AVAYA

Avaya Solution & Interoperability Test Lab

Application Notes for Infocentric InfoQuire with Avaya Proactive Contact using PG230 - Issue 1.0

Abstract

These Application Notes describe the configuration steps required for Infocentric InfoQuire to successfully interoperate with Avaya Proactive Contact.

InfoQuire is an information integration software solution. InfoQuire uses the Event Service of Avaya Proactive Contact to gather and process the events to build its repository. InfoQuire uses the data collected in the repository to present historical data. InfoQuire Real Time Adherence module presents its client applications with a view of agent state in real time.

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.

AT; Reviewed:
SPOC 2/23/2009

Solution & Interoperability Test Lab Application Notes
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1. Introduction

These Application Notes describe the compliance-tested configuration utilizing Avaya Proactive Contact 4.0 (Avaya PC4) and Infocentric InfoQuire 2.7 (InfoQuire). InfoQuire is an information integration software solution. InfoQuire uses the Event Service of Avaya Proactive Contact to gather and process the events to build its repository. InfoQuire uses the data collected in the repository to present historical data. InfoQuire Real Time Adherence module presents its client applications with a view of agent state in real time.

For the purpose of the compliance test, the following modules of InfoQuire were verified:

1. Historical Data Presentation – InfoQuire uses the data collected in the repository to produce customized reports. InfoQuire uses the Agent and Call events for collection of data and provides a standardized reporting feature to present the historical data from the repository.
2. Real Time Adherence – InfoQuire interprets the events from Avaya PC4 and writes them to a queue for its client applications to determine the Agent State. InfoQuire inspects the Agent and Agent Statistics events to determine the state of an agent.

Figure 1 depicts the solution that was compliance tested with Avaya Proactive Contact 4.0 and InfoQuire 2.7.
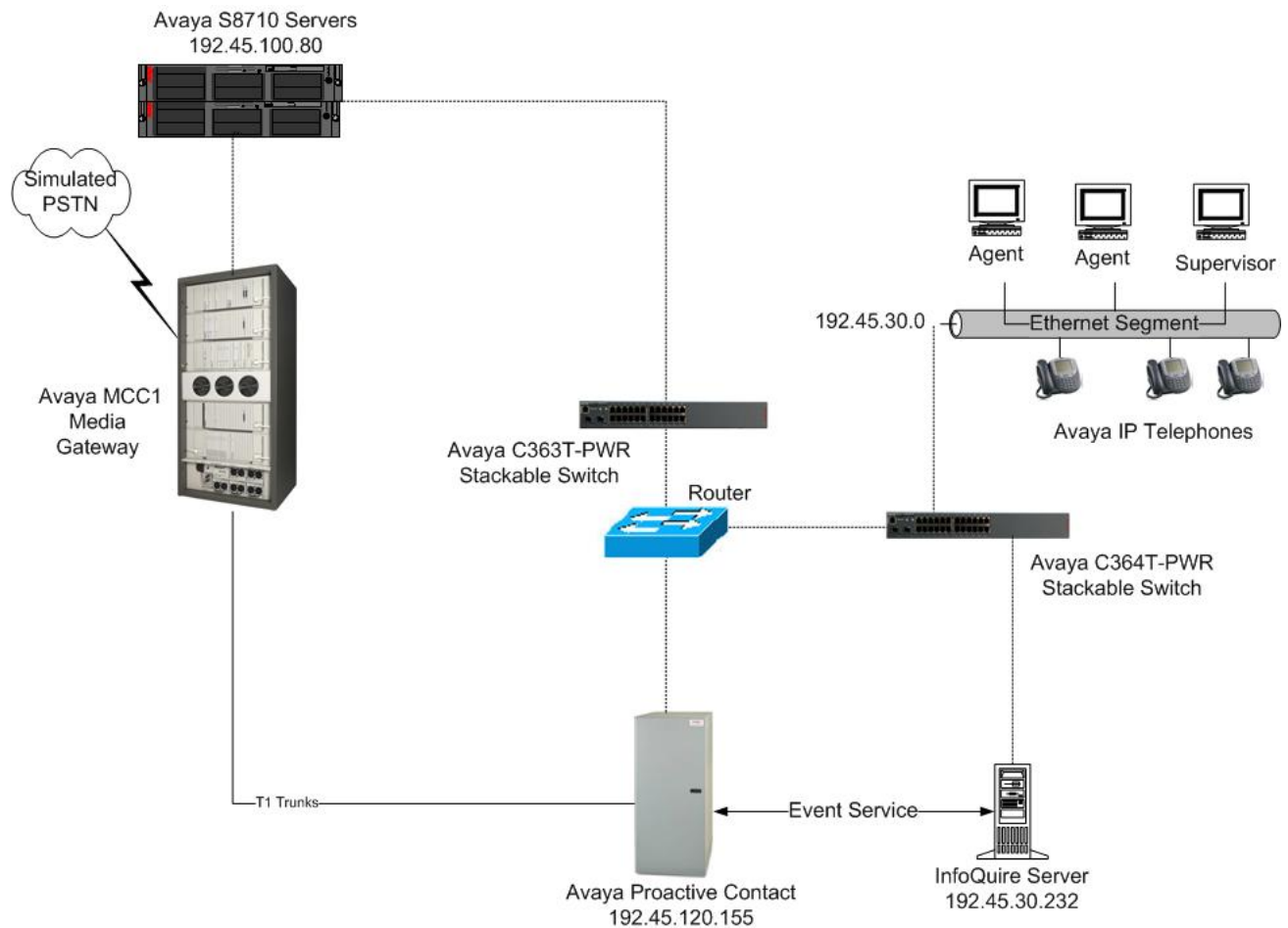
Figure 1: Avaya Proactive Contact and Infocentric InfoQuire Integration

2. Equipment and Software Validated

The following equipment and software were used for the tested configuration:

Equipment	Software
Avaya Proactive Contact System Cabinet with HP Proliant DL385G2 Server and PG230 Digital Switch	Avaya Proactive Contact 4.0.1 Build 105
Avaya MCC1 Media Gateway with Avaya S8700 Servers	Avaya Communication Manager 5.0.1 (R015x.01.1.415.1)
TN464F DS1	Version 16
Avaya 4610SW IP Telephones (H.323)	2.8
Avaya C364T-PWR Converged Stackable Switch	4.5.14
Infocentric InfoQuire on Windows XP	2.7

3. Configure Avaya Communication Manager

The Avaya Communication Manager to Avaya Proactive Contact configuration is outside the scope of these Application Notes and should already be operating properly. Refer to [2] for further information.

4. Configure Avaya Proactive Contact 4.0

These Application Notes assume that the interface with Avaya PC4 and Avaya Communication Manager has been configured and is operational. There is no additional configuration required on Avaya PC4 for this compliance test. Refer to [2, 3] for any additional information.

The following features are already configured on Avaya PC4.
- Outbound Calling
- Managed Calling
- Predictive Agent Blending
- Intelligent Call Blending

InfoQuire registers with Avaya PC4 Agent, Agent Statistic and Call events for building its historical data repository. InfoQuire also uses Avaya PC4 generated Agent and Agent Statistic events to determine its state in real time.

5. Configure Infocentric InfoQuire

These Application Notes assume the InfoQuire software has been installed successfully. Make sure that the **INI** file on the InfoQuire server has the IP address of the Avaya PC4 dialer configured. InfoQuire is an out of the box solution with customization done by Infocentric Engineers in the field.

6. Interoperability Compliance Testing

This interoperability compliance testing covered feature functionality and serviceability. Feature functionality focused on verifying that Infocentric InfoQuire 2.7 could successfully receive events from Avaya PC4 and generate a repository to produce historical reports. Additionally, InfoQuire can use the events from Avaya PC4 to determine the Agent's state in real time. Serviceability testing verified that the InfoQuire server recovered from adverse conditions, such as rebooting, power failure and network disconnect.

6.1. General Test Approach

All feature functionality test cases were performed manually to verify proper operation. The general test approach entailed:
- Establish connectivity between InfoQuire and Avaya PC4.
- Verify Agent, Call and Agent Statistics events are received by InfoQuire from the Event Service on Avaya PC4.
- Verify that InfoQuire builds a repository to produce meaningful historical reports.
- Verify that InfoQuire is able to interpret the agent state in real time.
- Verify that the data presented is accurate.

6.2. Test Results

All feature and serviceability tests passed. InfoQuire successfully created a repository based upon the events received from Avaya PC4. InfoQuire demonstrated the data collection in the repository by building sample customized reports. InfoQuire successfully demonstrated Real Time Adherence by using a simulated client application to read and display the agent states from a queue.
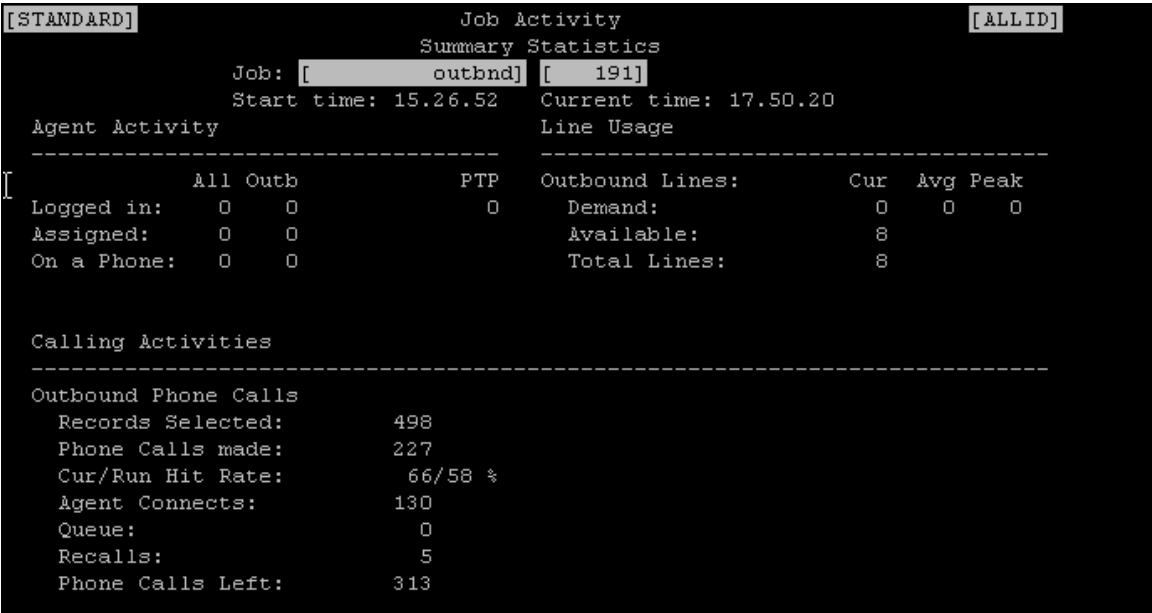
For serviceability testing, InfoQuire successfully restored connectivity to the Avaya PC4 server, from network disconnect/re-connect, and InfoQuire server resets.

In case of Intelligent Call Blending, InfoQuire version tested was not configured to capture call blending statistics.

7. Verification Steps
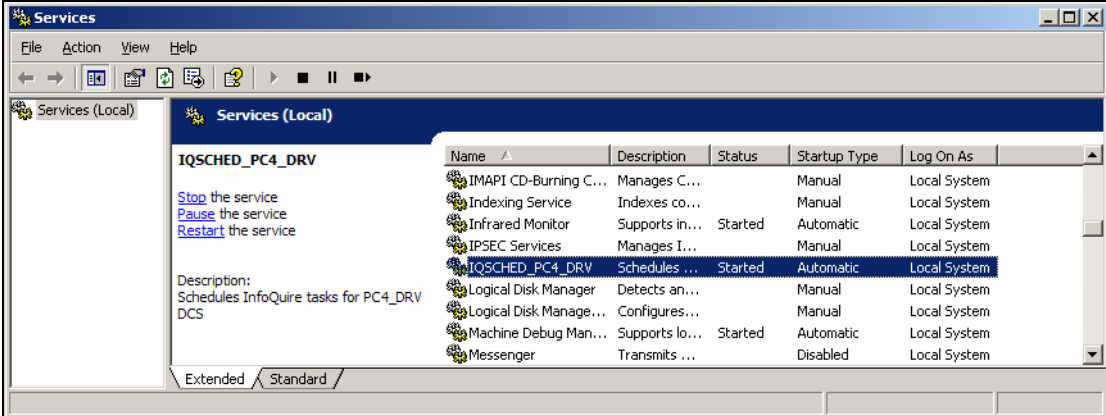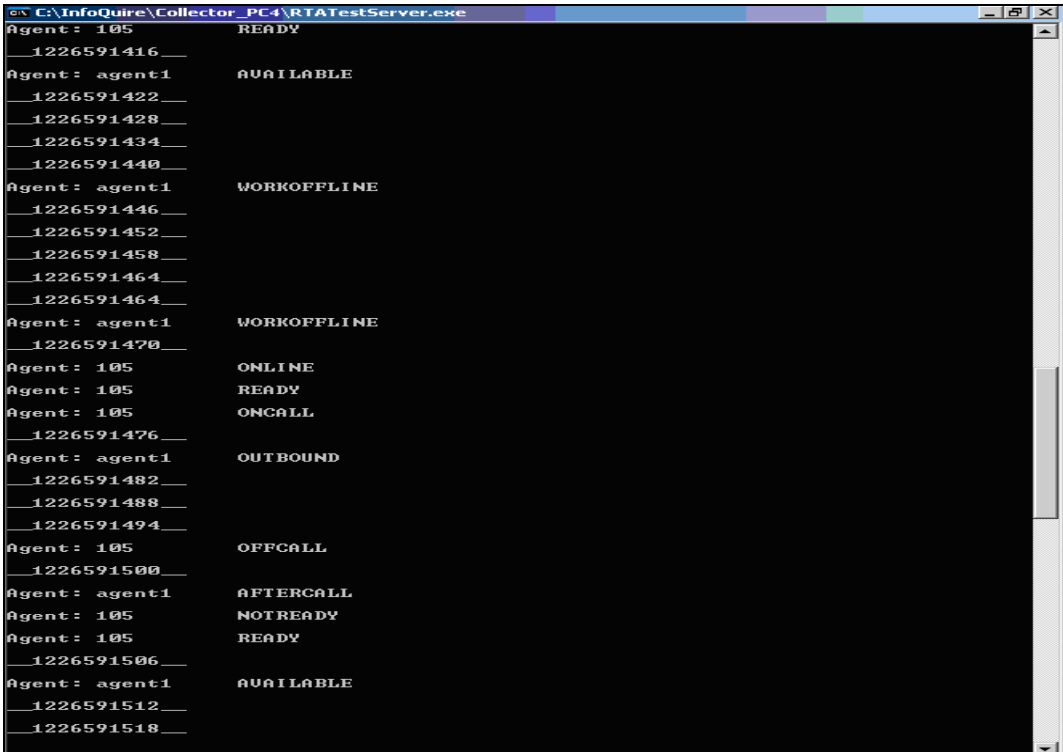
7.1. Avaya Verification
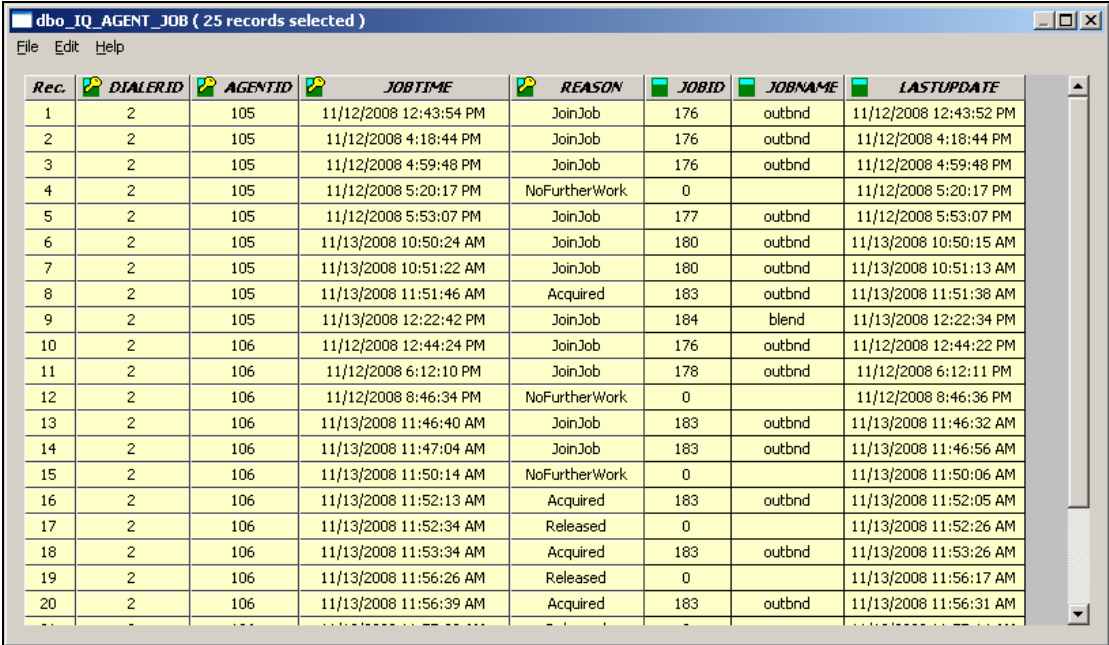
The following steps ensure InfoQuire is properly registered with Avaya PC4 and the historical data presented by InfoQuire is accurate.
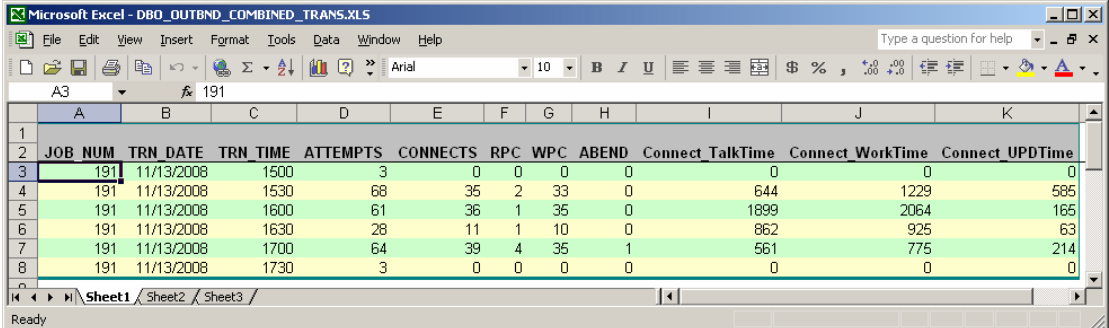
| Step	Description
1.	Execute the **netstat –a** at Avaya PC4 server command prompt to verify the communication between Avaya PC4 and the InfoQuire. The result below shows that InfoQuire at 192.45.30.232 is connected to the Avaya PC4 (lzpds4b). $ netstat –a Active Internet connections (including servers) Proto Recv-Q Send-Q Local Address Foreign Address (state) **tcp 0 0 lzpds4b:37697 192.45.30.232:39872 ESTABLISHED** **tcp 0 0 lzpds4b:enserver_ssl 192.45.30.232:39875 ESTABLISHED** **tcp 0 0 lzpds4b:NameService_ssl 192.45.30.232:39874 ESTABLISHED**

2.	Execute the **jobmon** at Avaya PC4 server command prompt to verify the number of Phone Calls Made and number of Agent Connects. This should match the total number of calls made and number of agent connects reported by InfoQuire.
	
	`[STANDARD]` Job Activity `[ALLID]`
	
	``
	[STANDARD] Job Activity [ALLID]
	                            Summary Statistics
	                  Job: [outbnd] [191]
	                  Start time: 15.26.52 Current time: 17.50.20
	    Agent Activity Line Usage
	  ---------------------------------- --
	[All Outb PTP Outbound Lines: Cur Avg Peak
	  Logged in: 0 0 0 Demand: 0 0 0
	  Assigned: 0 0 Available: 8
	  On a Phone: 0 0 Total Lines: 8
	
	    Calling Activities
	  -- 	
	  Outbound Phone Calls
	    Records Selected: 498
	    Phone Calls made: 227
	    Cur/Run Hit Rate: 66/58 %
	    Agent Connects: 130
	    Queue: 0
	    Recalls: 5
	    Phone Calls Left: 313
	``
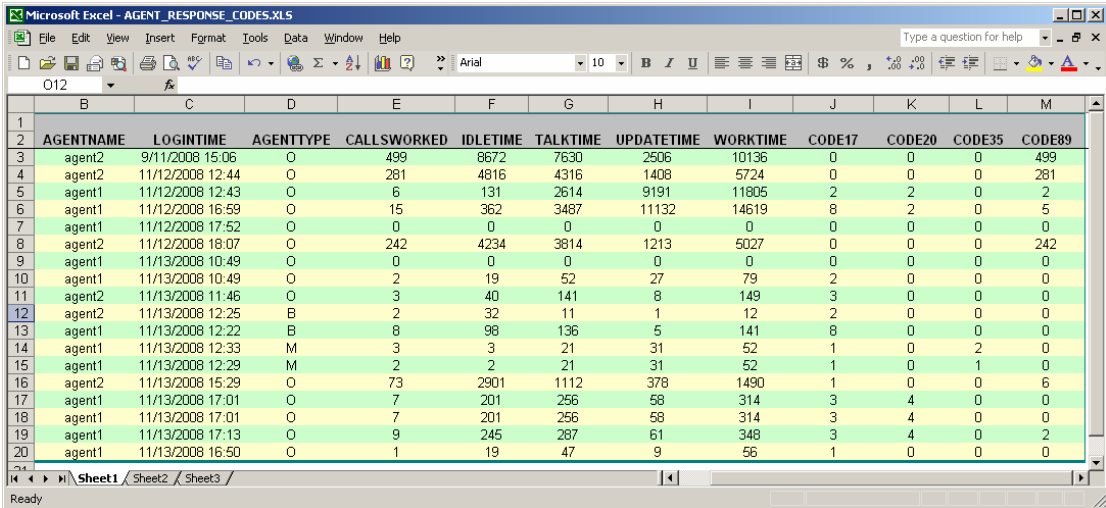
7.2. InfoQuire Verification
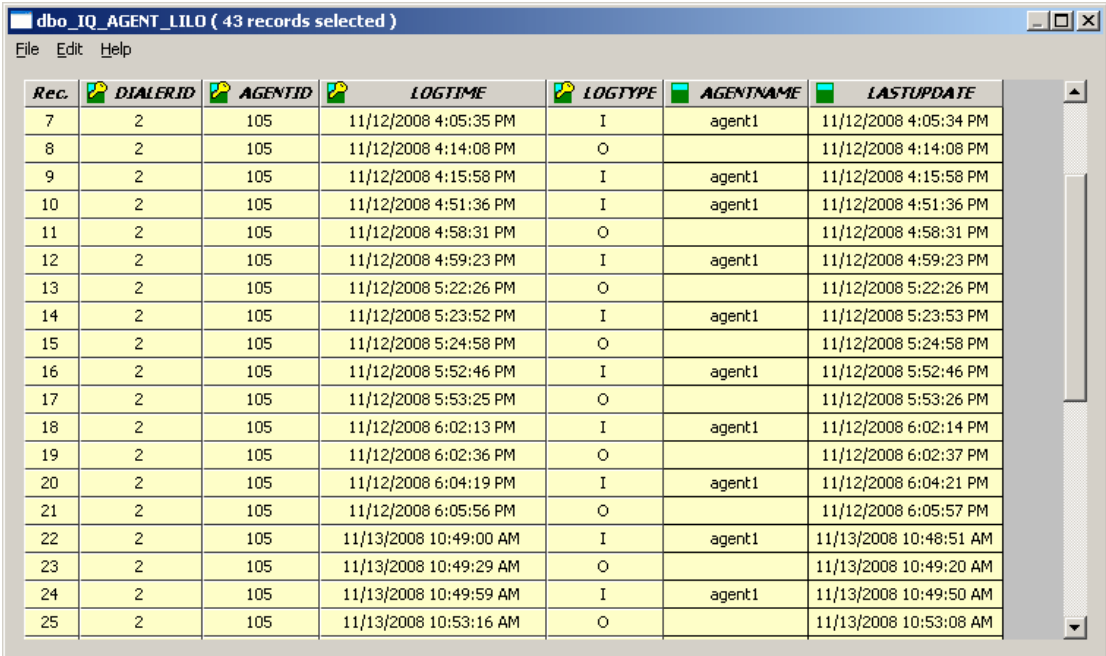
The following steps ensure that InfoQuire starts up properly after the system starts and is able to provide sample reports from its repository built based upon the events received from Avaya PC4.

Step	Description
1.	Verify that IQSCHED_PC4_DRV service is configured to start automatically when the InfoQuire server is booted.
2.	Verify that Real Time Adherence of the Avaya PC4 agents displayed on the InfoQuire console by the simulated client application matches the Agent State on Avaya PC4.

| Step	Description
3.	Following customized report is produced using the agent events received by InfoQuire. Agent events for a particular session are only available after agent logs off.
4.	Following customized report provides the total number of calls made during an interval with count for number of calls, number of connects, etc.

Step	Description
5.	Following customized report provides details of Agent activity and count for each disposition code during a login session.
6.	Following customized report indicates the login/logout activity of an agent.

8. Support

For InfoQuire solution support, please contact Infocentric Technical Support. Full details are available at http://www.infocentricsolutions.com.

9. Conclusion

These Application Notes describe the compliance-tested configuration utilizing Avaya Proactive Contact 4.0 and Infocentric InfoQuire 2.7. InfoQuire is an information integration software solution. InfoQuire uses the Event Service of Avaya Proactive Contact to gather and process the events to build its repository. InfoQuire uses the data collected in the repository to present historical data. InfoQuire Real Time Adherence module presents its clients with a view of agent state in real time. Functionality and serviceability tests were successfully validated.

10. Additional References

The following documents may be found at http://support.avaya.com:

[1]   *Administrator Guide for Avaya Communication Manager*, Document ID 03-300509, Issue 4.0, January 2008
[2]   *Implementing Proactive Contact 4.0*, May, 2008
[3]   *Administering Avaya Proactive Contact* (Linux-based Interface), January 2008

Infocentric product documentation is available on request from https://www.infocentricsolutions.com.

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