Avaya Solution & Interoperability Test Lab

Application Notes for Avaya Contact Center Manager Server 7.0 with SYMON SES 10.2 using Real-Time Statistics Multicast – Issue 1.0

Abstract

These Application Notes describe the configuration steps required for SYMON SES 10.2 to interoperate with Avaya Contact Center Manger Server (CCMS) 7.0, using Real-Time Statistics Multicast (RSM). SES 10.2 collects Realtime statistics from Contact Center Manager Server 7.0 and publishes this data to clients.

Information in these Application Notes has been obtained through DevConnect compliance testing and additional technical discussions with SYMON. Testing was conducted via the DevConnect Program at the Avaya Solution and Interoperability Test Lab.

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1. Introduction

These Application Notes describe the configuration steps required for SYMON SES 10.2 to interoperate with Avaya Contact Center Manger Server 7.0. SES 10.2 collects Realtime statistics from CCMS 7.0 through the RSM API and publishes this data to clients.

1.1. Interoperability Compliance Testing

The interoperability compliance testing focused on verifying SYMON SES for the following:

1. Selecting all available real-time statistics for a predefined group from one of the four categories.
2. Publishing all the selected real-time and selected application for community statistics.
3. Monitoring the published statistics.
4. Making test calls to invoke changes in the values of the published statistics.
5. Comparing the values of the real-time selected application for community statistics published by SES to the same statistics monitored by another monitoring tool (e.g.: Avaya Client).
6. Recording of results for each individual statistic, and the final result for the test case.

1.2. Support

Technical support on SYMON SES can be obtaining by contacting SYMON directly at:

SYMON Communications, Inc.
500 North Central Expressway, Suite 175
Plano, TX 75074

Main Web Site: http://www.symon.com
Support Web Site: http://support.symon.com
Sales E-mail: sales@symon.com

North American Customers
Phone: (972) 578-8484
Fax: (972) 422-1680
Support E-mail: support@symon.com

International Customers
Phone: +44 208 663 1810
Fax: +44 208 663 1979
Support E-mail: support@symon.co.uk

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2. Reference Configuration

SYMON SES utilizes the Real-Time Statistics Multicast (RSM) API on Contact Center Manager Server to obtain Realtime information from the Contact Center Manager Server. This is then published to the clients.

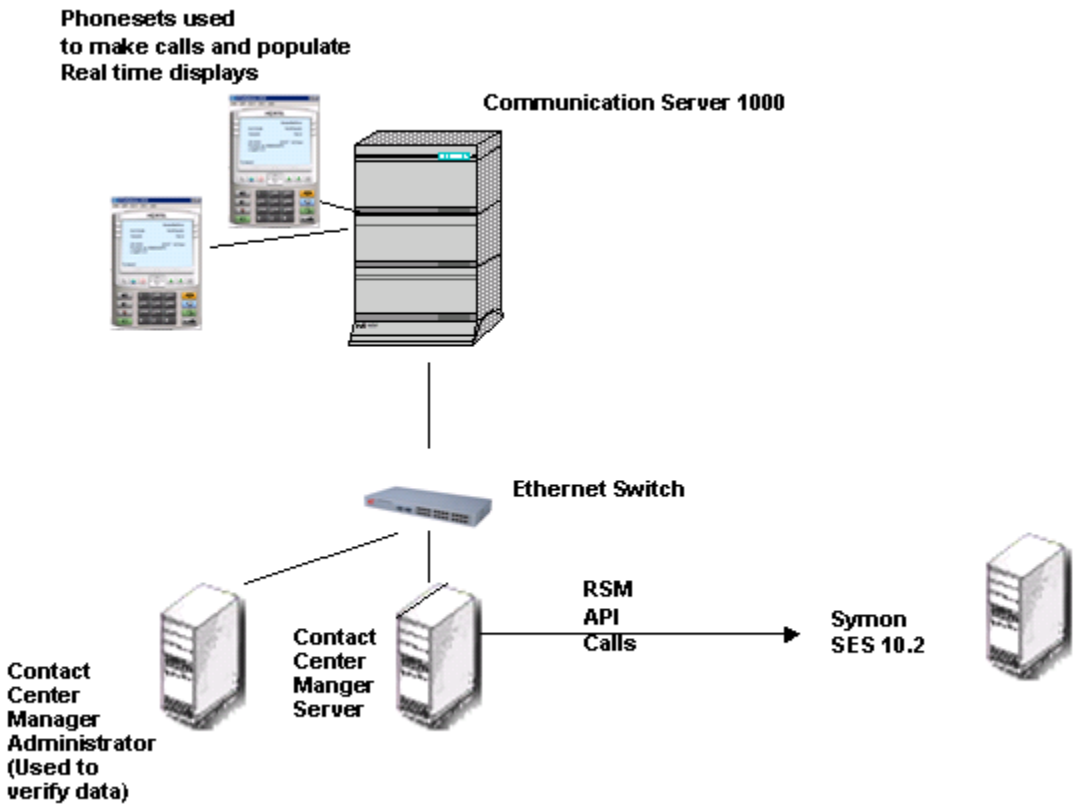

Figure 1: Reference Configuration

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3. Equipment and Software Validated

The following equipment and software were used for the sample configuration provided:

Equipment	Software version
Contact Center Manager Server running on Windows 2003 Server	7.0 (with Server Utility – SU_02/SUS_0201)
Contact Center Manager Administrator running on Windows 2003 Server	7.0 (SU_02/SUS_0201)
Communication Server 1000	Release 6.0
i2050 IP Softphones	2.0
SYMON SES running on Windows 2003 Server	10.2

4. Configure Avaya Communication Server

No special configuration is required on Communication Server 1000.
Any phones currently supported by Contact Center Manager Server can be used to collect reports. For the purpose of this compliance testing, i2050 IP Softphones were used.

5. Configure Contact Center Manager Server

The compliance test environment consisted of a Contact Center Manager Server with real-time calls to agents being manually generated.

This section describes a procedure for configuring:

- The Multicast Address and Ports for Realtime Data propagation
- A new Access Class on Contact Center Server Utility
- A new user in Contact Center Manager

5.1. Multicast Address and Port Configuration

To configure the Multicasting address and ports on Contact Center Manager Server navigate to →Programs → Nortel → Multicast Address and Port Configuration.

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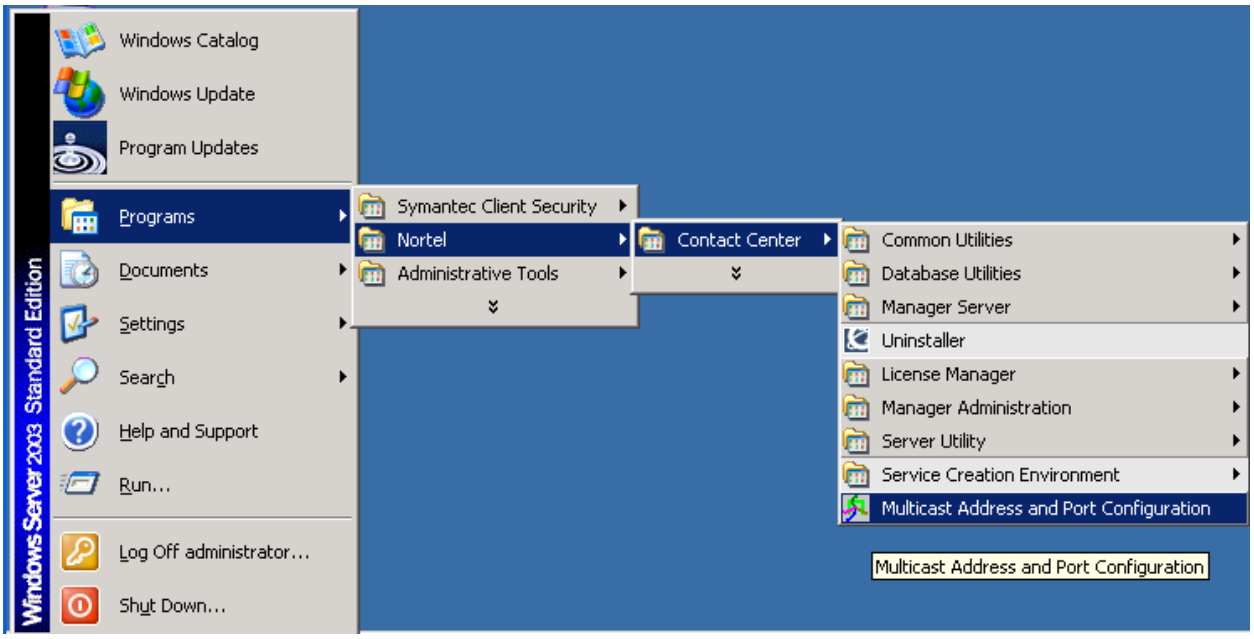
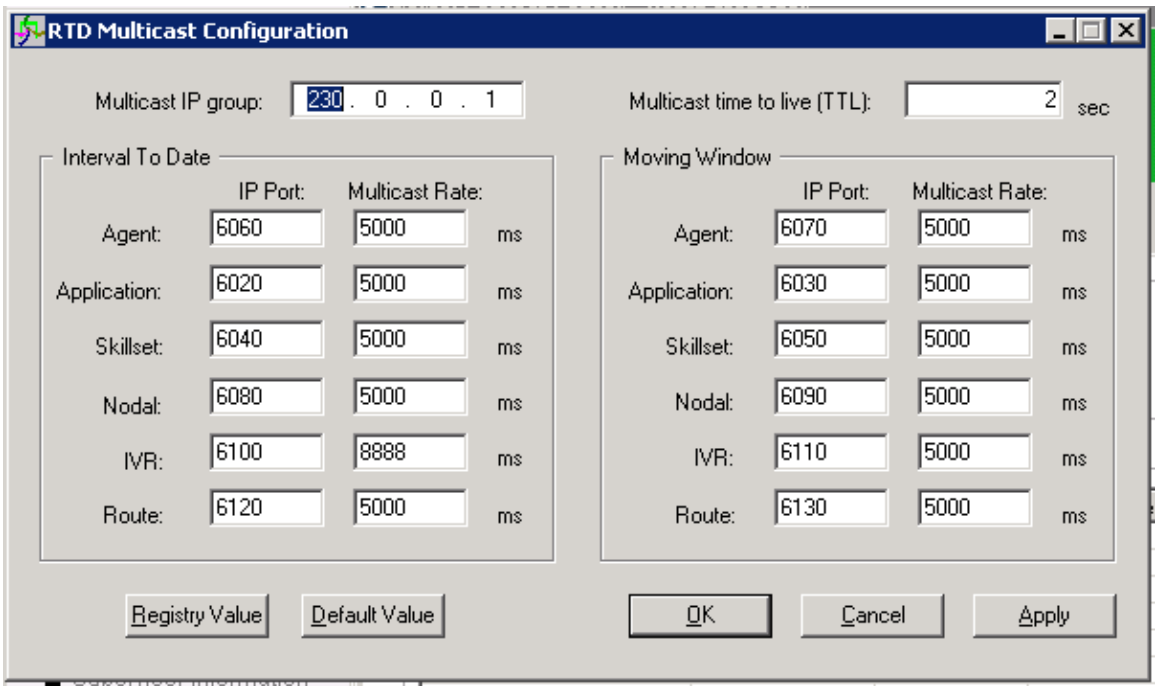


The Configuration window with the values used for this testing is shown below. The Multicast IP group was configured as per the guidelines in the Contact Center documentation. The IP Ports and Multicast rate should be left at default values. The Multicast IP group will need to match the configuration of the SYMON RSM collector as detailed in **Section 6.1**



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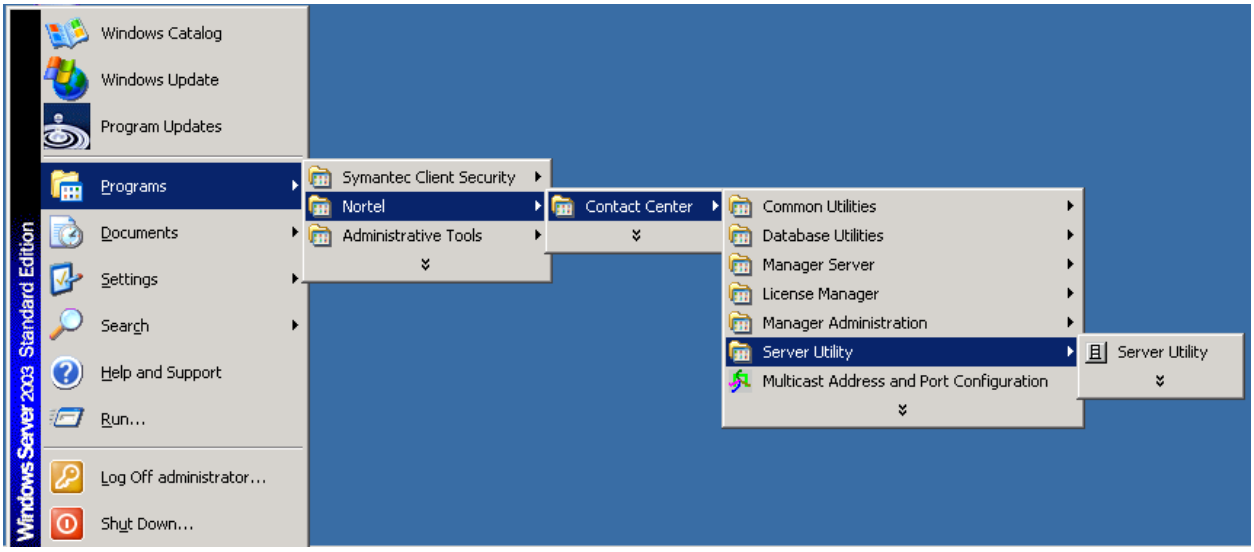
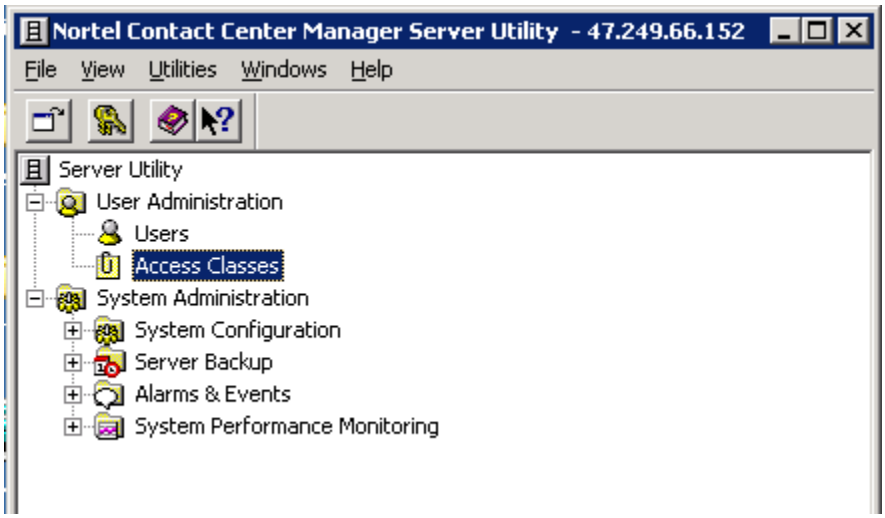
5.2. Creating a New Access Class

A new Access Class (for example named Developer RTDRSM) was created on the Contact Center Server Utility.

To create the access class, on the Contact Center Manager Server navigate to Programs → Nortel → Contact Center → Server Utility → Server Utility.



In Contact Center Manager Server Utility, go to Access Classes by double clicking on "Access Classes":



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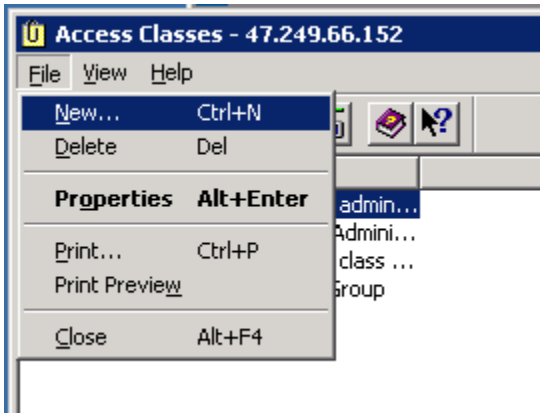
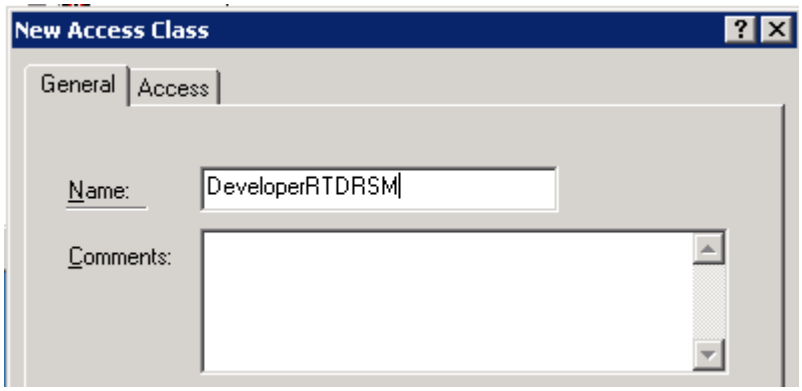
To create new Access Class, select NEW from File Menu:



In the General tab, enter a descriptive name. For the sample configuration DeveloperRTDRSM was entered.



In the Access tab, select the appropriate access levels for the following reports:

Item in system window	Level of Access
Real-Time Displays	View all agents – create displays
Reports – Agent Performance	Create and run any report
Reports – Call-by-Call	Create and run any report
Reports – Others	Create and run any report

The two screens below show how to grant the Level of Access for each report.

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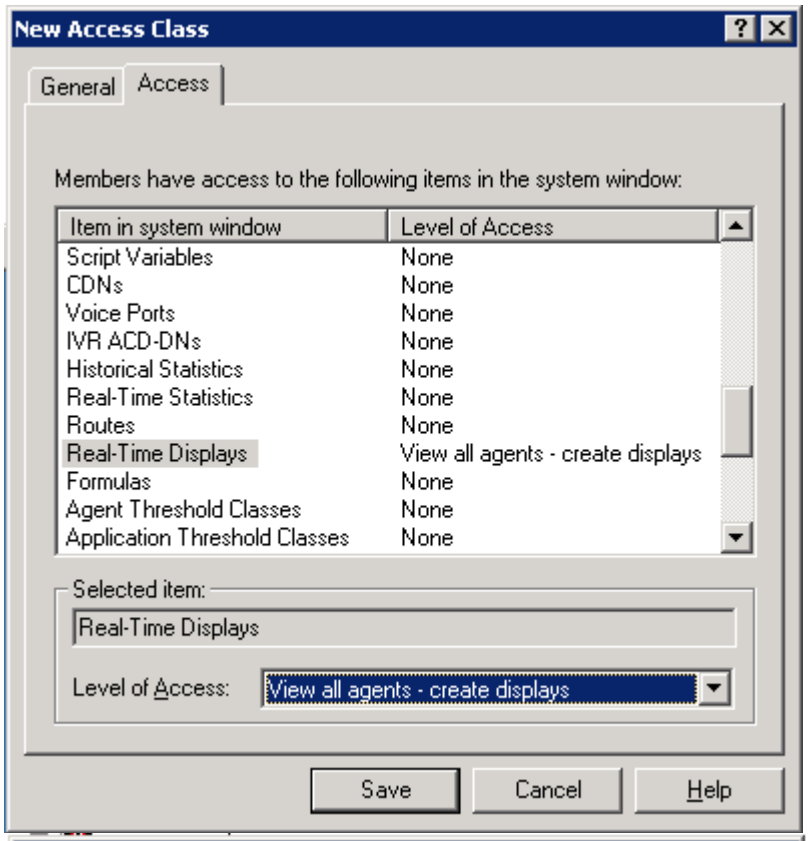

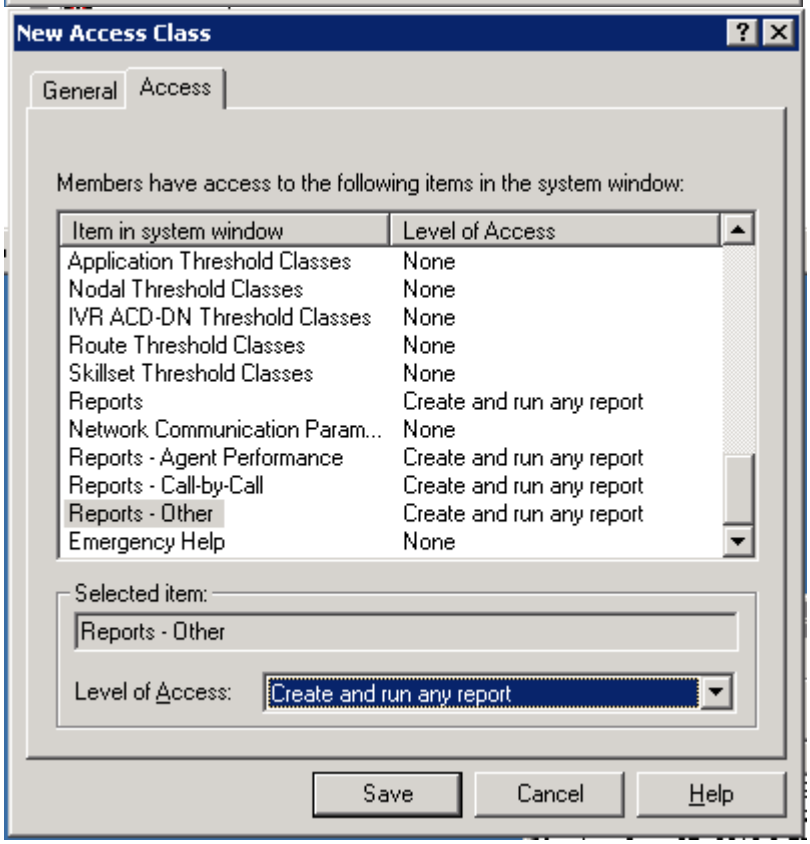

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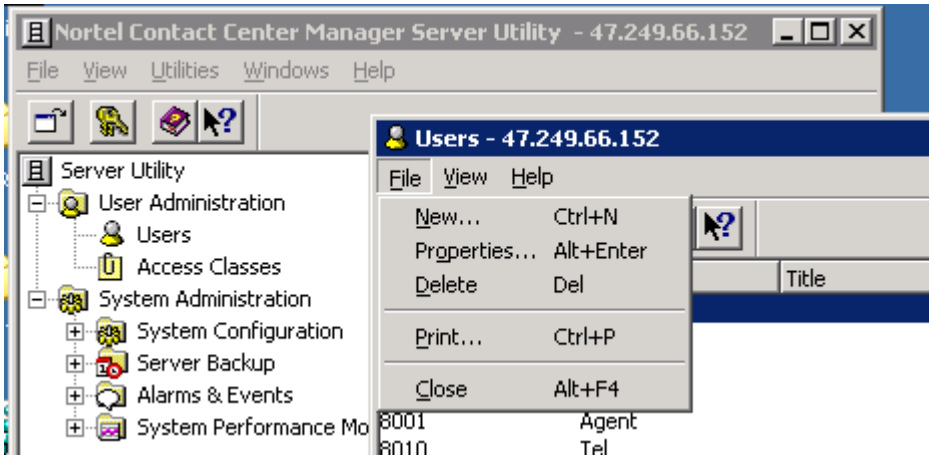
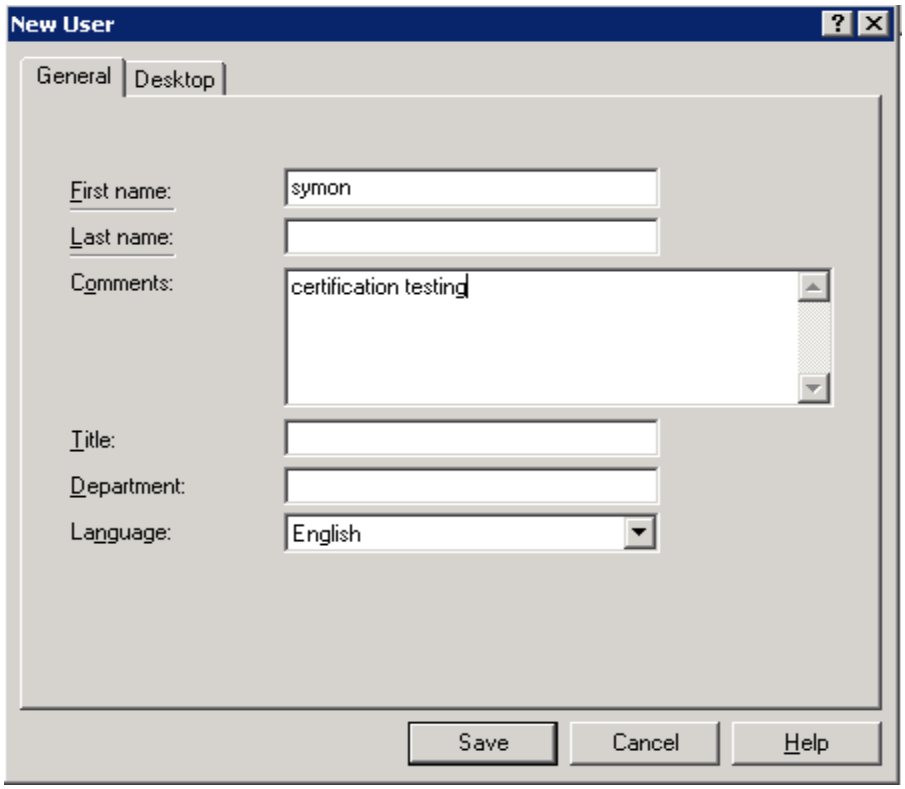
5.3. New User

To create a new user, on the Contact Center Manager Server, navigate to Programs → Nortel → Contact Center → Server Utility → Server Utility.

To create a new user on the Contact Center Server Utility, choose "Users" from Server Utility, then File → New on Users menu:



In the general tab, enter user information:



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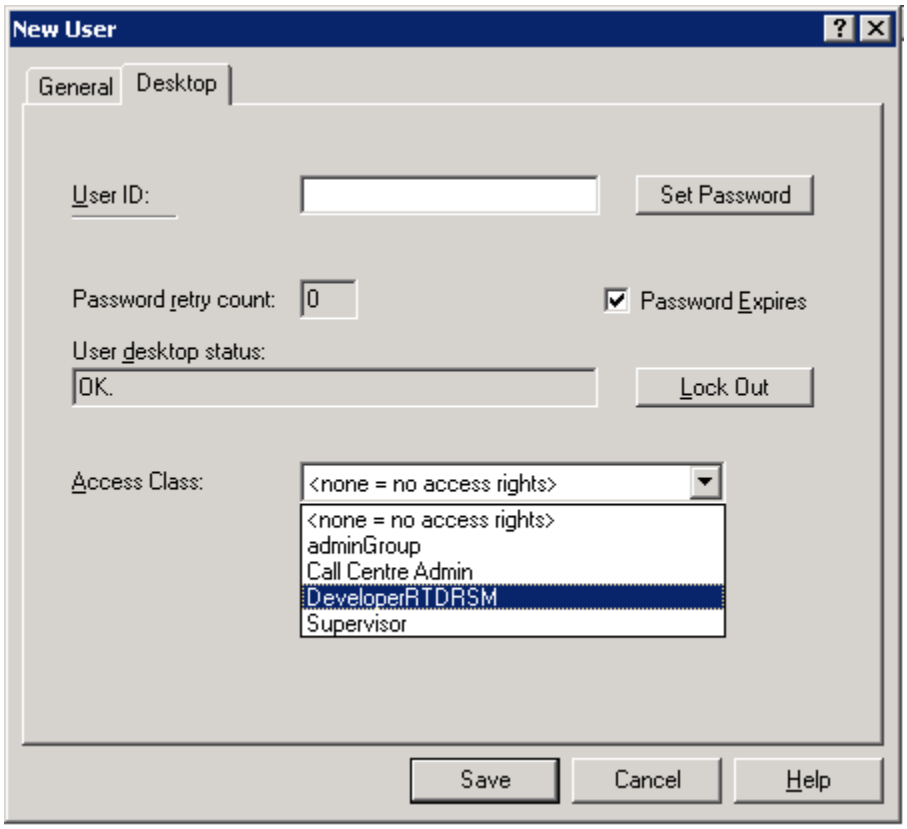
In Desktop tab, enter a user ID for the new user and select the Access Class created in **Section 5.2**.



Click "Save" to save the new user.

6. Configure SYMON SES 10.2

6.1. RSM Data Collector Configuration on Portal Administrator

From the Windows Start menu, navigate to Programs → SYMON Enterprise Software → Portal Admin.

At the SYMON Logon window, login with appropriate credentials. The SYMON Portal Administrator main window will appear, as shown below.

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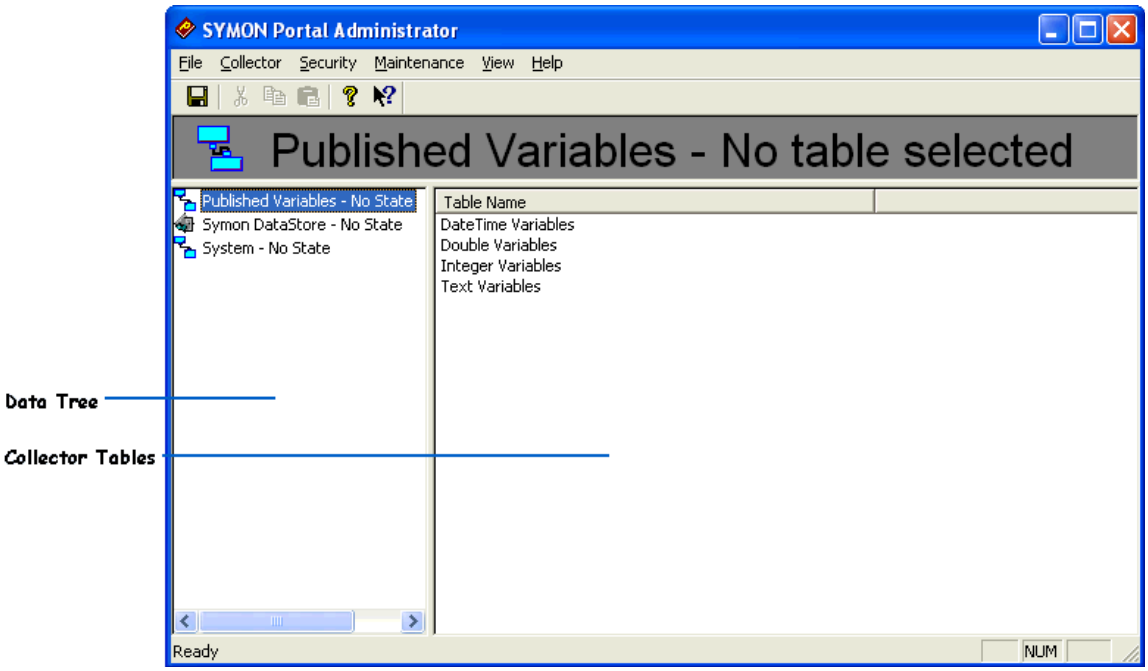
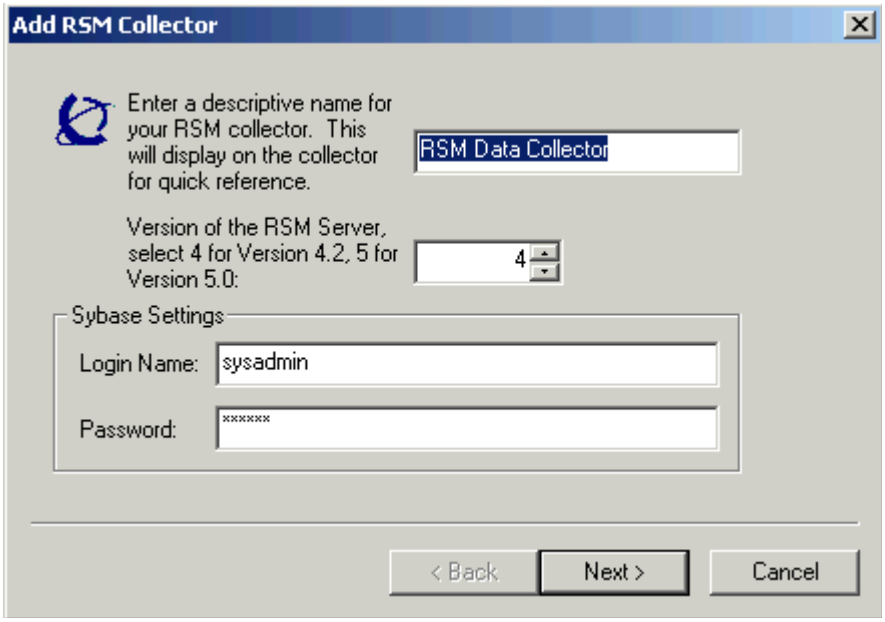


From the Collector Menu choose RSM. Enter username and password as configured in **Section 5.3.** Note: the login name shown in the screenshot below is different from what was configured in Section 5.3 since these screenshots were taken from the SYMON user guide.



Click Next. Enter the IP address as configured in **Section 5.1**

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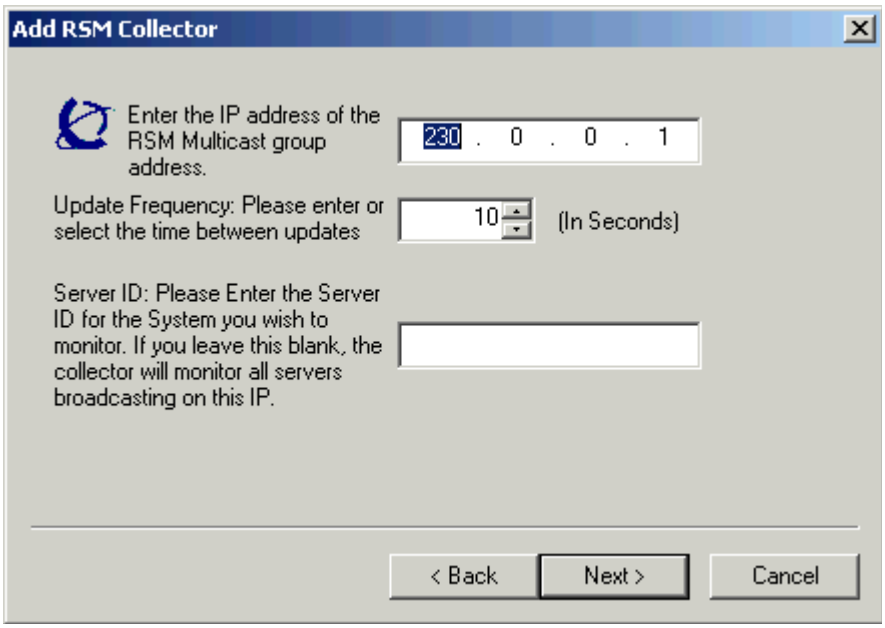
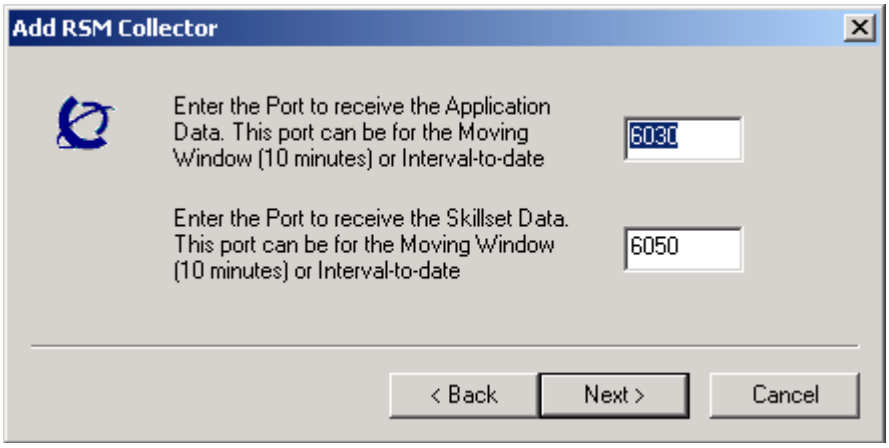


Click Next. Enter the port information as configured on the CCMS server for Application and Skillset Data in **Section 5.1**.



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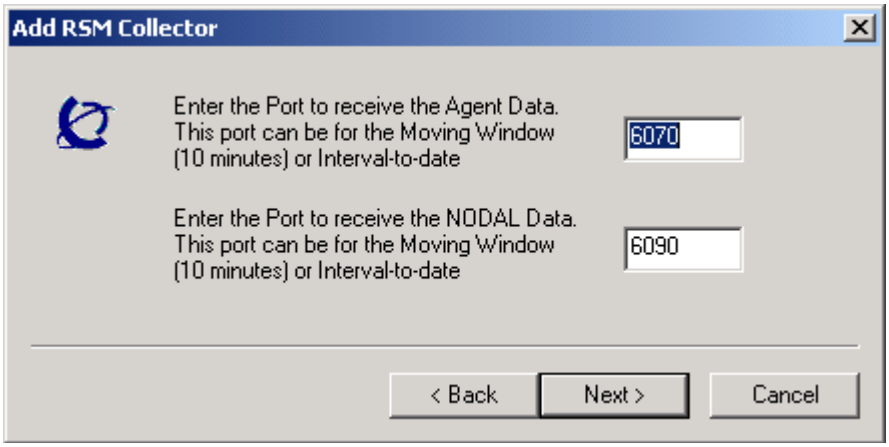
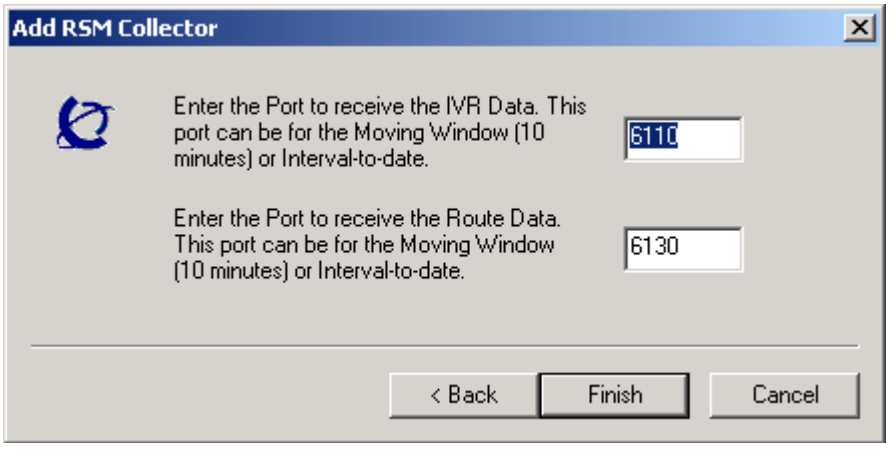
Click Next. Enter the port information as configured on the CCMS server for Agent and NODAL Data in **Section 5.1**.



Click Next. Enter the port information as configured on the CCMS server for IVR and Route data in **Section 5.1**. Click Finish.



7. General Test Approach and Test Results

Voice skillset based routing calls were sent to the Contact Center test bed. As calls were progressing, the Real-time Displays on Contact Center Manager Administrator were observed to confirm data seen on the SYMON displays were accurate. All testing was successful.

8. Verification Steps

Real-time Displays were launched on Contact Center Manager Administrator to monitor real-time activity of calls being placed into the system. This was used to verify the data observed on the SYMON displays.

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9. Conclusion

These Application Notes describe the configuration steps required for SYMON SES to retrieve real-time data from Avaya Contact Center Manager Server. All functional test cases were completed successfully

10. Additional References

Avaya product documentation for Contact Center Manager Server can be found at http://support.nortel.com/

The following documentation was provided by SYMON:

[1] RSM 7 Data Collector Version 11.0 A Guide to Configuring and Publishing Data with the RSM 7 Data Collector

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