



## **Avaya Solution & Interoperability Test Lab**

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# **Application Notes for Teleopti CCC with Avaya IQ using the Generic RTA Interface – Issue 1.0**

### **Abstract**

These Application Notes describe the configuration steps required to integrate Teleopti CCC with Avaya IQ using the Generic RTA interface to capture agent data from Avaya Aura™ Communication Manager. Teleopti CCC is a work force management solution that provides forecasting, scheduling, and monitoring of work for contact center agents. Teleopti CCC uses the RTA interface to capture agent data from Avaya IQ to monitor agent performance. In addition, the length of time an agent spends in each specific state is also monitored. The Generic RTA interface is provided by Avaya Professional Services.

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

# 1 Introduction

These Application Notes describe the configuration steps required to integrate Teleopti CCC with Avaya IQ using the Generic RTA interface to capture agent data from Avaya Aura™ Communication Manager. Teleopti CCC is a work force management solution that provides forecasting, scheduling, and monitoring of work for contact center agents. Teleopti CCC uses the RTA interface to capture agent data from Avaya IQ to monitor agent performance. In addition, the length of time an agent spends in each specific state is also monitored. The Generic RTA interface is provided by Avaya Professional Services.

Real-time agent adherence data is captured from Avaya IQ using the Generic-RTA (Real-Time Agent/Adherence) interface. A TCP client/server model is used for the connection, with Avaya IQ being the “client” and the Teleopti CCC database being the “server”. Teleopti CCC runs a TCP “listener” process to accept the data connection from Avaya IQ. Avaya Professional Services installs and configures the Generic RTA interface on Avaya IQ, and provides the TCP port number associated with the RTA interface to Teleopti to enable socket communication on Teleopti CCC.

## 1.1 Interoperability Compliance Testing

The interoperability compliance test included feature and serviceability testing. The feature testing focused on verifying that Teleopti CCC can:

- establish a connection to Avaya IQ for the RTA interface
- capture real-time agent adherence data
- parse and display agent data received from Avaya IQ

The serviceability testing focused on verifying the ability of Teleopti CCC to recover from adverse conditions, such as restarting the RTA interface and re-establishing LAN connectivity.

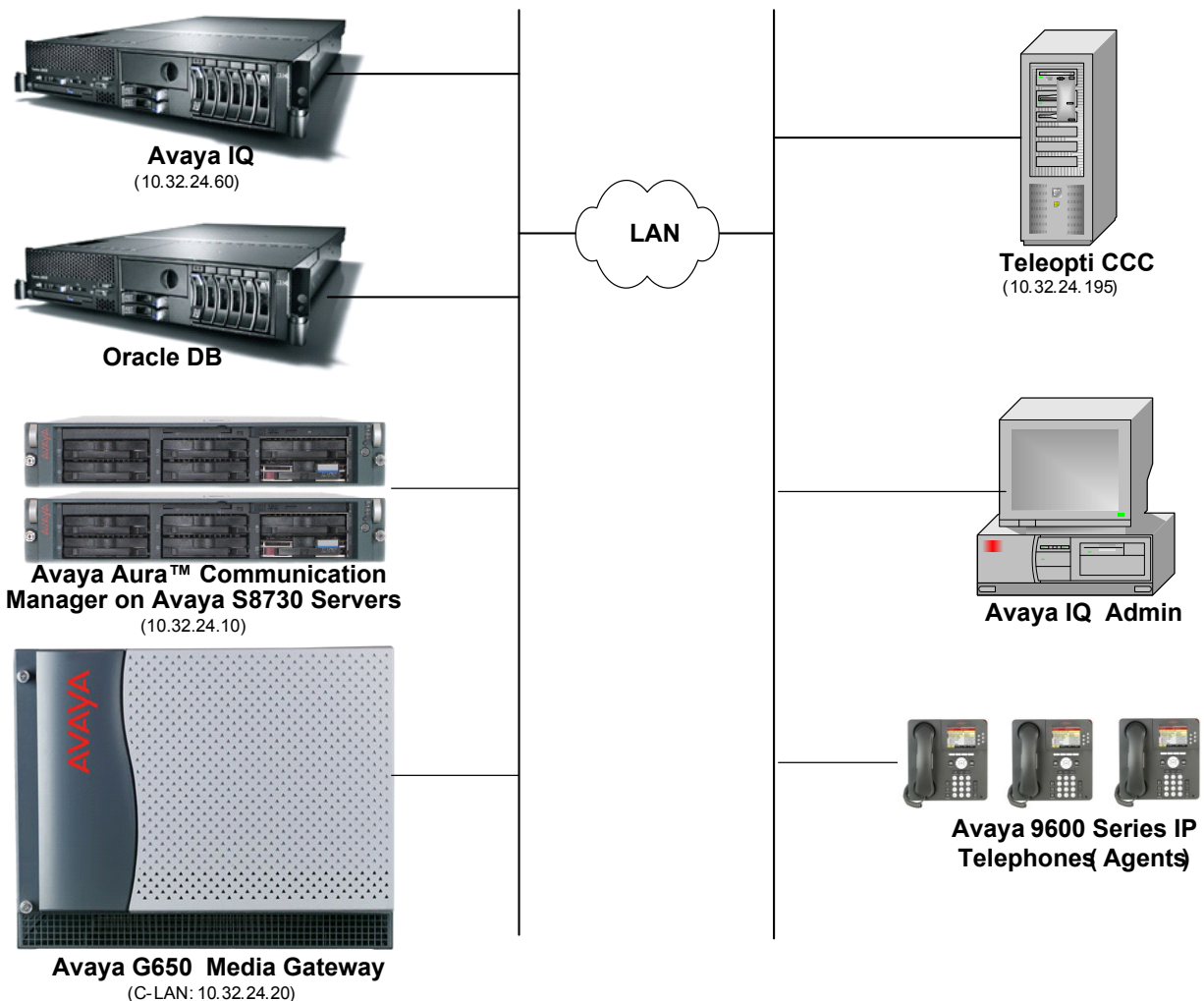
## 1.2 Support

Technical support on Teleopti CCC can be obtained via phone, website, or email.

- **Web:** <http://www.teleopti.com>
- **Phone:** +46 8 568 950 10
- **Email:** [support@teleopti.com](mailto:support@teleopti.com)

## 2 Reference Configuration

The network diagram below illustrates the test configuration. In this configuration, Avaya Aura™ Communication Manager receives calls to the skills and VDNs monitored by Avaya IQ. The calls are then routed to available agents in the ACD call center. Call center information is then sent from Communication Manager to Avaya IQ over a configured link. Avaya IQ stores the agent data in its database and also sends the data to Teleopti CCC using the Generic RTA interface. The Teleopti CCC client software is used to view the real-time agent data. The Avaya IQ Admin PC is used to access the RTA interface menu via secure shell (SSH) and the Avaya IQ OAM and Reporting interfaces are accessed via an Internet browser.



**Teleopti CCC with Avaya Aura™ Communication Manager and Avaya IQ**

### 3 Equipment and Software Validated

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

Equipment	Software
Avaya S8730 Servers	Avaya Aura™ Communication Manager 5.2.1 (R015x.02.1.016.4) with Service Pack 1 (Patch 17959)
Avaya G650 Media Gateway <ul style="list-style-type: none"><li>▪ TN799DP C-LAN Board</li></ul>	HW01 FW031
Avaya IQ	5.0.1
Avaya 9600 Series IP Telephones	3 (H.323)
Teleopti CCC with Teleopti Log Server	7.1.206.31127

### 4 Configure Avaya Aura™ Communication Manager

This section provides the procedures for configuring Avaya Aura™ Communication Manager. The procedures include the following areas:

- Verify Communication Manager Options
- Administer reporting adjunct release
- Administer IP node names for C-LAN
- Administer IP interface for C-LAN
- Administer processor interface channel
- Administer measured VDN
- Administer measured Skill

The detailed administration of contact center devices such as ACD/Skill, VDN, Vector, and Agents are assumed to be in place. These Application Notes will only cover how to enable ACD/Skill, VDN, and Agent data to be sent to Avaya IQ.

## 4.1 Verify Communication Manager Software Options

Log into the System Access Terminal (SAT) to verify that the Avaya Aura™ Communication Manager license has proper permissions for features illustrated in these Application Notes. Use the “display system-parameters customer-options” command to verify that the **G3 Version** field is set to “V15” on **Page 1**, as shown below.

display system-parameters customer-options		Page	1 of 11
OPTIONAL FEATURES			
<b>G3 Version: V15</b>		Software Package: Standard	
Location: 1		RFA System ID (SID): 1	
Platform: 6		RFA Module ID (MID): 1	
		USED	
Platform Maximum Ports: 48000		222	
Maximum Stations: 36000		149	
Maximum XMOBILE Stations: 0		0	
Maximum Off-PBX Telephones - EC500: 5		0	
Maximum Off-PBX Telephones - OPS: 100		10	
Maximum Off-PBX Telephones - PBFMC: 0		0	
Maximum Off-PBX Telephones - PVFMC: 0		0	
Maximum Off-PBX Telephones - SCCAN: 0		0	

Navigate to **Page 6** and verify that the **Call Center Release** field is set to “5.0”, as shown below.

display system-parameters customer-options		Page	6 of	11
CALL CENTER OPTIONAL FEATURES				
Call Center Release: 5.0				
ACD? y		Reason Codes? y		
BCMS (Basic)? y		Service Level Maximizer? n		
BCMS/VuStats Service Level? y		Service Observing (Basic)? y		
BSR Local Treatment for IP & ISDN? n		Service Observing (Remote/By FAC)? y		
Business Advocate? y		Service Observing (VDNs)? y		
Call Work Codes? y		Timed ACW? y		
DTMF Feedback Signals For VRU? y		Vectoring (Basic)? y		
Dynamic Advocate? y		Vectoring (Prompting)? y		
Expert Agent Selection (EAS)? y		Vectoring (G3V4 Enhanced)? y		
EAS-PHD? y		Vectoring (3.0 Enhanced)? y		
Forced ACD Calls? n		Vectoring (ANI/II-Digits Routing)? y		
		Vectoring (G3V4 Advanced Routing)? y		
Lookahead Interflow (LAI)? y		Vectoring (CINFO)? y		
Multiple Call Handling (On Request)? y		Vectoring (Best Service Routing)? y		
Multiple Call Handling (Forced)? y		Vectoring (Holidays)? n		
PASTE (Display PBX Data on Phone)? y		Vectoring (Variables)? y		
(NOTE: You must logoff & login to effect the permission changes.)				

## 4.2 Administer Adjunct CCR Release

Use the “change system-parameters features” command and navigate to **Page 12**. Set the **IQ (appl ccr)** field under **Reporting Adjunct Release** to the software release of Avaya IQ. In this case, “5.0” is used to correspond to Avaya IQ software release 5.0.

```
change system-parameters features                                     Page 12 of 18
      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? n
      Auto Reserve Agents: all

CALL MANAGEMENT SYSTEM
      REPORTING ADJUNCT RELEASE
      CMS (appl mis): R15
      IQ (appl ccr): 5.0

      BCMS/VuStats LoginIDs? y
      BCMS/VuStats Measurement Interval: 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
```

## 4.3 Administer IP Node Name for C-LAN

Use the “change node-names ip” command, to add entries for Avaya IQ and the C-LAN that will be used for connectivity. In this case, “avayaiaq” and “10.32.24.60” are entered as **Name** and **IP Address** for the Avaya IQ server, and “clancrm” and “10.32.24.20” are entered as **Name** and **IP Address** for the C-LAN. The actual node names and IP addresses may vary. Submit these changes.

```
change node-names ip                                               Page 1 of 2
      IP NODE NAMES

      Name      IP Address
avayaiaq      10.32.24.60
clancrm       10.32.24.20
```

## 4.4 Administer IP Interface for C-LAN

Add the C-LAN to the system configuration using the “add ip-interface 1a04” command. The actual slot number may vary. In this case, “1a04” is used as the slot number. Enter the C-LAN node name assigned from **Section 4.3** in the **Node Name** field, which is “clancrm”. Enter the proper value for the **Subnet Mask**. In this case 255.255.255.0 is used, so “/24” is entered. Set the **Enable Interface** field to “y”. Default values may be used in the remaining fields. Note the **Ethernet Link** value as it will be used in **Section 4.5** for configuring the IQ link. Submit these changes.

add ip-interface 1a04		Page 1 of 3
IP INTERFACES		
Type: C-LAN	Target socket load and Warning level: 400	
Slot: 01A04	Receive Buffer TCP Window Size: 8320	
Code/Suffix: TN799 D	Allow H.323 Endpoints? y	
<b>Enable Interface? y</b>	Allow H.248 Gateways? y	
VLAN: n	Gatekeeper Priority: 5	
Network Region: 1		
IPV4 PARAMETERS		
<b>Node Name: clancrm</b>		
<b>Subnet Mask: /24</b>		
Gateway Node Name: Gateway001		
<b>Ethernet Link: 1</b>		
Network uses 1's for Broadcast Addresses? y		

## 4.5 Administer Processor Interface Channel

Assign a new processor interface channel with the “change communication-interface processor-channels” command. Add an entry with the following values and submit the changes.

- **Enable:** “y”
- **Appl.:** “ccr”
- **Mode:** “s” for server mode.
- **Interface Link:** Link number for the C-LAN configured in **Section 4.4**.
- **Interface Chan:** TCP channel number for Avaya IQ. In this case “5002”.
- **Destination Node:** Avaya IQ server node name from **Section 4.3**.
- **Destination Port:** “0”
- **Session Local:** Corresponding channel number in **Proc Chan** field. In this case “1”.
- **Session Remote:** Corresponding channel number in **Proc Chan** field. In this case “1”.

The **Interface Chan** field contains the Avaya IQ TCP channel number, which is defined as part of the Avaya IQ installation. For the compliance testing, TCP channel number of “5002” was used.

change communication-interface processor-channels									
PROCESSOR CHANNEL ASSIGNMENT									
Proc	Chan	Enable	Appl.	Gtwy	To	Interface	Destination	Session	Mach
				Mode	Link/Chan	Node	Port	Local/Remote	ID
1:	y	ccr		s	1 5002	avayaaiq	0	1 1	
2:	n								

## 4.6 Administer Measured VDN

Use the “change vdn n” command, where “n” is the extension of the VDN to be measured by Avaya IQ. Set the **Measured** field to “external” or “both” to enable measurement data on the VDN to be sent to Avaya IQ. Repeat this step for all VDNs that will be monitored by Avaya IQ.

change vdn 75000		Page 1 of 3
VECTOR DIRECTORY NUMBER		
Extension: 75000		
Name*: IQ VDN 1		
Destination: Vector Number		250
Attendant Vectoring?		n
Meet-me Conferencing?		n
Allow VDN Override?		n
COR:		1
TN*:		1
<b>Measured: both</b>		
Acceptable Service Level (sec):		20
Service Objective (sec):		20
VDN of Origin Annc. Extension*:		
1st Skill*:		
2nd Skill*:		
3rd Skill*:		
* Follows VDN Override Rules		



## 4.7 Administer Measured Skill

Use the “change hunt-group n” command, where “n” is the extension of the ACD/Skill group number to be measured by Avaya IQ. Set the **Measured** field to “external” or “both” to enable real-time measurement data on the ACD/Skill group and the associated agents to be sent to Avaya IQ. Repeat this step for all ACD/Skill groups that will be measured by Avaya IQ.

change hunt-group 250		Page 2 of 3
HUNT GROUP		
Skill? y	Expected Call Handling Time (sec): 180	
AAS? n	Service Level Target (% in sec): 80 in 20	
<b>Measured: both</b>	Service Objective (sec): 20	
Supervisor Extension:	Service Level Supervisor? n	
Controlling Adjunct: none		
VuStats Objective:		
Timed ACW Interval (sec):	Dynamic Queue Position? n	
Multiple Call Handling: none		
Interruptible Aux Threshold: none		
Redirect on No Answer (rings):		
Redirect to VDN:		
Forced Entry of Stroke Counts or Call Work Codes? n		

## 5 Configure Avaya IQ

Configuration of the Generic RTA interface is performed by Avaya Professional Services and is outside the scope of these Application Notes. After the interface is configured, the user can follow the procedure below to enable the interface. The RTA interface was configured to establish a session to Teleopti CCC with port number 6996 for capturing agent information.

**Note:** For detailed instructions on configuring Avaya IQ, including administering the link to Communication Manager, refer to [3]. Link administration is not covered in these Application Notes since the focus is on the RTA interface.

### 5.1 Configure the `rta.conf` File

The `rta.conf` file located in the `/opt/Avaya/pserv/rta_gen` directory was configured as follows.

```
#
# rta.conf - set configuration variables for IQ Generic RTA
#

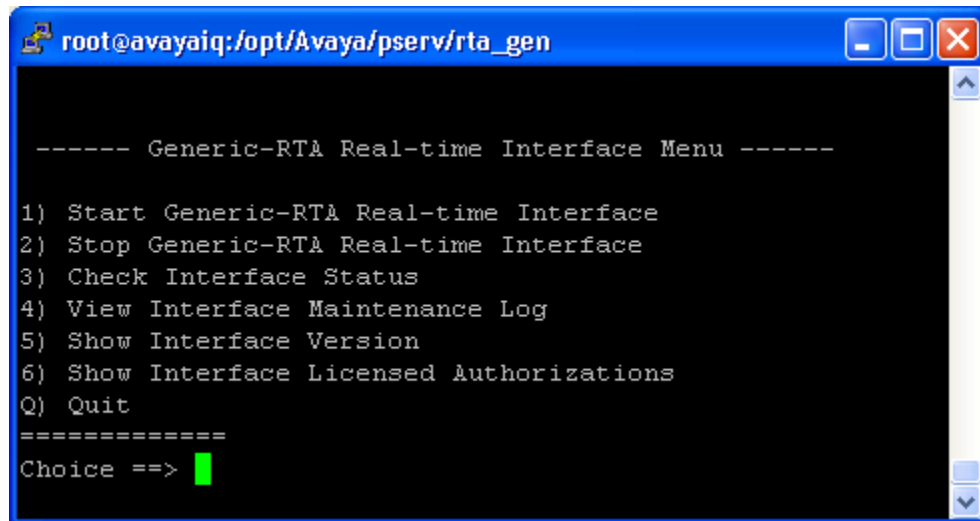
set -a                # export all variables set in this file
PKG=rta_gen          # package name

#----- Session 1 -----
SERVER1=teleopti      # 3rd party vendor's server in /etc/hosts
PORT1=6996            # 3rd party vendor's port
DEU_CONF1="/opt/Avaya/dataexport/rta_gen/agents1.config"  # use full path
ACDID1=1              # ACD ID (assign a number)
SID1="devcon13"       # Source name to monitor
OPTS1="-s Teleopti"   # command line options
```

## 5.2 Enable Generic RTA Interface

Use a terminal emulator to connect to Avaya IQ and log in with the appropriate credentials. At the command prompt, follow these steps:

- Change to the `/opt/Avaya/pserv/rta_gen` directory.
- Run the `./menurta` command to display the **Generic-RTA Real-time Interface Menu** shown below.

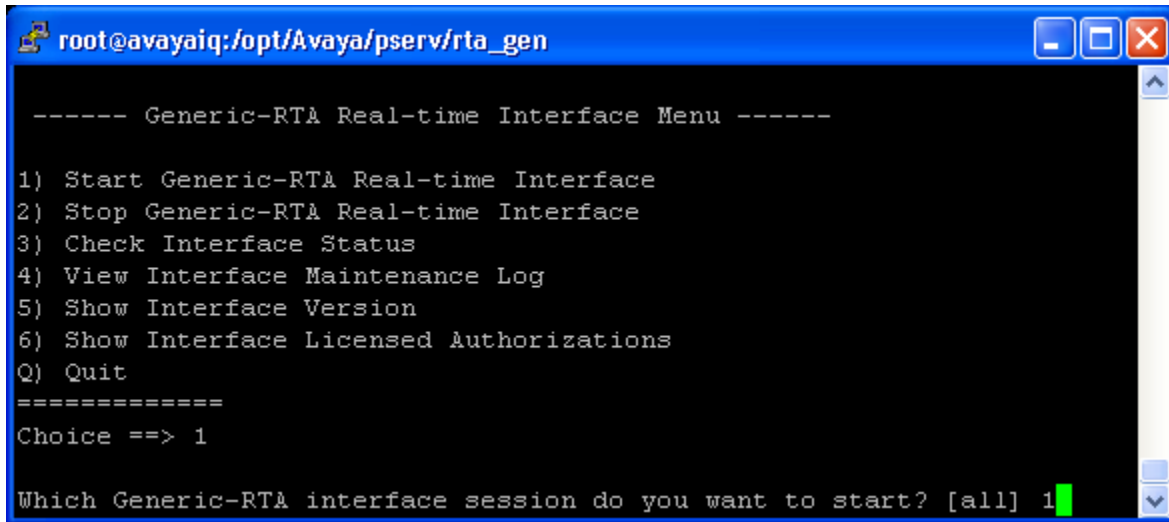


```
root@avaya:iq:/opt/Avaya/pserv/rta_gen

----- Generic-RTA Real-time Interface Menu -----

1) Start Generic-RTA Real-time Interface
2) Stop Generic-RTA Real-time Interface
3) Check Interface Status
4) View Interface Maintenance Log
5) Show Interface Version
6) Show Interface Licensed Authorizations
Q) Quit
=====
Choice ==> █
```

The Generic RTA interface may be stopped and started. Enter '1' to start the interface, followed by the **Enter** key.



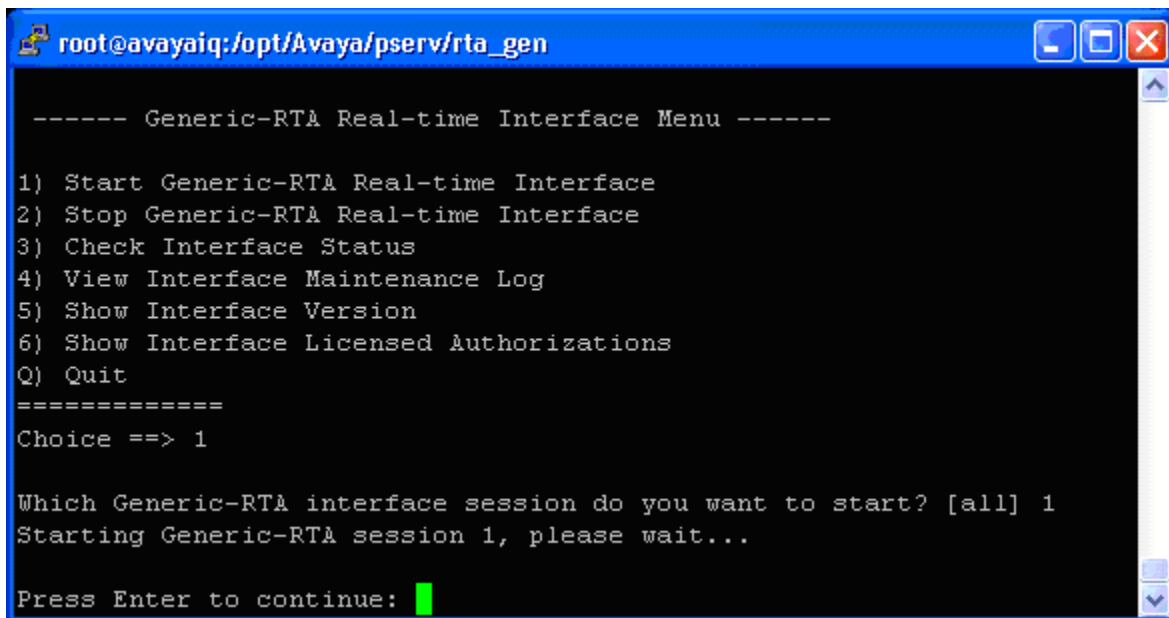
```
root@avayaiq:/opt/Avaya/pserv/rta_gen

----- Generic-RTA Real-time Interface Menu -----

1) Start Generic-RTA Real-time Interface
2) Stop Generic-RTA Real-time Interface
3) Check Interface Status
4) View Interface Maintenance Log
5) Show Interface Version
6) Show Interface Licensed Authorizations
Q) Quit
=====
Choice ==> 1

Which Generic-RTA interface session do you want to start? [all] 1
```

When prompted for the session to start, enter the appropriate session number, followed by the **Enter** key. In the configuration, session number '1' was used. Avaya IQ indicates that the session is being started as shown below.



```
root@avayaiq:/opt/Avaya/pserv/rta_gen

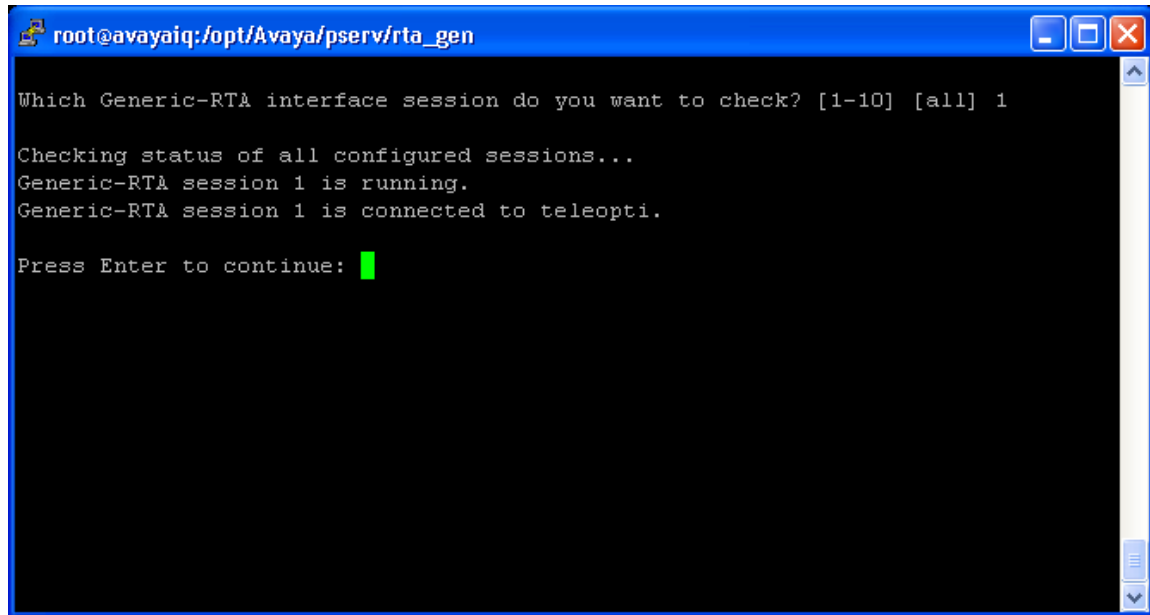
----- Generic-RTA Real-time Interface Menu -----

1) Start Generic-RTA Real-time Interface
2) Stop Generic-RTA Real-time Interface
3) Check Interface Status
4) View Interface Maintenance Log
5) Show Interface Version
6) Show Interface Licensed Authorizations
Q) Quit
=====
Choice ==> 1

Which Generic-RTA interface session do you want to start? [all] 1
Starting Generic-RTA session 1, please wait...

Press Enter to continue:
```

To check the session status, enter '3', i.e. *Check Interface Status* option in the **Generic RTA Real-Time Interface Menu**, followed by the appropriate session number as shown in the figure below. The status screen should indicate that the session is running and connected to the Teleopti server.



```
root@avaya1q:/opt/Avaya/pserv/rta_gen
Which Generic-RTA interface session do you want to check? [1-10] [all] 1

Checking status of all configured sessions...
Generic-RTA session 1 is running.
Generic-RTA session 1 is connected to teleopti.

Press Enter to continue: █
```

From the **Generic RTA Real-Time Interface Menu**, enter 'Q' to exit from the menu, followed by the **Enter** key.

## 6 Configure Teleopti CCC

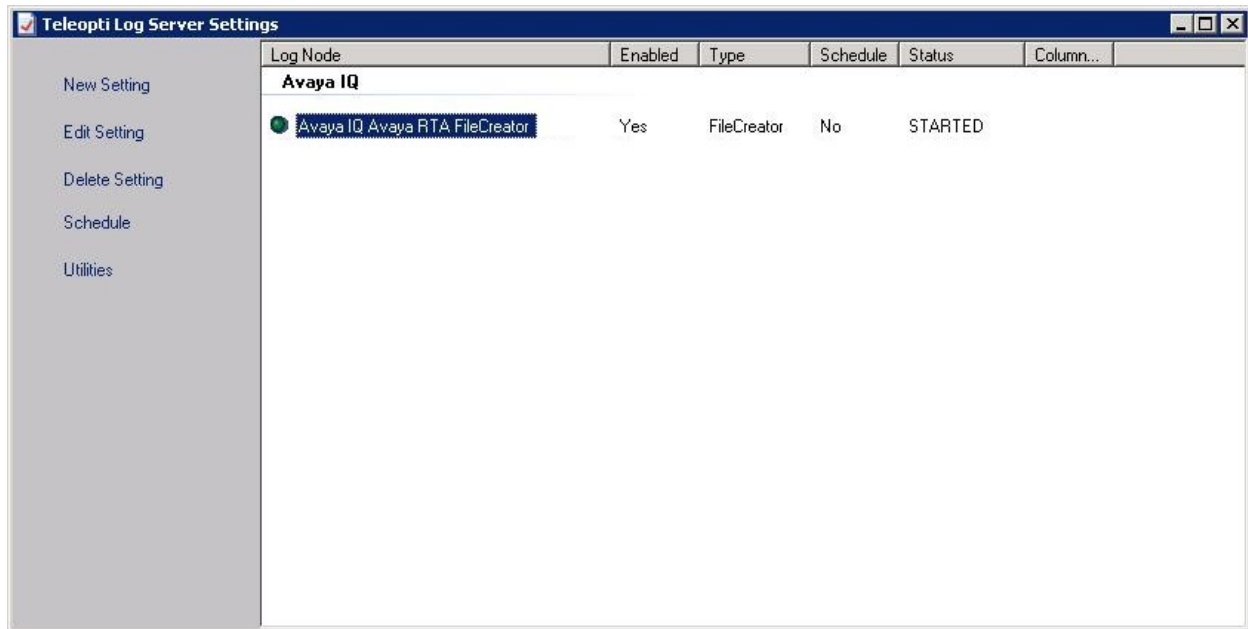
This section provides the procedures for configuring Teleopti CCC. The procedures fall into the following areas:

- Administer RTA interface for capturing Agent data
- Administer people (i.e., agents)
- Administer agent states

Configuration of Teleopti CCC is typically performed by Teleopti technicians. The procedural steps are presented in these Application Notes for informational purposes.

### 6.1 Administer RTA Interface

The RTA interface is configured via the **Teleopti Log Server**. Launch the **Teleopti Log Server** by navigating to **Teleopti→Teleopti Log→Teleopti Log Server Settings**. Click on the **New Setting** option.



In the **New Setting** window, set the **Main Node** field to “Avaya IQ” and the **Log Scenario** field to “Avaya RTA”. The **Communication** field should be set to “TCP Server”. Click **Next**.

**New Setting**

Main Node  
Avaya IQ

Log Scenario  
Avaya RTA

Communication  
☐ Ftp
 ☒ TCP Server
 ☐ Direct
 ☐ Telnet
 ☐ TCP Client
 ☐ None
 ☐ Database

< Back    Next >    Cancel

In the **Edit Setting** window, set the fields as shown below, and then click **Finish**.

**Edit Setting**

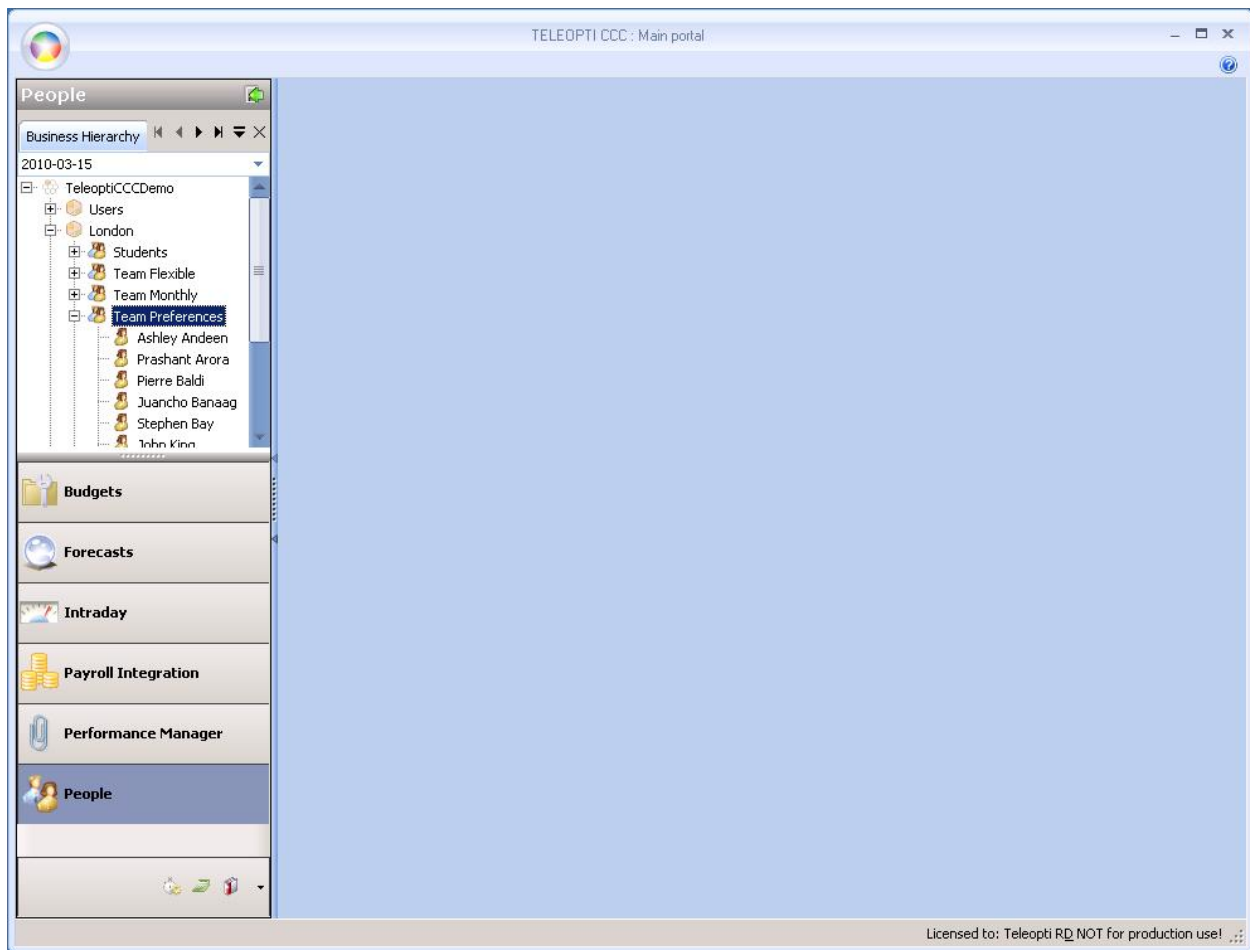
Settings: Avaya IQ Avaya RTA FileCreator

parameter	value
Port	6996
DataDestination	RtaService
DataDestinationServiceUrl	http://localhost/TeleoptiCCC/RTA/TeleoptiRtaService.svc
RowDelimiter	VBLF
ShowDebug	False
StartTag	TS
StoppTag	EOD
WriteToTextFile	False

< Back    Finish >    Cancel

## 6.2 Administer People

This section covers the administration of People or Agents. Launch the **Teleopti CCC** application. The **Main Portal** window is displayed as shown below. To view the **People** in the call center database and their mapping to an Agent ID configured on Communication Manager, select **People** in the left pane and then double-click on **Team Preferences**. The **People** window will be displayed.





The **People** window displays the list of agents in the database. Refer to [5] for instructions on adding an agent entry. In the following window, “Ashley Andeen” is mapped to “IQ Agent 2”, an Agent ID configured on Communication Manager. This configuration is typically done by Teleopti so detailed instructions are not provided in these Application Notes.

The screenshot shows the 'TELEOPTI CCC: People' window. The main table lists agents with columns: Full name, Date, Site/Team, Skills, and External LogOn. Ashley Andeen is highlighted in the first row, with 'IQ Agent 2' selected in the External LogOn column. To the right, a detailed view for the selected agent shows a list of external logons with checkboxes. 'IQ Agent 2' is checked.

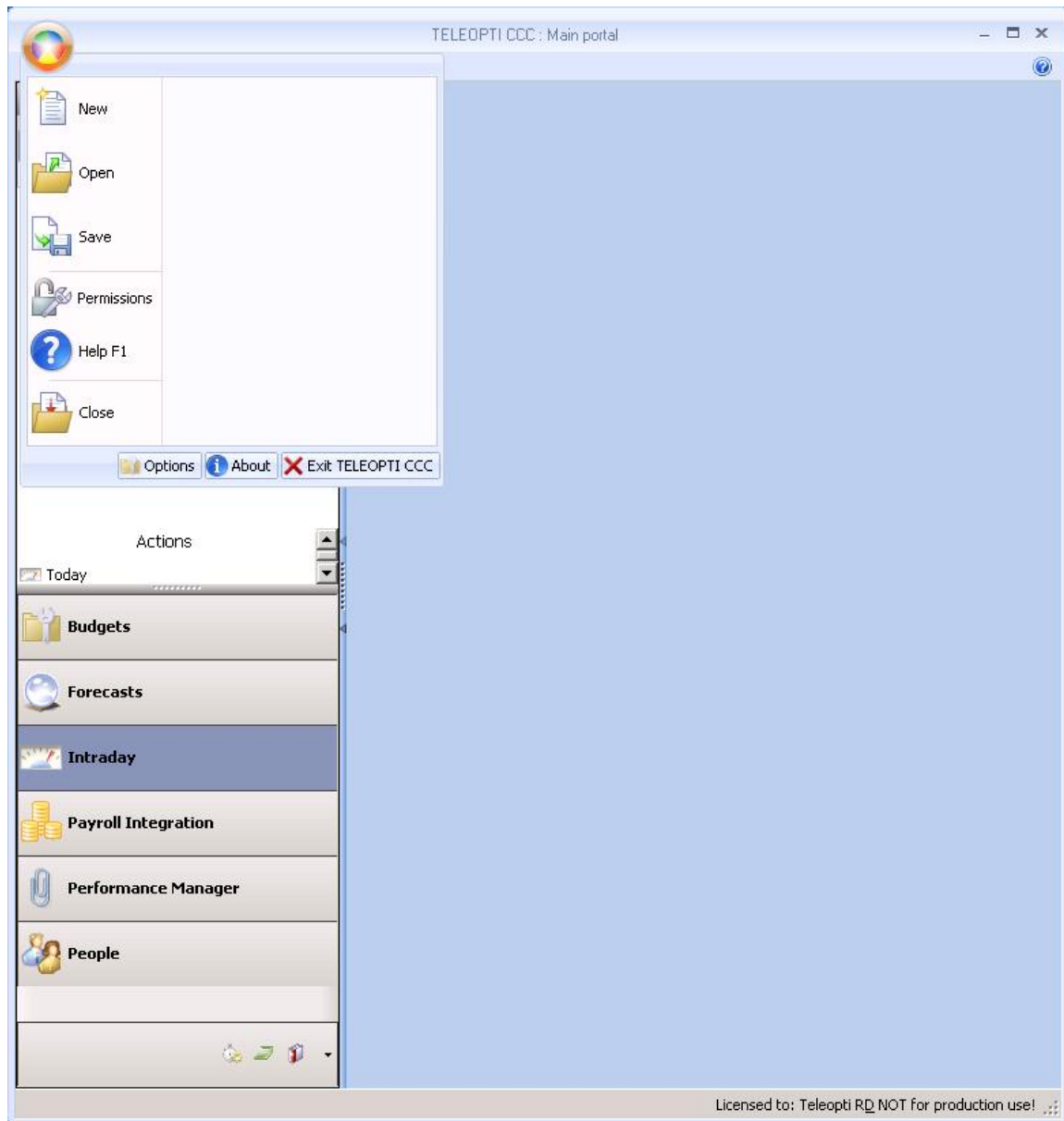
	Full name	Date	Site/Team	Skills	External LogOn
1	Ashley Andeen	2005-03-07	London/Team Preferen	Channel sales, Dir	<b>IQ Agent 2</b>
2	Prashant Arora	2005-01-03	London/Team Preferences	Channel sales, Direc	IQ Agent 0
3	Pierre Baldi	2005-01-03	London/Team Preferences	Channel sales, Direc	IQ Agent 1
4	Juancho Banaag	2005-01-03	London/Team Preferences	Channel sales, Direc	IQ Agent 3
5	Stephen Bay	2005-01-03	London/Team Preferences	Channel sales, Direc	
6	John King	2005-01-03	London/Team Preferences	Channel sales, Direc	
7	Robert Klashner	2005-01-03	London/Team Preferences	Channel sales, Direc	
8	Jon Kleinsmith	2005-01-03	London/Team Preferences	Channel sales, Direc	
9	Dmitry Pavlov	2005-03-07	London/Team Preferences	Channel sales, Direc	
10	John Smith	2005-01-03	London/Team Preferences	Channel sales, Direc	

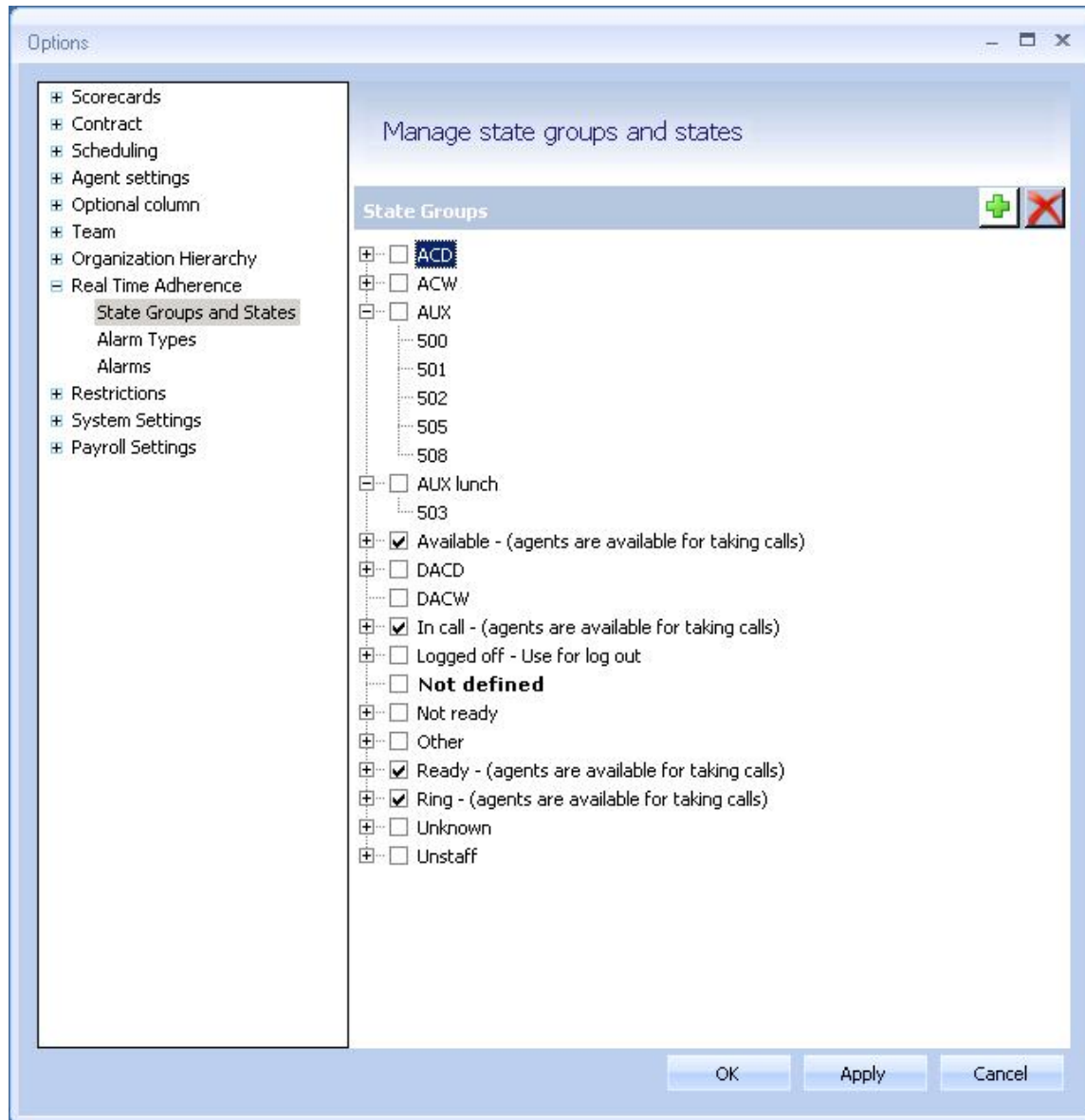
	Has	External LogOn
1	<input type="checkbox"/>	Bill Gates
2	<input type="checkbox"/>	Candy Mamer
3	<input type="checkbox"/>	Carlos Oliveira
4	<input type="checkbox"/>	Daniel Bilus
5	<input type="checkbox"/>	Duplicate test logobj 1
6	<input type="checkbox"/>	Duplicate test logobj 2
7	<input type="checkbox"/>	fff
8	<input type="checkbox"/>	George Lueker
9	<input type="checkbox"/>	IQ Agent 0
10	<input type="checkbox"/>	IQ Agent 1
11	<input checked="" type="checkbox"/>	<b>IQ Agent 2</b>
12	<input type="checkbox"/>	IQ Agent 3
13	<input type="checkbox"/>	Kari Nies
14	<input type="checkbox"/>	Michael Kantor
15	<input type="checkbox"/>	Sharad Mehrotra
16	<input type="checkbox"/>	Steve Novack
17	<input type="checkbox"/>	Tim McMahon

## 6.3 Administer Agent States

This section covers how **agent states** are defined for use with Real Time Adherence. From the **Main Portal** window, right-mouse-click on the icon in the upper left-hand corner and select **Options**. The **Options** window is displayed.



From the **Options** window, navigate to **Real Time Adherence**→**State Groups and States**. As RTA data is received by Teleopti CCC in real-time, the numeric value of each agent state is stored in the database automatically and can then be viewed in the **Manage state groups and states** window shown below. These agent states can then be grouped from this window. For example, the **AUX** state group includes states 500, 501, 502, 505, and 508 in the example below. For additional information on managing state groups and states, refer to [5].



## 7 General Test Approach and Test Results

The interoperability compliance test included feature and serviceability testing. The feature testing focused on verifying that Teleopti CCC can:

- establish a connection to Avaya IQ for the RTA interface
- capture real-time agent adherence data
- parse and display agent data received from Avaya IQ

The feature test cases were performed manually. Incoming calls were made to the monitored Queues and Routing Points to trigger agent state changes and transmit real-time agent data to Teleopti CCC.

The serviceability testing focused on verifying the ability of Teleopti CCC to recover from adverse conditions, such as restarting the RTA interface and re-establishing LAN connectivity.

All test cases passed. Teleopti CCC was successfully compliance tested with Avaya IQ using the RTA interface.

## 8 Verification Steps

This section provides the tests that can be performed to verify proper configuration of Avaya Communication Manager, Avaya IQ, and Teleopti CCC.

### 8.1 Verify Avaya Aura™ Communication Manager

Verify the status of the processor interface channel by using the “status processor-channels n” command, where “n” is the processor channel number from **Section 4.5**. Verify that the **Session Layer Status** is “In Service”, and that the **Socket Status** is “TCP connected”, as shown below.

```
status processor-channels 1
                        PROCESSOR-CHANNEL STATUS

Channel Number: 1
  Session Layer Status: In Service
    Socket Status: TCP connected
      Link Number: 1
        Link Type: ethernet
Message Buffer Number: 0

Last Failure: Far end sent disconnect messag
At: 01/25/10 15:26
```

Verify the status of the TCP/IP link number by using the “status link n” command, where “n” is the TCP/IP link number assigned to the C-LAN used to connect to the Avaya IQ server from **Section 4.4**. Verify that the **Link Status** is “connected”, and that the **Service State** is “in-service/active”, as shown below.

```
status link 1
                        LINK/PORT STATUS
Page 1 of 5

Link Number: 1
  Link Status: connected
    Link Type: ethernet

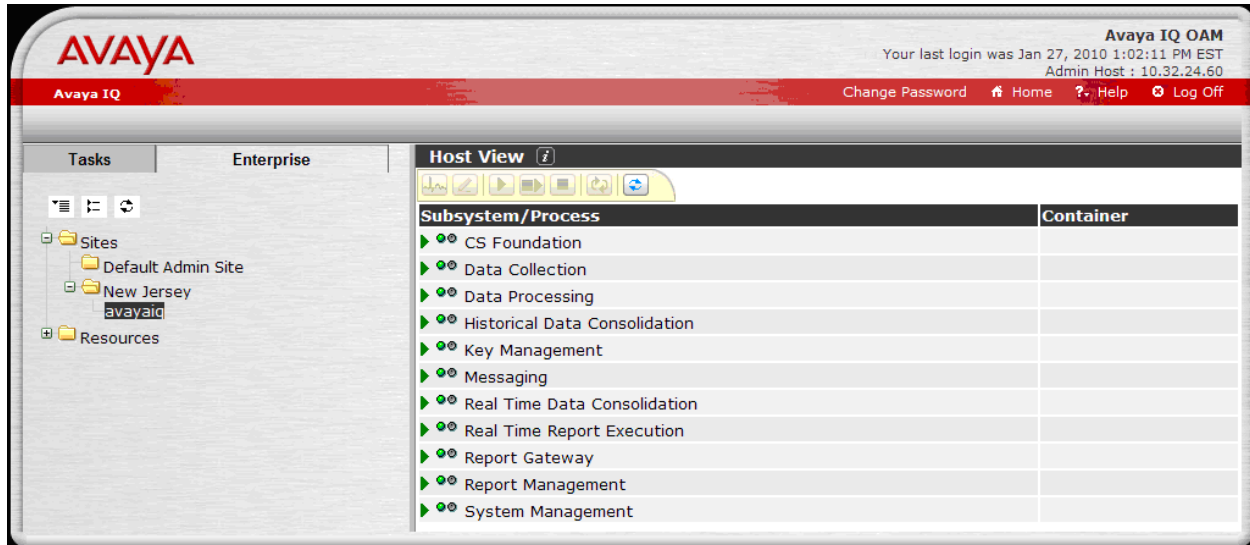
Service Port Location: 01A0417

  Service State: in-service/active
    Node Name: clancrm
Source IP Address: 10.32.24.20/24

Broadcast Address: 10.32.24.255
Physical Address: 00:04:0d:4a:ef:9c
  Enabled? yes
Maintenance Busy? no
Active Channels: 2
```

## 8.2 Verify Avaya IQ

From an Internet browser, access the Avaya IQ OAM Interface by entering `https://<IP Addr>:28443/CS-OAM` as the URL. Log in with the proper credentials. From the OAM interface, select the **Enterprise** tab in the left pane and navigate to **Sites→Default Admin Site→<site name>** to display the status of all the Avaya IQ processes. Ensure that all the processes have been started as indicated by a green LED besides each process as shown in the figure below.



To verify that the session between Avaya IQ and Teleopti CCC is in the “connected” state, access the **Generic-RTA Real-Time Interface Menu** and choose option ‘3’, as shown in **Section 5.2**.

## 8.3 Verify Teleopti CCC

This section verifies that real-time agent adherence data is received and displayed properly on Teleopti CCC. From the **Teleopti CCC Main Portal** window, choose **Team Preferences** in the left pane and then click **Today** under **Actions** to display the **Intraday** window with agent data.

The screenshot displays the Teleopti CCC Intraday window. The left pane shows the Business Hierarchy with 'TeleoptiCCCDemo' expanded, showing 'London' and 'Paris'. Under 'London', 'Team Preferences' is selected. The main pane shows the 'Intraday' window for '2010-03-08'. The 'Staffing effect' section shows: Positive effect: 0, Negative effect: -1, Total: -1, Positive effect: 0.0 %, Negative effect: 10.0 %, Total out of adherence: 10.0 %. The 'State Group Overview' section shows: Name, Total, Available, Ready (0), In call (0), Ring (0), Available (1). The 'Pin up window' section shows: Name, Total time, Pin. The 'Day view' section shows a table with columns: Agent Name, Team, State, Scheduled, Next, Next start, Name, Time, Total time, Pin. The table contains three rows: Ashley Andeen (Team Preferences, ACW, In Adherence, 00:34:05, 03:28:08), Dmitry Pavlov (Team Preferences), and John King (Team Preferences). The 'Shift editor' section shows: Snap to interval: 15 min, Shift category: , Layer information: 2010-03-08 15:36 2010-03-08. The 'Ready...' button is visible at the bottom right.

Agent Name	Team	State	Scheduled	Next	Next start	Name	Time	Total time	Pin
Ashley Andeen	Team Preferences	ACW				In Adherence	00:34:05	03:28:08	
Dmitry Pavlov	Team Preferences								
John King	Team Preferences								

The following window displays real-time agent data for the agents used during the compliance testing. The report displays the agent, state, whether in-adherence or not, and the duration in the current state. Note that the bottom right-hand corner will display the time for the last received update.

The screenshot shows the TELEOPTI CCC: Intraday window. At the top, there are tabs for Home, Chart, and Layouts. Below these is a date selector set to 2010-03-08 and navigation buttons. The main area is titled 'Day view' and contains a table with agent data. The table has columns for Agent (Name, Team, State), Activity (Scheduled, Next, Next start), Alarm (Name, Time, Total time), and Pin. The data rows show agents like Ashley Andeen, Dmitry Pavlov, John King, John Smith, Jon Kleinsmith, Juancho Banaag, Pierre Baldi, Prashant Arora, Robert Klashner, and Stephen Bay. The bottom section is the 'Shift editor' with fields for Snap to interval, Shift category, Layer information, and a Show button. The last update time is 16:24:27.

Agent			Activity			Alarm			Pin
Agent Name	Team	State	Scheduled	Next	Next start	Name	Time	Total time	Pin
Ashley Andeen	Team Preferences	ACW				In Adherence	00:00:59	01:07:59	<input type="checkbox"/>
Dmitry Pavlov	Team Preferences								<input type="checkbox"/>
John King	Team Preferences								<input type="checkbox"/>
John Smith	Team Preferences								<input type="checkbox"/>
Jon Kleinsmith	Team Preferences								<input type="checkbox"/>
Juancho Banaag	Team Preferences	Available				In Adherence	00:00:59	01:01:43	<input type="checkbox"/>
Pierre Baldi	Team Preferences	AUX				Out Adherence	00:01:19	00:58:00	<input type="checkbox"/>
Prashant Arora	Team Preferences	ACD				In Adherence	00:01:39	00:22:40	<input checked="" type="checkbox"/>
Robert Klashner	Team Preferences								<input type="checkbox"/>
Stephen Bay	Team Preferences								<input type="checkbox"/>

Shift editor

Snap to interval:  Shift category:  Layer information: 2010-03-08 15:36 2010-03-08

Show

Last update: 16:24:27



## 9 Conclusion

These Application Notes describe the configuration steps required to integrate Teleopti CCC with Avaya IQ using the RTA interface to capture agent data from Avaya Aura™ Communication Manager. All feature and serviceability test cases were completed successfully.

## 10 References

This section references the product documentation relevant to these Application Notes.

- [1] *Administering Avaya Aura™ Communication Manager*, Document 03-300509, Issue 5.0, Release 5.2, May 2009, available at <http://support.avaya.com>.
- [2] *Avaya IQ Overview*, Release 5.0, September 2009, available at <http://support.avaya.com>.
- [3] *Implementing Avaya IQ*, Release 5.0, September 2009, available at <http://support.avaya.com>.
- [4] *Administering Avaya IQ*, Release 5.0, September 2009, available at <http://support.avaya.com>.
- [5] *Teleopti CCC User Manual, Version 7*, available from Teleopti.

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