Avaya Solution & Interoperability Test Lab

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 Developer*Connection* Program at the Avaya Solution and Interoperability Test Lab.

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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.

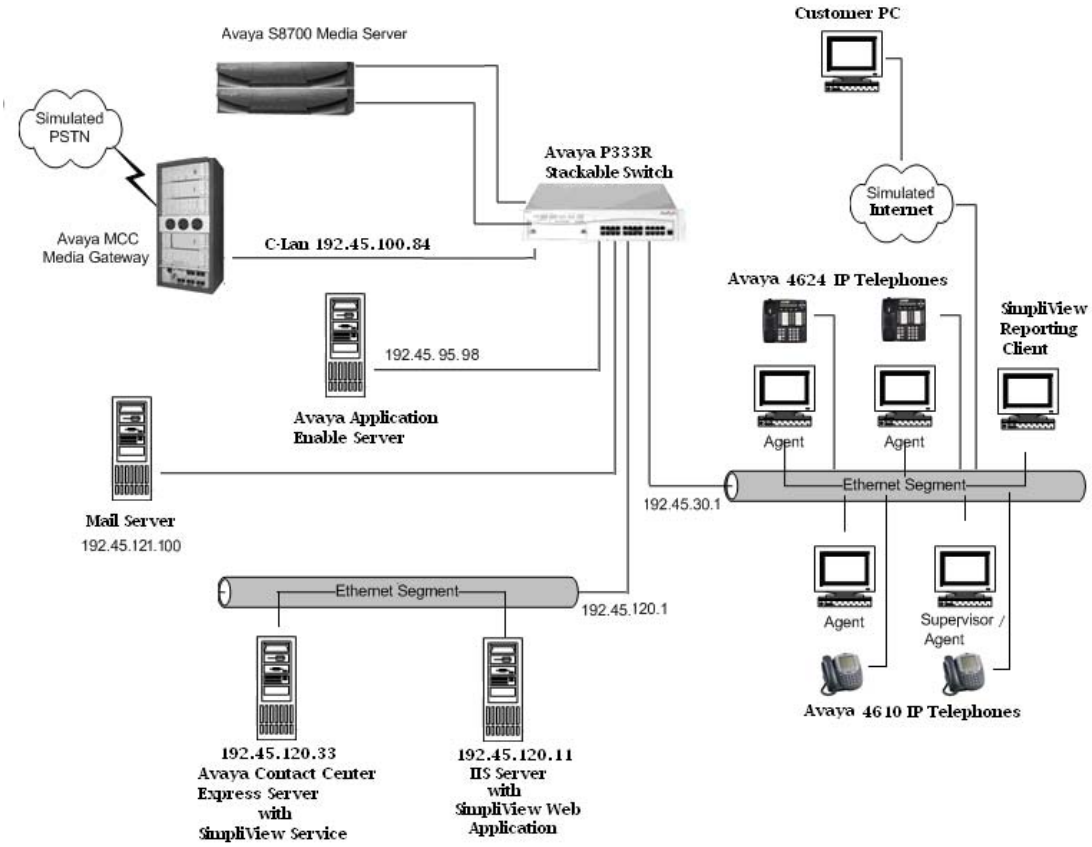

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Figure 1: SimpliCTI SimpliView Compliance Test Sample Configuration

2. Equipment and Software Validated

The test configuration used the following equipment and software:

Equipment	Software
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 SimpliCTI SimpliView.dll	2.1 2.1

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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.	Verify that **ASAI Link Core Capabilities, ASAI Link Plus Capabilities**, **Computer Telephony Adjunct Links,** and **Co-Res DEFINITY LAN Gateway** 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.

```
display system-parameters customer-options                      Page   3 of  11
                               OPTIONAL FEATURES

    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  Computer Telephony Adjunct Links? y
         ARS/AAR Dialing without FAC? y       Co-Res DEFINITY LAN Gateway? y
         ASAI Link Core Capabilities? y   Cvg Of Calls Redirected Off-net? y
         ASAI Link Plus Capabilities? y                       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 & login to effect the permission changes.)
```


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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                           .   .   .
prowlerP2-1a05      192.168.61 .22                           .   .   .
prowlerP27-2b04     172.16 .252.201                          .   .   .
prowlerP7-3b04      192.168.1  .20                           .   .   .
testroom3           192.45 .30 .240                          .   .   .
tr3cvlanr9          192.45 .30 .100                          .   .   .
```


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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
```


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


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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        Password          Enabled       Status
                   Server
      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
```


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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
```


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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.	Use the "**Add hunt-group 110**" command to create a hunt-group and set the **ACD, Queue** and **Vector** fields to "y". Enter a descriptive group name in the **Group Name** field and a valid extension in the **Group Extension** field. Other field values can be set based on customer requirements.

```
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:
```


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Step	Description
2.	Navigate to Page 2 of the hunt-group form and set the **Skill** field to "y". Other field values can be set based on customer requirements. Submit changes. 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
3.	Repeat steps 1 and 2 to add hunt group 111 with Group Extension 25101.
4.	Use the "**add agent-loginID**" command to create an agent ID to be used by the CTI Server. Enter a descriptive name in the **Name** field and enter an appropriate password in the **Password** and **Password (enter again)** fields. add agent-loginID 25471 Page 1 of 2 AGENT LOGINID Login ID: 25471 AAS? n **Name: CCE Agent1** AUDIX? n TN: 1 LWC Reception: spe COR: 1 LWC Log External Calls? n Coverage Path: AUDIX Name for Messaging: Security Code: 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

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Step	Description
5.	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. add agent-loginID 25471 Page 2 of 2 AGENT LOGINID Direct Agent Skill: Call Handling Preference: skill-level SN SL SN SL SN SL SN SL **1: 110 1** 16: 31: 46: 2: 17: 32: 47: 3: 18: 33: 48: 4: 19: 34: 49: 5: 20: 35: 50: 6: 21: 36: 51: 7: 22: 37: 52: 8: 23: 38: 53: 9: 24: 39: 54: 10: 25: 40: 55: 11: 26: 41: 56: 12: 27: 42: 57: 13: 28: 43: 58: 14: 29: 44: 59: 15: 30: 45: 60:
6.	Repeat Steps 4 and 5 to add agent-loginID 25472 – 25474.
7.	Use the "**add vdn 20070**" command to add a Vector Directory Number (VDN) 20070. Enter 70 in the **Vector Number** field. Enter a descriptive name in the **Name** field. Submit changes. add vdn 20070 Page 1 of 2 VECTOR DIRECTORY NUMBER Extension: 20070 **Name: CCE Voice** **Vector Number: 70** Meet-me Conferencing? n Allow VDN Override? n COR: 1 TN: 1 Measured: internal Acceptable Service Level (sec): 100 VDN of Origin Annc. Extension: 1st Skill: 2nd Skill: 3rd Skill:
8.	Repeat Step 7 to create additional Vector Directory Numbers. Vector Directory Number 20071, 20072, 20073, and 20074 with vector numbers 71, 67, 68 and 69 were created respectively.

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Step	Description
9.	Configure the call vector 70, specified in Step 7, using the "**change vector 70**" to send all incoming customer voice calls to the hunt-group 110. Submit changes. 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
10.	Modify call vector 71 to deliver calls to the skill number 110. 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
11.	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. 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.

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Step	Description
12.	Use the "**add station 21201**" 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. • Type: **CTI** • Port: **X** • Name: **CCE mail** 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:
13.	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

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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.

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Step	Description
1.	To configure the Call Routing Server, click **Start → Programs → Avaya Contact Center Express → Server → Call Routing Server → Edit ActiveCallRoutingServer.ini**. The ActiveCallRoutingServer.ini file is displayed. Enter the following values: • Avaya CT Primary Server Name: **AVAYA#DEVCON2715#CSTA#DEVCONAES01** • Avaya CT Primary User Name: (Avaya AES user ID) **aescce** • Avaya CT Primary User Password: (Avaya AES user password) • Avaya CT Routing VDN List: **20070** • Avaya CT Monitored VDN List: **20071** • Event Filter Value: **20070** • Rule1: Routing rule used if the user enters digits • Rule2: Routing rule used if the user does not enter digits • License Director IP: **192.45.120.33**

```
[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>Nothing Do ReturnEvent RouteSelect, %RouteRegisterReqID%,
%Routing CrossRefID%,RouteSelected=20071, UUI=%UserEnteredCode% Then Stop
Rule2 = When RouteRequest Always Do ReturnEvent RouteSelect,%RouteRegisterReqID%, %Routing CrossRefID%,
RouteSelected=20071,UUI=2222

[License Director]
License Director IP = 192.45.120.33
License Director Port = 29095
```


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Step	Description
2.	To configure the Interaction Data Server, click **Start → Programs → Avaya Contact Center Express → Server → Interaction Data Server → Edit AIDServer.ini**. The AIDServer.ini file is displayed. Enter the following values: • Switch ID: The CTI link ID used to connect to Avaya AES Server **15** • Switch Name: **AVAYA#DEVCON2715#CSTA#DEVCONAES01** • LoginName: (Avaya AES user ID) **aescce** • Password: (Avaya AES user password) • DatabaseName: **ActiveInteractionData** • DatabaseUserName: **ActiveInteractionData** • DatabasePassword: The password of the user ActiveInteractionData user password • VDN: **20070, 20071, 20072, 20073, 20074** • Station: Agent stations **22710, 22715, 22721, 22725** [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

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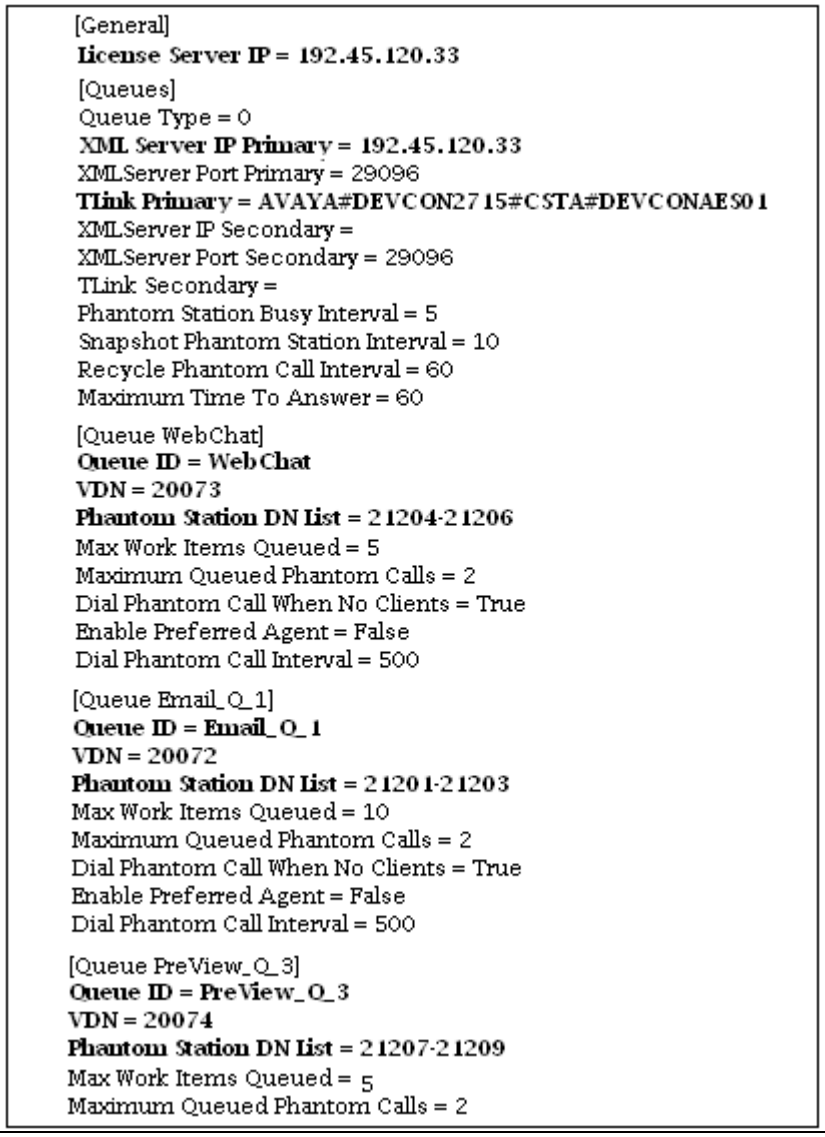
Step	Description
3.	To configure the Media Director, click **Start → Programs → Avaya Contact Center Express → Server → Media Director → Edit ASMediaDirector.ini**. The ASMediaDirector.ini file is displayed. Enter the following values: • License Server IP: **192.45.120.33** • TLink Primary: **AVAYA#DEVCON2715#CSTA#DEVCONAES01** For Queue WebChat, Queue Email_Q_1, and Queue Preview_Q_3, enter the given values respectively. • Queue ID: **WebChat, Email_Q_1**, and **Preview_Q_3** • VDN: **20073, 20072, 20074** • Phantom Station DN List: **21204-21206, 21201-21203, 21207-21209**  [General] **License Server IP = 192.45.120.33** [Queues] Queue Type = 0 **XML Server IP Primary = 192.45.120.33** XMLServer Port Primary = 29096 **TLink Primary = AVAYA#DEVCON2715#CSTA#DEVCONAES01** 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] **Queue ID = WebChat** **VDN = 20073** **Phantom Station DN List = 21204-21206** 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] **Queue ID = Email_Q_1** **VDN = 20072** **Phantom Station DN List = 21201-21203** 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] **Queue ID = PreView_Q_3** **VDN = 20074** **Phantom Station DN List = 21207-21209** Max Work Items Queued = 5 Maximum Queued Phantom Calls = 2

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Step	Description
4.	To configure the Email Media Store, click **Start → Programs → Avaya Contact Center Express → Server → MediaStore → Email → Edit ASEmailMediaStore.ini**. The ASEmailMediaStore.ini file is displayed. Enter the following values: • Media Director URL: **192.45.120.33** • Media Director IP: **192.45.120.33** • LoginName: (Avaya AES user ID) **aescce** • Password: (Avaya AES user password) • Database Server: **192.45.120.33** • Database Name: **ASEmailMediaStore** • DatabaseUserName: **ASEmailMediaStore** • DatabasePassword: (ASEmailMediaStore user password) • Email Address = **accesupport@acce1.com** • Reply Email Address = **accesupport@acce1.com** • POP3 Server Name = **192.45.121.100** • POP3 User Name = **accesupport** • POP3 Password = (POP3 accesupport user password) • SMTP Server Name = **192.45.121.100** • SMTP User Name = **accesupport** • SMTP Password = (SMTP accesupport user password) • Administrator Email Address = **admin@acce1.com** • Media Director Queue ID For New Email = **Email_Q_1** • Media Director Queue ID For Return Email = **Email_Q_1**

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```
[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 = %%ENCRYPTED("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 = %%ENCRYPTED("814E1580E130AC55404620CB8C5D5E712B")
SMTP Server Name = 192.45.121.100
SMTP Server Port = 25
SMTP User Name = accesupport
SMTP Password =  %%ENCRYPTED("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
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
```


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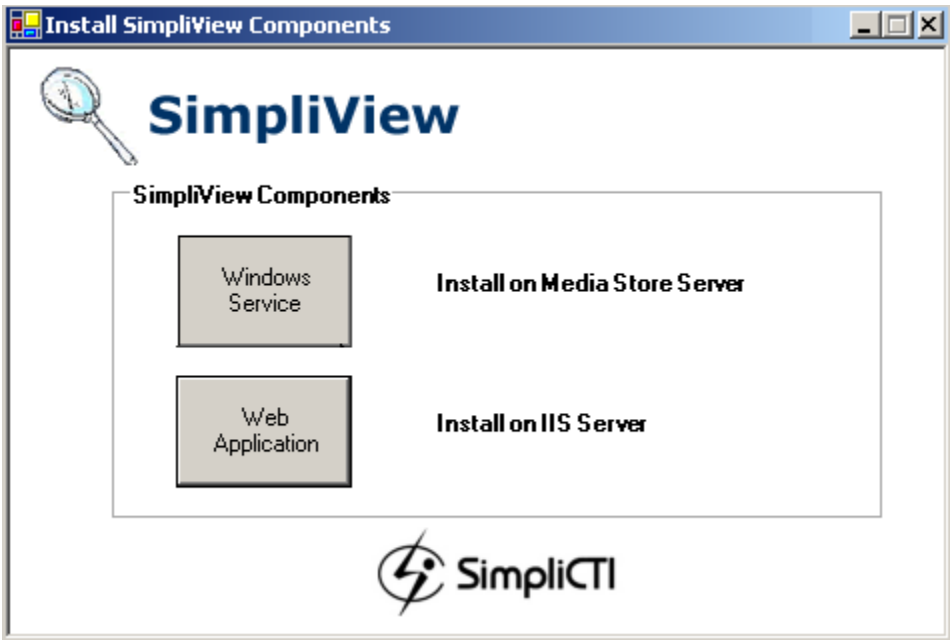
6. Configure SimpliView Reporting

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.	Insert SimpliCTI SimpliView installation CD. From Install SimpliView Components, click **Windows Service** to install SimpliViewService component on the default directory "C:\Program Files\SimpliViewService." 

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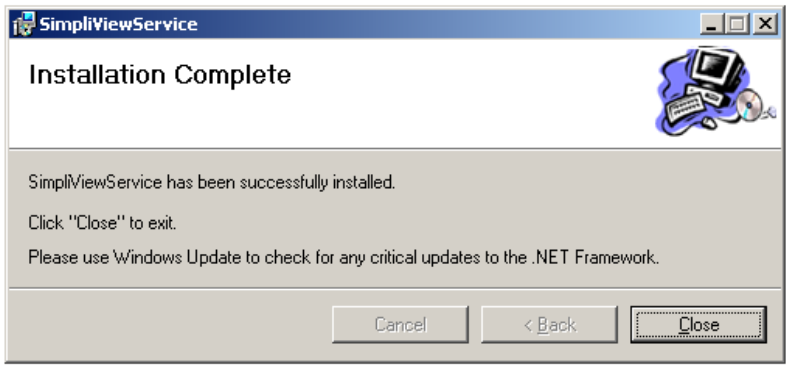
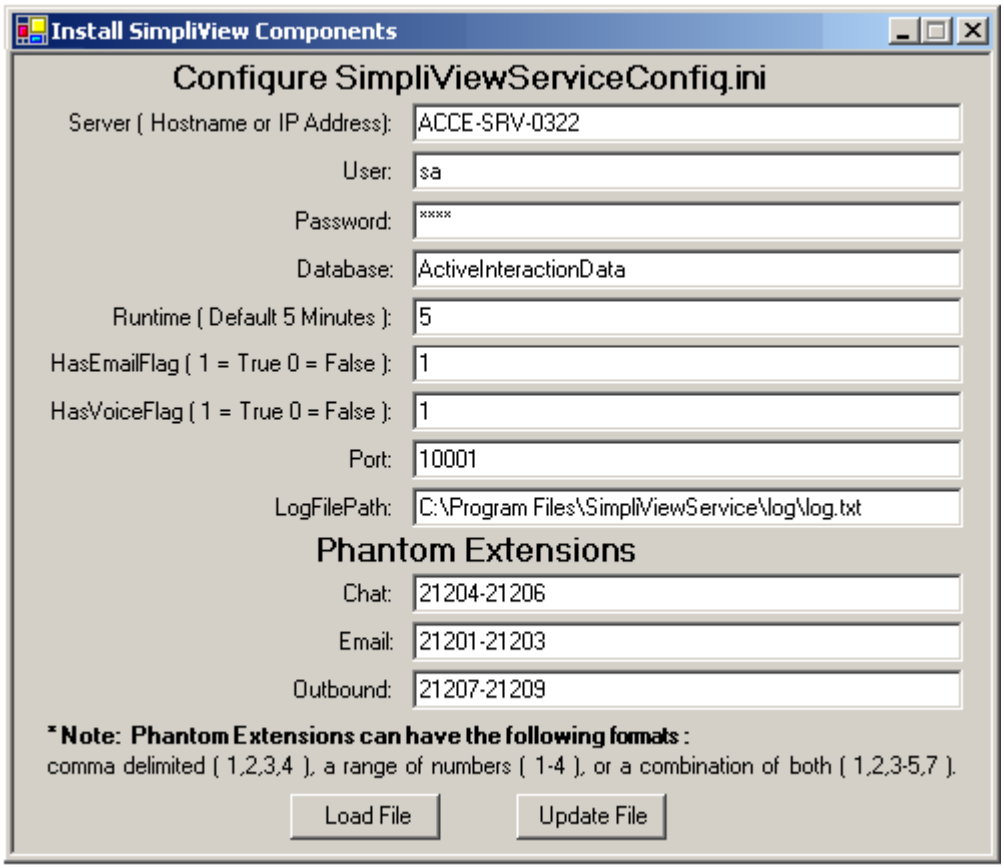
2.	Click the **Close** button to exit SimpliViewService Setup Wizard. 
3.	Enter the following values and then click the **Load File** button to continue. • Server: Host name of the Avaya Contact Center Express server **ACCE-SRV-0322** • User: **sa** • Password: sa user's password • Dabase: **ActiveInteractionData**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

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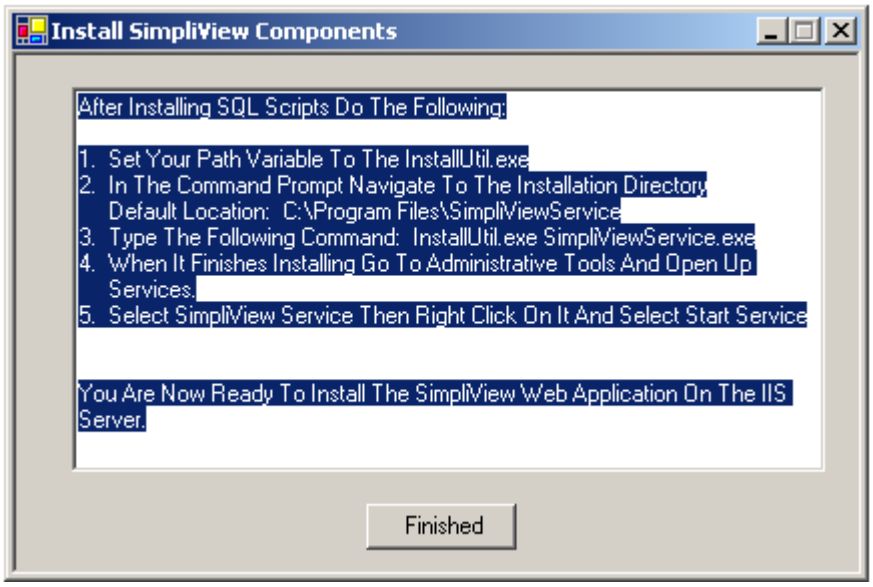
4.	Click **OK** for the SimpliViewInstaller popup.
5.	From the Install SQL Scripts, click **Yes** to install the SQL Scripts.
6.	After SimpliView SQL scripts are installed, the Install SimpliView Components screen is displayed. Follow the instructions displayed on the screen to install and start SimpliView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

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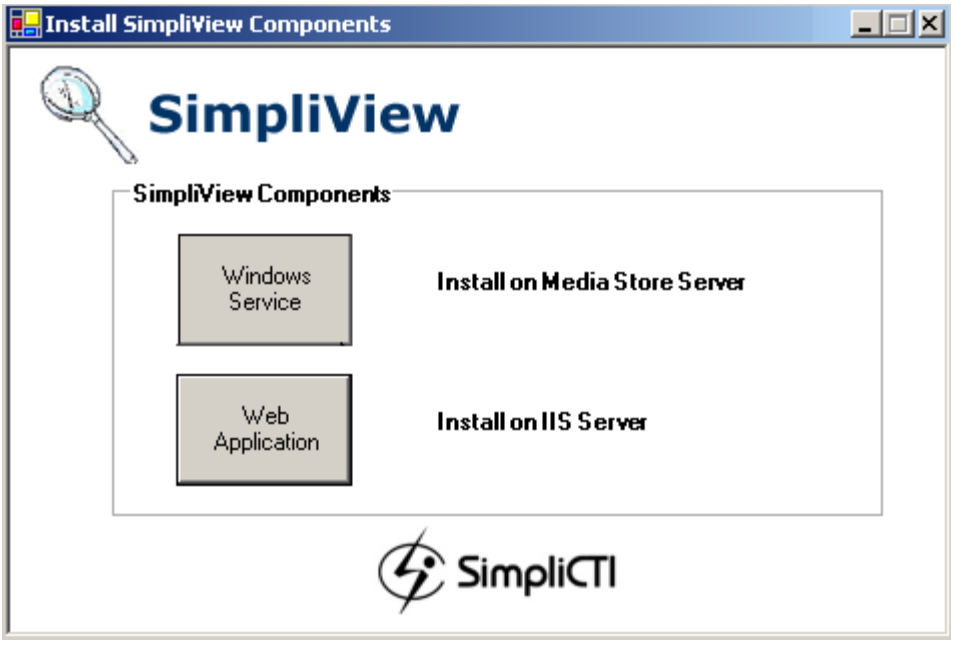
6.2. Install and Configure SimpliCTI SimpliView Web Application

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.	Insert SimpliView installation CD. Click the **Web Application** button to install SimpliView web application on the IIS server. 

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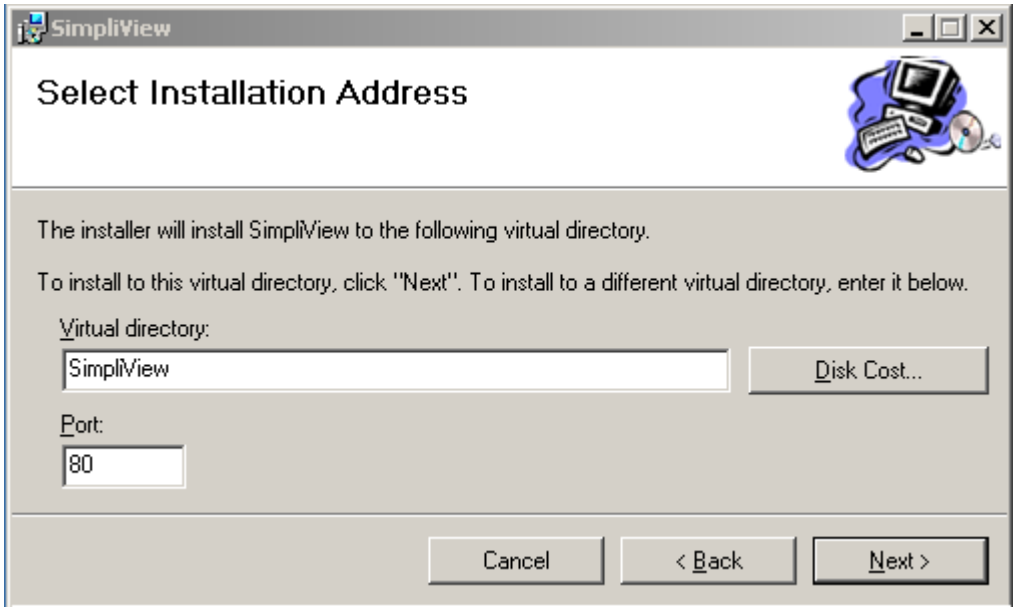
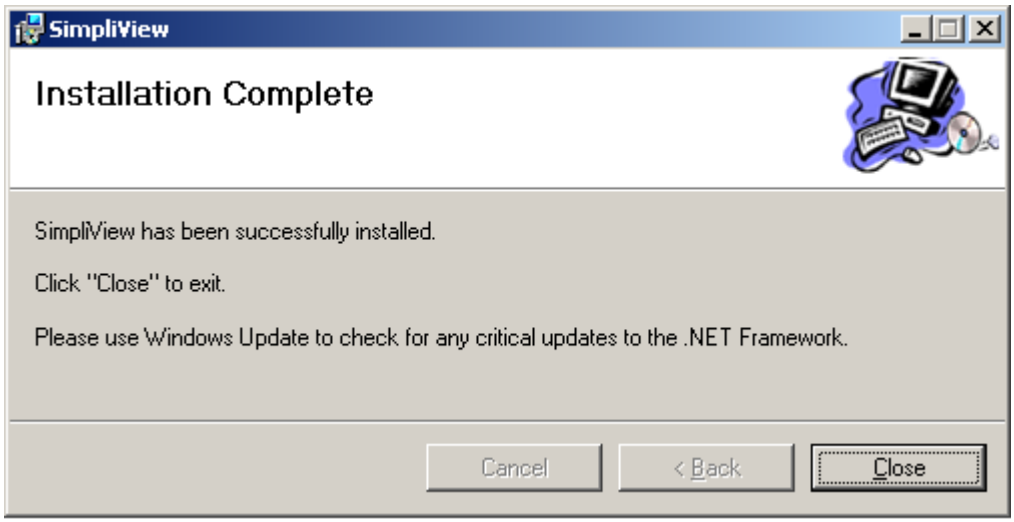
Step	Description
2.	Use the default values “SimpliView” and “80” for the **Virtual directory** and **Port** fields. Click **Next** to continue. 
3.	Click **Close** button to continue. 

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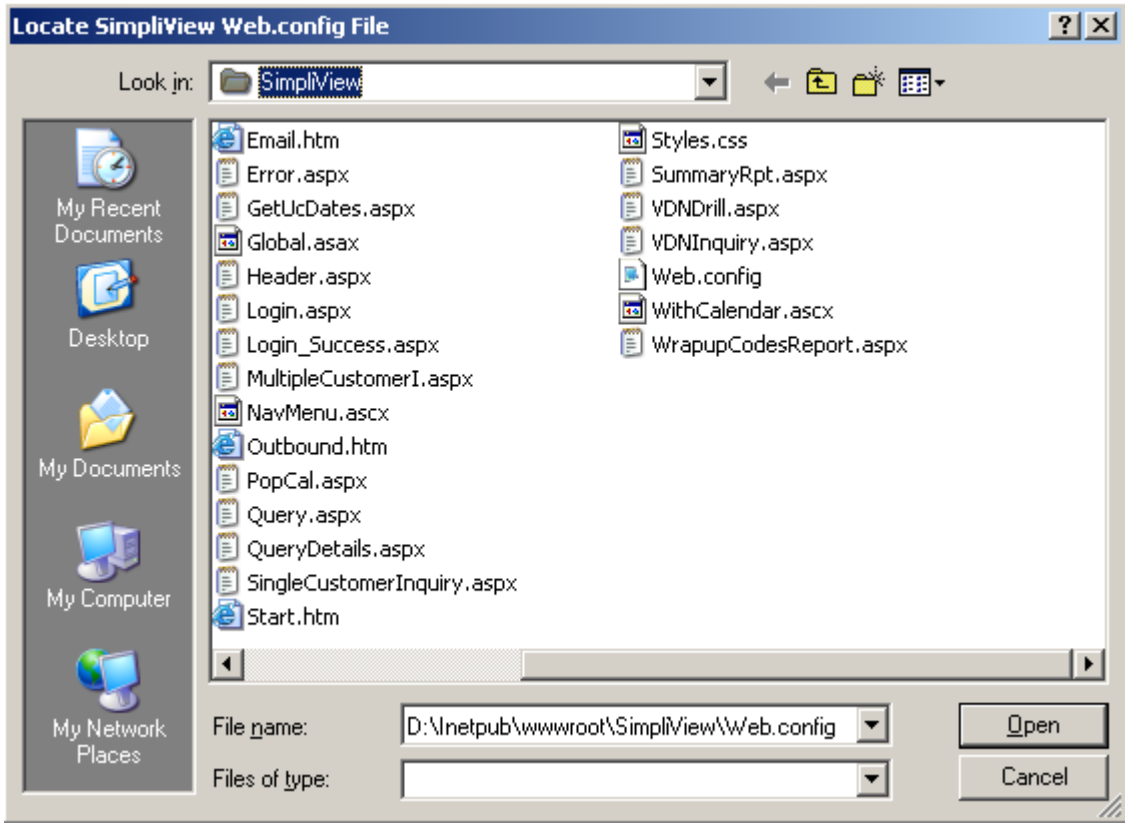
Step	Description
4.	Use the default value, "D\Inetpub\wwwroot\SimpliView\Web.config," to locate the Web.config file. Click the **Open** button to continue. 

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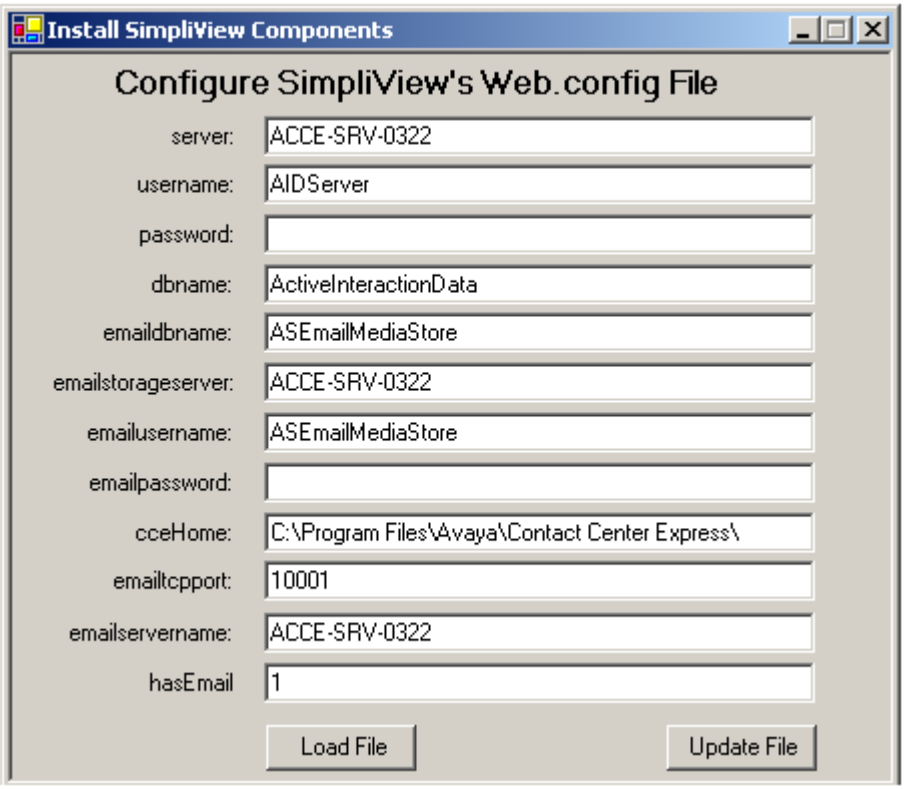
Step	Description
5.	From the Install SimpliView Components, enter the following values and then click **Update File** button to continue. • server: Host name of the Avaya Contact Center Express **ACCE-SRV-0322** • username: **AIDServer** • password: (SQL database ActiveInteractionData password) • dbname: **ActiveInteractionData** • emaildbname: **ASEmailMediaStore** • emailstorageserver: **ACCE-SRV-0322** • emailusername: **ASEmailMediaStore** • emailpassword: (ASEmailMediaStore database password) • cceHome: **C:\Program Files\Avaya\Contact Center Express** • emailservername: **ACCE-SRV-0322** 

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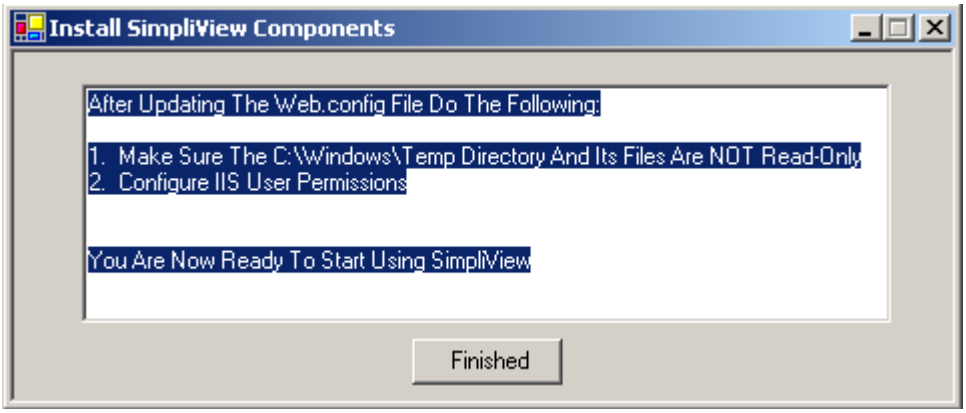
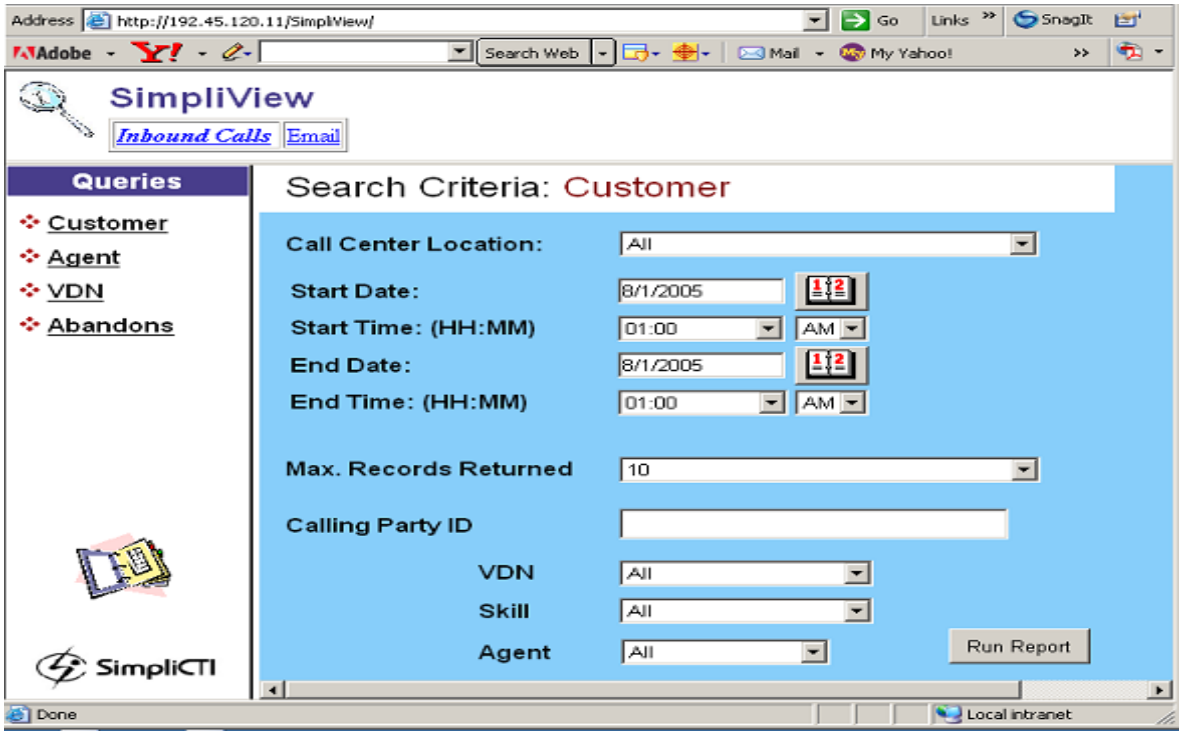
Step	Description
6.	Follow the instructions shown on the Install SimpliView Components screen to complete SimpliView components installation after clicking Finished. 
7.	Verify the successful installation. From Contact Center Express IIS server go to http://localhost/SimpliView and the SimpliView queries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

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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.

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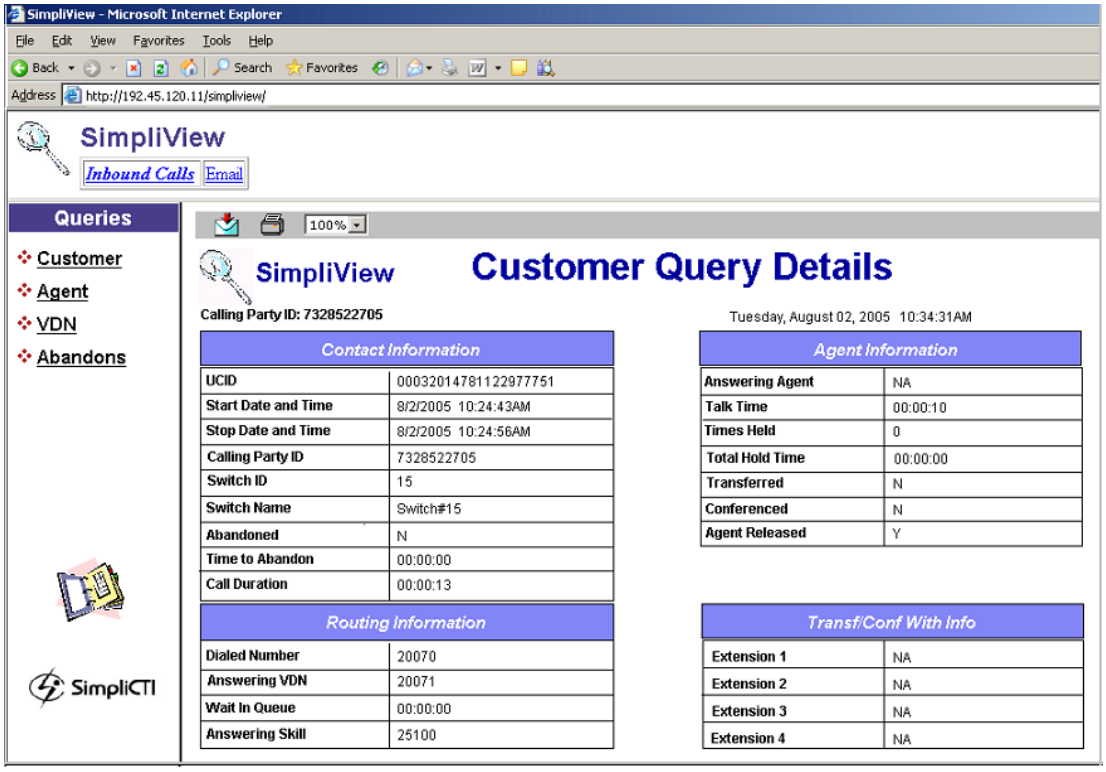
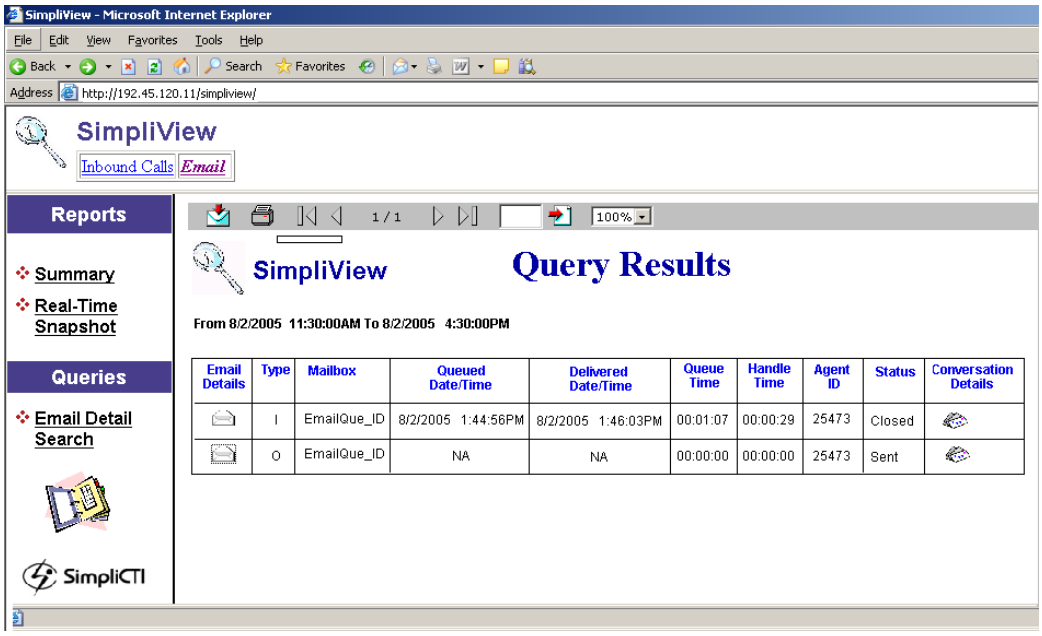
1. Make a call to the VDN 20070. Verify that SimpliView displayed the correct call information.



2. Send an Email to accesupport@acce1.com. Verify that SimpliView Email query displayed the correct Email query results.



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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

[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

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

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