	<b>Avaya SDK Client</b>	<b>Avaya Siebel Native Client</b>	<b>Avaya Siebel Hybrid Client</b>
Voice	Answer	Yes	Yes	Yes	Yes	Yes
	Blind Transfer	Yes	Yes	Yes	Yes	Yes
	Consult	Yes	Yes	Yes	Yes	Yes
	Conference	Yes	Yes	Yes	Yes	Yes
	Hold/ Reconnect	Yes	Yes	Yes	Yes	Yes
	Wrap	Yes	Yes	Yes	Yes	Yes
	Transfer to Virtual Queue	Yes	Yes	Yes	Yes	No
	Switch to caller	Yes	Yes	Yes	No	No
	Transfer to Agent	Yes	Yes	Yes	Yes	Yes

Channel/ Feature	Functionality Supported	Avaya Rich Client	Avaya Web Client	Avaya SDK Client	Avaya Siebel Native Client	Avaya Siebel Hybrid Client
Email	Reply / Reply All	Yes	Yes	Yes	Yes	Yes
	Forward	Yes	Yes	Yes	Yes	Yes
	Defer	Yes	Yes	Yes	Yes	Yes
	Use local/ global resource for responses	Yes	Yes	No	No	No
	Dismiss	Yes	Yes	Yes	No	Yes
	Transfer to Agent	Yes	Yes	Yes	No	Yes
	Transfer to Virtual Queue	Yes	Yes	Yes	Yes*	No
	Wrapup Codes	Yes	Yes	Yes	No	Yes
	HTML Editor HyperLink toolbar button	Yes	No	No	No	No
Chat	Answer	Yes	Yes	Yes	No	Yes
	Transfer to Agent	Yes	Yes	Yes	No	No
	Conference	Yes	Yes	Yes	No	Yes
	Wrap	Yes	Yes	Yes	No	Yes
	Co-browse	Yes	Yes	No	No	Yes
	Emoticons	Yes	Yes	Yes	No	Yes
	Chat Typing status	Yes	Yes	Yes	No	Yes
	Join Us	Yes	Yes	Yes	No	Yes
	Transfer to Virtual Queue	Yes	Yes	Yes	No	Yes

## Feature Comparisons of Avaya Agent Clients

Channel/ Feature	Functionality Supported	Avaya Rich Client	Avaya Web Client	Avaya SDK Client	Avaya Siebel Native Client	Avaya Siebel Hybrid Client
Contact History	View	Yes	Yes	Yes	No	Yes
	Filter	Yes	Yes	Yes	No	Yes
Supervisor	Monitor/ Un-Monitor	Yes	Yes	Yes	No	Yes
	Visible / Invisible	Yes	Yes	Yes	No	Yes
Multimedia Support		Yes	Yes	Yes	No	Yes
Selective After Call Work		No	No	No	Yes	No



# Chapter 3: Capacity Information

This chapter provides capacity related information for IC 7.3.

- [Poller server capacity](#) on page 45
- [Calls per hour capacity for Interaction Center](#) on page 45
- [Chats per hour capacity for Interaction Center](#) on page 46
- [Capacity for Avaya Agent Web Client for Email Channel](#) on page 46
- [Web Schedule Callback \(WSCallback\) capacity](#) on page 47

---

## Poller server capacity

- The following table shows the number of emails that a single Poller server can download and save in the Database for different sizes of incoming emails in one hour.

**Table 1: Capacity information for Poller server**

Size of Email incoming Email	100kb	200kb	300kb	500kb
Number of emails that can be polled in an hour	2187	1494	1127	931

The number of emails that can be processed by the Poller server depends on the size of the email and the performance of the database. To increase the capacity, you can increase the number of Poller servers.

- One Poller server is capable of polling 500 different email accounts.

---

## Calls per hour capacity for Interaction Center

This section provides the calling capacity of Interaction Center. An Out-of-the-box setup was used for testing the capacity.

The system configuration used for testing is as follows:

- The Telephony Server was installed and configured on a system with four processors and 4 GB RAM.
- Other servers running on the Telephony Server system were TSQS, EDU, ADU, Report, and WF.

## Scenario

Agents are accepting voice calls and then releasing the call after four minutes. The wrapup duration is configured for one minute for all the agents.

**Table 2: Capacity information for Telephony Server (TS)**

Number of Agents	Calls/ hour	Contact duration	Wrap-up duration	VDN	Test Duration	Average CPU Usage
1000	12000	4 minutes	1 minute	7	12 hours	40%

**Note:**

The above capacity was tested on an Out-of-the-box system. While designing the system, you should consider other factors such as agent doing transfer/conference or integration with other products.

---

## Chats per hour capacity for Interaction Center

This section provides the chat channel capacity for IC.

**Table 3: Capacity information for Chat Channel**

Number of Agents	Chat duration	Number of Chat contacts/hour
200	2 minutes	2400

---

## Capacity for Avaya Agent Web Client for Email Channel

This section provides the email capacity for Avaya Agent Web Client (AAWC) for email channel.

The Number of Agents column shows the maximum number of Email enabled agents that can be logged in to a single instance of AAWC considering the size of email.

**Table 4: Capacity information for Avaya Agent Web Client (AAWC) for Email Channel**

Number of Agents	Size of incoming email	Size of outgoing email
200	1 Mb	1 Mb
200	500 Kb	500 Kb

**Table 4: Capacity information for Avaya Agent Web Client (AAWC) for Email Channel**

Number of Agents	Size of incoming email	Size of outgoing email
300	250 Kb	250 Kb
500	100 Kb	100 Kb

---

## Web Schedule Callback (WSCallback) capacity

This section provides the Web Schedule Callback (WSCallback) server capacity.

The Web Scheduled Callback server retrieves the scheduled call from the database and delivers it to the agent as a Chat&Callback task. The Web Scheduled Callback server is also responsible for the following tasks:

- Establishing a connection with the repository database
- Polling the database at regular intervals to find the scheduled call
- Creating a Chat&Callback task at a scheduled time

WSCallback server supports a maximum queue size of 200. WSCallback supports upto 2400 contacts per hour.

---

## AAWC/SDK Agent capacity

A single instance of AAWC/SDK supports upto 500 agents.

- [AAWC hardware requirement](#) on page 47
- [SDK hardware requirement](#) on page 48

## AAWC hardware requirement

AAWC capacity is tested on the following hardware specifications.

CPU	Two processor setup, each processor of 3.2 GHz
RAM	4 GB
Free Disk Space	10 GB
Free space on the partition where temp folder resides	3 GB

## SDK hardware requirement

SDK agent capacity is tested on the following hardware specifications.

CPU	Two processor setup, each processor of 3.2 GHz
RAM	4 GB
Free Disk Space	10 GB
Free space on the partition where temp folder resides	3 GB



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