



Avaya Solution & Interoperability Test Lab

Application Notes for DATEL Call SWEET! Live with Avaya IP Office 6.1 – Issue 1.0

Abstract

These Application Notes describe the configuration steps required for DATEL Call SWEET! Live 7.7 to interoperate with Avaya IP Office 6.1. DATEL Call SWEET! Live is a contact center management solution. In the compliance testing, DATEL Call SWEET! Live used the TFTP service and DevLink interface from Avaya IP Office to obtain configuration and real-time data to produce measurements and reports on agents and hunt groups.

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 for DATEL Call SWEET! Live 7.7 to interoperate with Avaya IP Office 6.1. DATEL Call SWEET! Live is a contact center management solution.

In the compliance testing, DATEL Call SWEET! Live used the TFTP service and DevLink interface from Avaya IP Office to obtain configuration and real-time data to produce measurements and reports on agents and hunt groups. The TFTP service was used to obtain configured hunt groups and agent users on Avaya IP Office, and the DevLink interface was used to obtain real-time call events for the hunt groups and agent users. The produced real-time measurements and reports were accessed using the DATEL Call SWEET! Live Widgets portal.

1.1. Interoperability Compliance Testing

The interoperability compliance test included feature and serviceability testing.

The feature testing focused on verifying the following on DATEL Call SWEET! Live:

- Handling of TFTP responses for configured users, hunt groups, and hunt group membership information.
- Handling of DevLink real-time events for various call scenarios including internal, external, inbound, outbound, drop, hold/reconnect, blind/attended transfer, blind/attended conference, voicemail transfer, hunt group queue, and hunt group overflow.
- Handling of DevLink real-time events for various agent states including logged in/out, busy on personal/hunt group calls, and busy on wrap-up.
- Reporting of data in various Agent States, Queue Status, Speed of Answer, and Service Level Handle reports.

The serviceability testing focused on verifying the ability of DATEL Call SWEET! Live to recover from adverse conditions, such as disconnecting and reconnecting the Ethernet cable to DATEL Call SWEET! Live.

1.2. Support

Technical support on DATEL Call SWEET! Live can be obtained through the following:

- **Phone:** (724) 940-0400
- **Email:** support@datel-group.com

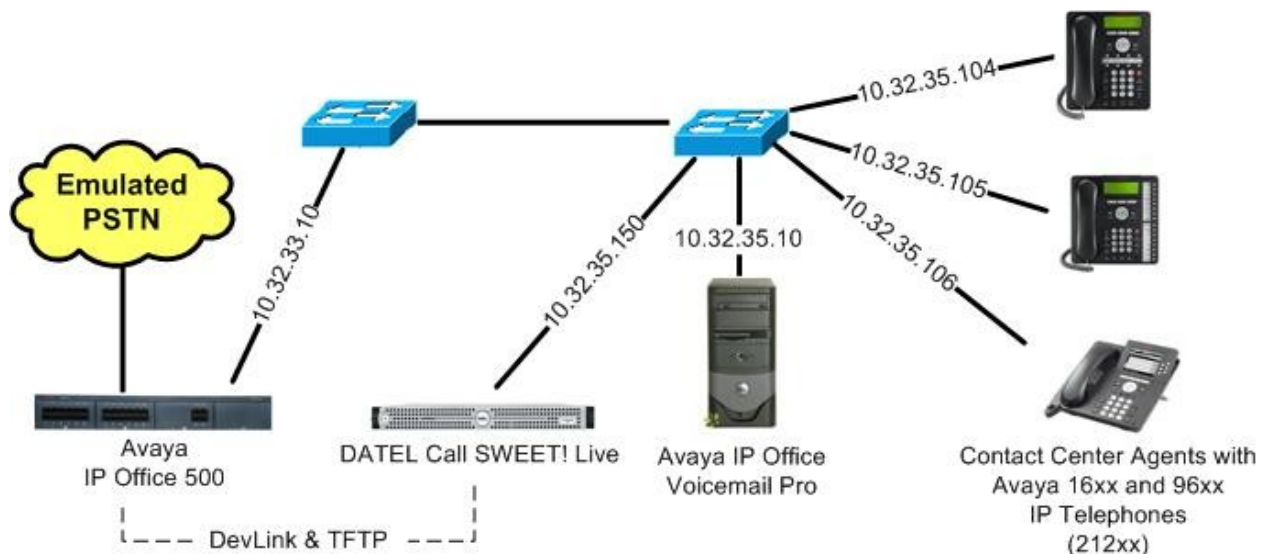
2. Reference Configuration

The configuration used for the compliance testing is shown below. The DATEL Call SWEET! Live server contains Call SWEET! Live Widgets, which can run on the server and/or any supervisor/agent PC. In the compliance testing, the DATEL Call SWEET! Live Widget from the server was used to access the produced measurements and reports.

The Avaya IP Office Voicemail Pro was used for the voicemail call scenarios. The detailed administration of general contact center devices such as hunt groups and agents are assumed to be in place and are not covered in these Application Notes.

In the compliance testing, DATEL Call SWEET! Live monitored and reported on the hunt groups and agent user extensions shown in the table below.

| Device Type | Extension |
|-------------|---------------------|
| Hunt Groups | 21000, 22000 |
| Agent Users | 21251, 21252, 21253 |



3. Equipment and Software Validated

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

| Equipment | Software |
|--|------------------------------------|
| Avaya IP Office 500 | 6.1 (5) |
| Avaya 16xx Series IP Telephones (H.323) | 1.3 |
| Avaya 96xx Series IP Telephone (H.323) | 3.11 |
| DATEL Call SWEET! Live on Windows 2003 Server with Service Pack 2 <ul style="list-style-type: none">• Avaya DevLink• DATEL CallSWEET! Live Widgets | 7.7.1.189 1.0.0.5 7.6.18.189 |

4. Configure Avaya IP Office

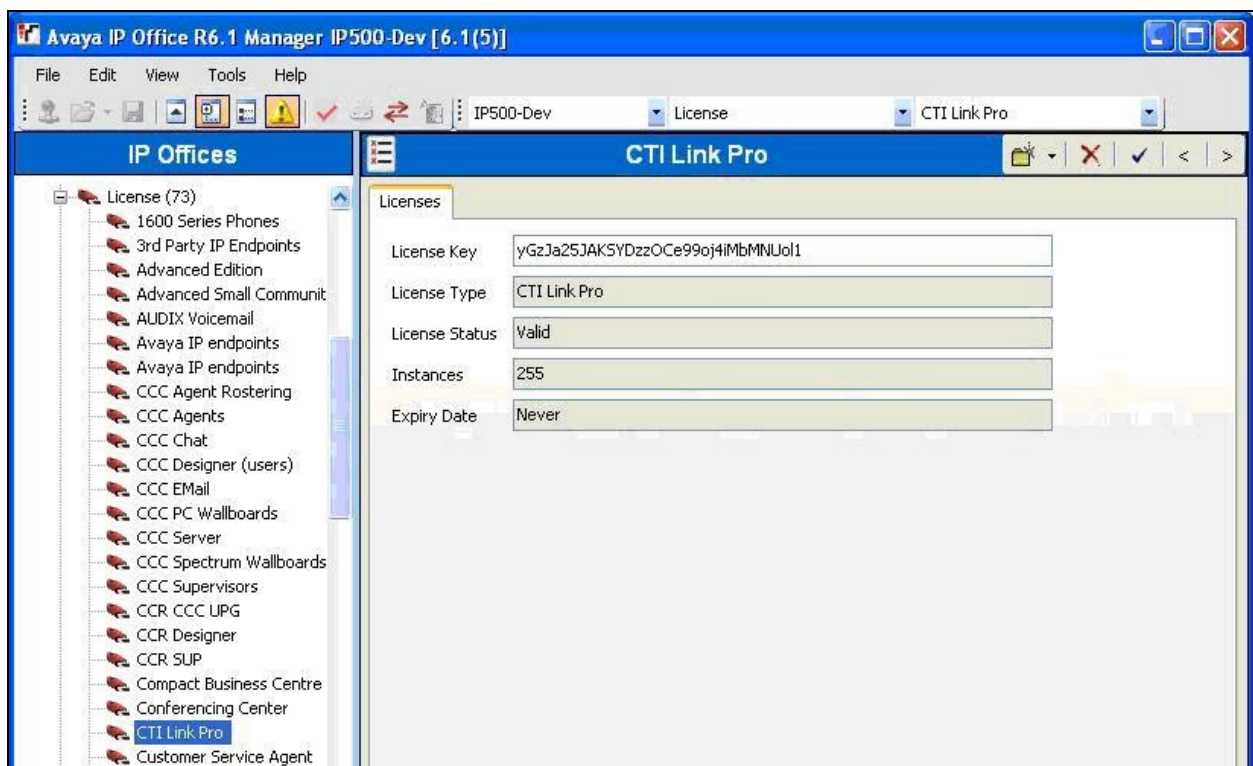
This section provides the procedures for configuring Avaya IP Office. The procedures include the following areas:

- Verify IP Office license
- Administer agent users

4.1. Verify IP Office License

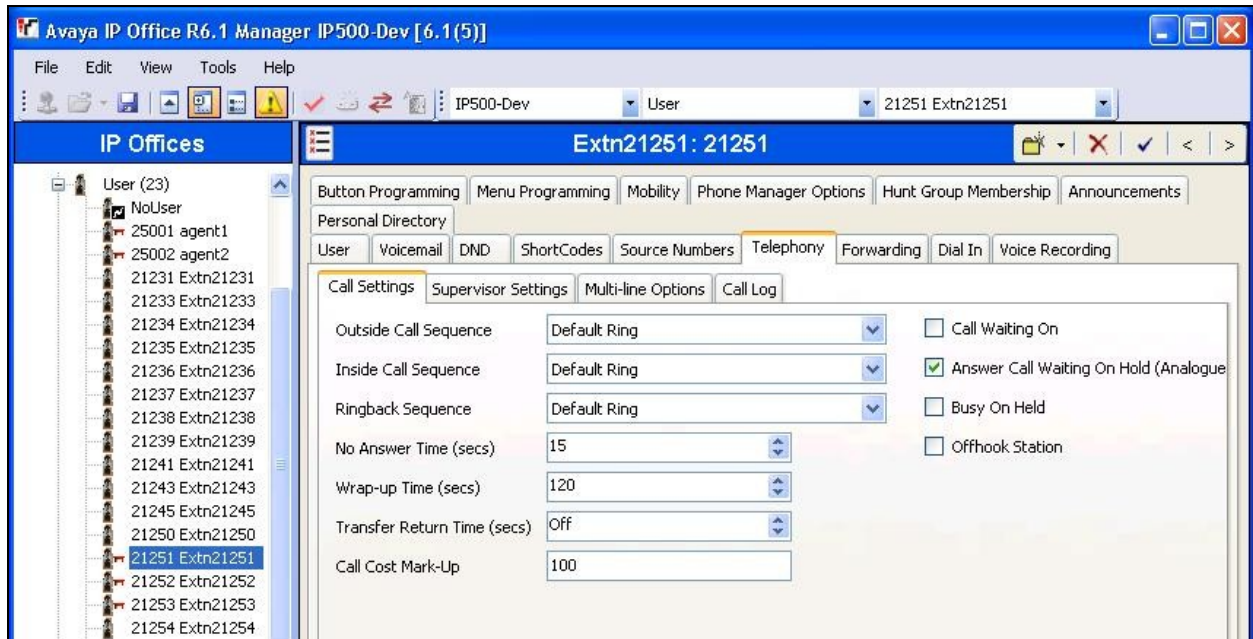
From a PC running the Avaya IP Office Manager application, select **Start > Programs > IP Office > Manager** to launch the Manager application. Select the proper IP Office system, and log in with appropriate credentials.

The **Avaya IP Office Manager** screen is displayed. From the configuration tree in the left pane, select **License > CTI Link Pro** to display the **CTI Link Pro** screen in the right pane. Verify that the **License Status** is “Valid”.

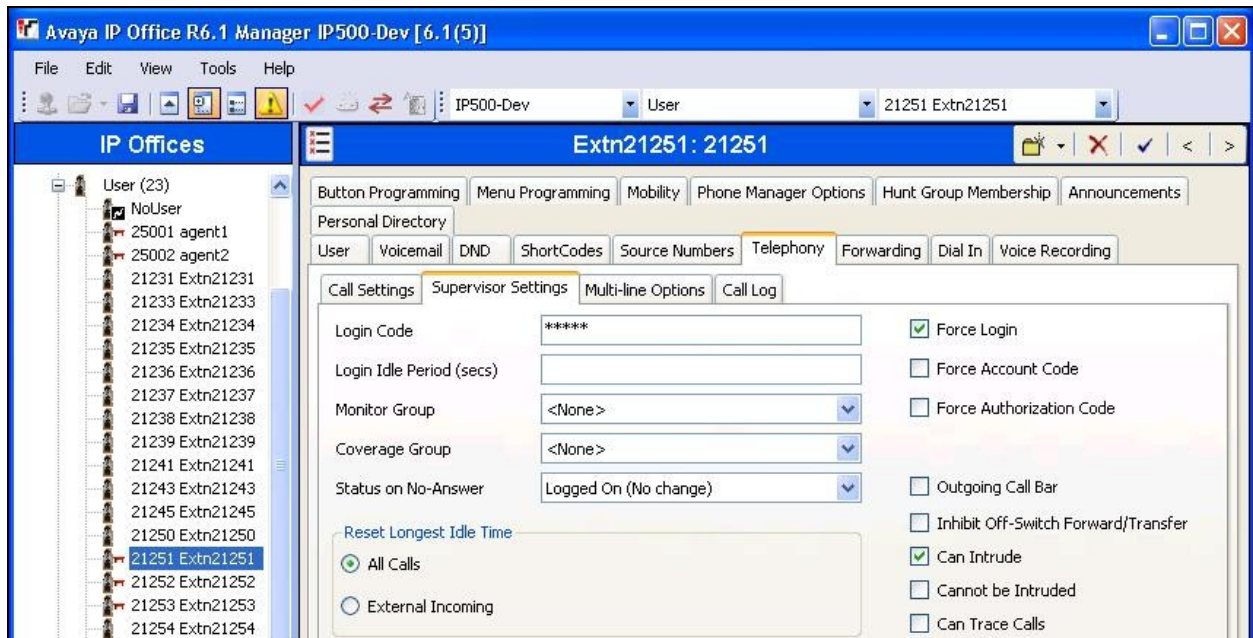


4.2. Administer Agent Users

From the configuration tree in the left pane, select the first agent user, in this case “21251”. Select the **Telephony** tab, followed by the **Call Settings** sub-tab. Make a note of the **Wrap-up Time (secs)** value, which will be used later to configure DATEL.



Select the **Supervisor Settings** sub-tab. If reporting of agent user login and logout is desired from DATEL, then check **Force Login** and enter a desired **Login Code**. Repeat this section for all agent users.



5. Configure DATEL Call SWEET! Live

This section provides the procedures for configuring DATEL Call SWEET! Live. The procedures include the following areas:

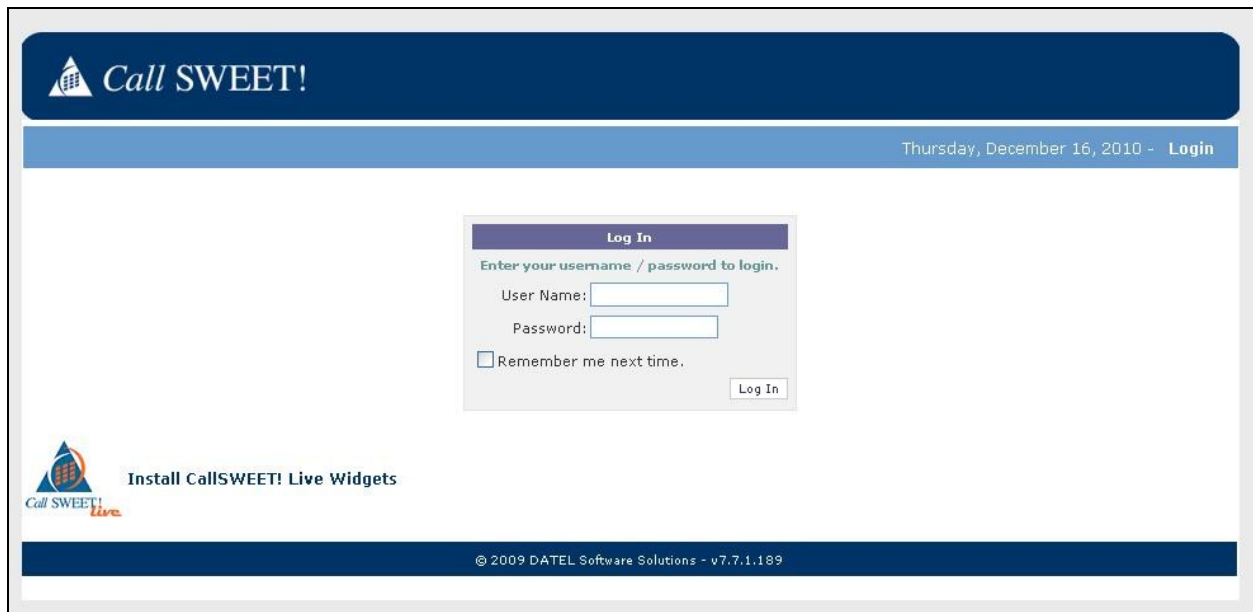
- Launch Call SWEET! Live
- Administer hunt groups
- Administer agents

The configuration of DATEL Call SWEET! Live is typically performed by DATEL support technicians or DATEL business partners. The procedural steps are presented in these Application Notes for informational purposes.

Note that the IP address of the Avaya IP Office server, and the password for the Avaya IP Office Monitor and Call Status application was entered as part of the Call SWEET! Live installation procedure, used for subsequent TFTP and DevLink connectivity to Avaya IP Office.

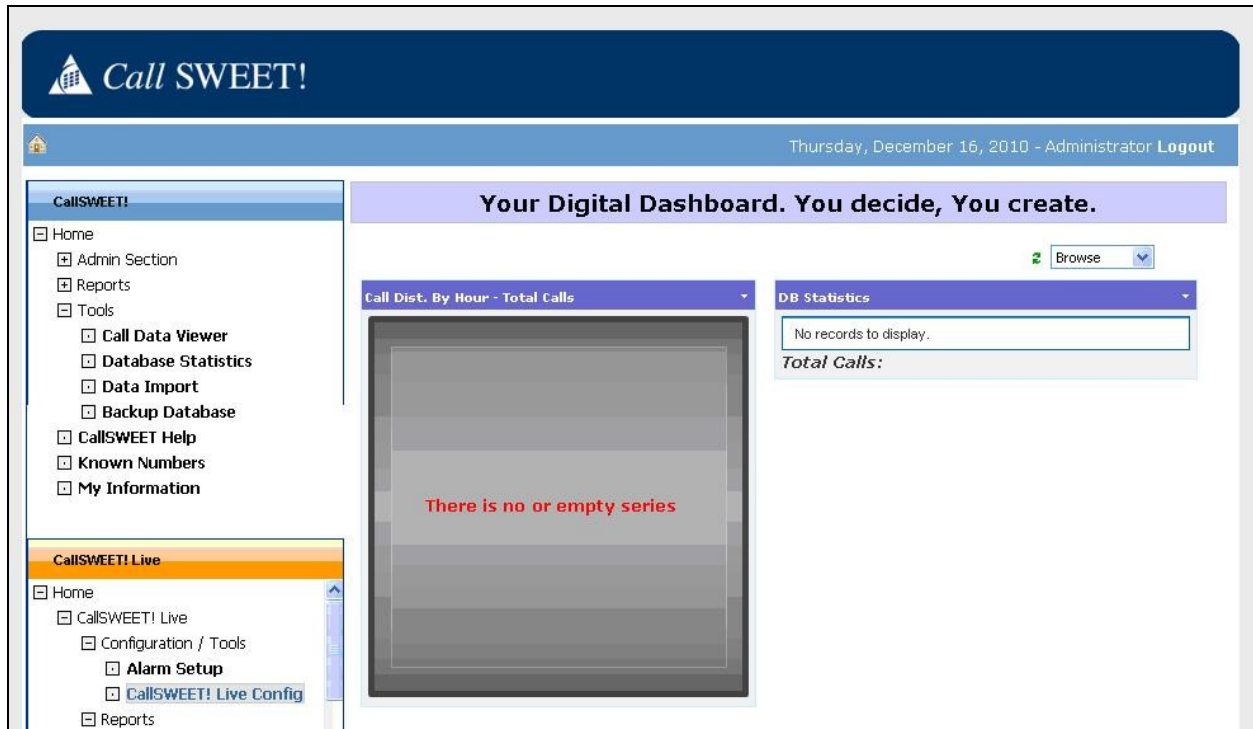
5.1. Launch Call SWEET! Live

Access the Call SWEET! Live web based interface by using the URL “http://ip-address/callsweet” in an Internet browser window, where “ip-address” is the IP address of Call SWEET! Live. The **Log In** screen is displayed as shown below. Log in using the appropriate credentials.



The screenshot displays the Call SWEET! Live web interface. At the top, there is a dark blue header with the "Call SWEET!" logo and the text "Thursday, December 16, 2010 - Login". Below the header, the main content area features a central "Log In" form. The form has a title bar that says "Log In" and a prompt "Enter your username / password to login.". It includes input fields for "User Name:" and "Password:", a checkbox for "Remember me next time.", and a "Log In" button. In the bottom left corner of the main area, there is a "Call SWEET! Live" logo and the text "Install CallSWEET! Live Widgets". At the very bottom, a dark blue footer bar contains the copyright notice "© 2009 DATEL Software Solutions - v7.7.1.189".

Expand **CallSWEET! Live** in the left pane, and select **Home > CallSWEET! Live > Configuration / Tools > CallSWEET! Live Config** as shown below.



5.2. Administer Hunt Groups

The **Call SWEET! Live Configuration** screen is displayed. Select the **Hunt Groups** tab, to display a list of hunt groups automatically picked up from Avaya IP Office via the TFTP service.

Check the desired hunt groups to monitor, and click **Start / Stop Monitoring Hunt Group** to start the monitoring and reporting, as shown below. In the compliance testing, hunt groups “21000” and “22000” from **Section 2** were monitored and reported.

Call SWEET!

Home : CallSWEET! Live : Configuration / Tools : CallSWEET! Live Config Thursday, December 16, 2010 - Administrator Logout

Call SWEET! Live Configuration

Agents Hunt Groups Hunt Group Coll App Config Licensing Role Security WAVs Reason Codes

Check the Hunt Groups that Call SWEET! Live will monitor below. This list will need to be automatically mirrored to your IP Office for accurate reporting.

Note: Any Hunt Group that is checked will be monitored by Call SWEET! Live. Any HG not checked will not be monitored. Only additions will be synced, deletions will need to be done manually.

+ Add new record Refresh

| | | Hunt Group Number | Name | Description | |
|--|-------------------------------------|-------------------|--------------|--------------|--|
| | <input checked="" type="checkbox"/> | 21000 | DATEL_Hunt_1 | DATEL_Hunt_1 | |
| | <input type="checkbox"/> | 21200 | Main | Main | |
| | <input checked="" type="checkbox"/> | 22000 | DATEL_Hunt_2 | DATEL_Hunt_2 | |

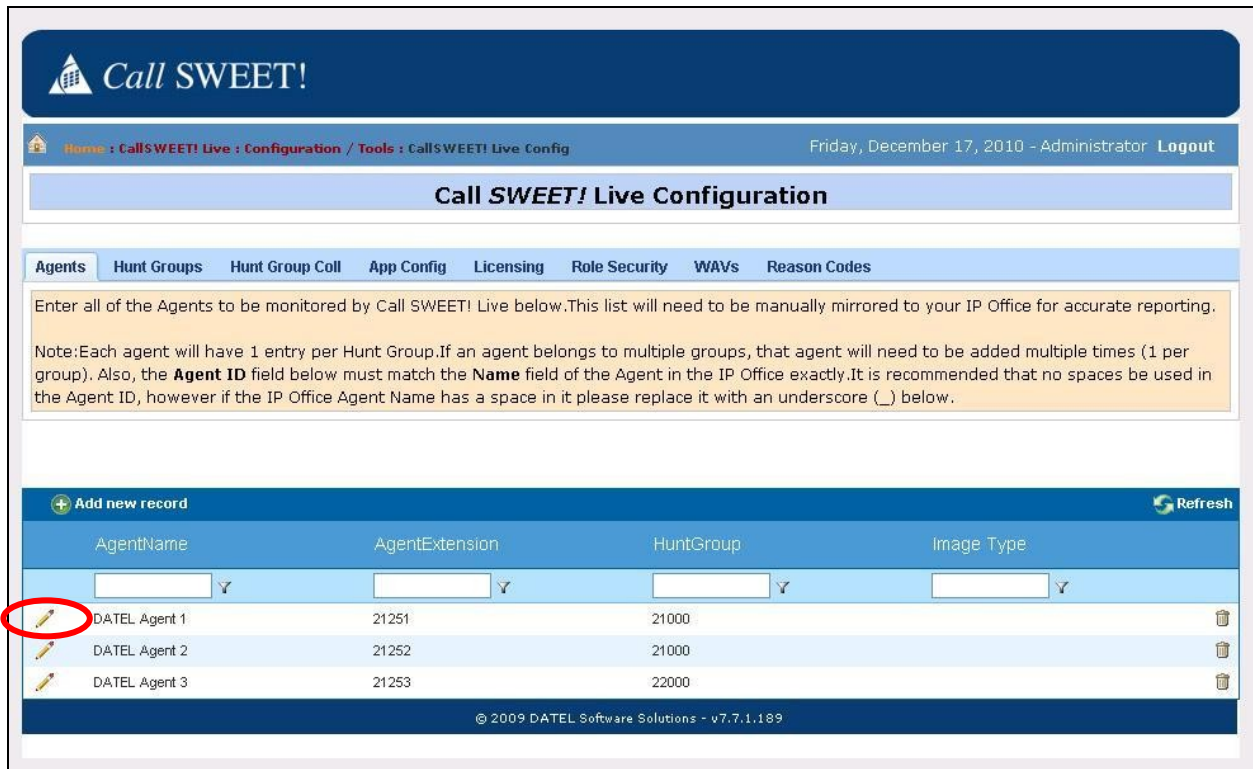
Start / Stop Monitoring Hunt Group

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5.3. Administer Agents

From the **Call SWEET! Live Configuration** screen, select the **Agents** tab to display a list of agents associated with the monitored hunt groups from **Section 5.2**.

Click the pencil icon for the first agent, as shown below.



The screenshot shows the 'Call SWEET! Live Configuration' interface. At the top, there's a header with the 'Call SWEET!' logo and navigation links. Below the header, the 'Agents' tab is selected. A note explains that agents must be manually mirrored to the IP Office and that the Agent ID must match the Name field in the IP Office. Below the note is a table with columns: AgentName, AgentExtension, HuntGroup, and Image Type. The first row of the table is 'DATEL Agent 1' with extension 21251 and hunt group 21000. A red circle highlights the pencil icon in the first row, indicating where to click to edit the agent. The footer shows the copyright information: © 2009 DATEL Software Solutions - v7.7.1.189.

| AgentName | AgentExtension | HuntGroup | Image Type |
|--|------------------------------------|------------------------------------|----------------------|
| <input type="text" value="DATEL Agent 1"/> | <input type="text" value="21251"/> | <input type="text" value="21000"/> | <input type="text"/> |
| DATEL Agent 1 | 21251 | 21000 | |
| DATEL Agent 2 | 21252 | 21000 | |
| DATEL Agent 3 | 21253 | 22000 | |

The **Call SWEET! Live Configuration** screen is updated with the **Modify Agent Information** section.

For **Wrap-Up Time**, enter the corresponding agent wrap-up time from **Section 4.2**. Note that this configuration is only necessary when the agent wrap-up time on Avaya IP Office is being used and set to a value other than the default “2” seconds.

Repeat this section for all agents.

The screenshot shows the 'Call SWEET! Live Configuration' web application. At the top is a dark blue header with the 'Call SWEET!' logo. Below this is a light blue navigation bar with links: Home, CallSWEET! Live, Configuration, Tools, CallSWEET! Live Config, Thursday, December 16, 2010 - Administrator, and Logout. The main content area has a purple header 'Call SWEET! Live Configuration' and a light blue sub-header with tabs: Agents, Hunt Groups, Hunt Group Coll, App Config, Licensing, Role Security, WAVs, and Reason Codes. The 'Agents' tab is selected. Below the tabs is a text box with instructions: 'Enter all of the Agents to be monitored by Call SWEET! Live below. This list will need to be manually mirrored to your IP Office for accurate reporting. Note: Each agent will have 1 entry per Hunt Group. If an agent belongs to multiple groups, that agent will need to be added multiple times (1 per group). Also, the Agent ID field below must match the Name field of the Agent in the IP Office exactly. It is recommended that no spaces be used in the Agent ID, however if the IP Office Agent Name has a space in it please replace it with an underscore (_) below.' Below this is a table with columns: AgentName, AgentExtension, HuntGroup, and Image Type. The table has one row: DATEL Agent 1, 21251, 21000, male. Below the table is a 'Modify Agent Information' section with a light blue background. It contains the following fields: Agent ID (text box with 'Extn21251'), Hunt Group (dropdown menu with '21000 - DATEL_Hunt_1'), Agent Name (text box with 'DATEL Agent 1'), Agent Extension (text box with '21251'), Sex (dropdown menu with 'Male'), Site Code (dropdown menu with an empty selection), and Wrap-Up Time (text box with '120'). At the bottom of the 'Modify Agent Information' section are two buttons: a green checkmark icon labeled 'Save' and a red X icon labeled 'Cancel'.

6. General Test Approach and Test Results

The feature test cases were performed both automatically and manually. Upon start of the DATEL Call SWEET! Live application, the application automatically sends TFTP requests to obtain configured agent users, hunt groups, and hunt group memberships from Avaya IP Office.

For the manual part of the testing, calls were made from the PSTN and from local users to the hunt groups and agents. Necessary user actions such as hold/reconnect were performed from the agent user telephones to generate events for the different call scenarios.

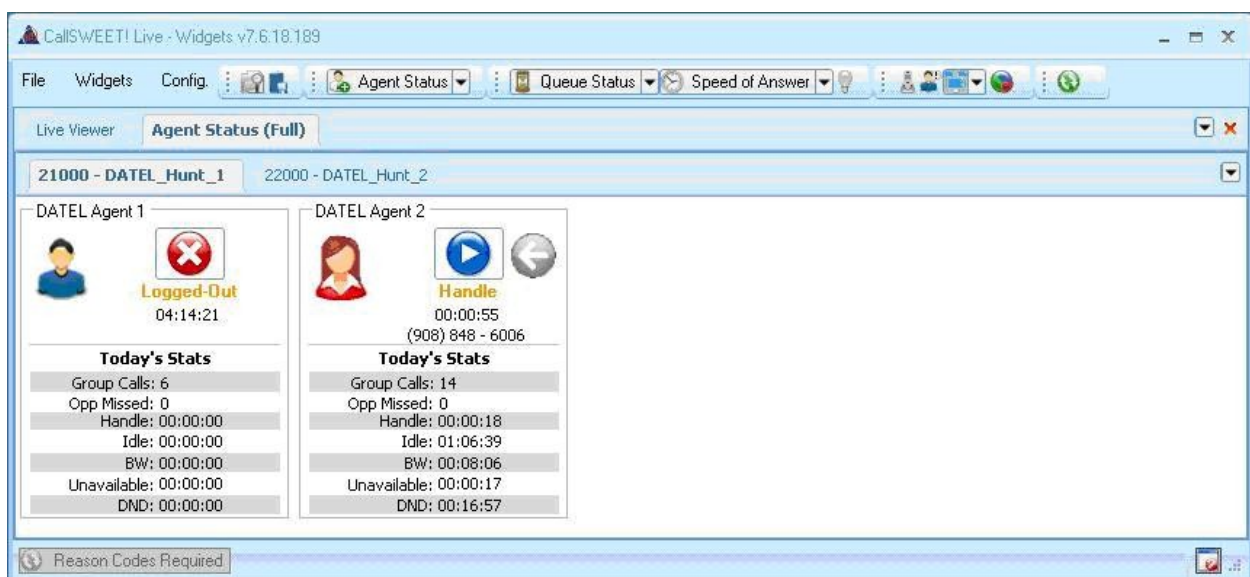
The serviceability test cases were performed manually by disconnecting and reconnecting the Ethernet cable to DATEL Call SWEET! Live.

All test cases were executed. The one observation from the compliance testing is that the Auto-Sync feature needs to be disabled on Call SWEET! Live, in order to allow for configuration of agent wrap-up time.

7. Verification Steps

This section provides the tests that can be performed to verify proper configuration of Avaya IP Office and DATEL Call SWEET! Live. From the DATEL Call SWEET! Live server, select **Start > Programs > DATEL Software Solutions > CallSWEET! Live Widgets**, and log in with the appropriate credentials.

The **CallSWEET!Live – Widgets** screen is displayed. Establish an incoming hunt group call from the PSTN with an available agent. On the **CallSWEET! Live – Widgets** screen, click on **Agent Status > Full** from the top menu, to create the **Agent Status (Full)** tab and sub-tabs. Click on the sub-tab corresponding to the proper hunt group, and verify that the grid associated with the answering agent shows the proper status, as shown below.



8. Conclusion

These Application Notes describe the configuration steps required for DATEL Call SWEET! Live 7.7 to successfully interoperate with Avaya IP Office 6.1. All feature and serviceability test cases were completed with the observation noted in **Section 6**.

9. Additional References

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

1. *IP Office 6.1 Documentation CD*, November 2010, available at <http://support.avaya.com>.
2. *Call SWEET! Live User's Guide*, available upon request to DATEL Support.

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