



**Avaya Solution & Interoperability Test Lab**

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## **Application Notes for SimpliCTI SimpliView Reporting with Avaya Contact Center Express – Issue 1.0**

### **Abstract**

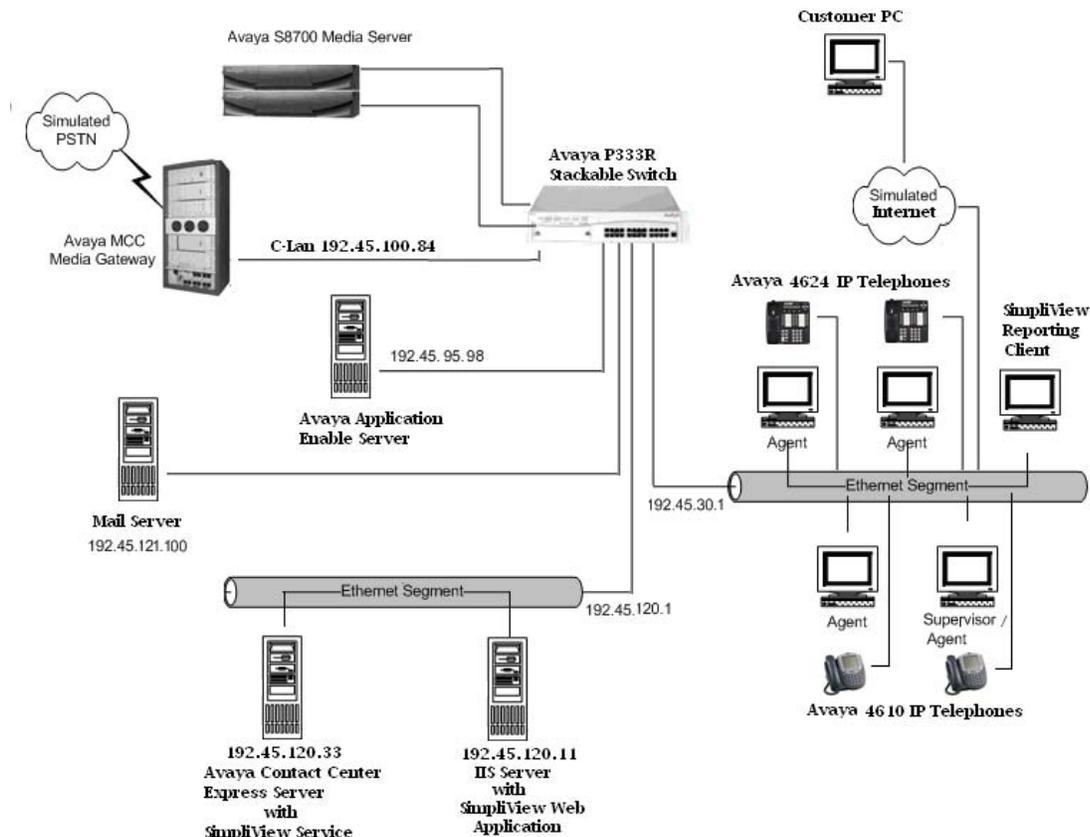
SimpliCTI SimpliView Reporting was compliance tested with Avaya Contact Center Express. The test evaluated the interoperability of these products in a contact center environment. The compliance testing was completed successfully. Information in these Application Notes has been obtained through compliance testing and additional technical discussions. Testing was conducted via the *DeveloperConnection* Program at the Avaya Solution and Interoperability Test Lab.

# 1. Introduction

These Application Notes describe the compliance test configuration used to test SimpliCTI SimpliView Reporting, with Avaya Contact Center Express, Avaya S8700 Media Server and an Avaya MCC1 Media Gateway. **Figure 1** provides a high level topology.

SimpliView Reporting is composed of two Microsoft.Net processes, a Windows service and an ASP.Net web application. These applications work together to provide data and reports for Avaya Contact Center Express environment. SimpliView windows service, which is installed on Avaya Contact Center Express server, is used to aggregate voice channel data and process email files. SimpliView web application, installed on an IIS server, is the end-user interface to SimpliView. The application uses ASP.Net and an embedded Crystal Reports engine to process and display data.

SimpliView Reporting is designed and developed to enhance the reporting functionality of Avaya Contact Center Express. SimpliView Reporting is a browser-based interface that provides reporting based on contact record details stored in Avaya Contact Center Express database. SimpliView Reporting provides Avaya Contact Center Express with the ability to search for a specific contact or a range of contact records across all channels supported by Avaya Contact Center Express.



**Figure 1: SimpliCTI SimpliView Compliance Test Sample Configuration**

## 2. Equipment and Software Validated

The test configuration used the following equipment and software:

<b>Equipment</b>	<b>Software</b>
Avaya S8700 Media Server with an Avaya MCC1 Media Gateway	Avaya Communication Manager 3.0 (R013x.00.0.340.3)
Avaya Contact Center Express	2.1
Avaya TN799DP C-LAN Interface	HW01 FW015
Avaya Application Enablement Server	3.0
Avaya Computer Telephony client	1.3
Avaya P333R Stackable Switch	3.9.1
Avaya 4600 Series IP Telephones	1.8.3 (4624) 2.1.3 (4610)
Windows SQL Server	2000 Service Pack 3
SimpliCTI SimpliViewService	2.1
SimpliCTI SimpliView.dll	2.1

### 3. Configure Avaya Communication Manager

#### 3.1. Computer Telephony Integration (CTI) Link

It is assumed that the Avaya Media Server is enabled with feature licenses for Vectoring, ASAI Link Core Capabilities, and Expert Agent Selection. Although the Expert Agent Selection feature was enabled for the testing, the feature is not required. Implementation of the required CTI link type on Avaya Communication Manager can be achieved using the following series of steps. These steps are performed through the System Access Terminal (SAT) interface. The Avaya Site Administration program can be used to access the SAT interface.

Step	Description
1.	<p>Verify that <b>ASAI Link Core Capabilities, ASAI Link Plus Capabilities, Computer Telephony Adjunct Links, and Co-Res DEFINITY LAN Gateway</b> are set to “y” on the “display system-parameters customer-options” form. If they are not set to “y”, contact your Avaya sales team or business partner. A system license file controls the settings on the customer-options form.</p> <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <pre> display system-parameters customer-options                                 OPTIONAL FEATURES                                 Page 3 of 11  Abbreviated Dialing Enhanced List? y      Audible Message Waiting? y Access Security Gateway (ASG)? n          Authorization Codes? y Analog Trunk Incoming Call ID? y Backup Cluster Automatic Takeover? n A/D Grp/Sys List Dialing Start at 01? y    CAS Branch? n Answer Supervision by Call Classifier? y    CAS Main? n ARS? y                                     Change COR by FAC? n ARS/AAR Partitioning? y                   <b>Computer Telephony Adjunct Links? y</b> ARS/AAR Dialing without FAC? y           <b>Co-Res DEFINITY LAN Gateway? y</b> <b>ASAI Link Core Capabilities? y</b>        Cvg Of Calls Redirected Off-net? y <b>ASAI Link Plus Capabilities? y</b>       DCS (Basic)? y Async. Transfer Mode (ATM) PNC? n         DCS Call Coverage? y Async. Transfer Mode (ATM) Trunking? y    DCS with Rerouting? y ATM WAN Spare Processor? n ATMS? y                                   Digital Loss Plan Modification? n Attendant Vectoring? n                   DS1 MSP? n  DS1 Echo Cancellation? n  (NOTE: You must logoff &amp; login to effect the permission changes.) </pre> </div>

2. Add a CTI link and set the values as shown below. Enter a valid extension number in the **Extension** field. Enter “ADJ-IP” in the **Type** field. The CTI link number and extension number may vary. Enter a descriptive name in the **Name** field. The rest of the values may be left as defaults.

```

add cti-link 15                                     Page 1 of 2
                                                    CTI LINK
CTI Link: 15
Extension: 24998
  Type: ADJ-IP
                                                    COR: 1
Name: AES DEVCON2715

```

3. Go to Page 2 of the cti-link form. Set the **Event Minimization** field to “n”. The rest of the values may be left as defaults. Submit these changes.

```

add cti-link 15                                     Page 2 of 2
                                                    CTI LINK
FEATURE OPTIONS
Event Minimization? n           Special Character for Restricted Number? n

```

4. Add entries for the C-LAN card and the Application Enablement Services in the **node-names** form. In this case “clan-1b04” and “192.45.100.84” were entered as the node name and IP address of the C-LAN card. In addition, “devconaes01” and “192.45.95.98” were entered as the node name and IP address of the Application Enablement Services. The node names and IP addresses will vary. Submit these changes.

```

change node-names ip                               Page 1 of 1
                                                    IP NODE NAMES
Name      IP Address      Name      IP Address
clan-1b04  192.45 .100.84
clanP2-1a04  192.168.61 .21
clanP27-2a03  172.16 .252.200
clanP7-3a04  192.168.1 .10
default      0 .0 .0 .0
devconaes01  192.45 .95 .98
devcon32-1a03  192.45 .100.36
devcon33-1a03  192.45 .100.16
medpro-1b05  192.45 .100.85
procr       192.45 .100.81
proowlerP2-1a05  192.168.61 .22
proowlerP27-2b04  172.16 .252.201
proowlerP7-3b04  192.168.1 .20
testroom3    192.45 .30 .240
tr3cvlanr9   192.45 .30 .100

```

5. Add the C-LAN card to the system configuration using the “**add ip-interface 1b04**” command. Note that the slot number will vary. Enter the node name assigned in Step 4 for the C-LAN card in the **Node Name** field. The values to be entered in the **Subnet Mask, Gateway Address, Network Region, VLAN, Auto** and **Number of CLAN Sockets Before Warning** fields will be determined by the network administrator. Set the **Enable Ethernet Port** field to “n”. The C-LAN interface will be enabled later. Submit these changes.

```
add ip-interface 1b04                                     Page 1 of 1

                                IP INTERFACES

                                Type: C-LAN
                                Slot: 01B04
                                Code/Suffix: TN799 D
                                Node Name: clan-1b04
                                IP Address: 192.45 .100.84
                                Subnet Mask: 255.255.255.0
                                Gateway Address: 192.45 .100.1
                                Enable Ethernet Port? n
                                Network Region: 2
                                VLAN: n

                                Number of CLAN Sockets Before Warning: 400

                                ETHERNET OPTIONS

                                Auto? y
```

6. Add a new data module using the “**add data-module 20032**” command. Enter a descriptive name in the **Name** field. Enter “ethernet” in the **Type** field. Ethernet connections must be assigned to port 17 on the C-LAN circuit pack. Therefore, enter the slot location and port 17 in the **Port** field as shown. Enter a link number not previously assigned on this switch in the **Link** field. Submit these changes.

```
add data-module 20032                                     Page 1 of 1

                                DATA MODULE

                                Data Extension: 20032          Name: data module for clan
                                Type: ethernet
                                Port: 1b0417
                                Link: 6

                                Network uses 1's for Broadcast Addresses? y
```

7. Enter the “**change ip-interface 1b04**” command. Set the **Enable Ethernet Port** field to “y”. Submit this change.

```

change ip-interface 1b04                                     Page 1 of 1

                                IP INTERFACES

                                Type: C-LAN
                                Slot: 01B04
                                Code/Suffix: TN799 D
                                Node Name: clan-1b04
                                IP Address: 192.45 .100.84
                                Subnet Mask: 255.255.255.0
                                Gateway Address: 192.45 .100.1
                                Enable Ethernet Port? y
                                Network Region: 2
                                VLAN: n

                                Number of CLAN Sockets Before Warning: 400

                                ETHERNET OPTIONS

                                Auto? y

```

8. Add a new IP service using the “**change ip-services**” command. Enter “AESVCS” in the **Service Type** field and “y” in the **Enabled** field. Enter the node name added in Step 4 above for the C-LAN card in the **Local Node** field.

```

change ip-services                                           Page 1 of 3

                                IP SERVICES
Service Type      Enabled   Local Node      Local Port      Remote Node      Remote Port
SAT               y        clanP27-2a03    5023            any              0
SAT               y        clan-1b04       5023            any              0
AESVCS         y        clan-1b04     8765

```

9. Go to Page 3 of the ip-services form. Enter “devconaes01” in the **AE Services Server** field, password in the **Password** field, “y” in the **Enabled** field. Submit these changes.

```
change ip-services
```

Page 3 of 3

AE Services Administration

Server ID	AE Services Server	Password	Enabled	Status
1:	devconaes01	*	y	idle
2:				
3:				
4:				
5:				
6:				
7:				
8:				
9:				
10:				
11:				
12:				
13:				
14:				
15:				
16:				

10. Enter the “change system-parameters features” command. On Page 5, set the **Create Universal Call ID (UCID)** field to “y” and enter “27” into the **UCID Network Node ID** field. Note that the UCID Network Node ID will vary based on site configuration.

```
change system-parameters features
```

Page 5 of 14

FEATURE-RELATED SYSTEM PARAMETERS

SYSTEM PRINTER PARAMETERS

System Printer Endpoint: 55898      Lines Per Page: 60

Emergency Extension Forwarding (min): 10

SYSTEM-WIDE PARAMETERS

Switch Name: SIL-pbx27

MALICIOUS CALL TRACE PARAMETERS

Apply MCT Warning Tone? n      MCT Voice Recorder Trunk Group:

Delay Sending RElease (seconds)? 0

SEND ALL CALLS OPTIONS

Send All Calls Applies to: station      Auto Inspect on Send All Calls? n

**UNIVERSAL CALL ID**

Create Universal Call ID (UCID)? y      UCID Network Node ID: 27

**11.** Navigate to Page 12. Set the **Send UCID to ASAI** field to “y”. Submit these changes.

```
change system-parameters features                               Page 12 of 14
                        FEATURE-RELATED SYSTEM PARAMETERS

AGENT AND CALL SELECTION
    MIA Across Splits or Skills? y
    ACW Agents Considered Idle? y
    Call Selection Measurement: current-wait-time
    Service Level Supervisor Call Selection Override? y
    Auto Reserve Agents: none

ASAI
    Copy ASAI UUI During Conference/Transfer? n
    Call Classification After Answer Supervision? n
    Send UCID to ASAI? y

CALL MANAGEMENT SYSTEM
    Adjunct CMS Release:

    BCMS/VuStats LoginIDs? y
    BCMS/VuStats Measurement Interval: half-hour
    BCMS/VuStats Abandon Call Timer (seconds):
    Validate BCMS/VuStats Login IDs? n
    Clear VuStats Shift Data: on-login
    Remove Inactive BCMS/VuStats Agents? n
```

## 3.2. Expert Agent Selection and Call Vectoring

While the Expert Agent Selection (EAS) feature is not required to interoperate with SimpliCTI SimpliView, EAS was used in the test configuration. The screens below demonstrate how to configure basic call center functionality with EAS enabled.

### 3.2.1. Call Vectoring for Inbound Calls

User input digits are collected by the Adjunct Vector 70 and sent to Avaya Contact Center Express Call Routing Server. Avaya Contact Center Express Interactive Data Server then stores this information into the InteractiveDataServer database.

Step	Description
1.	<p>Use the “<b>Add hunt-group 110</b>” command to create a hunt-group and set the <b>ACD</b>, <b>Queue</b> and <b>Vector</b> fields to “y”. Enter a descriptive group name in the <b>Group Name</b> field and a valid extension in the <b>Group Extension</b> field. Other field values can be set based on customer requirements.</p> <div data-bbox="318 947 1433 1327" style="border: 1px solid black; padding: 10px;"><pre>add hunt-group 110                                     Page 1 of 3                                      HUNT GROUP Group Number: 110                                     ACD? y Group Name: ACCE 110                                   Queue? y Group Extension: 25100                                 Vector? y Group Type: ead-mia TN: 1 COR: 1   MM Early Answer? n Security Code: ISDN Caller Display: Queue Limit: unlimited Calls Warning Threshold:      Port: Time Warning Threshold:      Port:</pre></div>

Step	Description
2.	<p>Navigate to Page 2 of the hunt-group form and set the <b>Skill</b> field to “y”. Other field values can be set based on customer requirements. Submit changes.</p> <pre data-bbox="318 411 1432 884"> add hunt-group 110                                      Page 2 of 3                                      HUNT GROUP                                      Skill? y      Expected Call Handling Time (sec): 180                                      AAS? n      Service Level Target (% in sec): 80 in 20                                      Measured: internal Supervisor Extension:  Controlling Adjunct: none  VuStats Objective: Timed ACW Interval (sec): Multiple Call Handling: none  Redirect on No Answer (rings): Redirect to VDN: Forced Entry of Stroke Counts or Call Work Codes? n </pre>
3.	Repeat steps 1 and 2 to add hunt group 111 with Group Extension 25101.
4.	<p>Use the “<b>add agent-loginID</b>” command to create an agent ID to be used by the CTI Server. Enter a descriptive name in the <b>Name</b> field and enter an appropriate password in the <b>Password</b> and <b>Password (enter again)</b> fields.</p> <pre data-bbox="350 1157 1464 1671"> add agent-loginID 25471                                      Page 1 of 2                                      AGENT LOGINID                                      Login ID: 25471                                      Name: CCE Agent1                                      TN: 1                                      COR: 1 Coverage Path: Security Code:                                      AAS? n                                      AUDIX? n                                      LWC Reception: spe                                      LWC Log External Calls? n                                      AUDIX Name for Messaging:                                      LoginID for ISDN Display? n                                      Password: 1234                                      Password (enter again): 1234                                      Auto Answer: station  WARNING: Agent must log in again before skill changes take effect </pre>

Step	Description
5.	<p>Navigate to Page 2 of the agent-loginID form. Set the Skill Number (SN) field to the hunt group number 110. The Skill Level (SL) field can be set to 1 or other values based on customer requirements. Submit changes.</p> <pre data-bbox="305 464 1417 982"> add agent-loginID 25471                                 AGENT LOGINID                                 Page 2 of 2  Direct Agent Skill: Call Handling Preference: skill-level  SN      SL      SN      SL      SN      SL      SN      SL 1: 110    1      16:    17:    31:    32:    46:    47: 2:      3:      18:    19:    33:    34:    48:    49: 3:      4:      20:    21:    35:    36:    50:    51: 4:      5:      22:    23:    37:    38:    52:    53: 5:      6:      24:    25:    39:    40:    54:    55: 6:      7:      26:    27:    41:    42:    56:    57: 7:      8:      28:    29:    43:    44:    58:    59: 8:      9:      30:    31:    45:    46:    60:    61: 9:     10:     32:    33:    47:    48:    61:    62: 10:    11:    33:    34:    48:    49:    62:    63: 11:    12:    34:    35:    49:    50:    63:    64: 12:    13:    35:    36:    50:    51:    64:    65: 13:    14:    36:    37:    51:    52:    65:    66: 14:    15:    37:    38:    52:    53:    66:    67: 15:    16:    38:    39:    53:    54:    67:    68: 16:    17:    39:    40:    54:    55:    68:    69: 17:    18:    40:    41:    55:    56:    69:    70: 18:    19:    41:    42:    56:    57:    70:    71: 19:    20:    42:    43:    57:    58:    71:    72: 20:    21:    43:    44:    58:    59:    72:    73: 21:    22:    44:    45:    59:    60:    73:    74: 22:    23:    45:    46:    60:    61:    74:    75: 23:    24:    46:    47:    61:    62:    75:    76: 24:    25:    47:    48:    62:    63:    76:    77: 25:    26:    48:    49:    63:    64:    77:    78: 26:    27:    49:    50:    64:    65:    78:    79: 27:    28:    50:    51:    65:    66:    79:    80: 28:    29:    51:    52:    66:    67:    80:    81: 29:    30:    52:    53:    67:    68:    81:    82: 30:    31:    53:    54:    68:    69:    82:    83: 31:    32:    54:    55:    69:    70:    83:    84: 32:    33:    55:    56:    70:    71:    84:    85: 33:    34:    56:    57:    71:    72:    85:    86: 34:    35:    57:    58:    72:    73:    86:    87: 35:    36:    58:    59:    73:    74:    87:    88: 36:    37:    59:    60:    74:    75:    88:    89: 37:    38:    60:    61:    75:    76:    89:    90: 38:    39:    61:    62:    76:    77:    90:    91: 39:    40:    62:    63:    77:    78:    91:    92: 40:    41:    63:    64:    78:    79:    92:    93: 41:    42:    64:    65:    79:    80:    93:    94: 42:    43:    65:    66:    80:    81:    94:    95: 43:    44:    66:    67:    81:    82:    95:    96: 44:    45:    67:    68:    82:    83:    96:    97: 45:    46:    68:    69:    83:    84:    97:    98: 46:    47:    69:    70:    84:    85:    98:    99: 47:    48:    70:    71:    85:    86:    99:   100: 48:    49:    71:    72:    86:    87:   100:   101: 49:    50:    72:    73:    87:    88:   101:   102: 50:    51:    73:    74:    88:    89:   102:   103: 51:    52:    74:    75:    89:    90:   103:   104: 52:    53:    75:    76:    90:    91:   104:   105: 53:    54:    76:    77:    91:    92:   105:   106: 54:    55:    77:    78:    92:    93:   106:   107: 55:    56:    78:    79:    93:    94:   107:   108: 56:    57:    79:    80:    94:    95:   108:   109: 57:    58:    80:    81:    95:    96:   109:   110: 58:    59:    81:    82:    96:    97:   110:   111: 59:    60:    82:    83:    97:    98:   111:   112: 60:    61:    83:    84:    98:    99:   112:   113: 61:    62:    84:    85:    99:   100:   113:   114: 62:    63:    85:    86:   100:   101:   114:   115: 63:    64:    86:    87:   101:   102:   115:   116: 64:    65:    87:    88:   102:   103:   116:   117: 65:    66:    88:    89:   103:   104:   117:   118: 66:    67:    89:    90:   104:   105:   118:   119: 67:    68:    90:    91:   105:   106:   119:   120: 68:    69:    91:    92:   106:   107:   120:   121: 69:    70:    92:    93:   107:   108:   121:   122: 70:    71:    93:    94:   108:   109:   122:   123: 71:    72:    94:    95:   109:   110:   123:   124: 72:    73:    95:    96:   110:   111:   124:   125: 73:    74:    96:    97:   111:   112:   125:   126: 74:    75:    97:    98:   112:   113:   126:   127: 75:    76:    98:    99:   113:   114:   127:   128: 76:    77:    99:   100:   114:   115:   128:   129: 77:    78:   100:   101:   115:   116:   129:   130: 78:    79:   101:   102:   116:   117:   130:   131: 79:    80:   102:   103:   117:   118:   131:   132: 80:    81:   103:   104:   118:   119:   132:   133: 81:    82:   104:   105:   119:   120:   133:   134: 82:    83:   105:   106:   120:   121:   134:   135: 83:    84:   106:   107:   121:   122:   135:   136: 84:    85:   107:   108:   122:   123:   136:   137: 85:    86:   108:   109:   123:   124:   137:   138: 86:    87:   109:   110:   124:   125:   138:   139: 87:    88:   110:   111:   125:   126:   139:   140: 88:    89:   111:   112:   126:   127:   140:   141: 89:    90:   112:   113:   127:   128:   141:   142: 90:    91:   113:   114:   128:   129:   142:   143: 91:    92:   114:   115:   129:   130:   143:   144: 92:    93:   115:   116:   130:   131:   144:   145: 93:    94:   116:   117:   131:   132:   145:   146: 94:    95:   117:   118:   132:   133:   146:   147: 95:    96:   118:   119:   133:   134:   147:   148: 96:    97:   119:   120:   134:   135:   148:   149: 97:    98:   120:   121:   135:   136:   149:   150: 98:    99:   121:   122:   136:   137:   150:   151: 99:   100:   122:   123:   137:   138:   151:   152: 100:  101:   123:   124:   138:   139:   152:   153: 101:  102:   124:   125:   139:   140:   153:   154: 102:  103:   125:   126:   140:   141:   154:   155: 103:  104:   126:   127:   141:   142:   155:   156: 104:  105:   127:   128:   142:   143:   156:   157: 105:  106:   128:   129:   143:   144:   157:   158: 106:  107:   129:   130:   144:   145:   158:   159: 107:  108:   130:   131:   145:   146:   159:   160: 108:  109:   131:   132:   146:   147:   160:   161: 109:  110:   132:   133:   147:   148:   161:   162: 110:  111:   133:   134:   148:   149:   162:   163: 111:  112:   134:   135:   149:   150:   163:   164: 112:  113:   135:   136:   150:   151:   164:   165: 113:  114:   136:   137:   151:   152:   165:   166: 114:  115:   137:   138:   152:   153:   166:   167: 115:  116:   138:   139:   153:   154:   167:   168: 116:  117:   139:   140:   154:   155:   168:   169: 117:  118:   140:   141:   155:   156:   169:   170: 118:  119:   141:   142:   156:   157:   170:   171: 119:  120:   142:   143:   157:   158:   171:   172: 120:  121:   143:   144:   158:   159:   172:   173: 121:  122:   144:   145:   159:   160:   173:   174: 122:  123:   145:   146:   160:   161:   174:   175: 123:  124:   146:   147:   161:   162:   175:   176: 124:  125:   147:   148:   162:   163:   176:   177: 125:  126:   148:   149:   163:   164:   177:   178: 126:  127:   149:   150:   164:   165:   178:   179: 127:  128:   150:   151:   165:   166:   179:   180: 128:  129:   151:   152:   166:   167:   180:   181: 129:  130:   152:   153:   167:   168:   181:   182: 130:  131:   153:   154:   168:   169:   182:   183: 131:  132:   154:   155:   169:   170:   183:   184: 132:  133:   155:   156:   170:   171:   184:   185: 133:  134:   156:   157:   171:   172:   185:   186: 134:  135:   157:   158:   172:   173:   186:   187: 135:  136:   158:   159:   173:   174:   187:   188: 136:  137:   159:   160:   174:   175:   188:   189: 137:  138:   160:   161:   175:   176:   189:   190: 138:  139:   161:   162:   176:   177:   190:   191: 139:  140:   162:   163:   177:   178:   191:   192: 140:  141:   163:   164:   178:   179:   192:   193: 141:  142:   164:   165:   179:   180:   193:   194: 142:  143:   165:   166:   180:   181:   194:   195: 143:  144:   166:   167:   181:   182:   195:   196: 144:  145:   167:   168:   182:   183:   196:   197: 145:  146:   168:   169:   183:   184:   197:   198: 146:  147:   169:   170:   184:   185:   198:   199: 147:  148:   170:   171:   185:   186:   199:   200: 148:  149:   171:   172:   186:   187:   200:   201: 149:  150:   172:   173:   187:   188:   201:   202: 150:  151:   173:   174:   188:   189:   202:   203: 151:  152:   174:   175:   189:   190:   203:   204: 152:  153:   175:   176:   190:   191:   204:   205: 153:  154:   176:   177:   191:   192:   205:   206: 154:  155:   177:   178:   192:   193:   206:   207: 155:  156:   178:   179:   193:   194:   207:   208: 156:  157:   179:   180:   194:   195:   208:   209: 157:  158:   180:   181:   195:   196:   209:   210: 158:  159:   181:   182:   196:   197:   210:   211: 159:  160:   182:   183:   197:   198:   211:   212: 160:  161:   183:   184:   198:   199:   212:   213: 161:  162:   184:   185:   199:   200:   213:   214: 162:  163:   185:   186:   200:   201:   214:   215: 163:  164:   186:   187:   201:   202:   215:   216: 164:  165:   187:   188:   202:   203:   216:   217: 165:  166:   188:   189:   203:   204:   217:   218: 166:  167:   189:   190:   204:   205:   218:   219: 167:  168:   190:   191:   205:   206:   219:   220: 168:  169:   191:   192:   206:   207:   220:   221: 169:  170:   192:   193:   207:   208:   221:   222: 170:  171:   193:   194:   208:   209:   222:   223: 171:  172:   194:   195:   209:   210:   223:   224: 172:  173:   195:   196:   210:   211:   224:   225: 173:  174:   196:   197:   211:   212:   225:   226: 174:  175:   197:   198:   212:   213:   226:   227: 175:  176:   198:   199:   213:   214:   227:   228: 176:  177:   199:   200:   214:   215:   228:   229: 177:  178:   200:   201:   215:   216:   229:   230: 178:  179:   201:   202:   216:   217:   230:   231: 179:  180:   202:   203:   217:   218:   231:   232: 180:  181:   203:   204:   218:   219:   232:   233: 181:  182:   204:   205:   219:   220:   233:   234: 182:  183:   205:   206:   220:   221:   234:   235: 183:  184:   206:   207:   221:   222:   235:   236: 184:  185:   207:   208:   222:   223:   236:   237: 185:  186:   208:   209:   223:   224:   237:   238: 186:  187:   209:   210:   224:   225:   238:   239: 187:  188:   210:   211:   225:   226:   239:   240: 188:  189:   211:   212:   226:   227:   240:   241: 189:  190:   212:   213:   227:   228:   241:   242: 190:  191:   213:   214:   228:   229:   242:   243: 191:  192:   214:   215:   229:   230:   243:   244: 192:  193:   215:   216:   230:   231:   244:   245: 193:  194:   216:   217:   231:   232:   245:   246: 194:  195:   217:   218:   232:   233:   246:   247: 195:  196:   218:   219:   233:   234:   247:   248: 196:  197:   219:   220:   234:   235:   248:   249: 197:  198:   220:   221:   235:   236:   249:   250: 198:  199:   221:   222:   236:   237:   250:   251: 199:  200:   222:   223:   237:   238:   251:   252: 200:  201:   223:   224:   238:   239:   252:   253: 201:  202:   224:   225:   239:   240:   253:   254: 202:  203:   225:   226:   240:   241:   254:   255: 203:  204:   226:   227:   241:   242:   255:   256: 204:  205:   227:   228:   242:   243:   256:   257: 205:  206:   228:   229:   243:   244:   257:   258: 206:  207:   229:   230:   244:   245:   258:   259: 207:  208:   230:   231:   245:   246:   259:   260: 208:  209:   231:   232:   246:   247:   260:   261: 209:  210:   232:   233:   247:   248:   261:   262: 210:  211:   233:   234:   248:   249:   262:   263: 211:  212:   234:   235:   249:   250:   263:   264: 212:  213:   235:   236:   250:   251:   264:   265: 213:  214:   236:   237:   251:   252:   265:   266: 214:  215:   237:   238:   252:   253:   266:   267: 215:  216:   238:   239:   253:   254:   267:   268: 216:  217:   239:   240:   254:   255:   268:   269: 217:  218:   240:   241:   255:   256:   269:   270: 218:  219:   241:   242:   256:   257:   270:   271: 219:  220:   242:   243:   257:   258:   271:   272: 220:  221:   243:   244:   258:   259:   272:   273: 221:  222:   244:   245:   259:   260:   273:   274: 222:  223:   245:   246:   260:   261:   274:   275: 223:  224:   246:   247:   261:   262:   275:   276: 224:  225:   247:   248:   262:   263:   276:   277: 225:  226:   248:   249:   263:   264:   277:   278: 226:  227:   249:   250:   264:   265:   278:   279: 227:  228:   250:   251:   265:   266:   279:   280: 228:  229:   251:   252:   266:   267:   280:   281: 229:  230:   252:   253:   267:   268:   281:   282: 230:  231:   253:   254:   268:   269:   282:   283: 231:  232:   254:   255:   269:   270:   283:   284: 232:  233:   255:   256:   270:   271:   284:   285: 233:  234:   256:   257:   271:   272:   285:   286: 234:  235:   257:   258:   272:   273:   286:   287: 235:  236:   258:   259:   273:   274:   287:   288: 236:  237:   259:   260:   274:   275:   288:   289: 237:  238:   260:   261:   275:   276:   289:   290: 238:  239:   261:   262:   276:   277:   290:   291: 239:  240:   262:   263:   277:   278:   291:   292: 240:  241:   263:   264:   278:   279:   292:   293: 241:  242:   264:   265:   279:   280:   293:   294: 242:  243:   265:   266:   280:   281:   294:   295: 243:  244:   266:   267:   281:   282:   295:   296: 244:  245:   267:   268:   282:   283:   296:   297: 245:  246:   268:   269:   283:   284:   297:   298: 246:  247:   269:   270:   284:   285:   298:   299: 247:  248:   270:   271:   285:   286:   299:   300: 248:  249:   271:   272:   286:   287:   300:   301: 249:  250:   272:   273:   287:   288:   301:   302: 250:  251:   273:   274:   288:   289:   302:   303: 251:  252:   274:   275:   289:   290:   303:   304: 252:  253:   275:   276:   290:   291:   304:   305: 253:  254:   276:   277:   291:   292:   305:   306: 254:  255:   277:   278:   292:   293:   306:   307: 255:  256:   278:   279:   293:   294:   307:   308: 256:  257:   279:   280:   294:   295:   308:   309: 257:  258:   280:   281:   295:   296:   309:   310: 258:  259:   281:   282:   296:   297:   310:   311: 259:  260:   282:   283:   297:   298:   311:   312: 260:  261:   283:   284:   298:   299:   312:   313: 261:  262:   284:   285:   299:   300:   313:   314: 262:  263:   285:   286:   300:   301:   314:   315: 263:  264:   286:   287:   301:   302:   315:   316: 264:  265:   287:   288:   302:   303:   316:   317: 265:  266:   288:   289:   303:   304:   317:   318: 266:  267:   289:   290:   304:   305:   318:   319: 267:  268:   290:   291:   305:   306:   319:   320: 268:  269:   291:   292:   306:   307:   320:   321: 269:  270:   292:   293:   307:   308:   321:   322: 270:  271:   293:   294:   30</pre>

Step	Description
<p><b>9.</b></p>	<p>Configure the call vector 70, specified in Step 7, using the “<b>change vector 70</b>” to send all incoming customer voice calls to the hunt-group 110. Submit changes.</p> <pre data-bbox="321 380 1433 852"> change vector 70                                     Page 1 of 3                                      CALL VECTOR  Number: 70   Name: SimpliView Multimedia? n                                     Meet-me Conf? n                                     Lock? n Basic? y     EAS? y     G3V4 Enhanced? y     ANI/II-Digits? y     ASAI Routing? y Prompting? y  LAI? y   G3V4 Adv Route? y   CINFO? y   BSR? n   Holidays? n Variables? N 3.0 Enhanced? n 01 collect      1  digits after announcement 20202 02 adjunct      routing link 15 03 wait-time    999 secs hearing ringback 04 busy 05 06 07 08 09 10 11 </pre>
<p><b>10.</b></p>	<p>Modify call vector 71 to deliver calls to the skill number 110.</p> <pre data-bbox="321 978 1433 1451"> change vector 71                                     Page 1 of 3                                      CALL VECTOR  Number: 71   Name: SimpliView Voice Multimedia? n                                     Meet-me Conf? n                                     Lock? n Basic? y     EAS? y     G3V4 Enhanced? y     ANI/II-Digits? y     ASAI Routing? y Prompting? y  LAI? y   G3V4 Adv Route? y   CINFO? y   BSR? n   Holidays? n Variables? N 3.0 Enhanced? n 01 wait-time    6  secs hearing ringback 02 queue-to     skill 110  pri m 03 04 05 06 07 08 09 10 11 </pre>
<p><b>11.</b></p>	<p>Phantom stations are used by Avaya Contact Center Express Media Director to generate phantom calls to the Email, Web Chat and PreViewContact VDNs. The phantom calls are distributed by Avaya Communication Manger to the Hunt Group for queuing.</p> <p>Repeat Step 10 to modify call vectors 67, 68, and 69 for Email, Web Chat, PreViewContact respectively. Phantom calls are delivered to the Hunt Group 110.</p>

Step	Description
<p><b>12.</b></p>	<p>Use the “<b>add station 21201</b>” to create a phantom station for Avaya Contact Center Express Media Director to send phantom calls, such as Email, Web Chat, and PreviewContact. Enter the values below and submit the changes.</p> <ul style="list-style-type: none"> <li>• Type: <b>CTI</b></li> <li>• Port: <b>X</b></li> <li>• Name: <b>CCE mail</b></li> </ul> <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <pre> add station 21201                                     Page 1 of 4                                      STATION Extension: 21201                                     Lock Messages? n      BCC: 0   Type: CTI   Security Code:        TN: 1   Port: X   Coverage Path 1:     COR: 1   Name: CCE mail                                     Coverage Path 2:     COS: 1   Hunt-to Station: STATION OPTIONS   Loss Group: 1                                     Personalized Ringing Pattern: 1   Data Module? n                                   Message Lamp Ext: 21201   Display Module? n   Media Complex Ext: </pre> </div>
<p><b>13.</b></p>	<p>Repeat Step 12 to create additional phantom stations from 21202 to 21209. Phantom stations 21201-21203, 21204-21206, and 21207-21209 were created for Email, Web Chat, and PreViewContact respectively</p>

## **4. Configure Avaya Application Enablement Services**

Avaya Contact Center Express server and agent applications run as TSAPI clients to communicate with Avaya Communication Manager through the Avaya Application Enablement Services TSAPI server. These Application Notes assume that the Avaya Application Enablement Services TSAPI server and clients are configured and operational. For all provisioning information, please refer to the Avaya Application Enablement Services server product documentation.

## **5. Configure Avaya Contact Center Express**

It is assumed that Avaya Contact Center Express server applications and client applications are installed. It is also assumed that Avaya Contact Center Express License server is installed and enabled with feature licenses for voice and media. The following steps show how to configure Avaya Contact Center Express servers, which are needed to support SimpliView Reporting compliance test.

Step	Description
1.	<p>To configure the Call Routing Server, click <b>Start → Programs → Avaya Contact Center Express → Server → Call Routing Server → Edit ActiveCallRoutingServer.ini</b>. The ActiveCallRoutingServer.ini file is displayed. Enter the following values:</p> <ul style="list-style-type: none"> <li>• Avaya CT Primary Server Name: <b>AVAYA#DEVCON2715#CSTA#DEVCONAES01</b></li> <li>• Avaya CT Primary User Name: (Avaya AES user ID) <b>aescce</b></li> <li>• Avaya CT Primary User Password: (Avaya AES user password)</li> <li>• Avaya CT Routing VDN List: <b>20070</b></li> <li>• Avaya CT Monitored VDN List: <b>20071</b></li> <li>• Event Filter Value: <b>20070</b></li> <li>• Rule1: Routing rule used if the user enters digits</li> <li>• Rule2: Routing rule used if the user does not enter digits</li> <li>• License Director IP: <b>192.45.120.33</b></li> </ul> <div style="border: 1px solid black; padding: 10px; margin-top: 10px;"> <pre> [Active Call Routing Server] Avaya CT Primary Server Name = AVAYA#DEVCON2715#CSTA#DEVCONAES01 Avaya CT Primary User Name = aescce Avaya CT Primary User Password = %%ENCRYPTED("814E1580E130AF504E4720CB8C5D5E712B") Avaya CT Routing VDN List = 20070 Avaya CT Monitored VDN List = 20071  [Startup] Error Log Path = ACRSLogFiles\ACRS Error Log Level = 1 Maximum Error Log File Size = 1000  [AS Client Extensions] ASExtension1 = ASExtension1  [ASExtension1] Client Enabled = TRUE Client Library Name = ASGRules.dll Display Name = Rules Engine Display ICON = someicon.ico Event Type = Native Event Name = RouteRequest Event Filter Name = VDN Event Filter Value = 20070 Rule 1 = When RouteRequest And UserEnteredCode&gt;Nothing Do ReturnEvent RouteSelect, %RouteRegisterReqID%, %Routing CrossRefID%,RouteSelected=20071, UII=%UserEnteredCode% Then Stop Rule2 = When RouteRequest Always Do ReturnEvent RouteSelect,%RouteRegisterReqID%, %Routing CrossRefID%, RouteSelected=20071,UII=2222  [License Director] License Director IP = 192.45.120.33 License Director Port = 29095 </pre> </div>

Step	Description
2.	<p>To configure the Interaction Data Server, click <b>Start → Programs → Avaya Contact Center Express → Server → Interaction Data Server → Edit AIDServer.ini</b>. The AIDServer.ini file is displayed. Enter the following values:</p> <ul style="list-style-type: none"> <li>• Switch ID: The CTI link ID used to connect to Avaya AES Server <b>15</b></li> <li>• Switch Name: <b>AVAYA#DEVCON2715#CSTA#DEVCONAES01</b></li> <li>• LoginName: (Avaya AES user ID) <b>aescce</b></li> <li>• Password: (Avaya AES user password)</li> <li>• DatabaseName: <b>ActiveInteractionData</b></li> <li>• DatabaseUserName: <b>ActiveInteractionData</b></li> <li>• DatabasePassword: The password of the user ActiveInteractionData user password</li> <li>• VDN: <b>20070, 20071, 20072, 20073, 20074</b></li> <li>• Station: Agent stations <b>22710, 22715, 22721, 22725</b></li> </ul> <div style="border: 1px solid black; padding: 10px; margin-top: 10px;"> <pre> [Settings] ServerID = 1 ServerName = ServerPort = 29090 ErrorLogLevel = 1 StatDataCacheInterval = 1  [Switch1] SwitchID = 15 SwitchName = AVAYA#DEVCON2715#CSTA#DEVCONAES01 LoginName = aescce Password = %%ENCRYPTED("814E1580E130AC55414020CB8C5D5E712B") DatabaseServer = DatabaseName = ActiveInteractionData DatabaseUserName = ActiveInteractionData DatabasePassword = %%ENCRYPTED("814E1580E130AC554140") LogEvent = 1 LogInteractionSummary = 0 LogCallSummary = 1 LogStatisticsData = 1 LogUserData = 1 ServiceLevelTime = 15 VDN = 20070,20071,20072,20073,20074 ACDSplit = Station = 22710,22715,22721,22725 TrunkGroup = ShiftStartTimes = 0:00 StatisticInterval = 60 QueryAgentInterval = 30 QueryTrunkGroupInterval = 0 ForceAgentPolling = 1 EnableAgentEvents = 0 </pre> </div>

Step	Description
3.	<p>To configure the Media Director, click <b>Start → Programs → Avaya Contact Center Express → Server → Media Director → Edit ASMediaDirector.ini</b>. The ASMediaDirector.ini file is displayed. Enter the following values:</p> <ul style="list-style-type: none"> <li>• License Server IP: <b>192.45.120.33</b></li> <li>• TLink Primary: <b>AVAYA#DEVCON2715#CSTA#DEVCONAES01</b></li> </ul> <p>For Queue WebChat, Queue Email_Q_1, and Queue Preview_Q_3, enter the given values respectively.</p> <ul style="list-style-type: none"> <li>• Queue ID: <b>WebChat, Email_Q_1, and Preview_Q_3</b></li> <li>• VDN: <b>20073, 20072, 20074</b></li> <li>• Phantom Station DN List: <b>21204-21206, 21201-21203, 21207-21209</b></li> </ul> <div style="border: 1px solid black; padding: 10px; margin-top: 10px;"> <pre> [General] <b>license Server IP = 192.45.120.33</b>  [Queues] Queue Type = 0 <b>XML Server IP Primary = 192.45.120.33</b> XMLServer Port Primary = 29096 <b>TLink Primary = AVAYA#DEVCON2715#CSTA#DEVCONAES01</b> XMLServer IP Secondary = XMLServer Port Secondary = 29096 TLink Secondary = Phantom Station Busy Interval = 5 Snapshot Phantom Station Interval = 10 Recycle Phantom Call Interval = 60 Maximum Time To Answer = 60  [Queue WebChat] <b>Queue ID = WebChat</b> <b>VDN = 20073</b> <b>Phantom Station DN List = 21204-21206</b> Max Work Items Queued = 5 Maximum Queued Phantom Calls = 2 Dial Phantom Call When No Clients = True Enable Preferred Agent = False Dial Phantom Call Interval = 500  [Queue Email_Q_1] <b>Queue ID = Email_Q_1</b> <b>VDN = 20072</b> <b>Phantom Station DN List = 21201-21203</b> Max Work Items Queued = 10 Maximum Queued Phantom Calls = 2 Dial Phantom Call When No Clients = True Enable Preferred Agent = False Dial Phantom Call Interval = 500  [Queue PreView_Q_3] <b>Queue ID = PreView_Q_3</b> <b>VDN = 20074</b> <b>Phantom Station DN List = 21207-21209</b> Max Work Items Queued = 5 Maximum Queued Phantom Calls = 2 </pre> </div>

Step	Description
4.	<p>To configure the Email Media Store, click <b>Start → Programs → Avaya Contact Center Express → Server → MediaStore → Email → Edit AEmailMediaStore.ini</b>. The AEmailMediaStore.ini file is displayed. Enter the following values:</p> <ul style="list-style-type: none"> <li>• Media Director URL: <b>192.45.120.33</b></li> <li>• Media Director IP: <b>192.45.120.33</b></li> <li>• LoginName: (Avaya AES user ID) <b>aescce</b></li> <li>• Password: (Avaya AES user password)</li> <li>• Database Server: <b>192.45.120.33</b></li> <li>• Database Name: <b>AEmailMediaStore</b></li> <li>• DatabaseUserName: <b>AEmailMediaStore</b></li> <li>• DatabasePassword: (AEmailMediaStore user password)</li> <li>• Email Address = <b>acesupport@acce1.com</b></li> <li>• Reply Email Address = <b>acesupport@acce1.com</b></li> <li>• POP3 Server Name = <b>192.45.121.100</b></li> <li>• POP3 User Name = <b>acesupport</b></li> <li>• POP3 Password = (POP3 acesupport user password)</li> <li>• SMTP Server Name = <b>192.45.121.100</b></li> <li>• SMTP User Name = <b>acesupport</b></li> <li>• SMTP Password = (SMTP acesupport user password)</li> <li>• Administrator Email Address = <b>admin@acce1.com</b></li> <li>• Media Director Queue ID For New Email = <b>Email_Q_1</b></li> <li>• Media Director Queue ID For Return Email = <b>Email_Q_1</b></li> </ul>

```

[Media Store]
Media Store Name = EMS_acce-srv-0322
Server Instance ID = 7d79710f-e5ef-4b1a-988c-8ae6454fb467

[Media Director]
Media Director URL = tcp://192.45.120.33:29087/RemoteFactory.rem
Media Director IP = 192.45.120.33
Media Director Port = 29087
Remote Factory URI = RemoteFactory.rem

[Database]
Database Type = SQLServer
Connection String =
Database Server = 192.45.120.33
Database Name = ASEmailMediaStore
Database User Name = ASEmailMediaStore
Database Password = XXENCRYPTED("814E1580E130AC554046")

[Error Log]
Error Log Level = 4
Trace Enabled = True
Error Log File Enabled = True
Error Log File Path = ErrorLog\ASInboundEmail
Error Log File Extension = .log
Maximum Error Log File Size = 1000
POP3 Trace Enabled = True

[Auto Reply Email Rules]
Rule 1 = Out Of Office

[Error In Sending Email Rules]
Rule 1 = System Administrator, ^Undeliverable

[Email Queue 1]
Email Queue Identifier = EmailQue_ID
Email Storage Path = EmailStorage_EmailQue_ID
Email Storage Type = Flat
Email Address = accesupport@acce1.com
Reply Email Address = accesupport@acce1.com
POP3 Server Name = 192.45.121.100
POP3 Server Port = 110
POP3 User Name = accesupport
POP3 Password = XXENCRYPTED("814E1580E130AC55404620CB8C5D5E712B")
SMTP Server Name = 192.45.121.100
SMTP Server Port = 25
SMTP User Name = accesupport
SMTP Password = XXENCRYPTED("814E1580E130AC55404620CB8C5D5E712B")
Mailbox Check Interval = 60
Administrator Email Address = admin@acce1.com
Operating Days = 0,1,2,3,4,5,6
Operating Hours =
00:00-23:59,00:00-23:59,00:00-23:59,00:00-23:59,00:00-23:59,00:00-23:59,00:00-23:59,00:00-23:59
Maximum Pending Processing Emails = 0
Polling Email When Queue Closed = True
Maximum Download Emails Per Polling = 0
Closed Sender Group = False
Closed Sender Group Auto Response File = Email Auto Responses\ClosedSender.txt
Denied Sender Auto Response File = Email Auto Responses\Denied.txt
In Hours Auto Response File = Email Auto Responses\InHours.txt
Out of Hours Auto Response File = Email Auto Responses\OutHours.txt
Media Director Queue ID For New Email = Email_Q_1
Media Director Queue Priority For New Email = 2
Media Director Queue ID For Return Email = Email_Q_1
Media Director Queue Priority For Return Email = 2
Media Director Maximum Queued Items = 0
Auto Footer File Name = Email Auto Responses\AutoFooter.txt

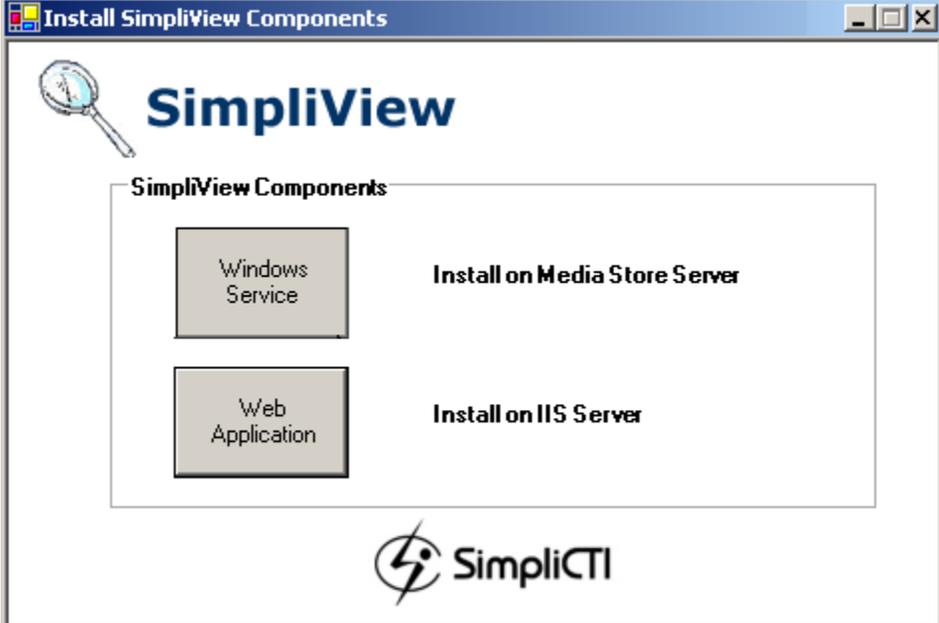
```

## 6. Configure SimpliView Reporting

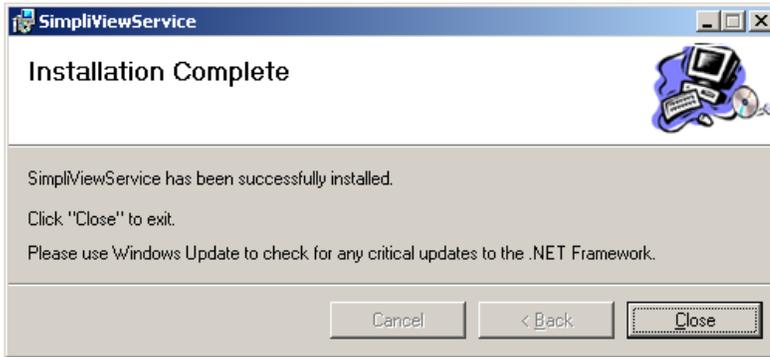
SimpliView Reporting consists of two .Net processes, SimpliViewService and SimpliView ASP.Net web Application. SimpliViewService must be installed on a PC with the Contact Center Express EmailMediaStore server. In the compliance testing configuration, the EmailMediaStore is installed on Avaya Contact Center Express Server PC. SimpliView web application is installed on the IIS server. These applications work together to provide data and reports for Avaya Contact Center Express environment. The installed Avaya Contact Center Express already contains the IIS Server and the .NET framework.

### 6.1. Install and Configure SimpliCTI SimpliViewService

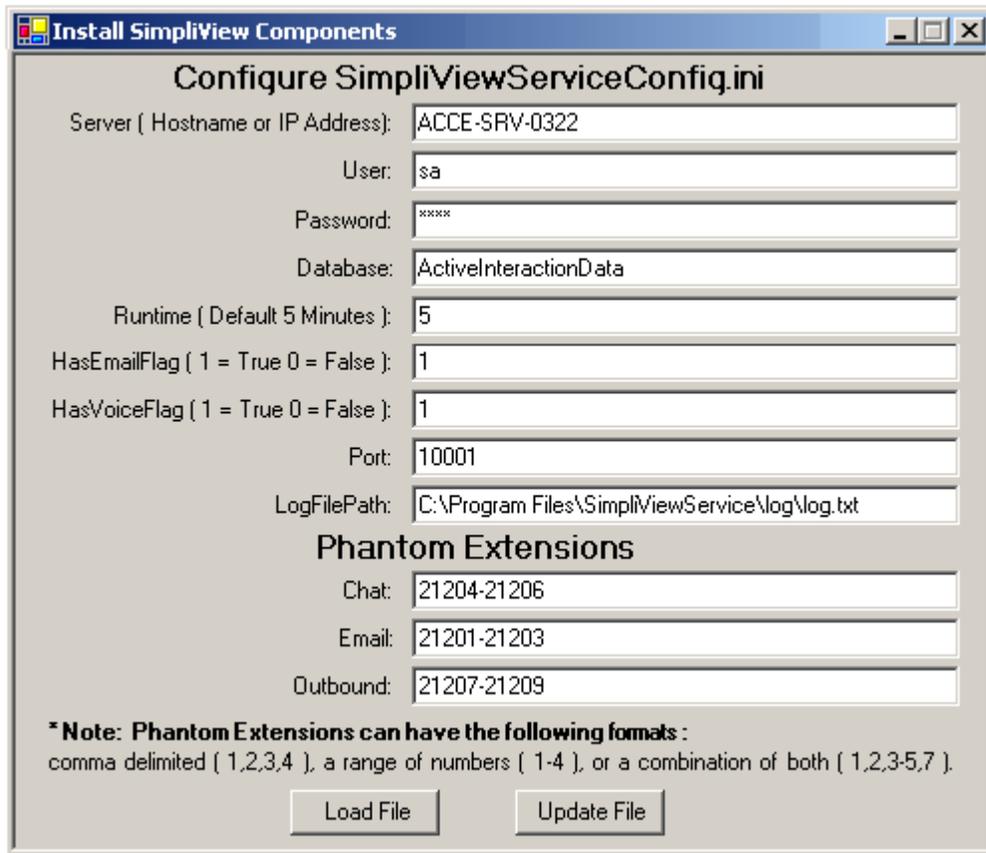
The following configuration steps provide an overview of SimpliViewService installation on Avaya Contact Center Express Server PC.

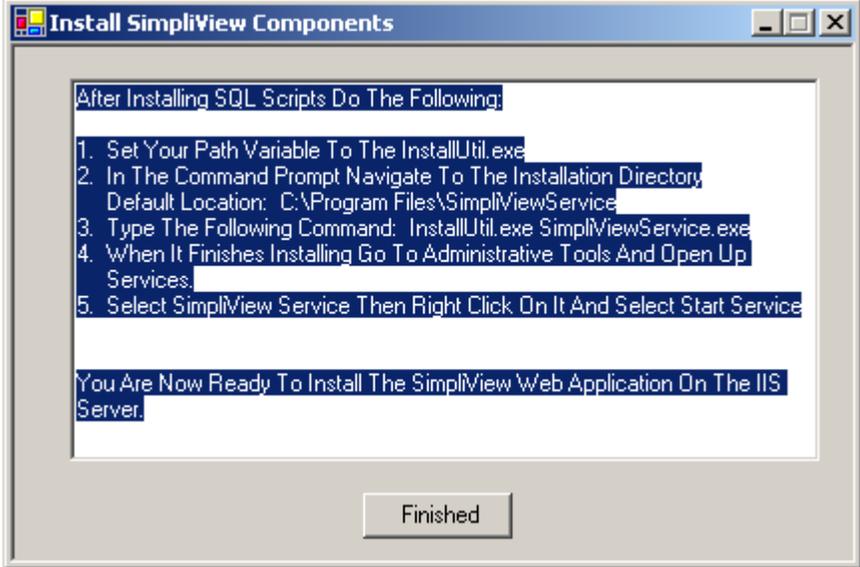
Step	Description
1.	<p>Insert SimpliCTI SimpliView installation CD. From Install SimpliView Components, click <b>Windows Service</b> to install SimpliViewService component on the default directory "C:\Program Files\SimpliViewService."</p> 

2. Click the **Close** button to exit SimpliViewService Setup Wizard.



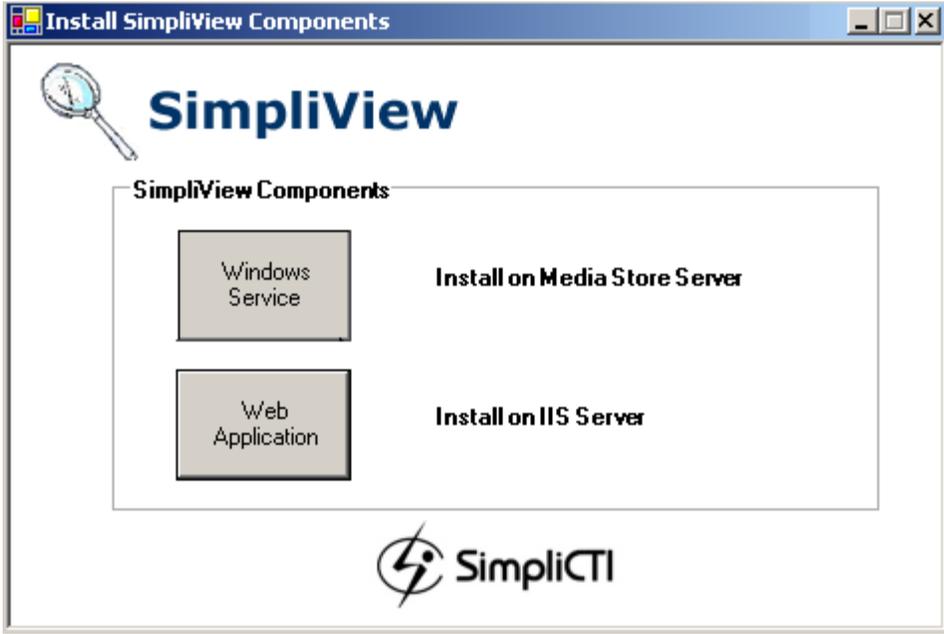
3. Enter the following values and then click the **Load File** button to continue.
- Server: Host name of the Avaya Contact Center Express server **ACCE-SRV-0322**
  - User: **sa**
  - Password: sa user's password
  - Dabase: **ActiveInteractionData**
  - Chat: **21204 – 21206**
  - Email: **21201-21203**
  - Outbound: **21207 - 21209**

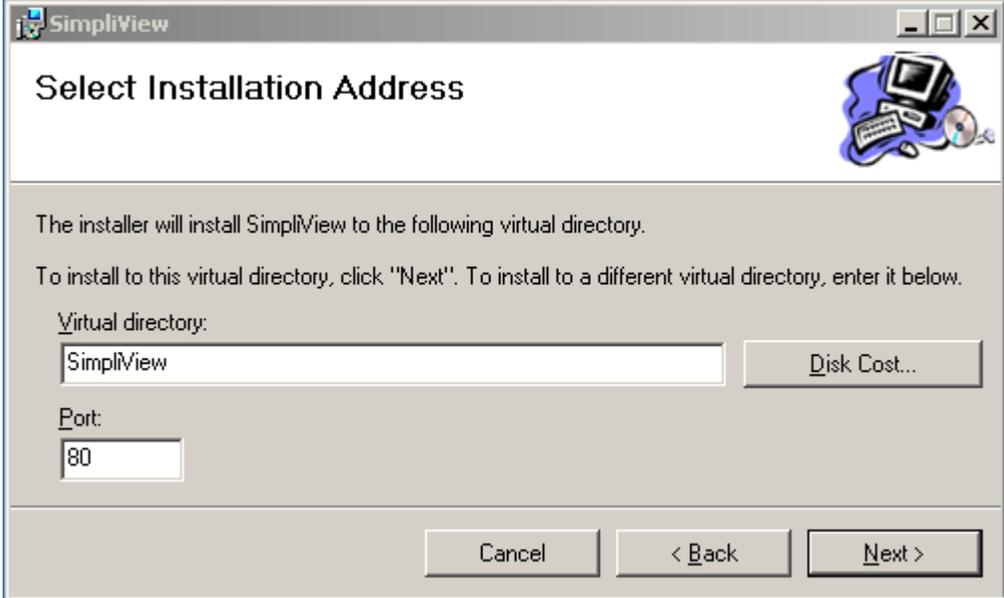
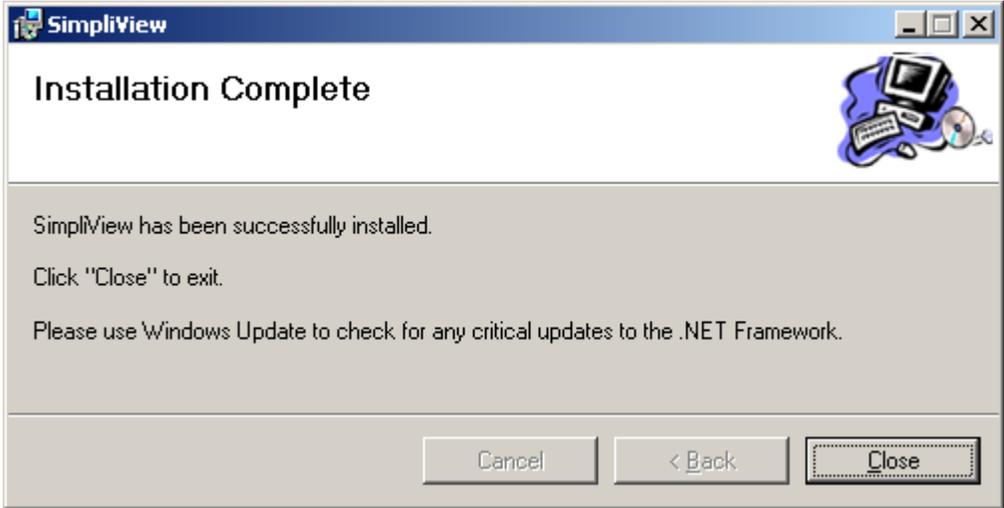


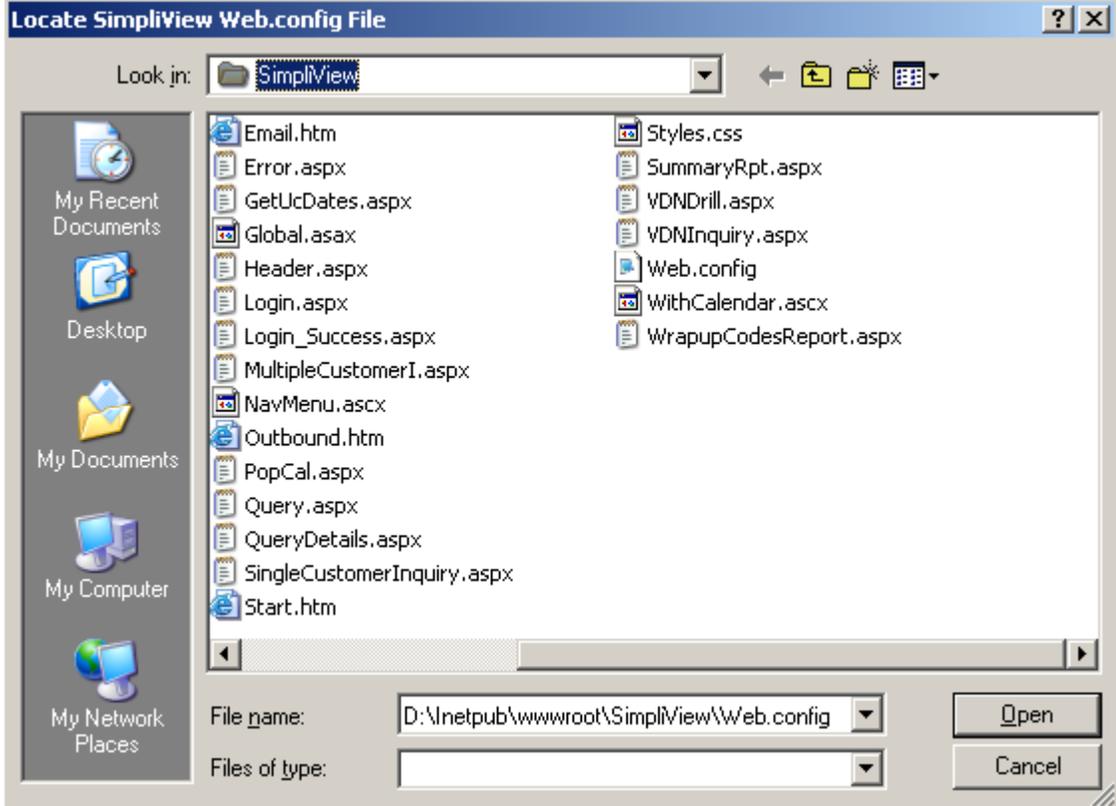
<p>4.</p>	<p>Click <b>OK</b> for the SimpliViewInstaller popup.</p> 
<p>5.</p>	<p>From the Install SQL Scripts, click <b>Yes</b> to install the SQL Scripts.</p> 
<p>6.</p>	<p>After SimpliView SQL scripts are installed, the Install SimpliView Components screen is displayed. Follow the instructions displayed on the screen to install and start SimpliView Windows service after clicking <b>Finished</b>.</p> 

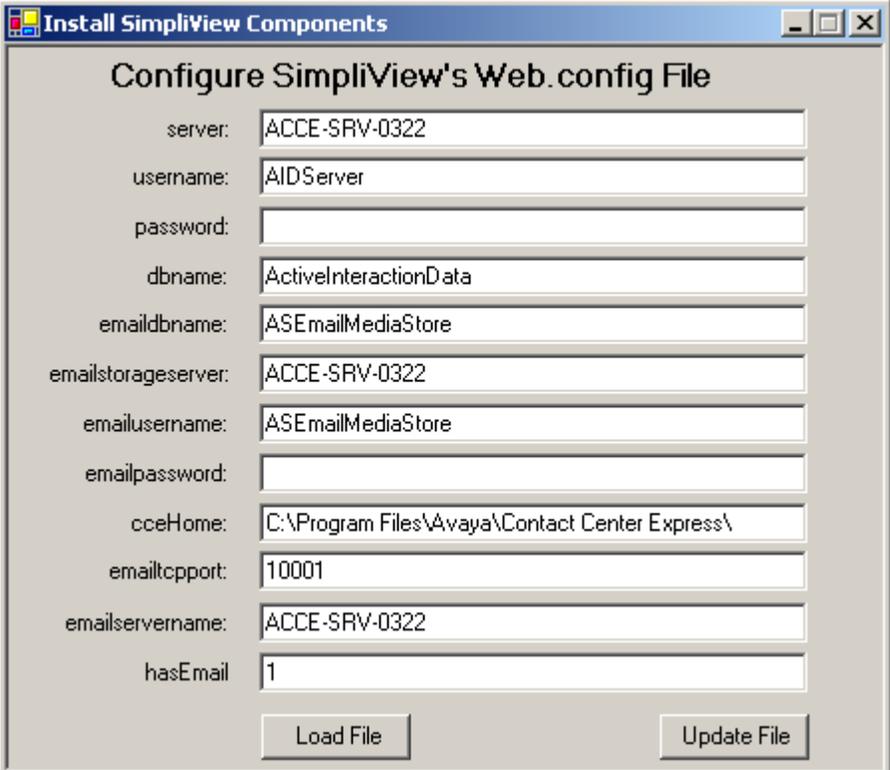
## 6.2. Install and Configure SimpliCTI SimpliView Web Application

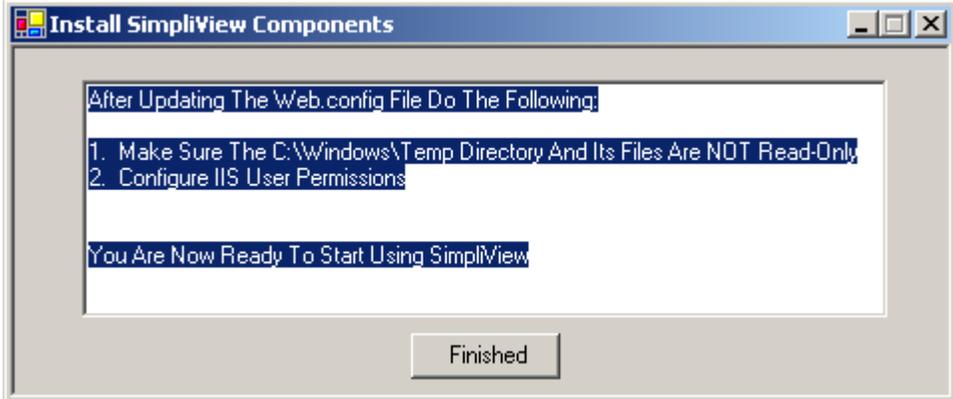
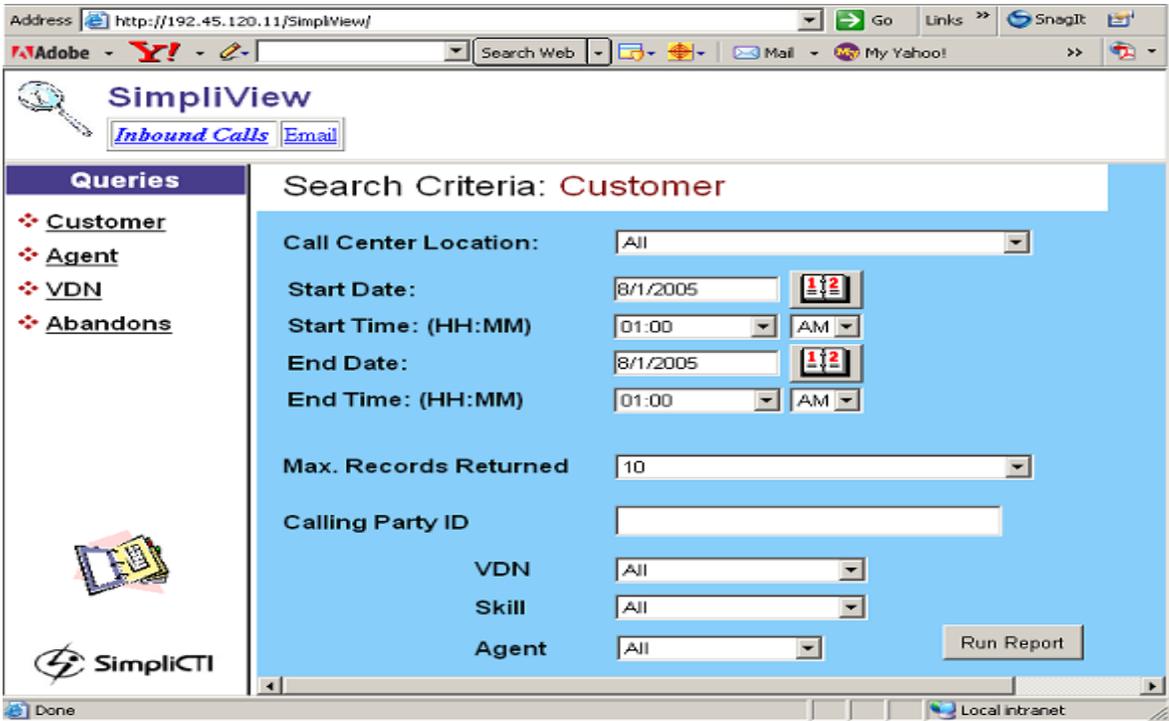
The following provides an overview of the installation and configuration steps for SimpliView Web Application. SimpliView Web Application is installed on the IIS server.

Step	Description
1.	<p>Insert SimpliView installation CD. Click the <b>Web Application</b> button to install SimpliView web application on the IIS server.</p> 

Step	Description
2.	<p>Use the default values “SimpliView” and “80” for the <b>Virtual directory</b> and <b>Port</b> fields. Click <b>Next</b> to continue.</p> 
3.	<p>Click <b>Close</b> button to continue.</p> 

Step	Description
4.	<p>Use the default value, “D:\inetpub\wwwroot\SimpliView\Web.config,” to locate the Web.config file. Click the <b>Open</b> button to continue.</p> 

Step	Description
5.	<p>From the Install SimpliView Components, enter the following values and then click <b>Update File</b> button to continue.</p> <ul style="list-style-type: none"> <li>• server: Host name of the Avaya Contact Center Express <b>ACCE-SRV-0322</b></li> <li>• username: <b>AIDServer</b></li> <li>• password: (SQL database ActiveInteractionData password)</li> <li>• dbname: <b>ActiveInteractionData</b></li> <li>• emaildbname: <b>ASEmailMediaStore</b></li> <li>• emailstorageserver: <b>ACCE-SRV-0322</b></li> <li>• emailusername: <b>ASEmailMediaStore</b></li> <li>• emailpassword: (ASEmailMediaStore database password)</li> <li>• cceHome: <b>C:\Program Files\Avaya\Contact Center Express\</b></li> <li>• emailservername: <b>ACCE-SRV-0322</b></li> </ul> 

Step	Description
6.	<p>Follow the instructions shown on the Install SimpliView Components screen to complete SimpliView components installation after clicking Finished.</p> 
7.	<p>Verify the successful installation. From Contact Center Express IIS server go to <a href="http://localhost/SimpliView">http://localhost/SimpliView</a> and the SimpliView queries page is shown as follows:</p> 

## 7. Interoperability Compliance Testing

Interoperability Compliance Testing included feature functionality and serviceability testing. Feature functionality testing focused on voice and email queries. Serviceability testing verified that SimpliView Reporting recovered from adverse conditions, such as the IIS server and Avaya Contact Center Express server restart.

### 7.1. General Test Approach

All feature functionality test cases were performed manually to verify proper operation. The following scenarios were tested using the test configuration diagram shown in **Figure 1**:

- Ability to perform voice channel queries.
- Ability to display voice records.
- Ability to display abandoned call information.
- Ability to perform Email channel queries.
- Ability to view Email content.
- Ability to view Email attachments.

### 7.2. Test Results

All test cases passed successfully. No errors were detected.

## 8. Verification Steps

SimpliView Voice Channel Query and Email Channel Query can be verified from the voice query and Email query results.

1. Make a call to the VDN 20070. Verify that SimpliView displayed the correct call information.

The screenshot shows the SimpliView interface in Microsoft Internet Explorer. The browser address bar shows <http://192.45.120.11/simpliview/>. The page title is "SimpliView Customer Query Details". The left sidebar contains a "Queries" menu with options: Customer, Agent, VDN, and Abandons. The main content area displays "Customer Query Details" for "Calling Party ID: 7328522705" on "Tuesday, August 02, 2005 10:34:31AM".

**Contact Information**

UCID	00032014781122977751
Start Date and Time	8/2/2005 10:24:43AM
Stop Date and Time	8/2/2005 10:24:56AM
Calling Party ID	7328522705
Switch ID	15
Switch Name	Switch#15
Abandoned	N
Time to Abandon	00:00:00
Call Duration	00:00:13

**Agent Information**

Answering Agent	NA
Talk Time	00:00:10
Times Held	0
Total Hold Time	00:00:00
Transferred	N
Conferenced	N
Agent Released	Y

**Routing Information**

Dialed Number	20070
Answering VDN	20071
Wait In Queue	00:00:00
Answering Skill	25100

**Transf/Conf With Info**

Extension 1	NA
Extension 2	NA
Extension 3	NA
Extension 4	NA

2. Send an Email to [acesupport@accel.com](mailto:acesupport@accel.com). Verify that SimpliView Email query displayed the correct Email query results.

The screenshot shows the SimpliView interface in Microsoft Internet Explorer. The browser address bar shows <http://192.45.120.11/simpliview/>. The page title is "SimpliView Query Results". The left sidebar contains a "Reports" menu with options: Summary, Real-Time Snapshot, and a "Queries" menu with an option: Email Detail Search. The main content area displays "Query Results" for the period "From 8/2/2005 11:30:00AM To 8/2/2005 4:30:00PM".

Email Details	Type	Mailbox	Queued Date/Time	Delivered Date/Time	Queue Time	Handle Time	Agent ID	Status	Conversation Details
	I	EmailQue_ID	8/2/2005 1:44:56PM	8/2/2005 1:46:03PM	00:01:07	00:00:29	25473	Closed	
	O	EmailQue_ID	NA	NA	00:00:00	00:00:00	25473	Sent	

## 9. Support

For technical support on SimpliView, contact SimpliCTI Support at 1-877-213-6883 or via Email at techsupport@simplicti.com.

## 10. Conclusion

SimpliCTI SimpliView Reporting was compliance tested with Avaya Contact Center Express. All feature functionality and serviceability test cases completed successfully.

## 11. Additional References

The Avaya Contact Center Express documents can be found at

[http://www.avayacontactcenterexpress.com/Public\\_Documentation.htm](http://www.avayacontactcenterexpress.com/Public_Documentation.htm)

- [1] *Contact Center Express Overview, Release 2.1, Issue 0, June 2005*
- [2] *Contact Center Express Installation Guide, Release 2.1, Issue 0, June 2005*

The following documents can be found at <http://support.avaya.com>:

- [1] *Administrator's Guide for Avaya Communication Manager, Issue 9, January 2005; Doc ID: 555-233-506*
- [2] *Feature Description and Implementation for Avaya Communication Manager, Issue 2, January 2005; Doc ID: 555-245-205*
- [3] *Administration for Network Connectivity for Avaya Communication Manager, Issue 9.1, January 2005; Doc ID: 555-233-504*
- [4] *Avaya Communication Manager Call Center Software Call Vectoring and Expert Agent Selection (EAS) Guide, Issue 1, June 2004; Doc ID: 07-300186*
- [5] *Avaya MultiVantage Application Enablement Services Installation Guide, Doc ID: 02-300355.*

The following documents can be found on the SimpliView installation CD:

- [1] *SimpliView Installation Notes, July 2005.*
- [2] *SimpliView Reporting User Guide, Issue 1.0, April 2005.*

## 12. Acronym Expansion

<b>ACD</b>	Automatic Call Distribution
<b>ANI</b>	Automatic Number Identification
<b>CTI</b>	Computer Telephony Integration
<b>EAS</b>	Expert Agent Selection
<b>UCID</b>	Universal Call Identification
<b>PSTN</b>	Public Switched Telephone Network
<b>VDN</b>	Vector Directory Number

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