



Avaya Solution & Interoperability Test Lab

Application Notes for AMC Application Adapter for PeopleSoft interoperation with Avaya Communication Control Toolkit – Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate Advanced Multi-Channel (AMC) Technology's Application Adapter for third-party business applications with Avaya (formerly Nortel) Communication Control Toolkit (CCT). The AMC Multi-Channel Integration Suite (MCIS), which includes the Application Adapter, provides call control, agent session control and screen pop to help contact center agents be efficient and to realize higher levels of customer satisfaction. The AMC adapter provides computer telephony integration (CTI) to business applications from Microsoft, Oracle, Salesforce and SAP. For this compliance test, the AMC Adapter was used to integrate AMC Application Adapter for PeopleSoft with Communication Control Toolkit.

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

1. Introduction

These Application Notes describe the configuration steps to integrate third-party business applications using AMC Application Adapter for PeopleSoft with Avaya (formerly Nortel) Communication Control Toolkit (hereafter referred to as CCT). The Multi-Channel Integration Suite (MCIS), which includes the connector, provides call control, agent session control and screen pop. The AMC connector provides CTI integration (through the CCT SDK) to business applications from Microsoft, Oracle, Salesforce.com and SAP.

1.1. Interoperability Compliance Testing

The interoperability compliance test verified the following features that are available to agents with the AMC connector for PeopleSoft with CCT.

- Logging in and out.
- Monitoring agent states (e.g. Ready or Not Ready).
- Agent state synchronization with agent telephones.
- Establish calls with other agents and non-monitored devices, and verifying the correct call states
- Basic telephony features such as call hold, transfer and conference.
- Restarting ACM connector.

1.2. Support

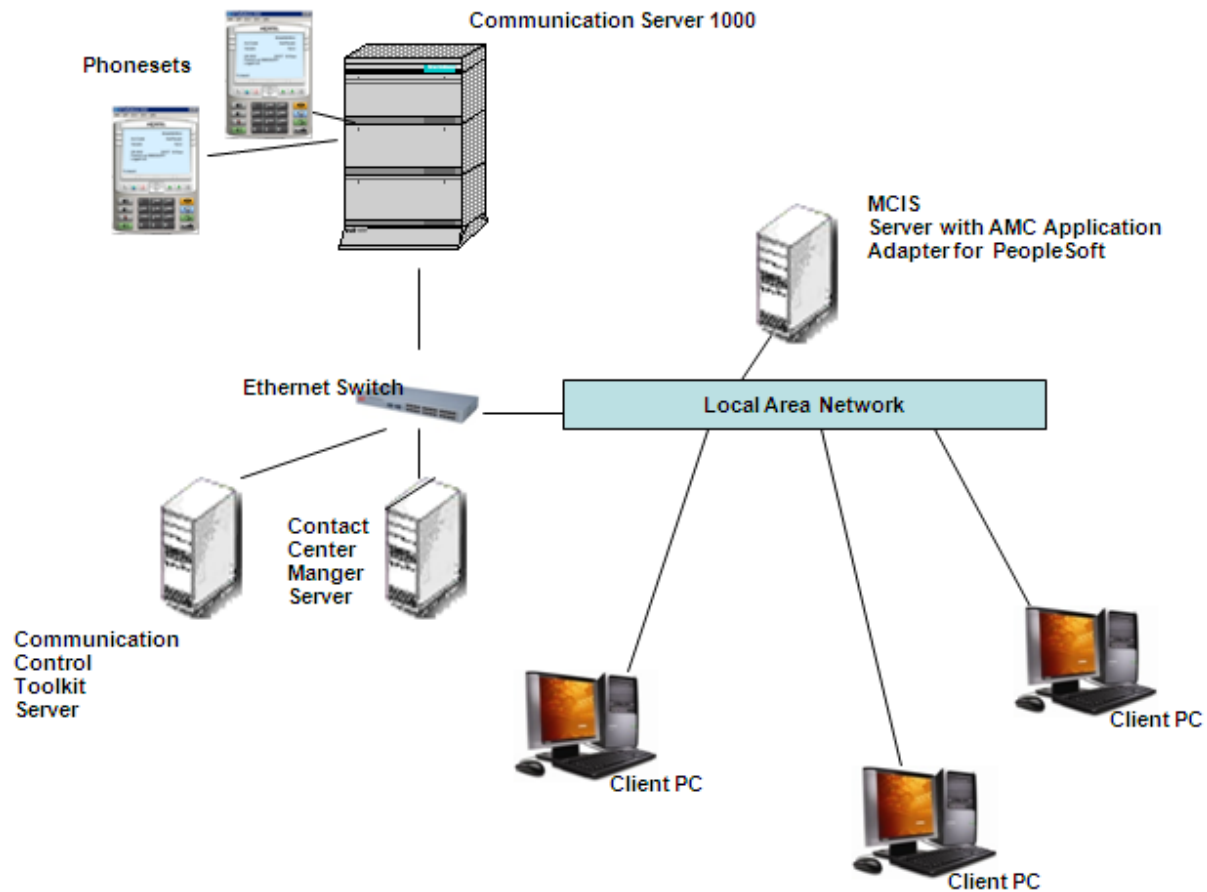
Technical support from AMC can be obtained through the following:

- **Phone:** +1 (800) 390-4866
- **Email:** support@amctechnology.com

2. Reference Configuration

The following diagram illustrates a sample configuration of a contact center environment with CCT integrated with MCIS server and AMC Application Adapter for Salesforce.com.

Figure 1. Reference Configuration



3. Equipment and Software Validated

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

Equipment	Software version
Avaya Contact Center Manager Server running on Windows 2003 Server	7.0 (SU_02/SUS_0201)
Avaya Communication Control Toolkit running on Windows 2003 Server	7.0 (SU_02/SUS_0201)
Avaya Communication Server 1000	Release 6.0
Avaya i2050 IP Softphones	2.0
AMC MCIS server co-resident with AMC Application Adapter for PeopleSoft running on Windows 2003 server	5.3 (MCIS) PSAMCAadapter.exe HF: 5.3.0.0

4. Configure Avaya Communication Server

This section provides the procedure for configuring the Communication Server. The procedure is limited to phoneset configuration, and is limited to what is necessary for CCT integration with the Communication Server.

4.1. Phone Set configuration

Log into the Communication Server. In Overlay 11, list phone configuration and confirm AST is configured for the agent keys.

```
>ld 11
SL1000
MEM AVAIL: (U/P): 2523910      USED U P: 408503 115010      TOT: 3047423
DISK RECS AVAIL: 1152
TNS                          AVAIL: 32390      USED: 377      TOT: 32767

REQ: prt
TYPE: i2050

TN 72 0 0 0
DATE
PAGE
DES

DES SCCS
TN 072 0 00 00 VIRTUAL
TYPE I2050
CDEN 8D
```

CUST 0
 ZONE 001
 FDN
 TGAR 1
 LDN NO
 NCOS 3
 SGRP 0
 RNPG 1
 SCI 0
 SSU
 XLST
 SCPW
 SFLT NO
 CAC_CIS 3
 CAC_MFC 0
 CLS UNR FBD WTA LPR PUA MTD FND HTD TDD HFA CRPD
 MWD LMPN RMMD SMWD AAD IMD XHD IRD NID OLD VCE DRG1
 POD DSX VMD CMSD SLKD CCSD SWD LND CNDA
 CFTD SFD MRD DDV CNID CDCA MSID DAPA BFED RCBF
 ICDD CDMD LLCN MCTD CLBD AUTU
 GPPA DPUD DNDA CFXD ARHD CNTD CLTD ASCD
 CPFA CPTA HSPD ABDD CFHD FICD NAID DNAA RDLA BUZZ AGRD MOAD
 UDI RCC HBTD AHD IPND DDGA NAMA MIND PRSD NRWD NRCD NROD
 DRDD EXR0
 USMD USRD ULAD CCBF RTDD RBDD RBHD PGND FLXD FTTC DNDY DNO3 MCBN
 FDSF NOVD VOLA VOUD CDMR ICRA
 CPND_LANG ENG
 HUNT
 PLEV 02
 CSDN
 SPID NONE
 AST 00 03
 IAPG 0
 AACS YES
 ACQ AS: AST-DN,AST-POSID
 ASID 17
 SFNB 1 2 3 4 5 6 11 12 13 18 22 24 25 26
 SFRB
 USFB 1 2 3 4 5 6 7 9 10 11 12 13 14 15
 CALB 0 1 3 4 5 6 8 9 10 11 12
 FCTB
 ITNA NO
 DGRP
 PRI 01
 MLWU_LANG 0
 DNDR 0
 KEY 00 ACD 7203 0 720100
 AGN
 ANIE 0
 01 NRD
 02 MSB
 03 MCR 720200 0 MARP
 ANIE 0
 04

```

05
06
07
08
09
10
11
12
13
14
15
16
17 TRN
18 A06
19 CFW 16
20 RGA
21 PRK
22 RNP
23
24 PRS
25 CHG
26 CPN
27
28
29
30
31
DATE 26 JUN 2009

```

- Terminal name is identified as “TN 072 00 00 00” above. This information will be needed to configure a Terminal in Section 5.1.1.
- Key 00 above is the ACD (Automatic Call Distribution) key configured on the agent phoneset. “720100” is the PositionID assigned to the phoneset. This will be needed to configure an Address in Section 5.1.2. “7203” is the ACD queue configured for this phoneset. This will be needed for Agent configuration on Salesforce.com.
- Key 03 above is the personal DN (Directory Number) key configured on the agent phoneset. “720200” is the DN value assigned to the phoneset. This will be needed to configure an Address in Section 5.1.2.

If AST is not configured, then follow this procedure to configure it on the two keys (i.e. Key 0 and Key 3). Items in bold below need to be typed in, and followed by a carriage return.

```

>ld 11
SL1000
MEM AVAIL: (U/P): 2523910      USED U P: 408503 115010      TOT: 3047423
DISK RECS AVAIL: 1152
TNS                          AVAIL: 32390      USED: 377      TOT: 32767
REQ: chg

```

```

TYPE: i2050
TN   72 0 0 0
ECHG yes
ITEM ast 0 3
ITEM

MEM AVAIL: (U/P): 2523908      USED U P: 408503 115012      TOT: 3047423
DISK RECS AVAIL: 1152
TNS                AVAIL: 32390      USED: 377      TOT: 32767

REQ:

```

Any phones currently supported by Contact Center Manager Server can be used for integration with Communication Control Toolkit. For the purpose of this compliance testing, i2050 IP Softphones were used.

5. Configure Contact Center

The compliance test environment consisted of a Contact Center Manager Server (CCMS), Contact Center Manager Administrator (CCMA) and a Communication Control Toolkit (CCT) server. A call center agent needs to be created on CCMA to enable agents to login to the call center through the Salesforce.com interface.

This section describes a procedure for configuring:

- Phone sets on CCT
- Importing Windows Users from CCT Domain
- Creating Agents on CCMA.

5.1. Configure phone set on Communication Control Toolkit

A phone set consists of one Terminal can be mapped up to two addresses. The following sections describe how to configure Addresses, Terminals, and how to map them to each other.

5.1.1. Configure Terminal

To configure a Terminal on CCT, navigate to **Start→Programs → Nortel → Contact Center →Communication Control Toolkit → CCT Console**.

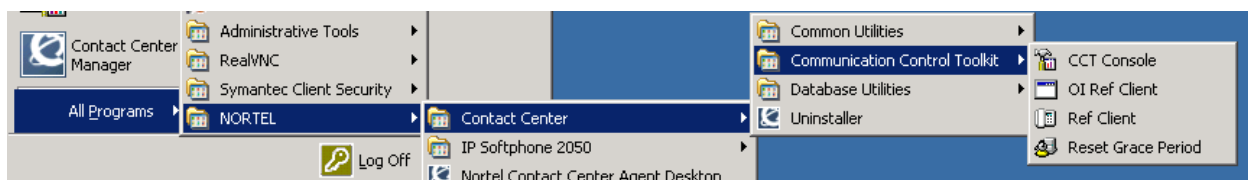


Figure 2. Navigate to CCT Console

The CCT Console will appear:

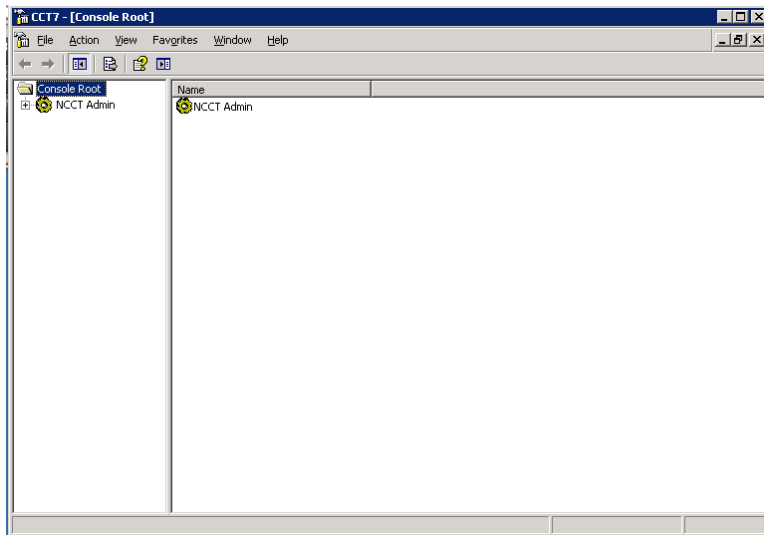


Figure 3. CCT Console

Click on '+' next to **NCCT Admin** in the left hand pane of the console.

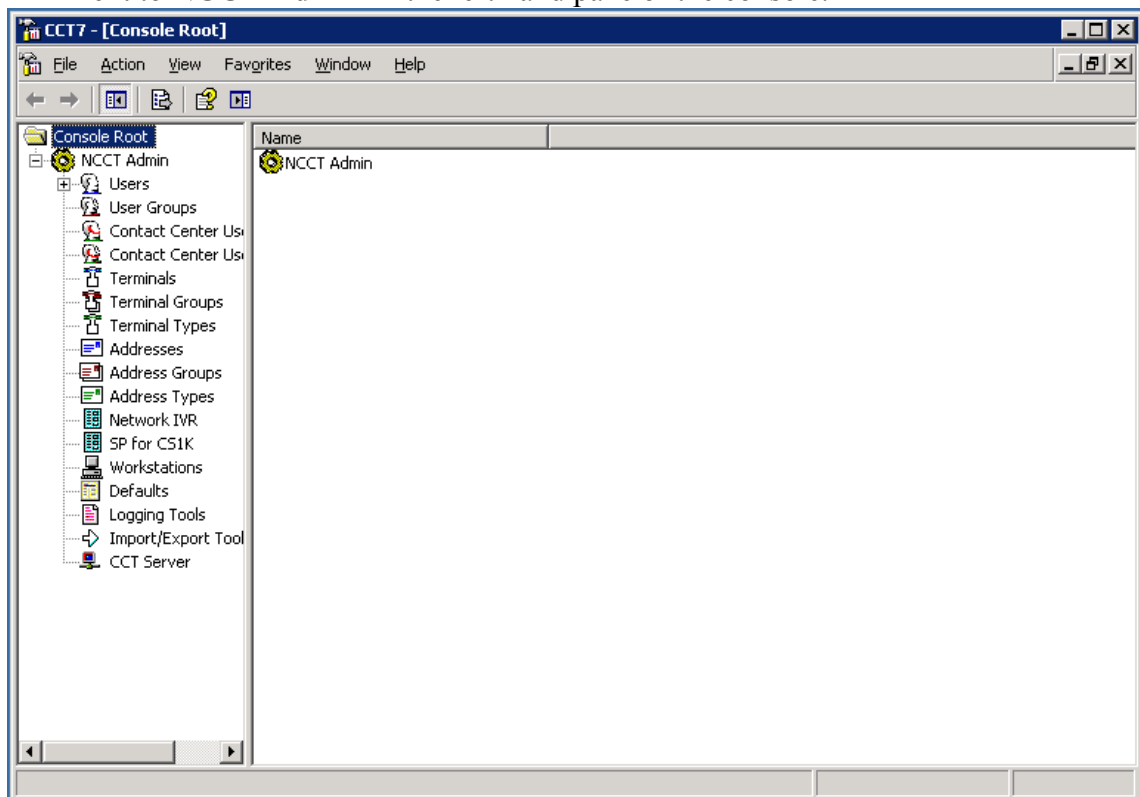


Figure 4. NCCT Admin

Right-Click on **Terminals** and navigate to **New → New Terminal**.

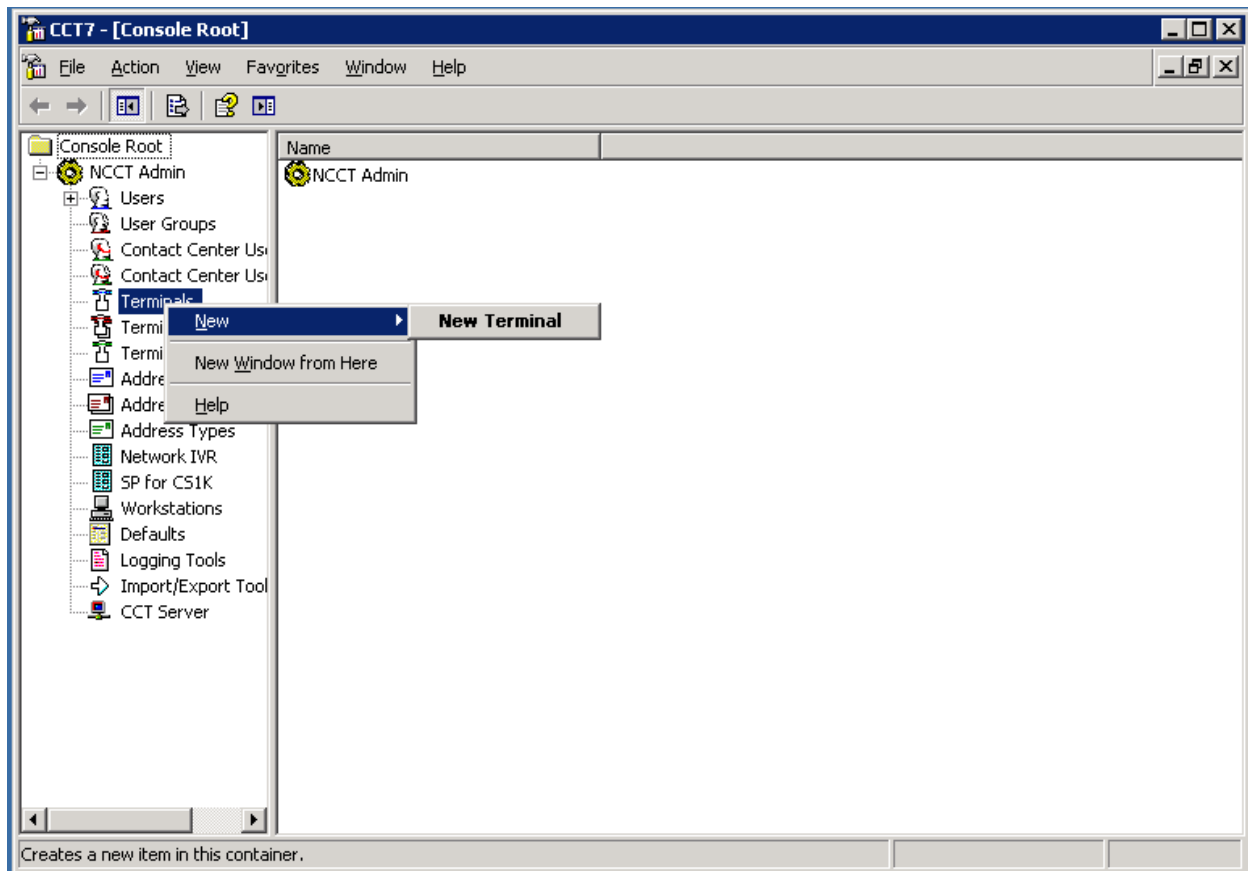


Figure 5. New Terminal

In the **Terminal Details** tab, enter the Phoneset information. The **Terminal Name** field must include the word 'Line' in the beginning with the terminal name as configured in section 4.1. All checkboxes should also be enabled. **Phone Type** should be chosen as appropriate. For this compliance test, i2050 phones were used.

The screenshot shows a Windows-style dialog box titled "New Terminal Properties" with a standard help and close icon in the top right corner. The dialog has five tabs: "Terminal Details", "Terminal Group Maps", "Address Maps", "User Maps", and "WorkStation Maps". The "Terminal Details" tab is selected and active. Inside this tab, there are several input fields and checkboxes. The "Terminal Name" field contains the text "Line 72.0.0.0". Below it, the text "Loop, Shelf, Card, Unit" is displayed. The "Enabled" checkbox is checked. The "Provider" dropdown menu is set to "Passive". The "Terminal Type" dropdown menu is set to "Agent". The "Phone Type" dropdown menu is set to "I2050". Below these fields is a section titled "Line Features" which contains four checkboxes, all of which are checked: "3-party conference (A03)", "6-party conference (A06)", "Call Transfer (TRN)", and "Call Forward (CFW)". At the bottom right of the dialog are three buttons: "OK", "Cancel", and "Apply".

Figure 6. New Terminal Properties

Click **Apply** and **OK** to close the window. Continue to the next section to configure Addresses.

5.1.2. Configure Address

Configure an Address for each AST enabled DN configured on the phoneset in Section 4.1 (maximum 2).

On the CCT Console, right-click on **Addresses**, and navigate to **New→ New Address**.

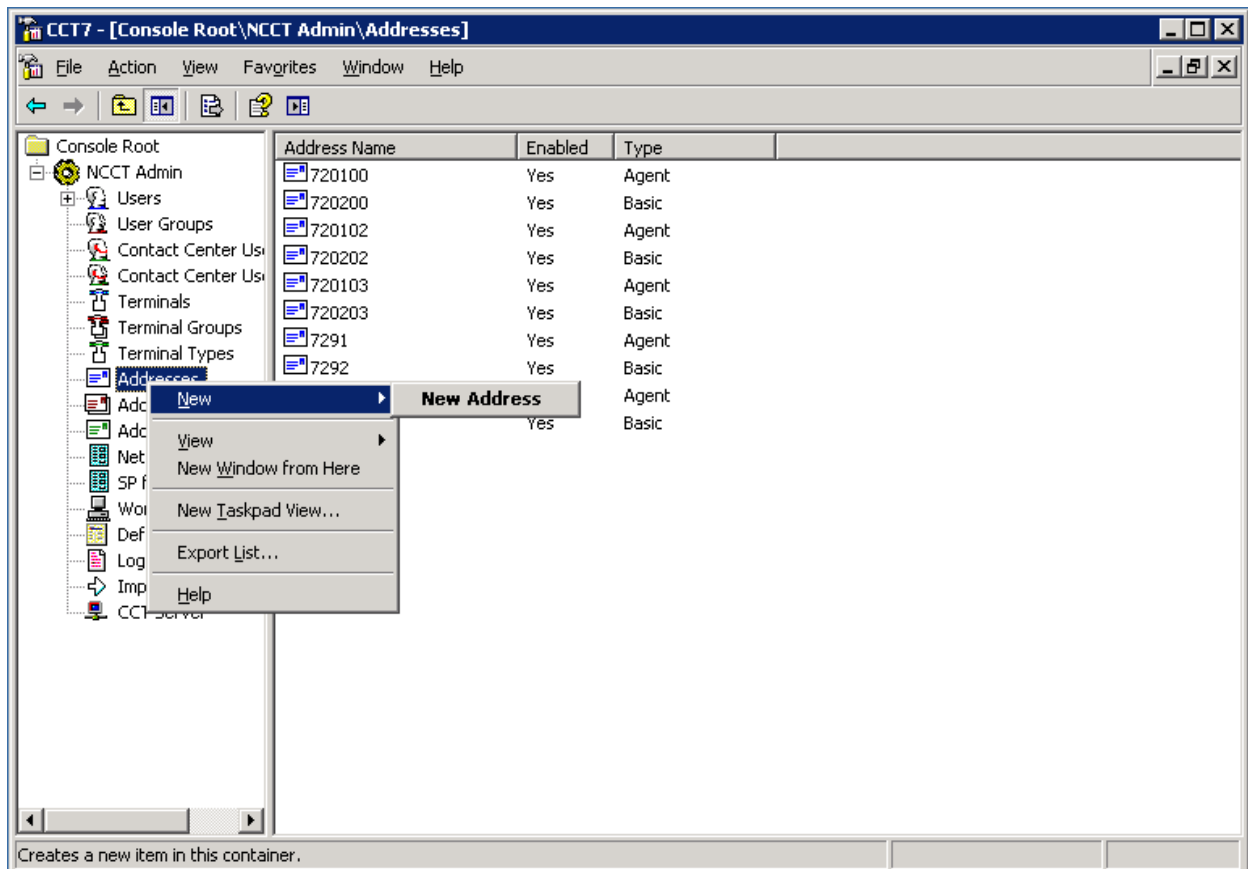
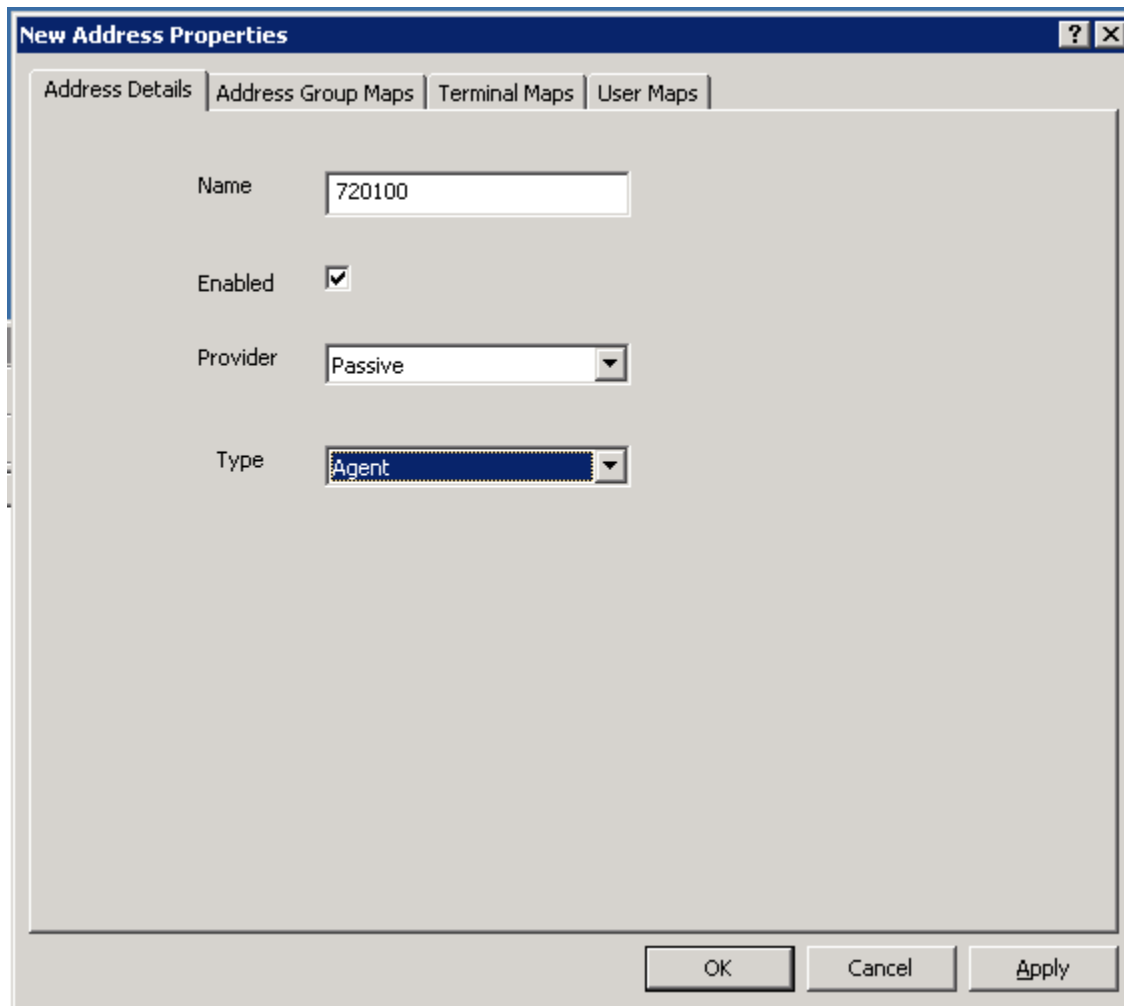


Figure 7. New Address

In the Address Details tab, enter the PositionID configured in Section 4.1 in the **Name** field. Select Type as “Agent”. All other fields can be left as default.



The image shows a Windows-style dialog box titled "New Address Properties". It has four tabs: "Address Details", "Address Group Maps", "Terminal Maps", and "User Maps". The "Address Details" tab is selected. Inside the tab, there are four fields: "Name" with a text box containing "720100", "Enabled" with a checked checkbox, "Provider" with a dropdown menu showing "Passive", and "Type" with a dropdown menu showing "Agent". At the bottom of the dialog are three buttons: "OK", "Cancel", and "Apply".

Figure 8. New Address Properties

In the **Terminal Maps** tab, map the newly created Address to the Terminal created in **Section 5.1.1**. Select the previously configured terminal in the “**Available Terminals**” box and click on **Add** to complete the mapping. Click **Apply** to apply the changes, and click **OK** to close window:

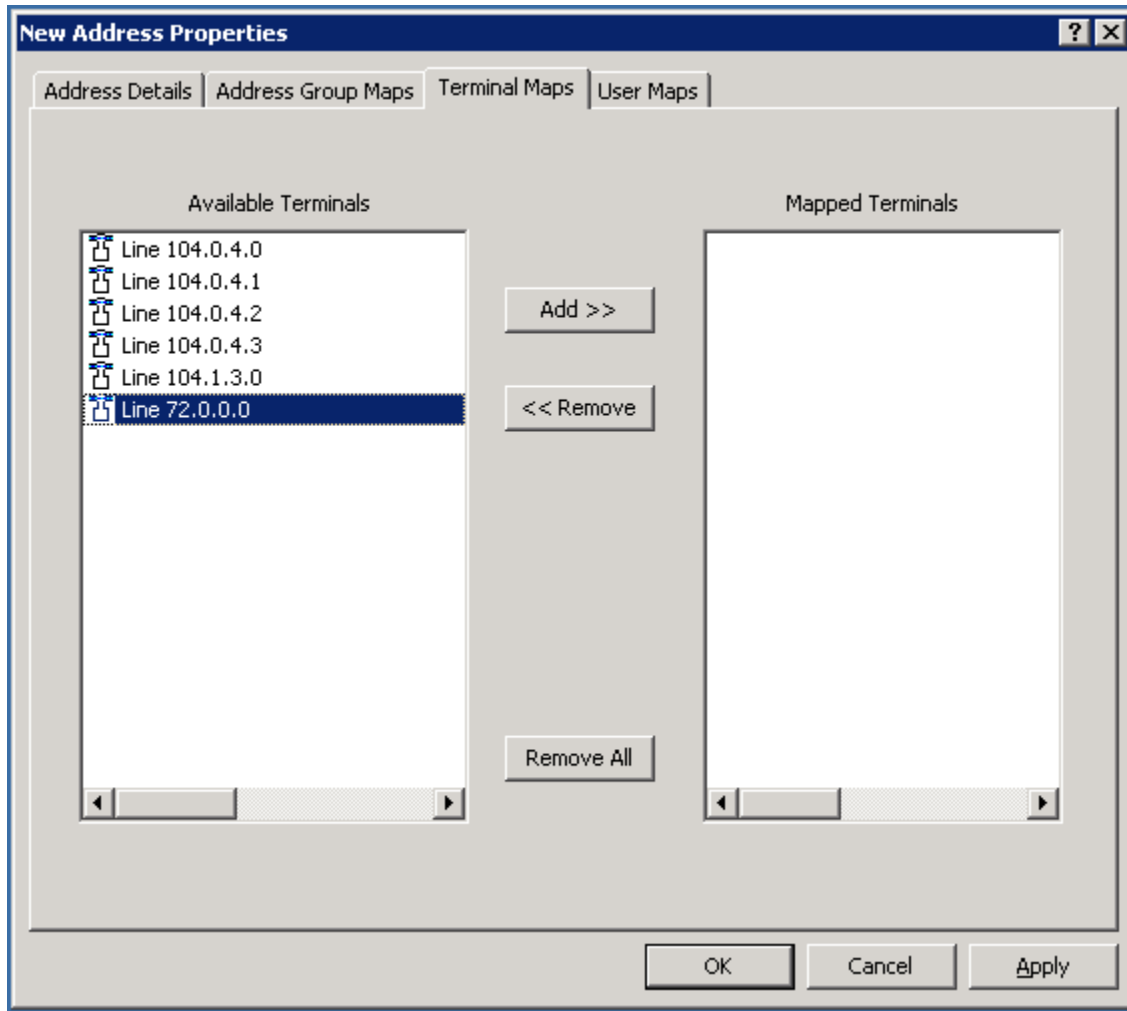


Figure 9. New Address Properties → Terminal Maps

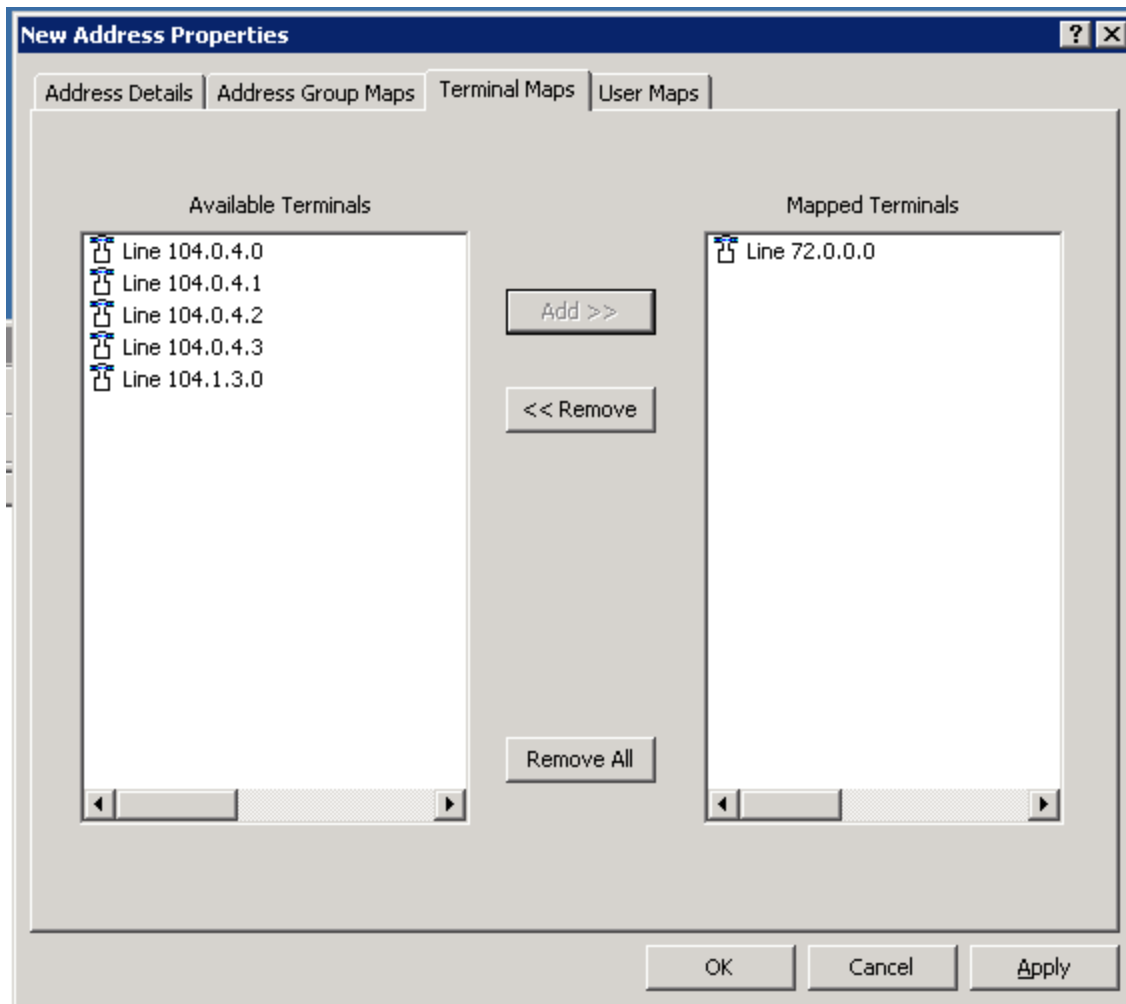


Figure 10. New Address Properties → Terminal Maps (2)

In order to create address for Personal DN (Key 03), right-click on **Addresses** on the CCT Console, and navigate to **New→ New Address**. In the **Address Details** tab, enter the Personal DN as configured in Section 4.1 for the **Name** field. All other fields can be left as default.

The screenshot shows a Windows-style dialog box titled "New Address Properties" with a standard help and close icon in the top right corner. Below the title bar is a tabbed interface with four tabs: "Address Details", "Address Group Maps", "Terminal Maps", and "User Maps". The "Address Details" tab is currently selected. The main area of the dialog contains four labeled fields: "Name" with a text input field containing "720200", "Enabled" with a checked checkbox, "Provider" with a dropdown menu showing "Passive", and "Type" with a dropdown menu showing "Basic". At the bottom right of the dialog are three buttons: "OK", "Cancel", and "Apply".

Figure 11. New Address Properties →Address Details

In the **Terminal Maps** tab, map the newly created Address to the Terminal created in **Section 5.1.1**. Select the previously configured terminal in the **Available Terminals** box, and click on **Add** to complete the mapping. Click **Apply** to apply the changes, and click **OK** to close window.

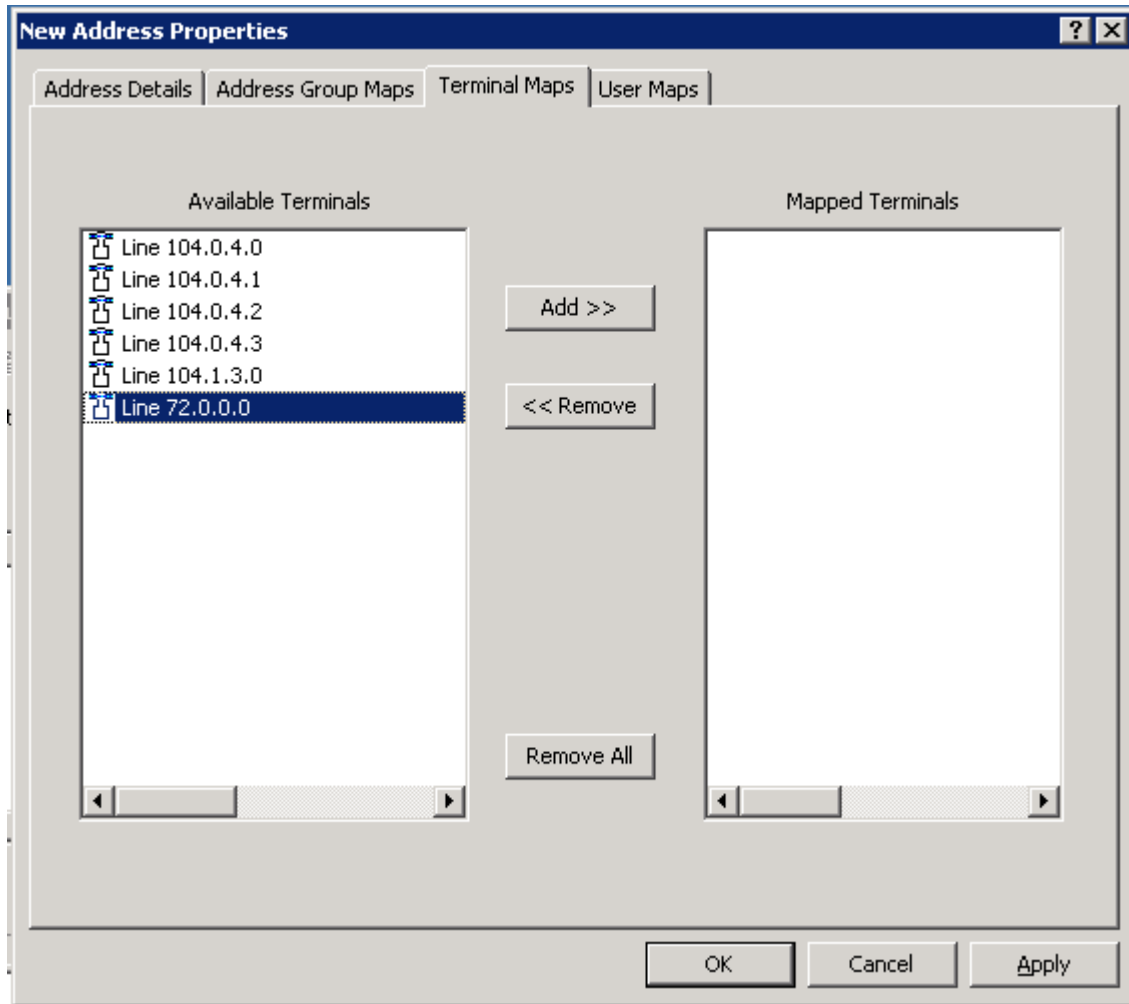


Figure 12. **New Address Properties → Terminal Maps**

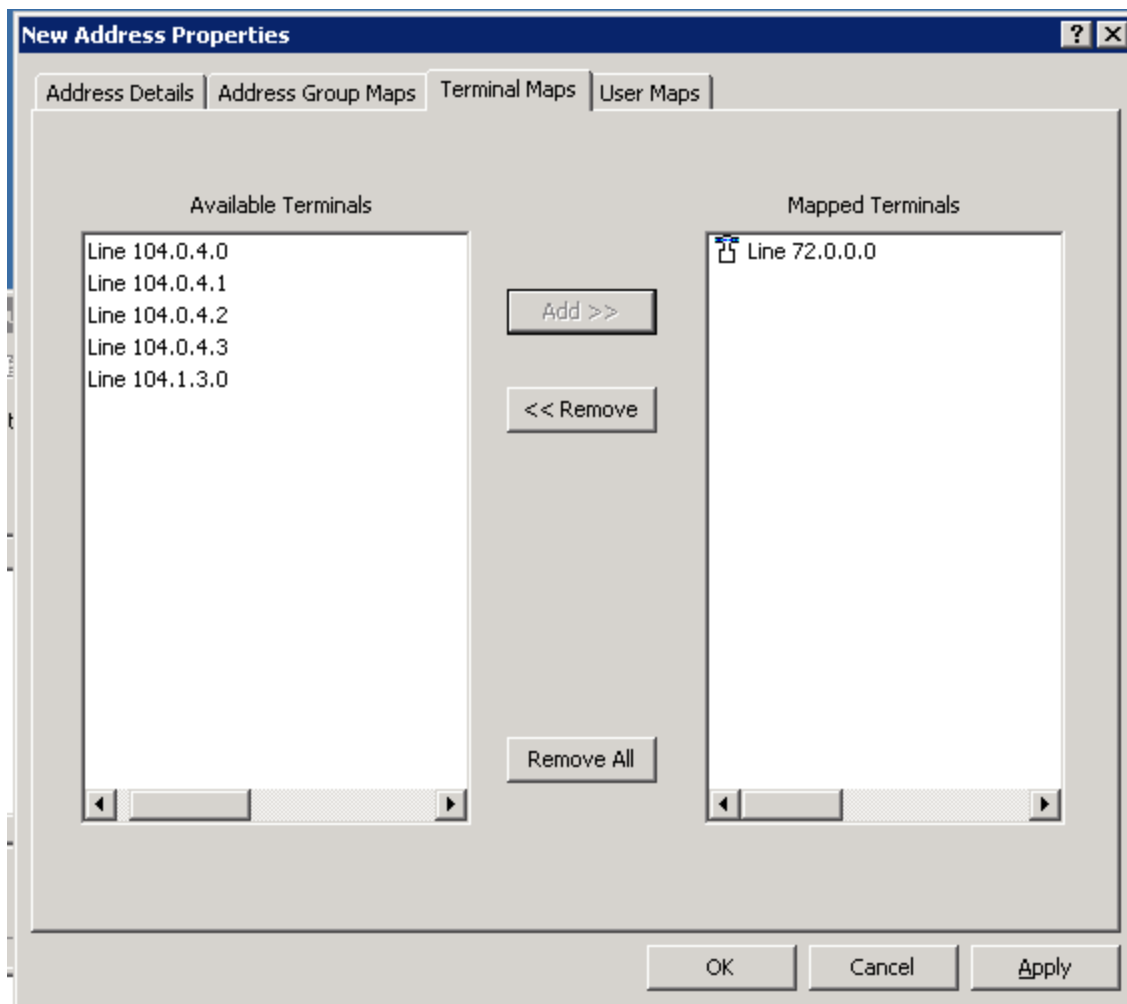


Figure 13. New Address Properties → Terminal Maps (2)

5.2. Import Windows users from CCT Domain and map to Terminal

This section describes the steps required to import Windows users from the server to the Communication Control Toolkit administration tool using the Import Windows Users tool. These Windows users are then mapped to the Terminal configured in Section 5.1.1.

CCT services should be stopped before importing new users.

1. Log on to the Communication Control Toolkit server.
2. Navigate to **Administrative Tools → Services**.
3. Stop the **NCCT SMON** service to stop all of the services on the Communication Control Toolkit server.
4. Start the **NCCT Data Access Layer** service.

5. Close the Services window.

Open the CCT Console by navigating to **All Programs→ Nortel→ Contact Center→ Communication Control Toolkit→ CCT Console**.

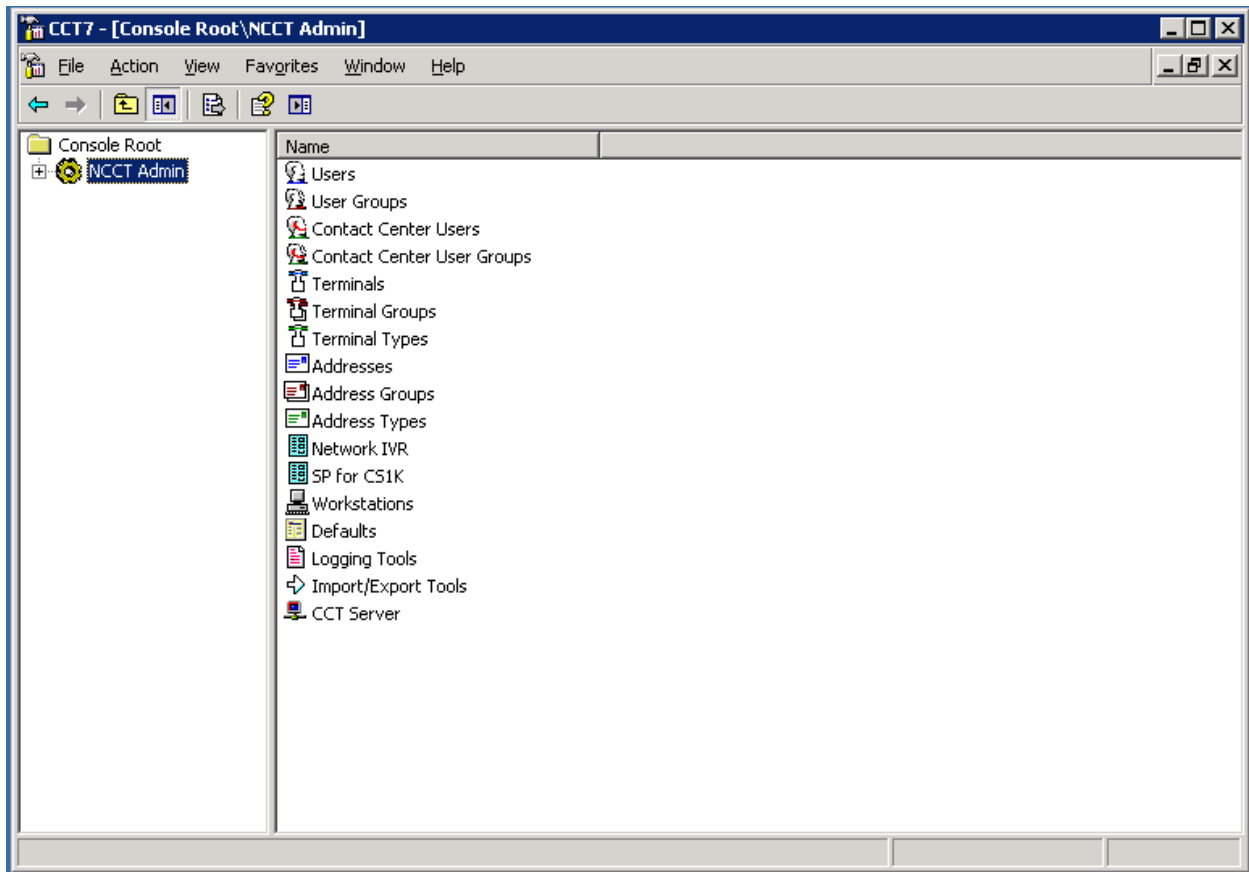


Figure 14. CCT Console (Screenshot #2)

Expand NCCT Admin.

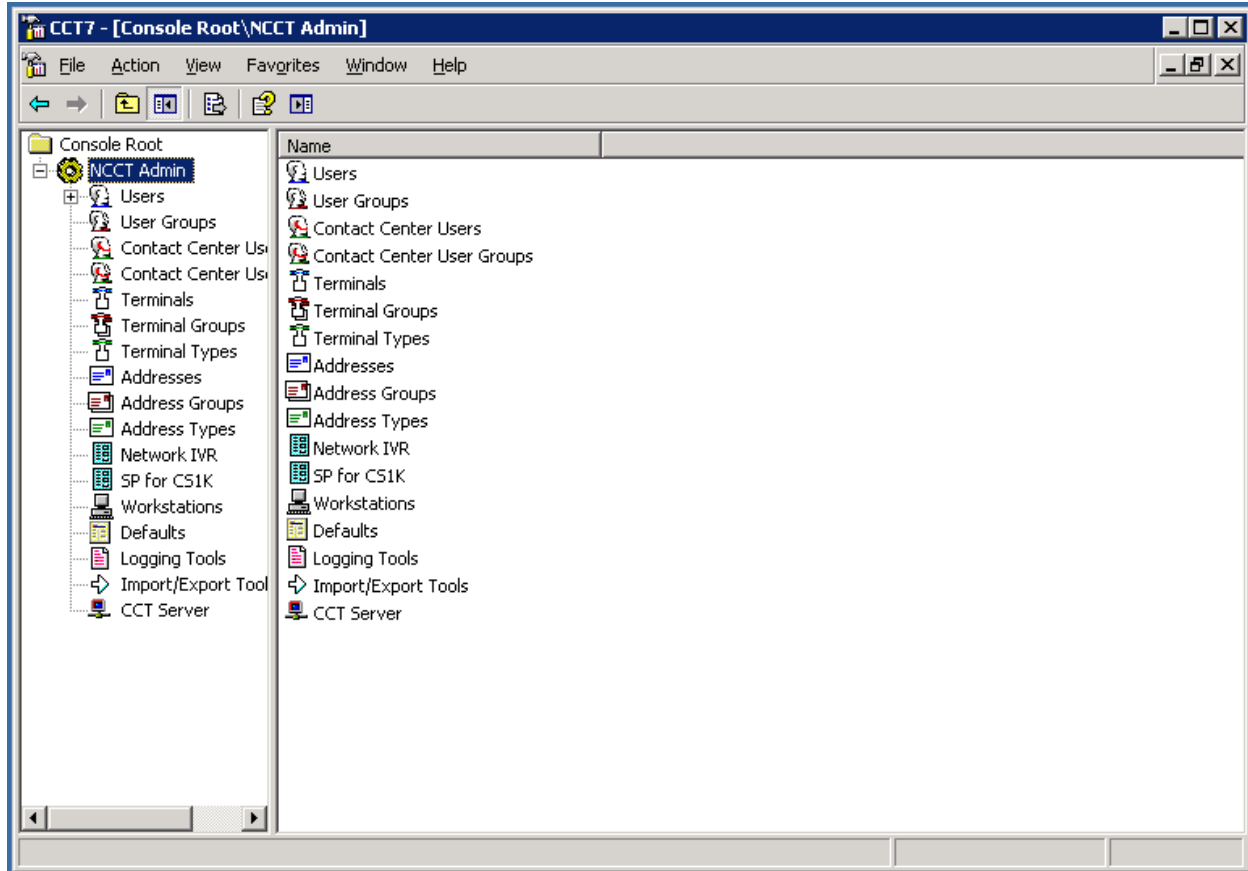


Figure 15. CCT Console →NCCT Admin (Screenshot #2)

In the left pane of the CCT console, click **Import/Export Tools**.

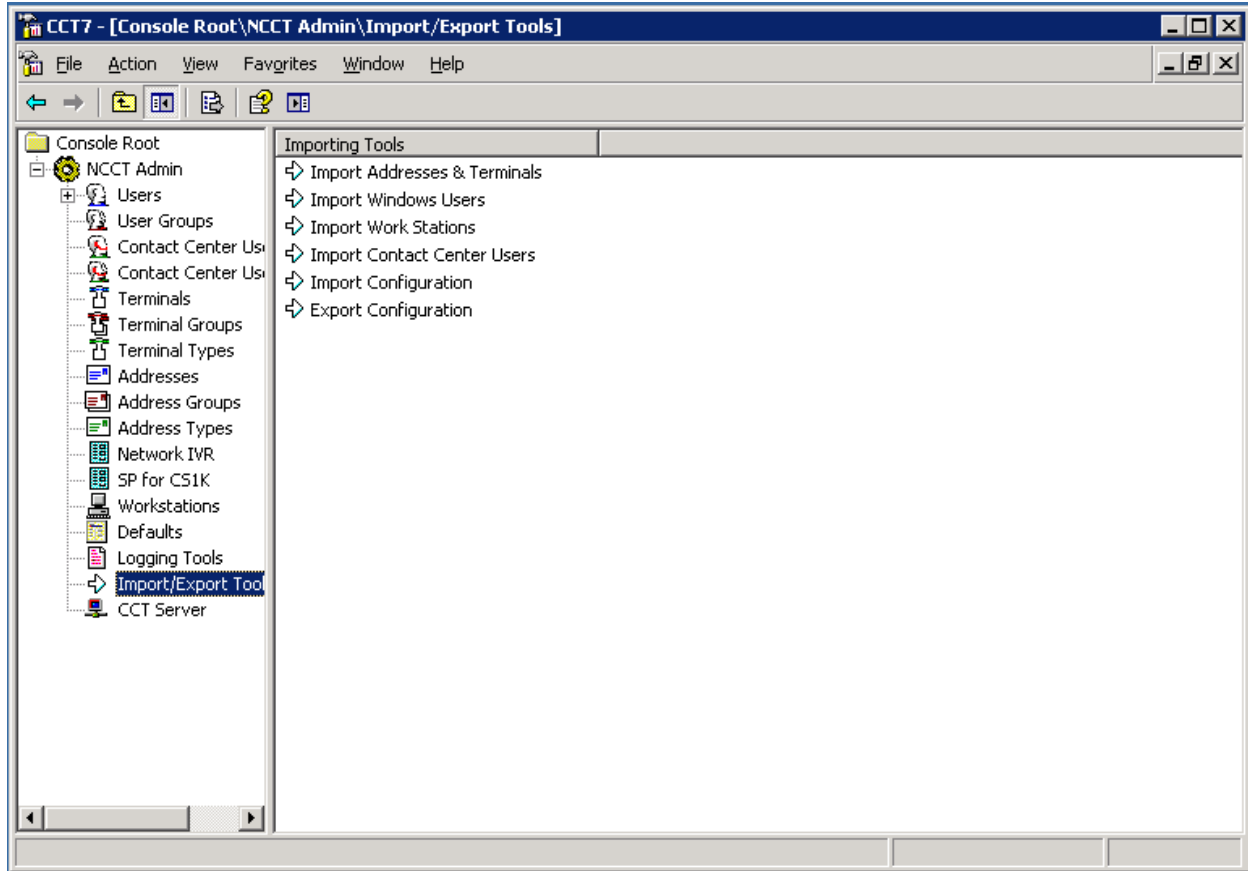


Figure 16. CCT Console → Import/Export Tools

In the right pane of the CCT console, double-click **Import Windows Users**.

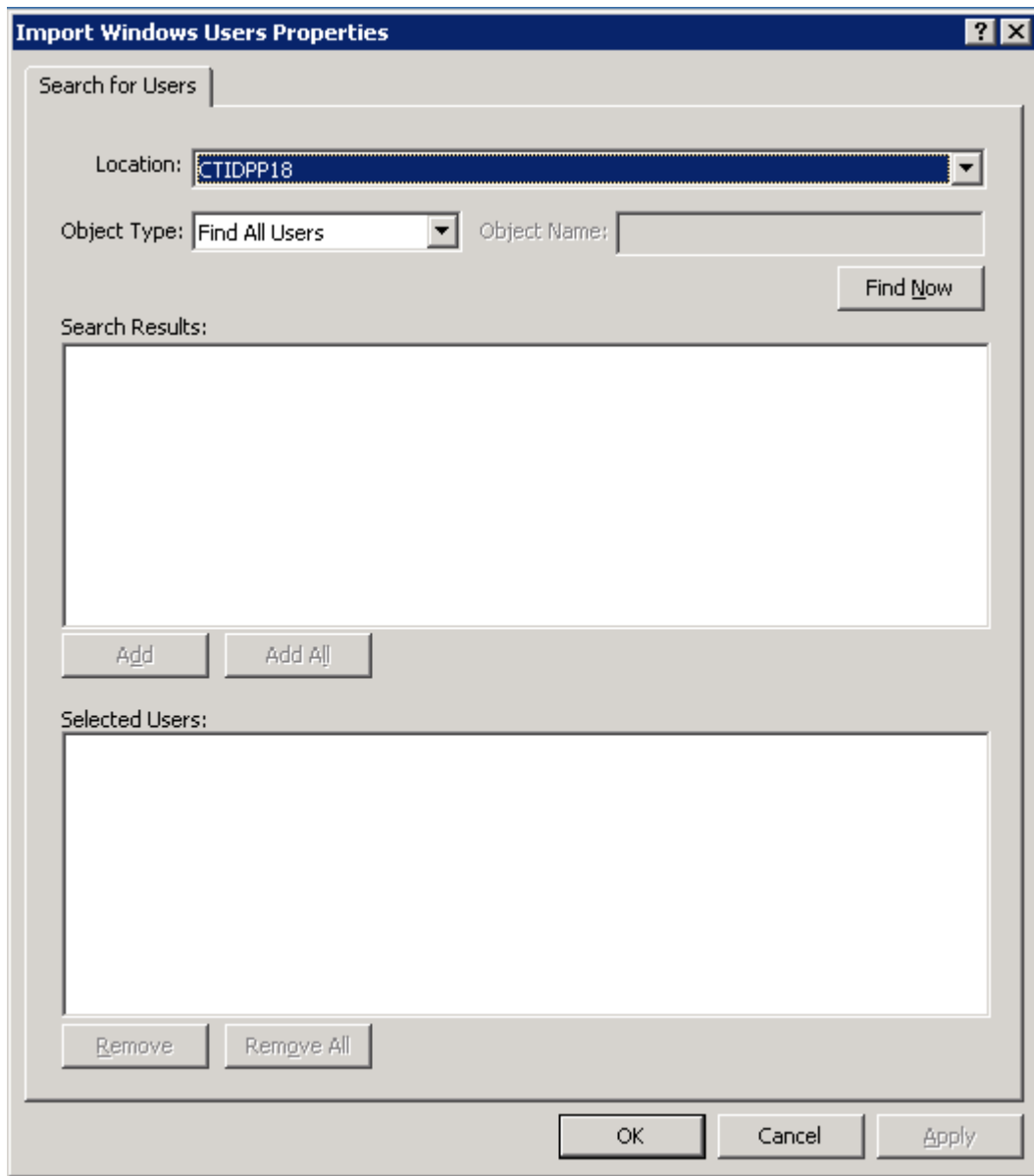


Figure 17. Import Windows Users Properties

In the **Location** box, select the domain or server from which to search for Windows users. In the **Object Type** box, select the group of users to display. Click **Find Now**.

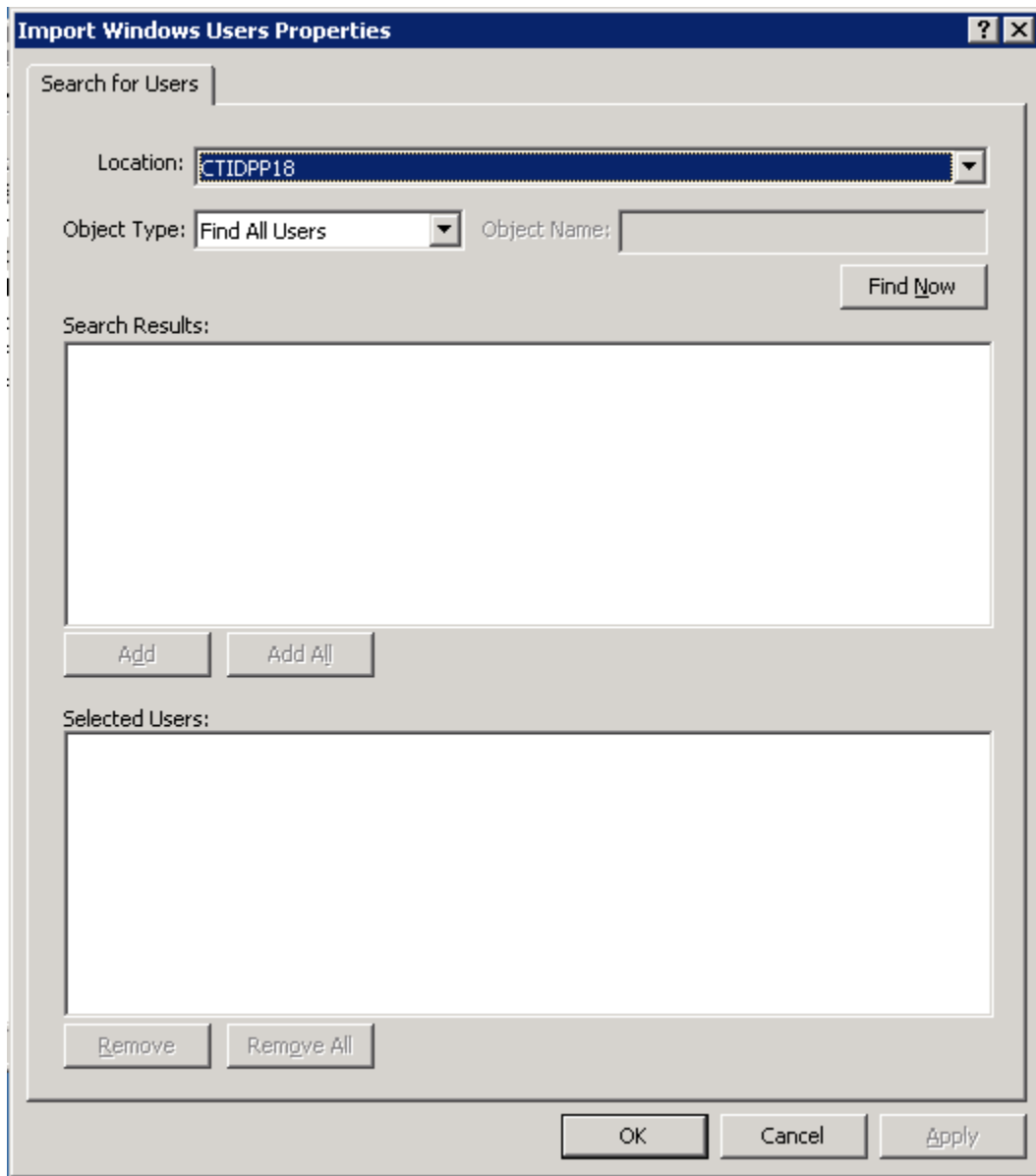


Figure 18. Import Windows Users Properties (Screenshot #2)

In the **Search Results** box, select the Windows users to import. To select multiple users, press the **Ctrl** key while selecting each user. To select all Windows users, click **Add All**. For the purpose of this compliance test, user AMC_0 was imported.

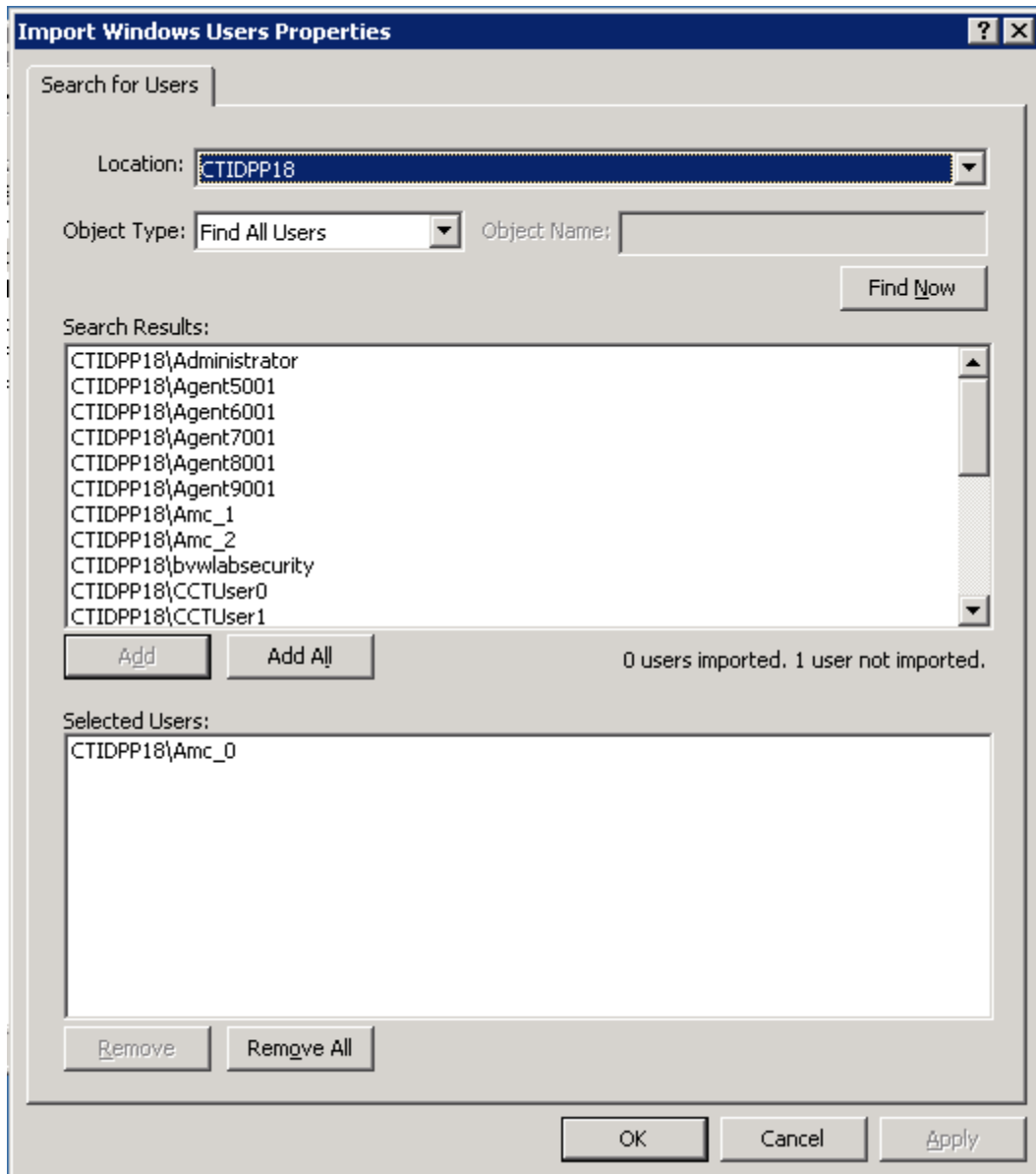


Figure 19. Import Windows Users Properties (Screenshot #3)

Click **Add** followed by **Apply** to complete the addition of the user. Click **OK** to close the window.

Start the **NCCT SMON** service to start all of the Communication Control Toolkit services.

To map a Terminal to the imported user, navigate to the CCT Console, expand **NCCT Admin**, and select **Users**:

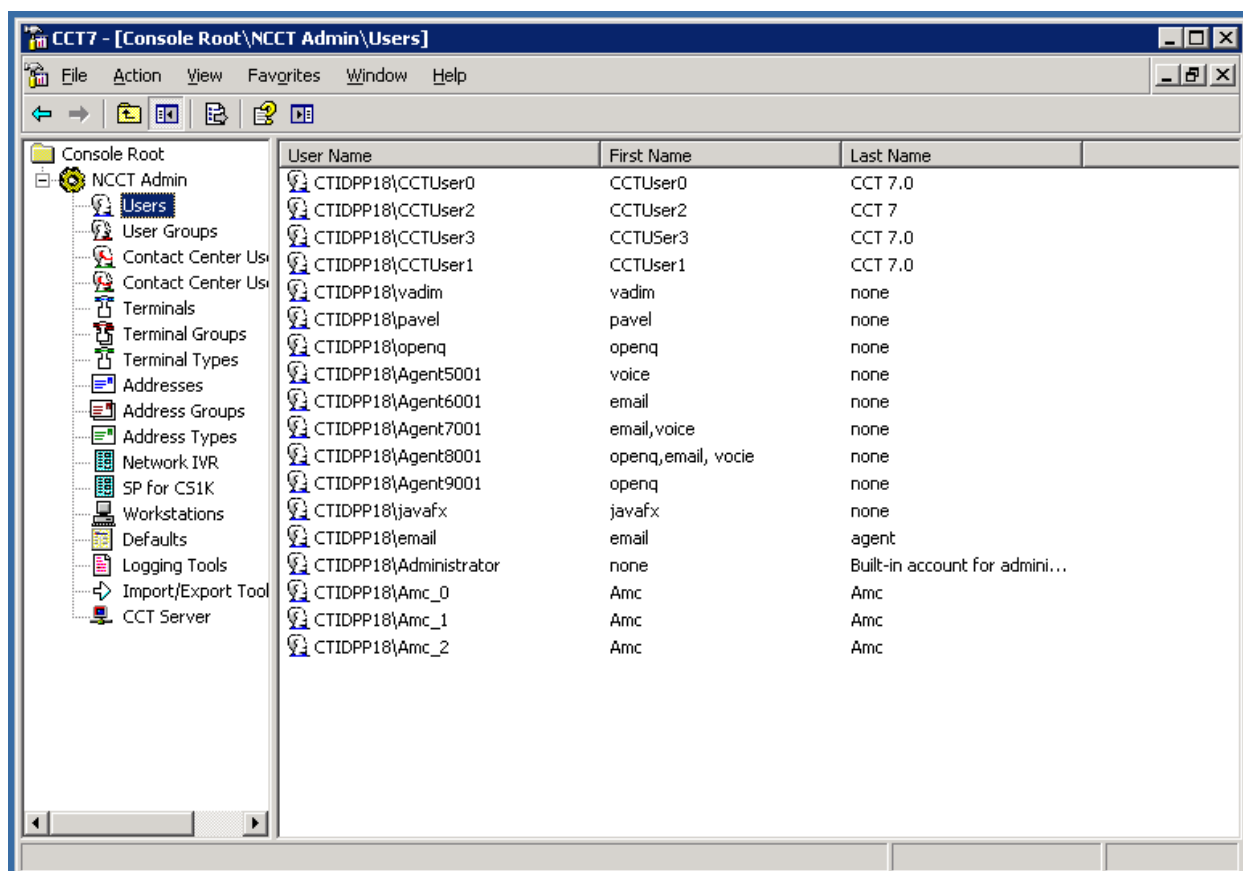


Figure 20. CCT Console (Screenshot #3)

Right click on the user imported previously and navigate to **Properties**.

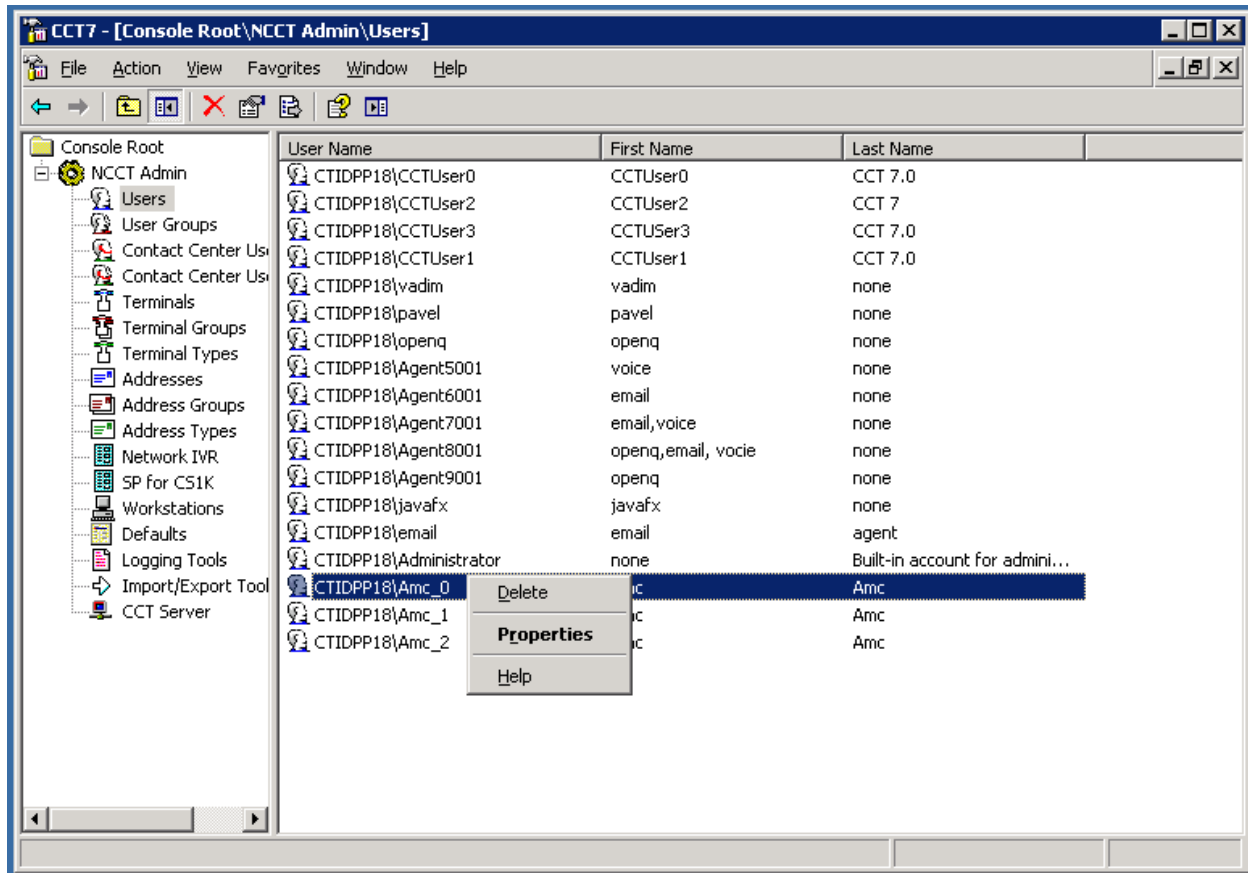


Figure 21. CCT Console →Users

In the **Terminal Maps** tab, select the terminal configured in Section 5.1.1. Click **Add**.

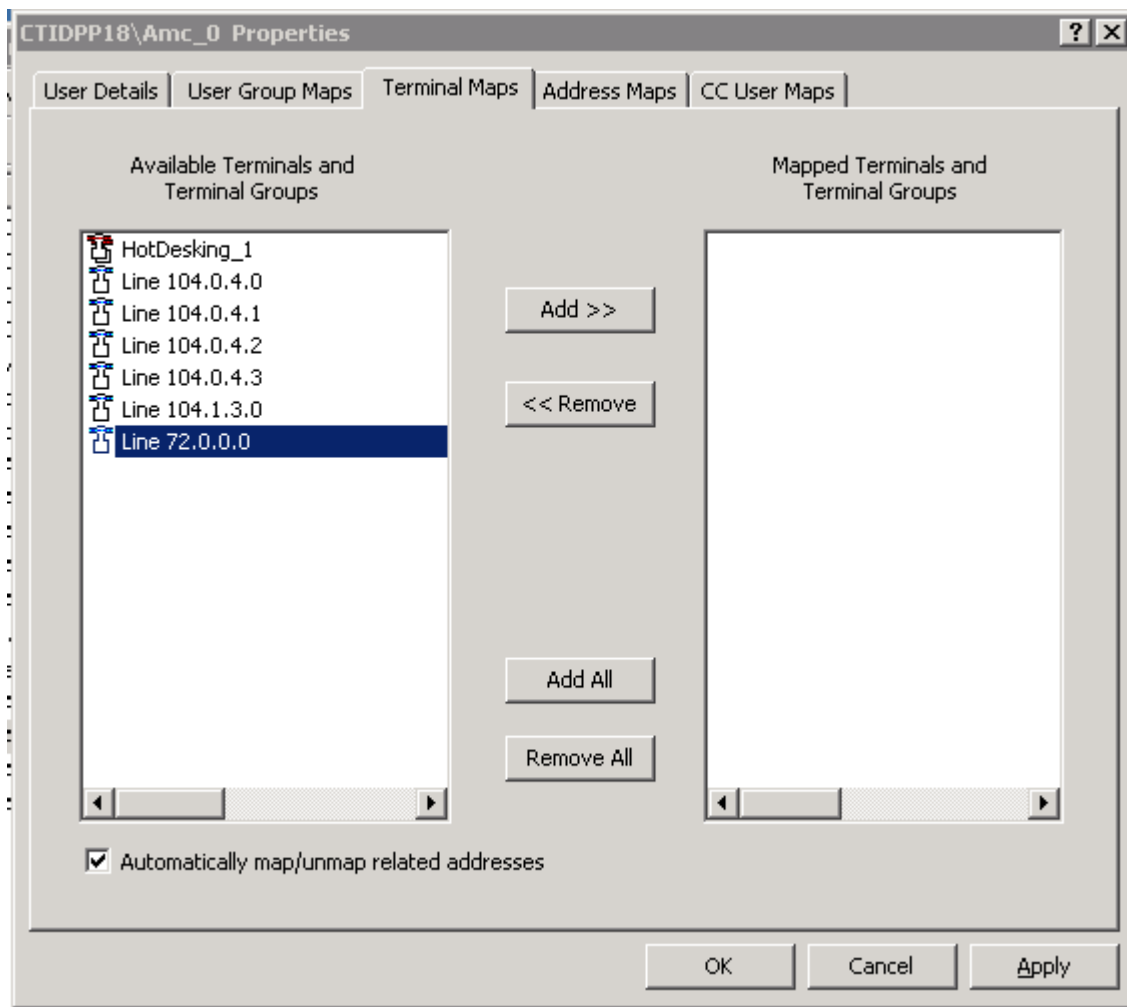


Figure 22. User Properties →Terminal Maps

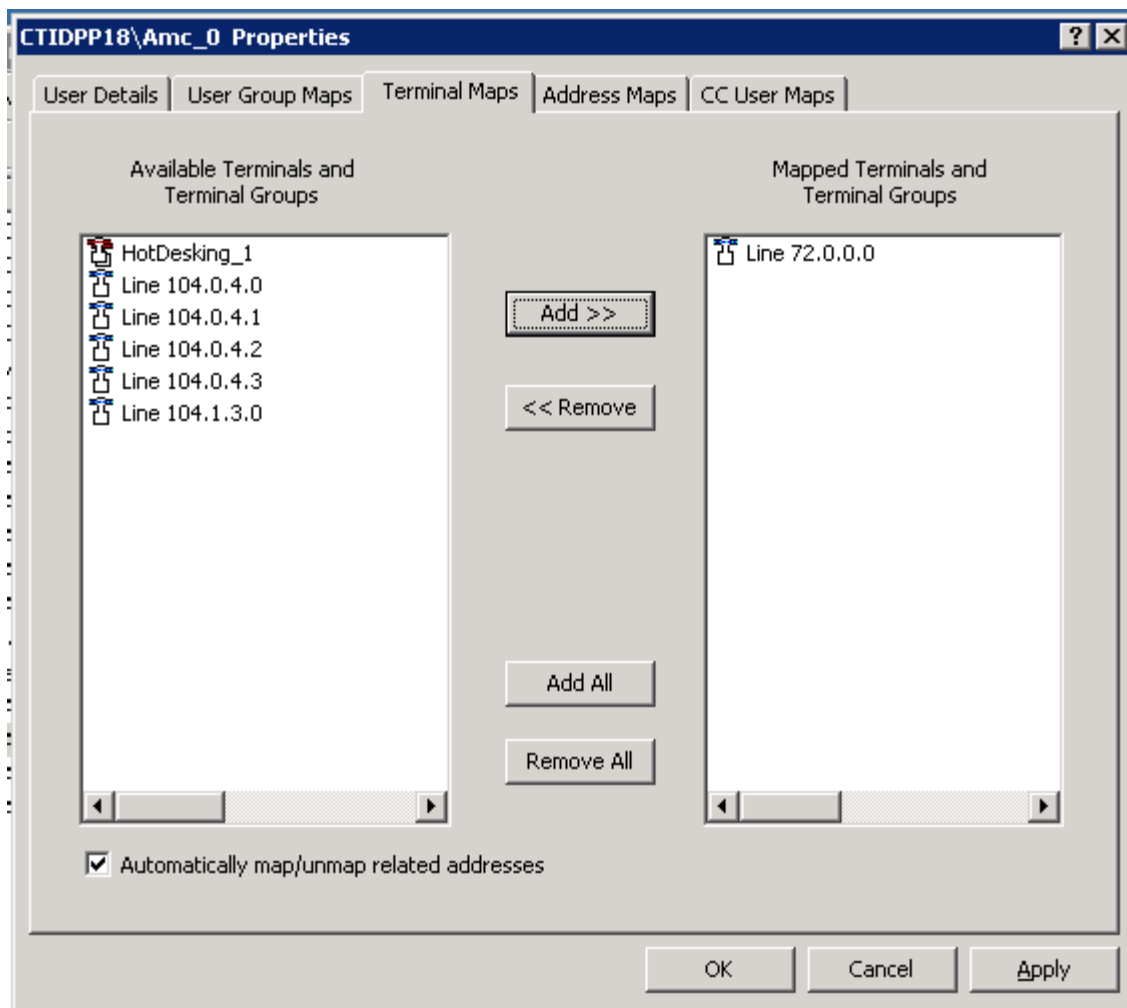


Figure 23. User Properties → Terminal Maps (Screenshot #2)

Complete the configuration of the user by clicking **Apply**. Click **OK** to close the window.

5.3. Create Contact Center Agent on CCMA

This section describes the procedure to create a call center agent on CCMA. Launch CCMA GUI on Internet Explorer by typing in the CCMA URL.

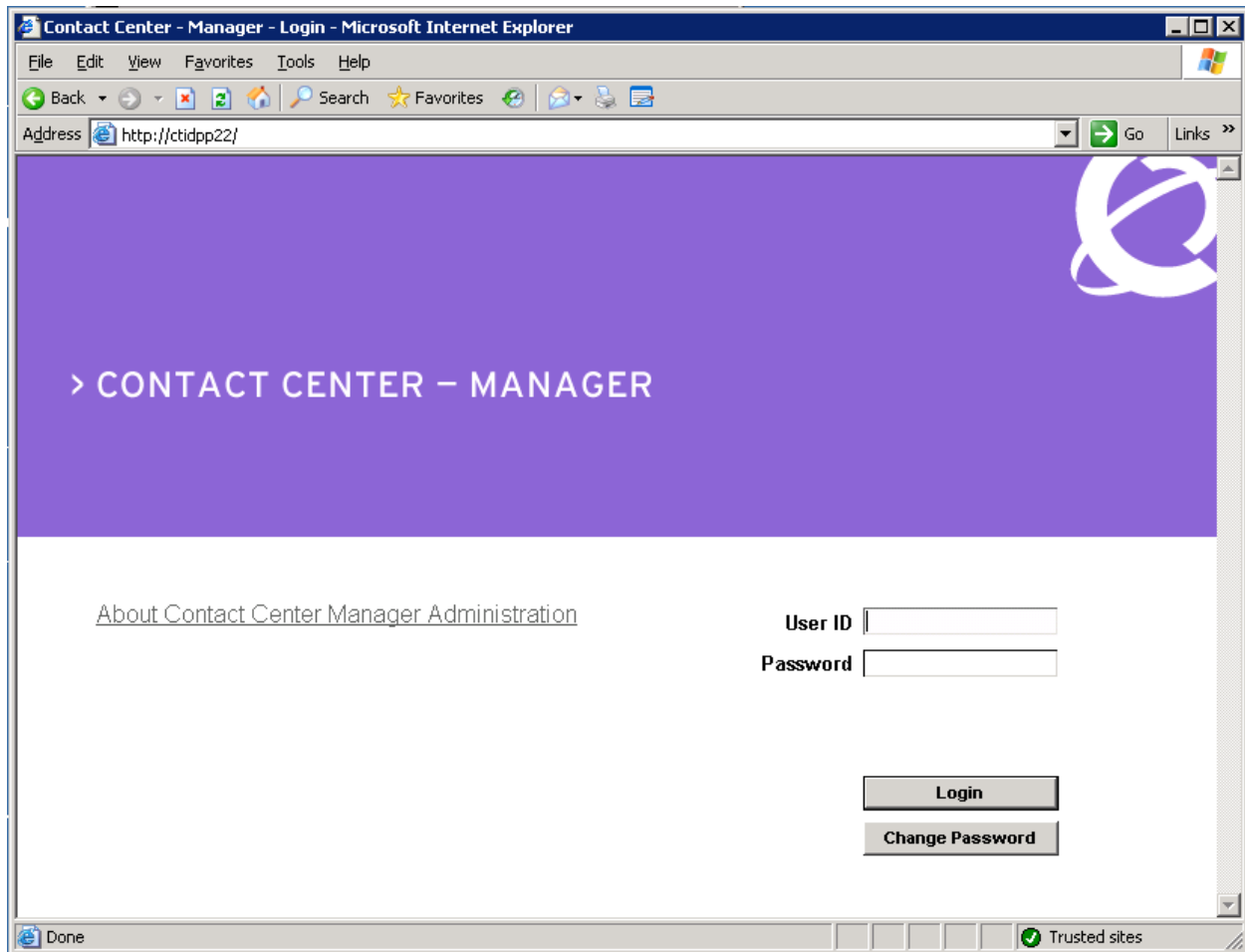


Figure 24. CCMA Login page

Login using the default user: webadmin (pw: webadmin).

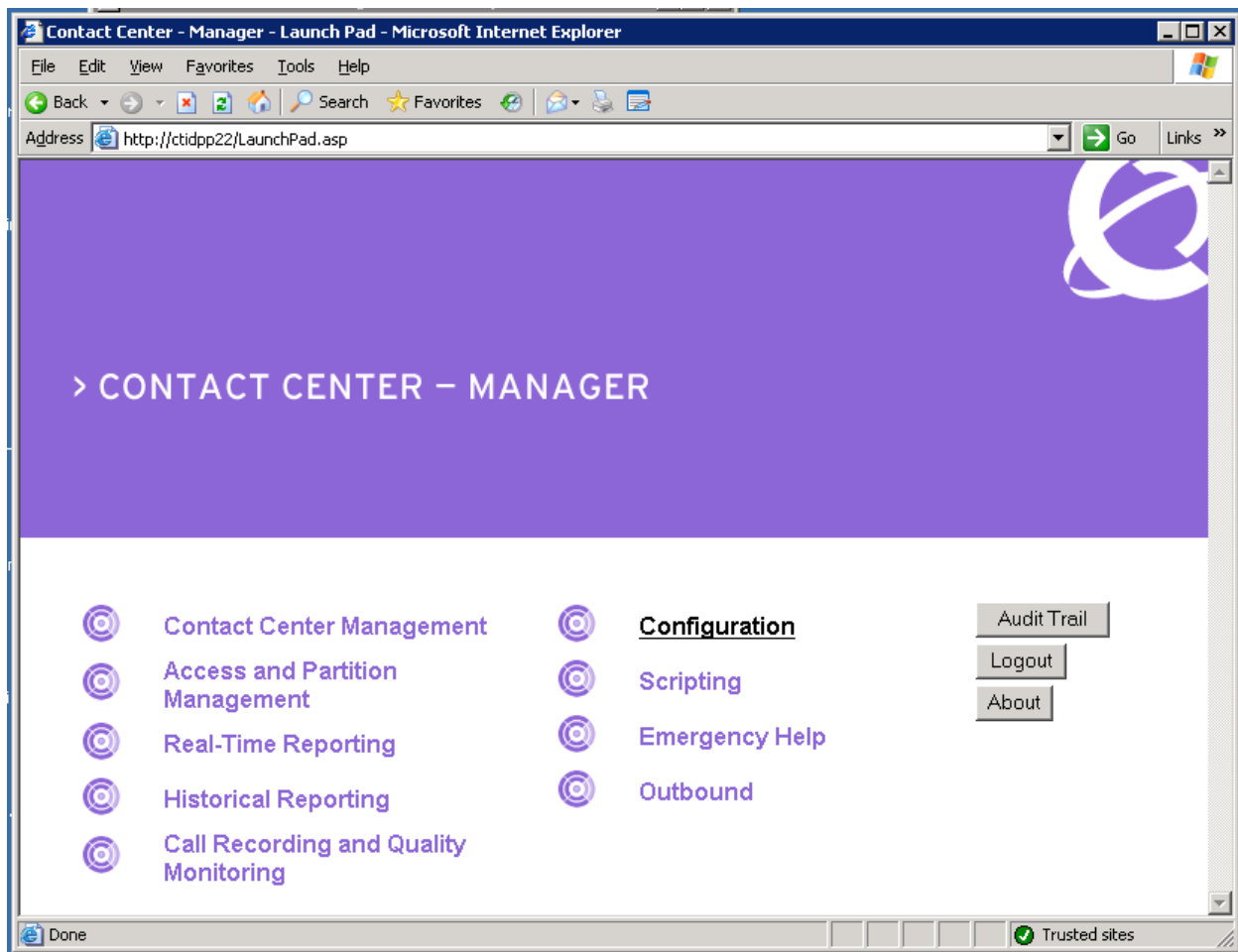


Figure 25. CCMA Launch Pad

Go to Contact Center Management. Select the CCMS server and navigate to **Add → Agent**. Enter Agent Name information and Login ID. This Login ID will be used in the configuration of the Agent on MS CRM in **Section 6.3**. Assign a Supervisor.

Figure 26. CCMA New Agent Details

Assign **Skillset Type** “Voice” and the skillset required by the call center.

Click on the **Contact Type** link and choose Voice out of the options given.

Contact Type	
Email	<input type="checkbox"/>
OpenQ	<input type="checkbox"/>
Outbound	<input type="checkbox"/>
Predictive_Outbound	<input type="checkbox"/>
Voice	<input checked="" type="checkbox"/>
Web_Communications	<input type="checkbox"/>

Figure 27. CCMA New Agent Details (Contact Types)

Click on the **Skillsets** link and choose the skillset to be assigned to this agent. For the purpose of the certification testing, skillset Default_Skillset was chosen.

▼ [Skillsets](#)

Skillset Name	Contact Type	Priority
Default_Skillset	Voice	1
EM_Default_Skillset	Email	Unassigned
LabTestSkillset	Voice	Unassigned

▼ [Assign Skillsets](#)

Show all skillsets on server ctidpp22 where:

Skillset name

Skillset Name (23)	Contact Type	Priority
Default_Skillset	Voice	1
EM_Default_Skillset	Email	Unassigned
LabTestSkillset	Voice	Unassigned

Figure 28. CCMA New Agent Details (Skillsets)

6. Configure MCIS server and AMC Application Adapter for PeopleSoft

6.1. Installing AMC Application Adapter for PeopleSoft

This section covers the procedure for installing the AMC Application Adapter for PeopleSoft on the MCIS server.

Double-click of the installation executable – **setup.exe**. The setup must be run by a user having Administrative privileges.

The install splash screen is displayed.

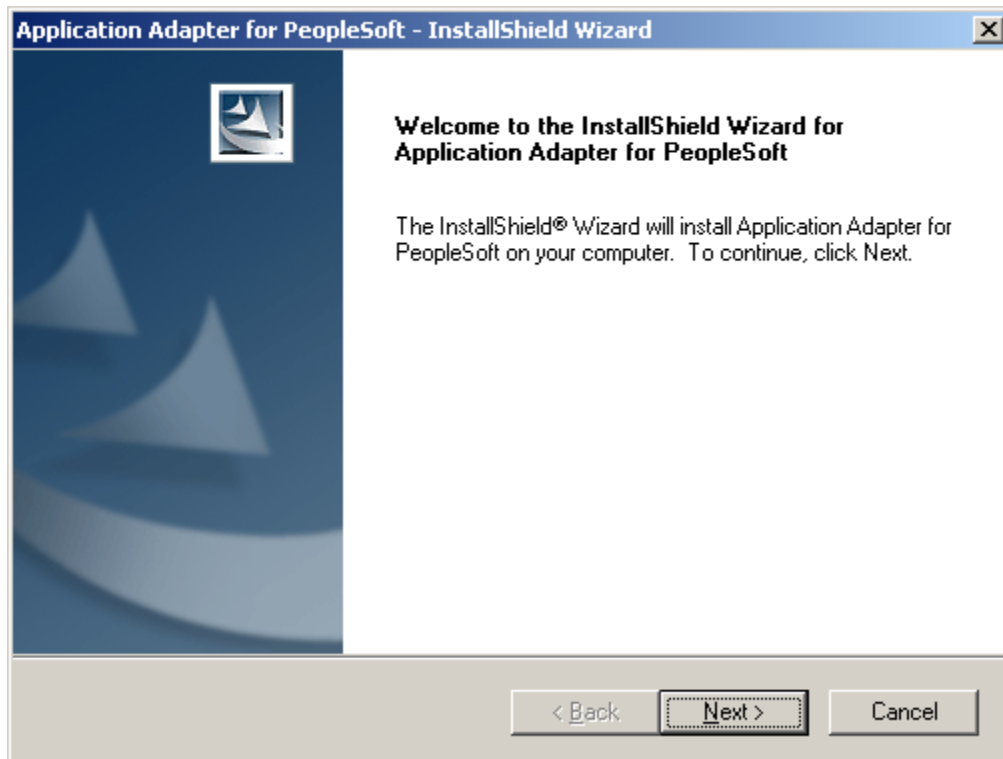


Figure 29. AMC Application Adapter for PeopleSoft Splash screen

Review and accept the license agreement.

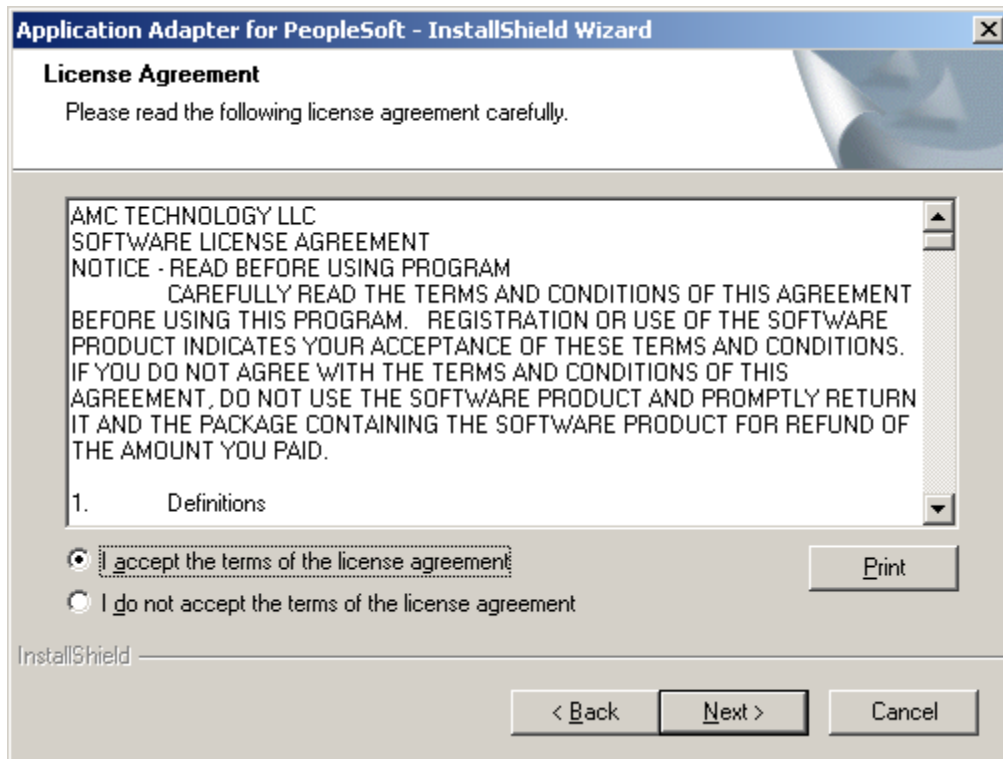


Figure 30. AMC Application Adapter for PeopleSoft License Agreement

Confirm install location (for support purposes keep default locations).

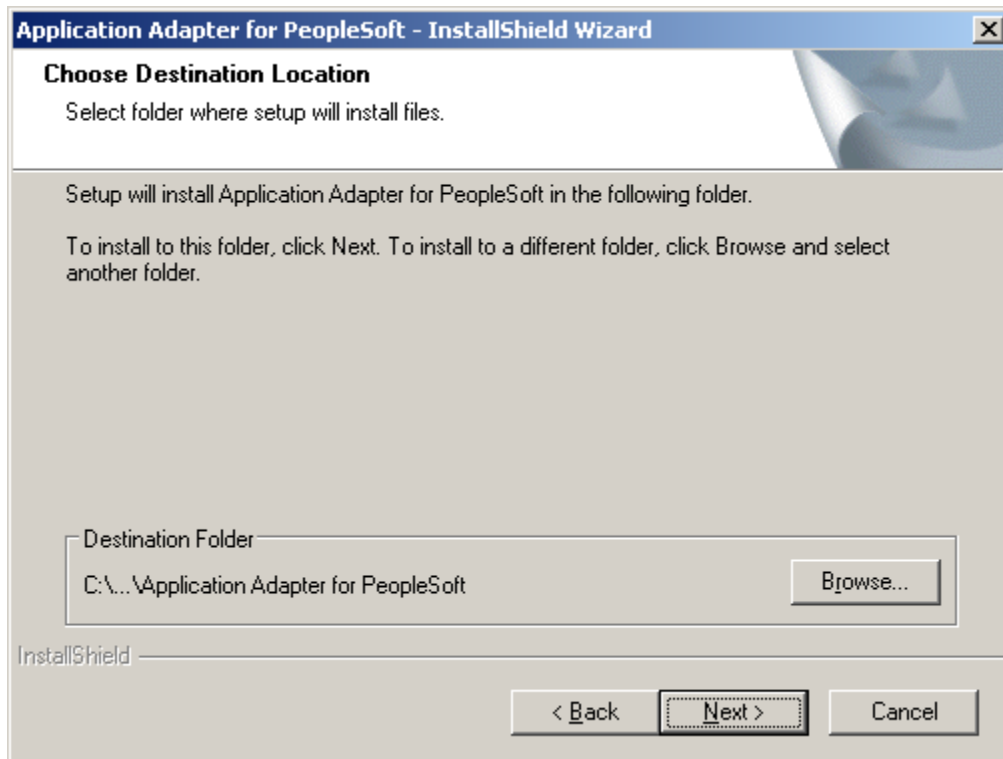


Figure 31. AMC Application Adapter for PeopleSoft Install Location

Click **Next**, and the screen to configure PeopleSoft parameters will appear after application files have been installed.

Application Adapter for PeopleSoft - InstallShield Wizard

Edit Data
Enter requested data.

All required application files have been installed.

Please configure PeopleSoft parameters for the Application Adapter:

Provider ID: AMC

REN Server URL: http://REPLACE_HOSTNAME:7180/psren

System Info: AMCAdapter

InstallShield

< Back Next > Cancel

Figure 32. AMC Application Adapter for PeopleSoft install – PeopleSoft parameters

Enter the hostname of the PeopleSoft server in the **REN Server URL** field. Leave default values in the other fields. Value in **Provider ID** will be required in **Section 6.3** when configuring PeopleSoft agents.

The screen to configure MCIS settings will appear.

Application Adapter for PeopleSoft - InstallShield Wizard

Edit Data
Enter requested data.

All required application files have been installed.

Please configure MCIS parameters for the Application Adapter:

MCIS Hostname:Port

WebService Request Folder

WebService Event Folder

InstallShield

< Back Next > Cancel

Figure 33. AMC Application Adapter for PeopleSoft install – MCIS parameters

For the field **MCIS Hostname:Port**, enter the hostname of the MCIS server. Leave the port at 8080.

Leave other fields with default entries. Click **Next**.

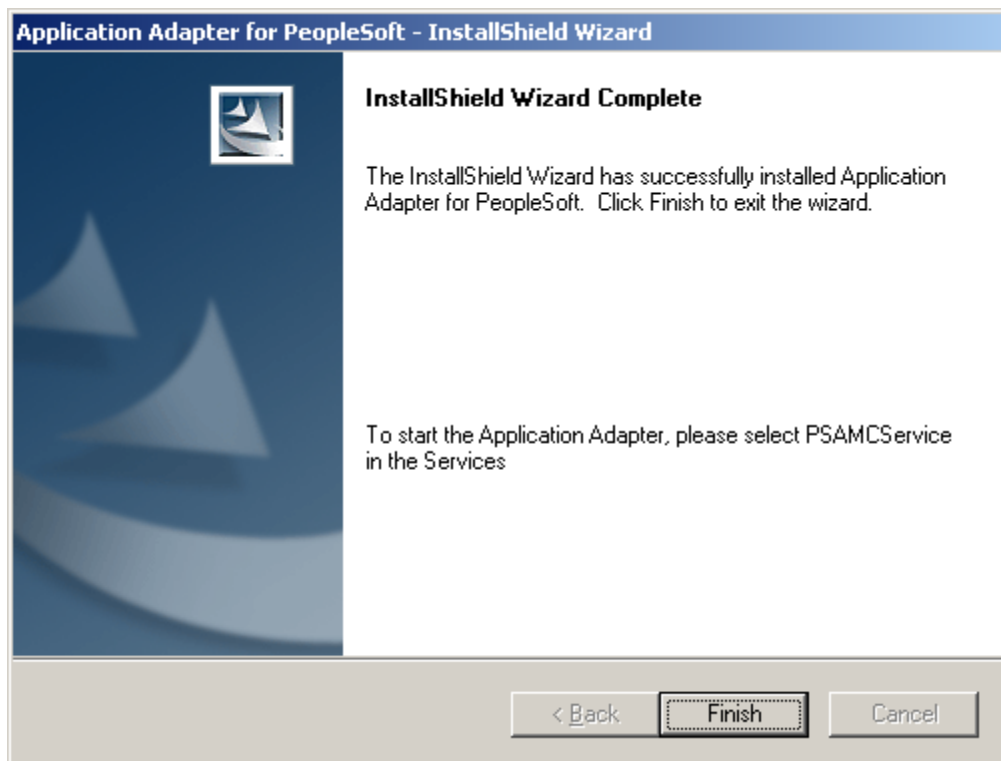


Figure 34. AMC Application Adapter for PeopleSoft install Finish

Complete the installation by clicking **Finish**.

6.2. Modifying config.ini on MCIS server

This section covers the procedure for configuring the MCIS server to integrate it with Communication Control Toolkit.

- Modify the **config.ini** in the **C:\Program Files\AMC Technology\MCIS** directory on the MCIS server as follows. Note that the complete file is not shown below.

```
#####
# MCIS Configuration file: Config.ini (Sample File)
#
# MCIS Release 5.3
# File Version 1.0
#
# This file should contain all the potential keys for every module.
# Refer to the MCIS Implementation Guide, Adapter Implementation Guide,
# and Connector Implementation Guide for more information.
#
# It is recommended you create a copy of this file for Backup
#
# It is also recommended you create system specific ini files and copy
# the contents of those files to the config.ini file using the MCIS
# Administration Tool or Manually.
```

```

#
#####

###
# Global Keys
#     Applies to every module that does not explicitly set their local value
###

### MCIS CORE ###

ModuleClass=AgentManagerClass,AgentManager.AMCAgentManagerModule
ModuleClass=DataStoreClass,DataStore.AMCMemoryDataStore
ModuleClass=EventManagerClass,AMCEventManagerModule.AMCEventManagerModule
ModuleClass=LicenseManagerClass,LicenseManager.AMCLicenseManagerModule
ModuleClass=WorkManagerClass,WorkManager.AMCWorkManager
ModuleClass=StandardizedClass,AMCMultiChannelInterface.AMCApplication
ModuleClass=CMGatewayClass,CMGateway.CMGatewayModule

Module=AgentManager,AgentManagerClass
Module=DataStore,DataStoreClass
Module=EventManager,EventManagerClass
Module=LicenseManager,LicenseManagerClass
Module=WorkManager,WorkManagerClass
Module=StandardizedInterface,StandardizedClass
Module=CMGateway,CMGatewayClass

### ADAPTER SPECIFIC ###

### SOAP Adapter
ModuleClass=SoapAdapter4DotNet_ProgID,SoapAdapter4DotNet.SoapAdapterModule
# Module=SoapAdapter,SoapAdapter4DotNet_ProgID

### Remoting Endpoints
ModuleClass=RemotingEndpointClass,AMCDotNetAdapterRemotingLibrary.RemotingModule
Module=RemotingEndpoint,RemotingEndpointClass

### SAP Win Client Adapter
ModuleClass=MultichannelRfcClass,MultichannelRfc.AMCMultichannelRfcModule
ModuleClass=RfcClientClass,RfcClient.AMCRfcClientModule
ModuleClass=RfcServerClass,RfcServer.AMCRfcServer
ModuleClass=SAPphoneClass,SAPphone.SAPphone5Module

# Module=MultiChannelRfc,MultichannelRfcClass
# Module=RfcClient,RfcClientClass
# Module=RfcServer,RfcServerClass
# Module=SAPphone,SAPphoneClass

```

```

### SAP Win Client Adapter - Agent Dashboard
ModuleClass=AgentDashboardClass,AgentDashboardModule.AMCAgentDashboardModule
# Module=AgentDashboardManager,AgentDashboardClass

### SAP Web Client Adapter
ModuleClass=ICIAdapterClass,ICIAdapter.ICIAdapterModule
# Module=IciAdapter,ICIAdapterClass

### ARG (Application Routing Gateway)
ModuleClass=RoutingEngineModule_ProgID,AMCRoutingEngine.RoutingEngineModule
ModuleClass=RoutingAddIn_ProgID,RoutingAddIn.SAPRoutingModule
# Module=RoutingEngine,RoutingEngineModule_ProgID
# Module=RoutingAddIn,RoutingAddIn_ProgID

### VB Adapter
ModuleClass=EventAdapterClass,EventAdapter.AMCEventAdapterModule
# Module=EventAdapter,EventAdapterClass
# Module=ClientEventManager,EventManagerClass

### CHANNEL SPECIFIC ###

### NULL Connector
ModuleClass=CTINullClass,CTI_NULL.AMC_CTI_NULL
# Module=CTIModule,CTINullClass

### Avaya CT/AES
ModuleClass=CentreVuCTI,CentreVuCTI.CentreVuCTIModule
ModuleClass=ARGRouterClass,CentreVuRouterDLL.AMCCentreVuRouter
# Module=CTIModule,CentreVuCTI
# Module=ARGRouter,ARGRouterClass

### Nortel CCT
ModuleClass=NortelCCTClass,NortelCCT7Connector.TelephonyConnector
Module=CTIModule,NortelCCTClass

### Cisco CTI
ModuleClass=CiscoCTI,Cisco.AMC_Cisco
# Module=CTIModule,CiscoCTI

### Aspect UIP CTI
ModuleClass=AspectUIP,AspectCTI.AspectConnector
# Module=CTIModule,AspectUIP

### CT Connect CTI
ModuleClass=NetMerge_ProgID,NetMerge.AmcNetMerge
# Module=CTIModule,NetMerge_ProgID

```

```

////////////////////////////////////
//
// Telephony Connector for Nortel CCT 7
//
////////////////////////////////////
TraceLevel=6
Channel=CTI1
InitialLoginState=NotReady
SetStateOnLogin=True
UseLoginWorkaround=False
CCTServer=47.249.66.148
CCTDomain=47.249.66.148
CCTUserName=Amc_2
CCTPassword=amc123
CCTEncryptionLevel=None
DataStore=DataStore
KnownQueues=7000
CCTDataStoreFormat=STR
CompressAdditionCAD=true
UseLegacyCADFormat=true
DefaultObjectName=KEYVALUE

###
# Admin Tool
#
###
[AdministrationTool]
AdminToolHost=<admintoolhost>
WebServiceHost=<WebserviceHost>
MCISName=MCIS
AdminRemotingPort=65372
SMTPServer=<smtpserver>
TraceLevel =5
TraceMaxSize =1000000
TracePath =C:\Program Files\AMC Technology\MCIS\Server\Logs\
TraceFileName=AdministrationTool.log

```

The “CCTServer” and “CCTDomain” fields are configured with the IP address of the Communication Control Toolkit. The “CCTUserName” and “CCTPassword” fields are configured with the username and password of the user imported into CCT in **Section 5.2**. The value contained in the “RemotingPort” field is used to complete the AMC Application adapter configuration.

6.3. Configuring New Agents on PeopleSoft

On the Salesforce.com page, navigate to **CTI Configuration** → **Agent**.
Click on the **Add a New Value** Tab.

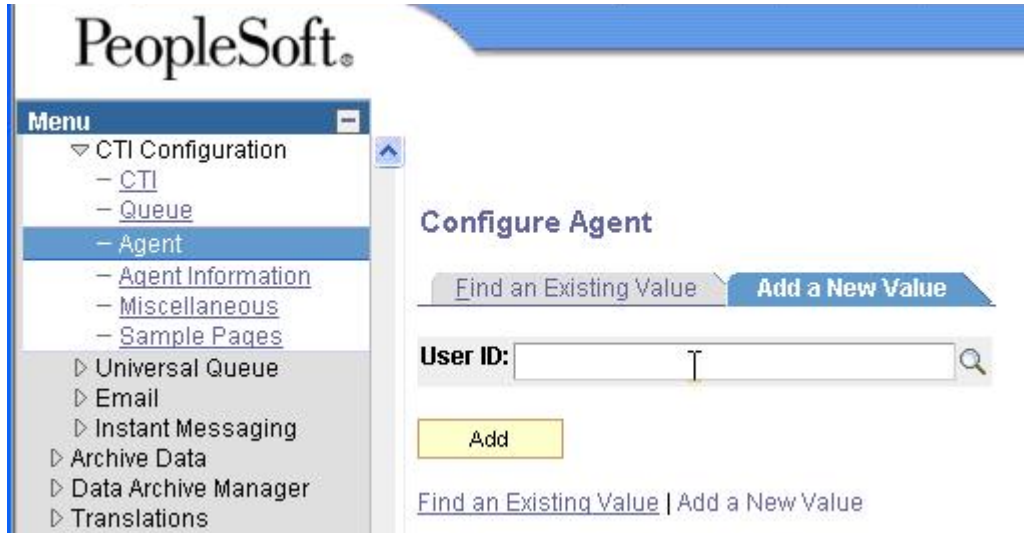
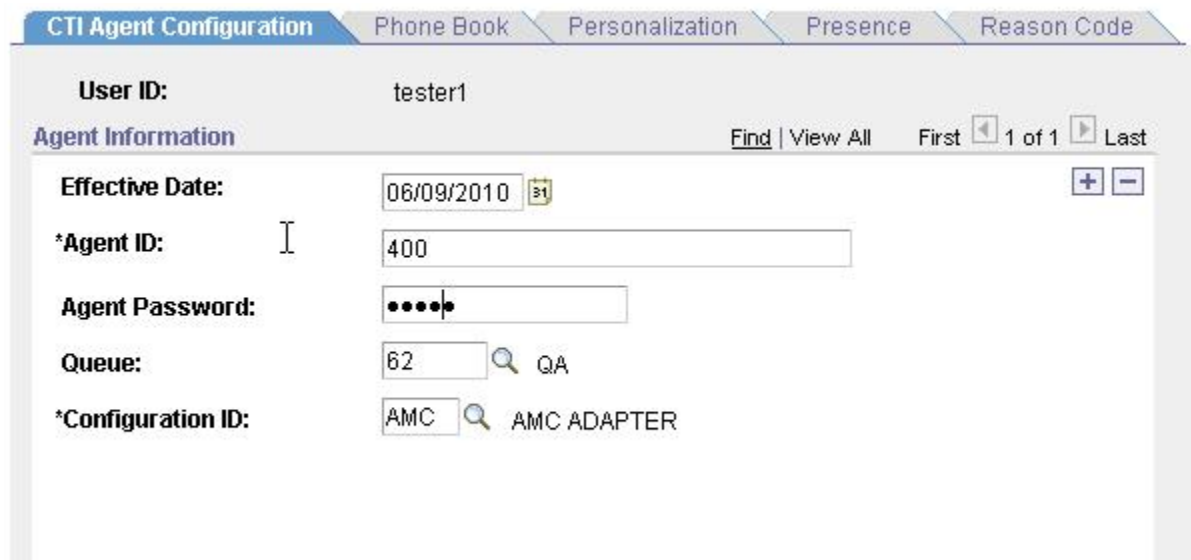


Figure 35. PeopleSoft – Add a New Value

Enter a unique **User ID**. Click on the **Add** button.



CTI Agent Configuration | Phone Book | Personalization | Presence | Reason Code

User ID: tester1

Agent Information | Find | View All | First | 1 of 1 | Last

Effective Date: 06/09/2010

*Agent ID: 400

Agent Password: ●●●●

Queue: 62 QA

*Configuration ID: AMC AMC ADAPTER

Figure 36. PeopleSoft – new agent configuration

For **Agent ID** enter the Login ID created in **Section 5.3**. The field **Queue** is specific to PeopleSoft and its value needs to be provided by the PeopleSoft administrator. For **ConfigurationID** enter the **Provider ID** entered in Figure #32 in Section 5.3. An agent will login to Peoplesoft using the above credentials.

7. General Test Approach and Test Results

A test plan developed by AMC and DevConnect was implemented. The test plan included testing of various call flows and agent states. Agent and call states shown on AMC agent console were visually inspected for verification against actual call states on the physical phone sets.

8. Verification Steps

Agent and call states shown on the AMC agent console were compared against the physical phone sets for verification.

9. Conclusion

These Application Notes describe the configuration steps required for AMC Application adapter with Salesforce.com to integrate with Communication Control Toolkit to successfully control and monitor agent and call states.

10. Additional References

The following Avaya product documentation was used for the setup of the test bed:

- [1] Contact Center Installation (NN44400-311)
- [2] Contact Center Commissioning (NN44400-312)
- [3] Contact Center Configuration – CS 1000 Integration (NN44400-512)

All Avaya product documentation for Contact Center Manager Server can be found at <http://support.avaya.com/>.

The following documentation was provided by AMC:

- [1] AMC Application Adapter for PeopleSoft Implementation Guide

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