



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.

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.

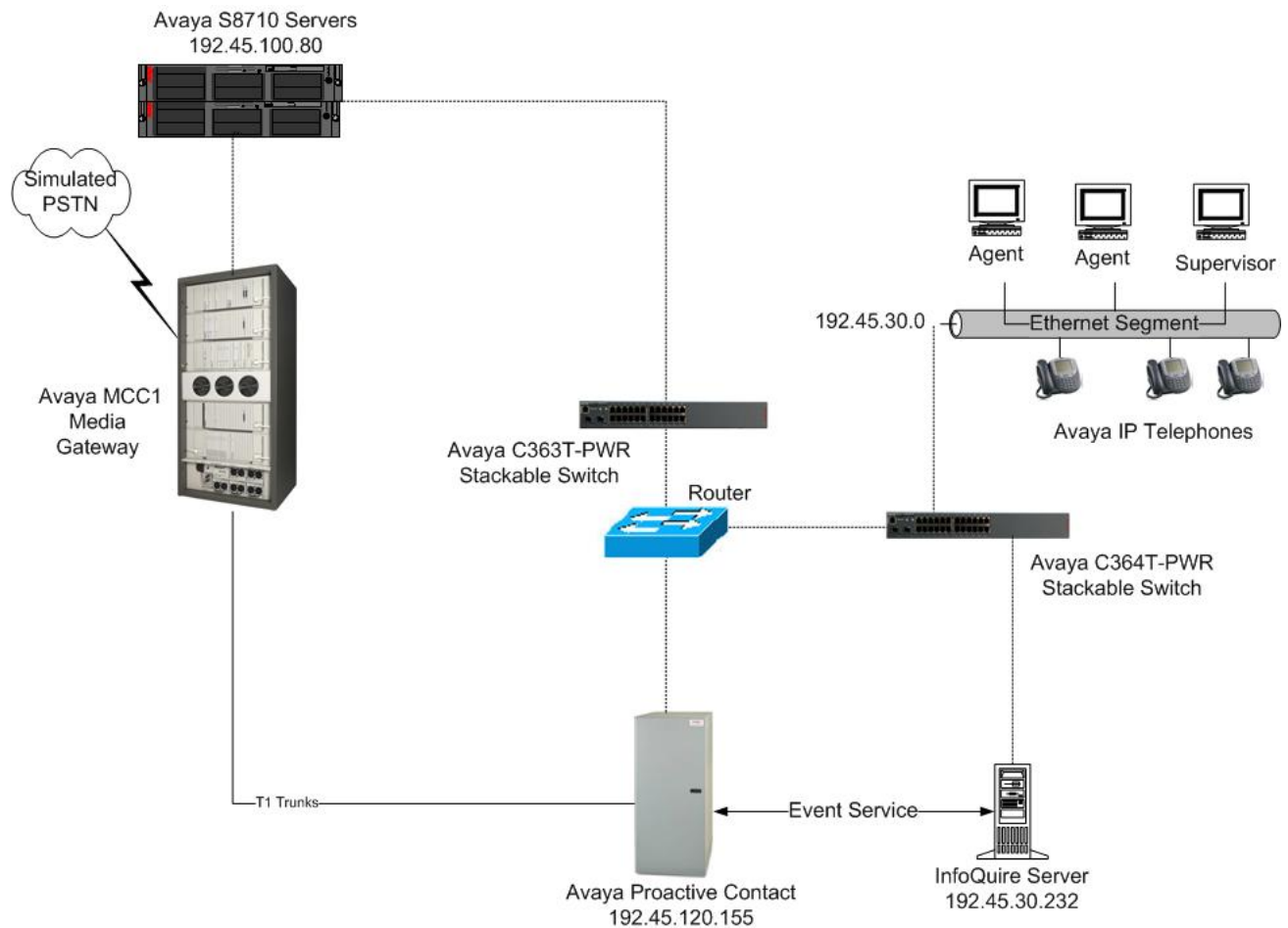


Figure 1: Avaya Proactive Contact and Infocentric InfoQuire Integration

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.

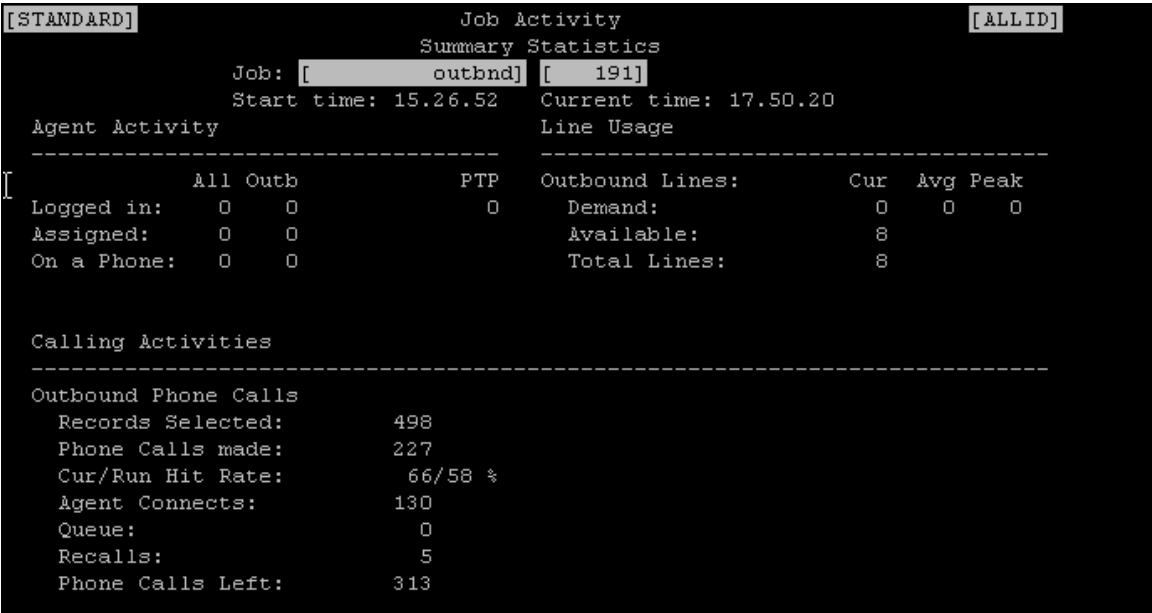
For serviceability testing, InfoQuire successfully restored connectivity to the Avaya PC4 server, from network disconnect/re-connect, and InfoQuire server resets.

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

7. Verification Steps

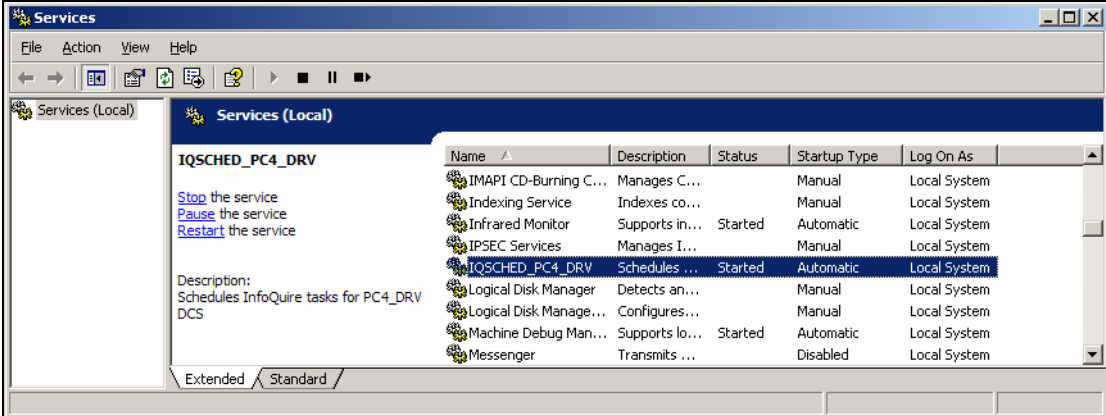
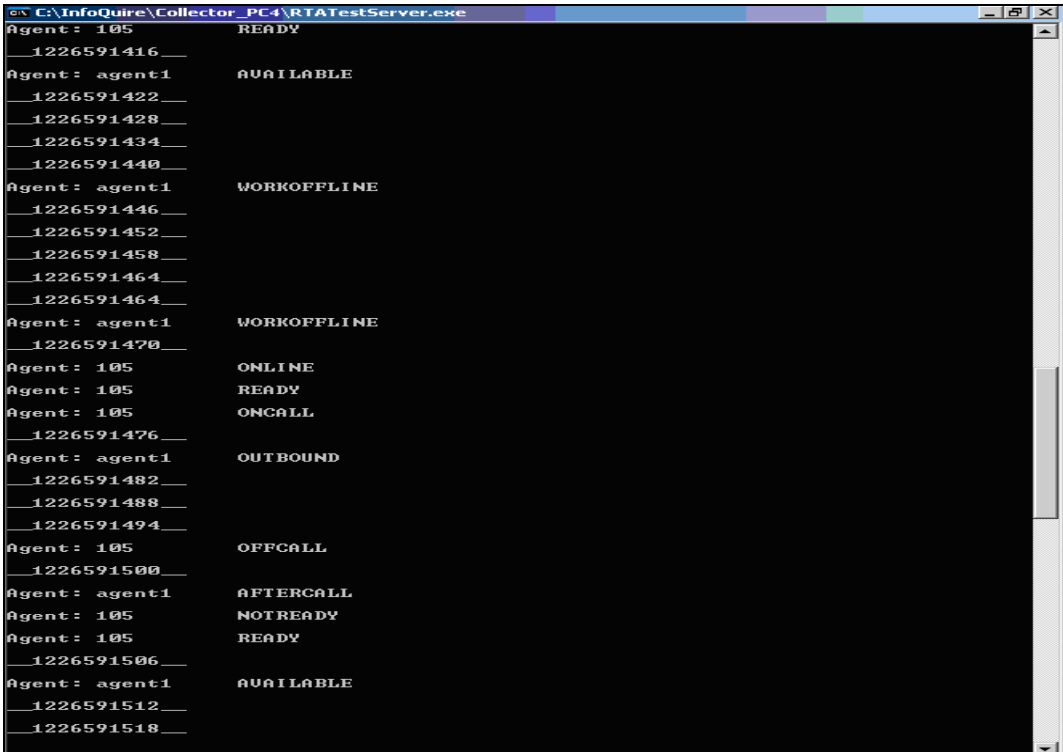
7.1. Avaya Verification

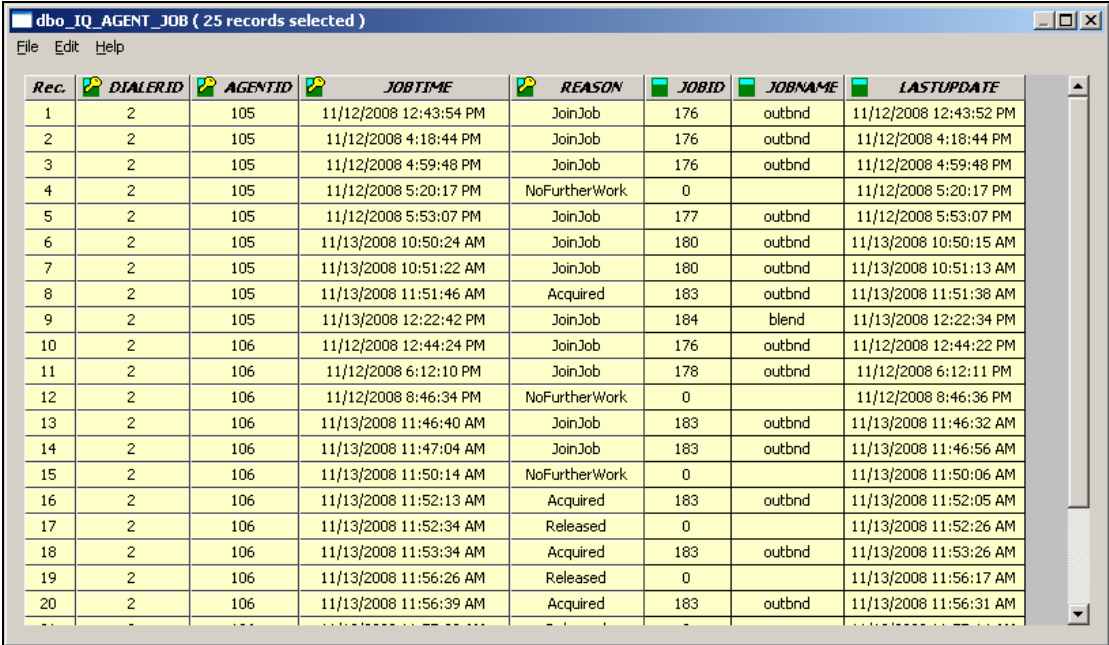
The following steps ensure InfoQuire is properly registered with Avaya PC4 and the historical data presented by InfoQuire is accurate.

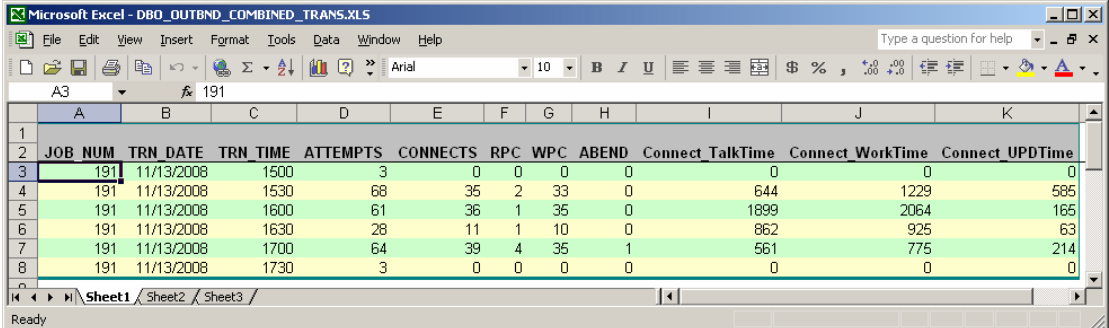
Step	Description
1.	<p>Execute the netstat -a at Avaya PC4 server command prompt to verify the communication between Avaya PC4 and the InfoQuire. The result below shows that InfoQuire at 192.45.30.232 is connected to the Avaya PC4 (lzpds4b).</p> <pre> \$ netstat -a Active Internet connections (including 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 </pre>
2.	<p>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.</p>  <pre> [STANDARD] Job Activity [ALLID] Summary Statistics Job: [outbnd] [191] Start time: 15.26.52 Current time: 17.50.20 Agent Activity Line Usage ----- Logged in: 0 0 PTP Outbound Lines: Cur Avg Peak Assigned: 0 0 Demand: 0 0 0 On a Phone: 0 0 Available: 8 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 </pre>

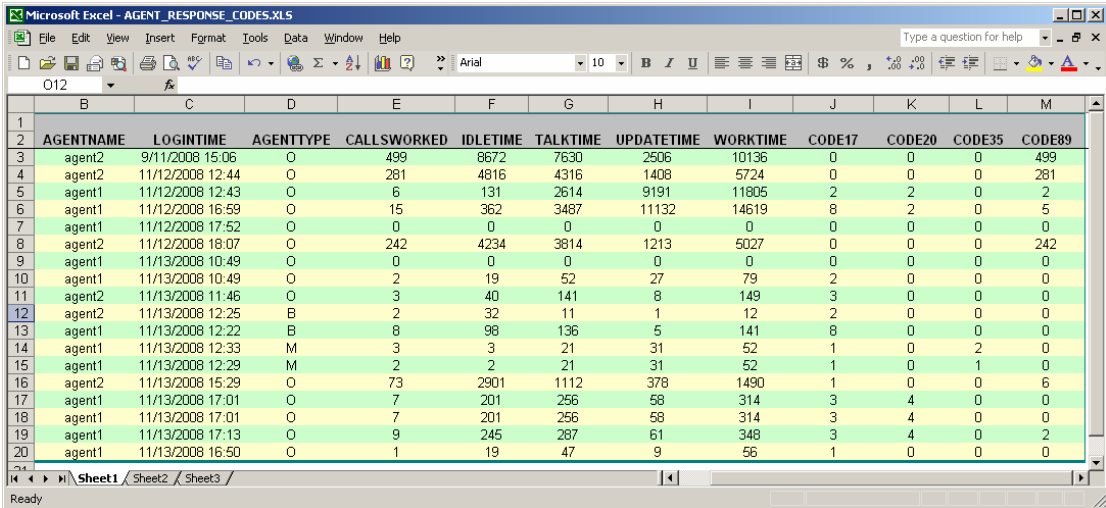
7.2. InfoQuire Verification

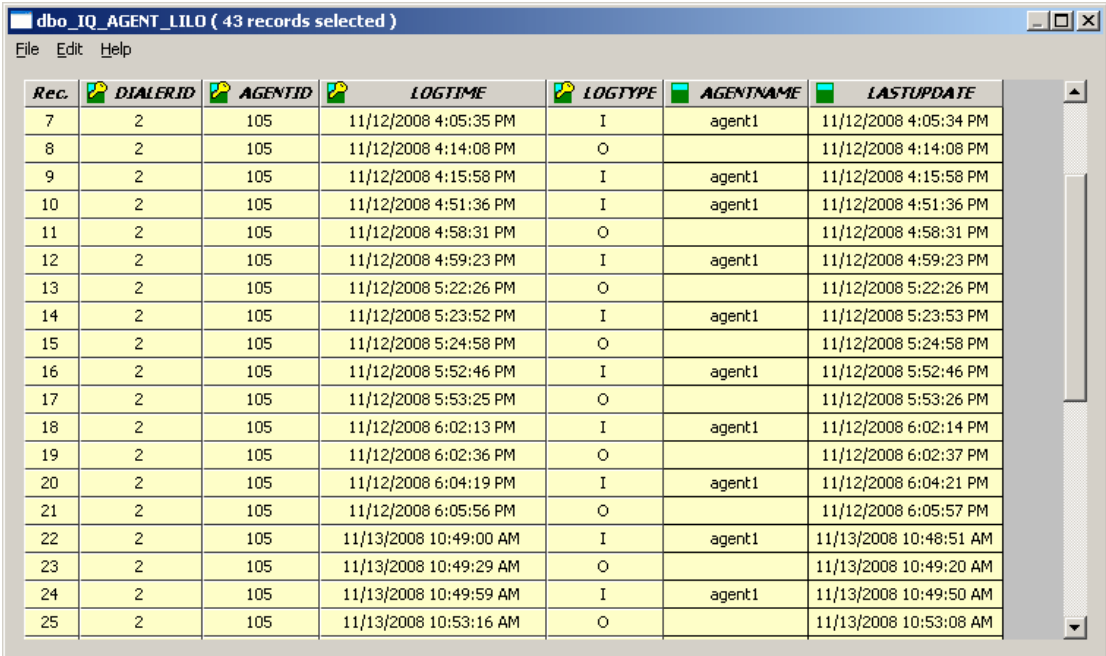
The following steps ensure that InfoQuire starts up properly after the system starts and is able to provide sample reports from its repository built based upon the events received from Avaya PC4.

Step	Description																																																																		
1.	<p>Verify that IQSCHED_PC4_DRV service is configured to start automatically when the InfoQuire server is booted.</p>  <p>The screenshot shows the Windows Services console window. The 'Services (Local)' list is displayed, and the 'IQSCHED_PC4_DRV' service is selected. The service's properties are shown in the right pane, indicating that the 'Startup Type' is set to 'Automatic' and the 'Log On As' user is 'Local System'. The service description reads: 'Schedules InfoQuire tasks for PC4_DRV DCS'.</p>																																																																		
2.	<p>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.</p>  <p>The screenshot shows a terminal window titled 'C:\InfoQuire\Collector_PC4\RTATestServer.exe'. It displays a list of agents and their states. The agents and their states are as follows:</p> <table border="1"> <thead> <tr> <th>Agent</th> <th>State</th> </tr> </thead> <tbody> <tr><td>Agent : 105</td><td>READY</td></tr> <tr><td>1226591416</td><td></td></tr> <tr><td>Agent : agent1</td><td>AVAILABLE</td></tr> <tr><td>1226591422</td><td></td></tr> <tr><td>1226591428</td><td></td></tr> <tr><td>1226591434</td><td></td></tr> <tr><td>1226591440</td><td></td></tr> <tr><td>Agent : agent1</td><td>WORKOFFLINE</td></tr> <tr><td>1226591446</td><td></td></tr> <tr><td>1226591452</td><td></td></tr> <tr><td>1226591458</td><td></td></tr> <tr><td>1226591464</td><td></td></tr> <tr><td>1226591464</td><td></td></tr> <tr><td>Agent : agent1</td><td>WORKOFFLINE</td></tr> <tr><td>1226591470</td><td></td></tr> <tr><td>Agent : 105</td><td>ONLINE</td></tr> <tr><td>Agent : 105</td><td>READY</td></tr> <tr><td>Agent : 105</td><td>ONCALL</td></tr> <tr><td>1226591476</td><td></td></tr> <tr><td>Agent : agent1</td><td>OUTBOUND</td></tr> <tr><td>1226591482</td><td></td></tr> <tr><td>1226591488</td><td></td></tr> <tr><td>1226591494</td><td></td></tr> <tr><td>Agent : 105</td><td>OFFCALL</td></tr> <tr><td>1226591500</td><td></td></tr> <tr><td>Agent : agent1</td><td>AFTERCALL</td></tr> <tr><td>Agent : 105</td><td>NOTREADY</td></tr> <tr><td>Agent : 105</td><td>READY</td></tr> <tr><td>1226591506</td><td></td></tr> <tr><td>Agent : agent1</td><td>AVAILABLE</td></tr> <tr><td>1226591512</td><td></td></tr> <tr><td>1226591518</td><td></td></tr> </tbody> </table>	Agent	State	Agent : 105	READY	1226591416		Agent : agent1	AVAILABLE	1226591422		1226591428		1226591434		1226591440		Agent : agent1	WORKOFFLINE	1226591446		1226591452		1226591458		1226591464		1226591464		Agent : agent1	WORKOFFLINE	1226591470		Agent : 105	ONLINE	Agent : 105	READY	Agent : 105	ONCALL	1226591476		Agent : agent1	OUTBOUND	1226591482		1226591488		1226591494		Agent : 105	OFFCALL	1226591500		Agent : agent1	AFTERCALL	Agent : 105	NOTREADY	Agent : 105	READY	1226591506		Agent : agent1	AVAILABLE	1226591512		1226591518	
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4.	<p>Following customized report provides the total number of calls made during an interval with count for number of calls, number of connects, etc.</p>  <table border="1"> <thead> <tr> <th>JOB_NUM</th> <th>TRN_DATE</th> <th>TRN_TIME</th> <th>ATTEMPTS</th> <th>CONNECTS</th> <th>RPC</th> <th>WPC</th> <th>ABEND</th> <th>Connect</th> <th>TalkTime</th> <th>Connect</th> <th>WorkTime</th> <th>Connect</th> <th>UPDTime</th> </tr> </thead> <tbody> <tr><td>191</td><td>11/13/2008</td><td>1500</td><td>3</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>191</td><td>11/13/2008</td><td>1530</td><td>68</td><td>35</td><td>2</td><td>33</td><td>0</td><td>644</td><td>1229</td><td>1229</td><td>585</td><td>585</td><td>585</td></tr> <tr><td>191</td><td>11/13/2008</td><td>1600</td><td>61</td><td>36</td><td>1</td><td>35</td><td>0</td><td>1899</td><td>2064</td><td>2064</td><td>165</td><td>165</td><td>165</td></tr> <tr><td>191</td><td>11/13/2008</td><td>1630</td><td>28</td><td>11</td><td>1</td><td>10</td><td>0</td><td>862</td><td>925</td><td>925</td><td>63</td><td>63</td><td>63</td></tr> <tr><td>191</td><td>11/13/2008</td><td>1700</td><td>64</td><td>39</td><td>4</td><td>35</td><td>1</td><td>561</td><td>775</td><td>775</td><td>214</td><td>214</td><td>214</td></tr> <tr><td>191</td><td>11/13/2008</td><td>1730</td><td>3</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td></tr> </tbody> </table>	JOB_NUM	TRN_DATE	TRN_TIME	ATTEMPTS	CONNECTS	RPC	WPC	ABEND	Connect	TalkTime	Connect	WorkTime	Connect	UPDTime	191	11/13/2008	1500	3	0	0	0	0	0	0	0	0	0	0	191	11/13/2008	1530	68	35	2	33	0	644	1229	1229	585	585	585	191	11/13/2008	1600	61	36	1	35	0	1899	2064	2064	165	165	165	191	11/13/2008	1630	28	11	1	10	0	862	925	925	63	63	63	191	11/13/2008	1700	64	39	4	35	1	561	775	775	214	214	214	191	11/13/2008	1730	3	0	0	0	0	0	0	0	0	0	0
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Step	Description
5.	<p>Following customized report provides details of Agent activity and count for each disposition code during a login session.</p> 

Step	Description
6.	<p>Following customized report indicates the login/logout activity of an agent.</p> 

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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