



Avaya Solution & Interoperability Test Lab

Application Notes for configuring Quentris® Smile 3.1 with Avaya Communication Server 1000E R7.5 and Avaya Aura® Contact Centre R6.2 - Issue 1.0

Abstract

These Application Notes describe the configuration steps necessary for Quentris® Smile 3.1 to successfully interoperate with Avaya Communication Server 1000E R7.5 and Avaya Aura® Contact Centre R6.2.

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 a compliance-tested configuration used to verify the interoperability of Quentris® Smile 3.1 with Avaya Communication Server 1000E R7.5 and Avaya Aura® Contact Centre R6.2. Quentris® Smile 3.1 is a screen based console or “soft-console” that interfaces directly with the Avaya Communication Server 1000E R7.5 and provides a graphical user interface for call handling. All relevant call information is provided on a single window. Quentris® Smile 3.1 provides call handling capabilities enabling operators to answer, transfer, announce, park, hold and place calls using their Personal Computer. The Quentris® Smile 3.1 main screen holds all information related to a call such as name, number, origin and status.

2. General Test Approach and Test Results

The Quentris® Smile 3.1 (Smile 3) Console is configured on the Avaya Communication Server 1000E R7.5 (CS1000E) as a set of two 2050PC type phone sets in an Automatic Call Distribution (ACD) environment. The Smile 3 console provides management of multiple lines; incoming calls are presented on the ACD key, private calls are presented on a private Directory Number (DN) key. The Smile 3 console is programmed with up to 6 hold keys for queuing incoming calls. The CS1000E is responsible for queuing and routing calls to the available Smile 3 agent. Smile 3 uses the Avaya implementation of Calling Line ID (CLID) and Dialed Number Identification Service (DNIS) to perform directory lookups. Testing was carried out in the Avaya Lab. Test cases were executed jointly by an Avaya and Quentris representative.

2.1. Interoperability Compliance Testing

During interoperability compliance testing the following features of Smile 3 was covered.

- Call handling abilities including Call Answering, Call Transfer, Announce, Call Park, Call Hold / Unhold
- Placing of calls both internally or externally by the Operator
- BLF (Busy Lamp Field) provision of the status of the various internal phone set types
- Calling Line Identification (CLID) and Dialed Number Identification Service (DNIS) support for PSTN trunks
- Support for Call Party Name Display
- Music on hold
- Call Waiting indicator (DWC)
- ATDN, LDN, Private DN, ACD
- Night number
- Local internal call handling
- Handling of Network calls over PRI and SIP trunks
- Handling of calls to and from Avaya IP UNISTim, SIP, Digital phone sets and Softphones

2.2. Test Results

All tests outlined in the Test Plan document passed successfully. No errors or issues were observed.

2.3. Support

For more information on Quentris® Smile 3.1 and product support visit <http://www.smileconsole.com/>. The following is the contact information for Quentris:

Address: QUENTRIS (GDF SUEZ)
Rue de la Fusée 60 Raketstraat - B-1130
Brussels

Phone: +32 2 727 15 81

Web: www.quentris-gdfsuez.be

3. Reference Configuration

The configuration in **Figure 1** was used to compliance test Smile 3 with CS1000E and AACC using an IP connection from the Smile 3 Desktop connected to the CS1000E as a set of two IP2050 type sets acquired by AACC.

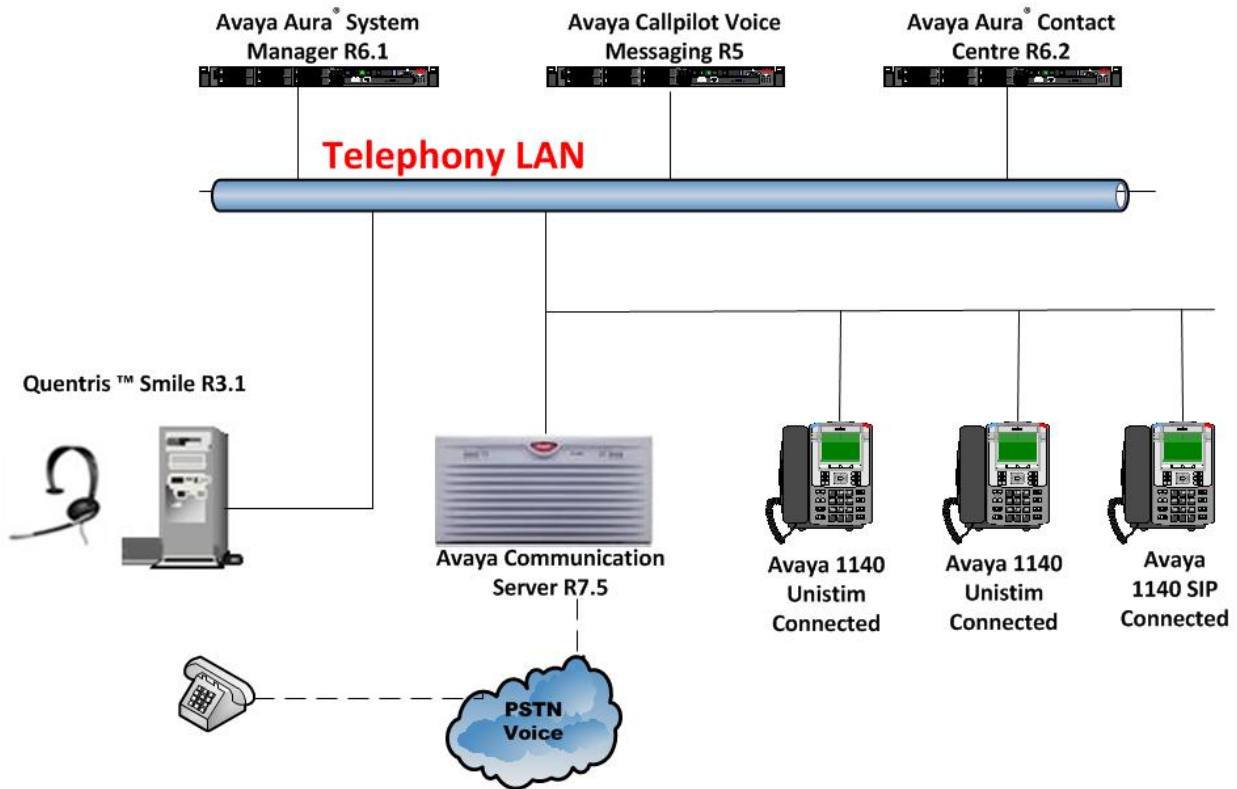


Figure 1: Connection of Quentris® Smile R3.1 with Avaya Communication Server 1000E R7.5 and Avaya Aura® Contact Centre R6.2

4. Equipment and Software Validated

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

Equipment Description	Software Release
Avaya Communication Server 1000E CPPM	Avaya Communication Server 1000E R7.5 SP1
Avaya S8800 server	Avaya Aura® System Manager R6.1 SP4
Avaya 1140 UNISTim Deskphone	UNISTim V0625C8D
Avaya 1140 SIP Deskphone	SIP V04.00.04.00
IBM System x3250 M2 8GB RAM	Avaya Aura® Contact Centre R6.2 SP4 Windows2008 Standard Edition R2 (AML install)
Avaya Call Pilot 600r Server	Avaya Call Pilot Version 5.00.41 Patch Line-up:CP50041SU08S CP500508G09C
Smile Installation Disk and License	Version 3.1
Desktop PC (Minimum Specification Pentium IV, 3 GHz, 1 GB Ram, 1 USB Hand/Headset)	MS Windows XP

Notes: See **Appendix** for a list of Patches and Firmware versions.

5. Configuration of Avaya Communication Server 1000E

The configuration operations illustrated in this section were all performed using terminal access to the CS1000E over telnet session. Smile 3 will operate in a contact centre environment. In order for Smile 3 to function in this environment it is necessary to create an ACD Queue on the CS1000E.

Note: Not all prompts need an answer. The prompts outlined below are mandatory for a basic configuration. Accept the default responses for all other prompts by pressing the return key. Type **LD 23** at the > prompt to enter overlay 23 and create a **NEW ACD** queue as shown below.

Prompt	Response	Description
>	LD 23	Enter Overlay 23
REQ	NEW	New ACD Queue
TYPE	ACD	ACD data block
CUST	0	Customer number
ACDN	3500	Directory Number of the operator queue
MWC	YES	Message Waiting Center
MAXP	2	Maximum Positions.[2 times the number of Smile Consoles].
NCFW	5005	Night DN to send calls when the operator queue is closed.
HOML	NO	Handset On-Hook Means Log out
LABEL_KEY0	NO	Label on ACD key (Key0)

Enter overlay 11 to add a **NEW 2050PC** type set that will be utilised by the Smile 3 Console. Type **LD 11** at the > prompt to enter the overlay as shown below.

Prompt	Response	Description
>	LD 11	Enter Overlay 11
REQ	NEW	create new agent set
TYPE	2050PC	The Type must be soft phone 2050PC
TN	96 0 0 14	Terminal Number on PBX [loop shelf card unit]
KEM	1	Number of attached IP Phone Key expansion Module [Must be set to 1 for the monitoring of the 6 extra Hold Keys].
ZONE	1	Zone Number which Smile Console belongs.
CLS	CNDA	Call Party Name Display Allowed
CLS	CFXA	Call Forward All Calls to External DN Allowed
CLS	AHA	Automatic Hold Allowed
CLS	DDGD	DN Display on other set Denied
CLS	RECA	IP Phone Call Recording Allowed
CLS	KEM3	Key expansion module equipped
...		
AST	00 04	Associate Set Assignment for Meridian Link applications.
IAPG	1	Group 1 sends out ALL messages for AST set.
KEY 0	ACD 3500	ACD key for the incoming calls
KEY 1	NRD	Not Ready key
KEY 2	MSB	Make Set Busy key
KEY 4	SCR 3510	Private key used to make calls and to receive private calls
KEY 32	SCN 3511	To control and monitor the 1 st call on hold
KEY 33	SCN 3512	To control and monitor the 2 nd call on hold
KEY 34	SCN 3513	To control and monitor the 3 rd call on hold
KEY 35	SCN 3514	To control and monitor the 4 th call on hold
KEY 36	SCN 3515	To control and monitor the 5 th call on hold
KEY 37	SCN 3516	To control and monitor the 6 th call on hold
KEY	45 OVR	Call Override key used for the 'Call Intrusion' facility

The secondary ACD Terminal Number is configured without a private number (DN) and is set up as follows:

Prompt	Response	Description
>	LD 11	Enter Overlay 11
REQ	NEW	create new agent set
TYPE	2050PC	The Type must be soft phone 2050PC
TN	96 0 0 15	Terminal Number on PBX [loop shelf card unit]
KEM	3	KEM 3 for the Busy Lamp Field information
ZONE	1	Zone Number which Smile 3 console belongs
CLS	CNDA	Call Party Name Display Allowed
CLS	CFXA	Call Forward All Calls to External DN Allowed
CLS	AHA	Automatic Hold Allowed
CLS	DDGD	DN Display on other set Denied
CLS	RECA	IP Phone Call Recording Allowed
CLS	KEM3	Key expansion modules equipped
AST	00 04	Associate Set Assignment for Meridian Link applications
IAPG	1	Group 1 sends out ALL messages for AST set
KEY 0	ACD 3500	ACD key for the incoming calls (ACD Queue + 0 + PositionID)
KEY 1	NRD	Not Ready key
KEY 2	MSB	Make Set Busy key
KEY 3	DWC 3500	Display Waiting Call key used to monitor the ACD Q (3500)
KEY 32	SCN 3511	To control and monitor the 1 st call on hold
KEY 33	SCN 3512	To control and monitor the 2 nd call on hold
KEY 34	SCN 3513	To control and monitor the 3 rd call on hold
KEY 35	SCN 3514	To control and monitor the 4 th call on hold
KEY 36	SCN 3515	To control and monitor the 5 th call on hold
KEY 37	SCN 3516	To control and monitor the 6 th call on hold
KEY 50	SCN 5004	DN 5004 is being monitored for BLF
KEY 51	SCN 5005	DN 5005 is being monitored for BLF
KEY 52	SCN 5010	DN 5010 is being monitored for BLF

Type **LD 15** to enter the overlay to make changes to the **NIT** DN as shown below. The prompt **NIT** is changed to the ACD queue of the Smile 3 console. Since the CS1K is in night, no M2250/CIU is defined, callers dialling the console number (LDNs, ATDN, etc...) are routed to the NIT number defined in the customer data block meaning the Smile 3 console. When the Smile 3 console is out of service the callers dialling the console number get answered by the Night DN defined in the ACD queue of the Smile 3 console.

Prompt	Response	Description
>	LD 15	Enter Overlay 15
REQ	CHG	Change existing customer data block
TYPE	NIT_DATA	Night Service options
CUST	0	Customer number
NIT1	3500	ACD Q setup in Section 5.1

In order to set up the Attendant Directory Number the following configuration must be carried out. The Attendant number is typically 0, 9 or 11. This is the number that all internal callers use to contact the Operator. Type **LD 15** to enter the overlay to make changes to the **ATT DATA** as shown below.

Prompt	Response	Description
>	LD 15	Enter Overlay 15
REQ	CHG	Change existing customer data block
TYPE	ATT_DATA	Attendant Data
CUST	0	Customer number
ATDN	0	Attendant Directory Number. Usually 0, 9 or 11

6. Configure Avaya Aura® Contact Centre R6.2

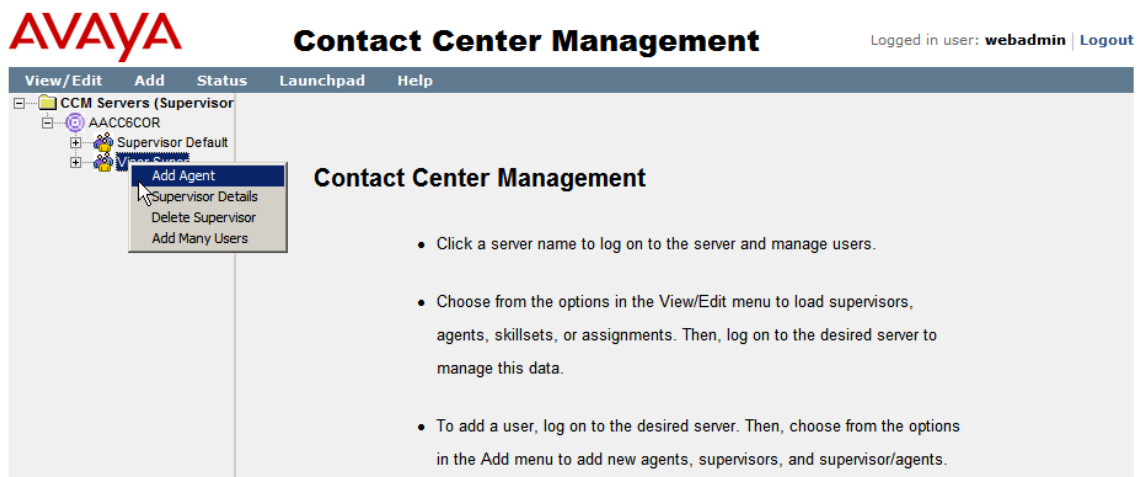
In order that Smile 3 can operate in a Contact Centre environment, two contact centre agents with login ID's need to be configured. The agents will require a skillset to be assigned and the Terminal Number (TN) of the Primary and Secondary ACD agent need to be acquired by AACC.

6.1. Create two Contact Centre Agents

Log into the Contact Centre and select **Contact Center Management** from the **Launchpad**.



The **Contact Centre Management** page is presented. Right click on the appropriate supervisor and select **Add Agent**.



On the **Agent Details** page, enter all the **User Details** as shown below. Unless Avaya Communication Control Toolkit is being used there is no requirement to check the **Create CCT Agent** tick box.

AVAYA **Contact Center Management** Logged in user: webadmin | Log

View/Edit Add Status Launchpad Help

CCM Servers (Supervisors)

- AACC62
 - Default Supervisor
 - Administrator Administrator
 - Default Agent
 - Paul Supervisor
 - David Agent2
 - Smile Agent Main Agent1

Agent Details: Smile Agent Main Agent1 Server: AACC62

User Details

First Name: * Smile Agent Main
 Last Name: * Agent1
 Title:
 Department:
 Language: English
 Comment:

User Type: Agent
 Login ID: * 1234
 Personal DN:
 ACD Queue:
 ACD Queue Error:

Account Type:
☐ Create CCT Agent

Agent Information

Primary Supervisor: * Paul Supervisor
 Agent Key:
 Login Status: Logged Out

Call Presentation: Call_Centre_Administrator
 Multiplicity Presentation Class: MPC_Off
 Threshold: Agent_Template
 Tn Name:

[Contact Types](#)

On the same page scroll down to **Skillsets** → **Assign Skillsets** (not shown). Select the Skillset for the Smile 3 Agent to log into, in the example below **ITHelpdesk** was chosen. Click the **Submit** button at the bottom of the page.

AVAYA **Contact Center Management** Logged in user: webadmin | Log

View/Edit Add Status Launchpad Help

CCM Servers (Supervisors)

- AACC62
 - Default Supervisor
 - Administrator Administrator
 - Default Agent
 - Paul Supervisor
 - David Agent2
 - Smile Agent Main Agent1

Agent Information

Primary Supervisor: * Paul Supervisor
 Agent Key:
 Login Status: Logged Out

Call Presentation: Call_Centre_Administrator
 Multiplicity Presentation Class: MPC_Off
 Threshold: Agent_Template
 Tn Name:

[Contact Types](#)

Skillsets

Skillset Name (2)	Contact Type	Priority
Default Skillset	Voice	48
ITHelpdesk	Voice	1

[Assign Skillsets](#)

[Partitions](#)

A second contact centre agent is configured to correspond to the Secondary ACD Agent TN. Please follow the same procedure and populate as shown below.

Note: The contact centre agents associated to the Smile 3 operator must have the same skillset definition.

The screenshot displays the Avaya Contact Center Management (CCM) web interface. The top navigation bar includes the Avaya logo, the title 'Contact Center Management', and a 'Logged in user' status. Below the navigation bar, there are tabs for 'View/Edit', 'Add', 'Status', 'Launchpad', and 'Help'. The left sidebar shows a tree view of 'CCM Servers (Supervisors)' with a selected path: 'AACC62' > 'Default Supervisor' > 'Smile Agent 2 Second TN'. The main content area is titled 'Agent Details: Smile Agent 2 Second TN' and contains two sections: 'User Details' and 'Agent Information'. The 'User Details' section includes fields for 'First Name' (Smile Agent 2), 'Last Name' (Second TN), 'Title', 'Department', 'Language' (English), and 'Comment'. The 'Agent Information' section includes fields for 'Primary Supervisor' (Paul Supervisor), 'Agent Key', 'Login Status' (Logged Out), 'Call Presentation' (Call_Centre_Administrator), 'Multiplicity Presentation Class' (MPC_Off), 'Threshold' (Agent_Template), and 'Tn Name'. The 'Login ID' field is highlighted with a red box and contains the value '1235'. The 'Create CCT Agent' checkbox is unchecked.

AVAYA **Contact Center Management** Logged in user

View/Edit **Add** **Status** **Launchpad** **Help**

CCM Servers (Supervisors)

- AACC62
 - Default Supervisor
 - Administrator Administrator
 - Default_Skillset, 1
 - EM_Default_Skillset, 2
 - SM_Default_Skillset, 3
 - Default Agent
 - Default_Skillset, Stand
 - Paul Supervisor
 - Smile Agent 2 Second TN
 - Default_Skillset, 48
 - ITHelpdesk, 1
 - Smile Agent Main Agent1

Agent Details: Smile Agent 2 Second TN

User Details

First Name: * Smile Agent 2

Last Name: * Second TN

Title:

Department:

Language: English

Comment:

User Type: Agent

Login ID: * 1235

Personal DN:

ACD Queue:

ACD Queue Error:

Account Type: ☐ Create CCT Agent

Agent Information

Primary Supervisor: * Paul Supervisor

Agent Key:

Login Status: Logged Out

Call Presentation: Call_Centre_Administrator

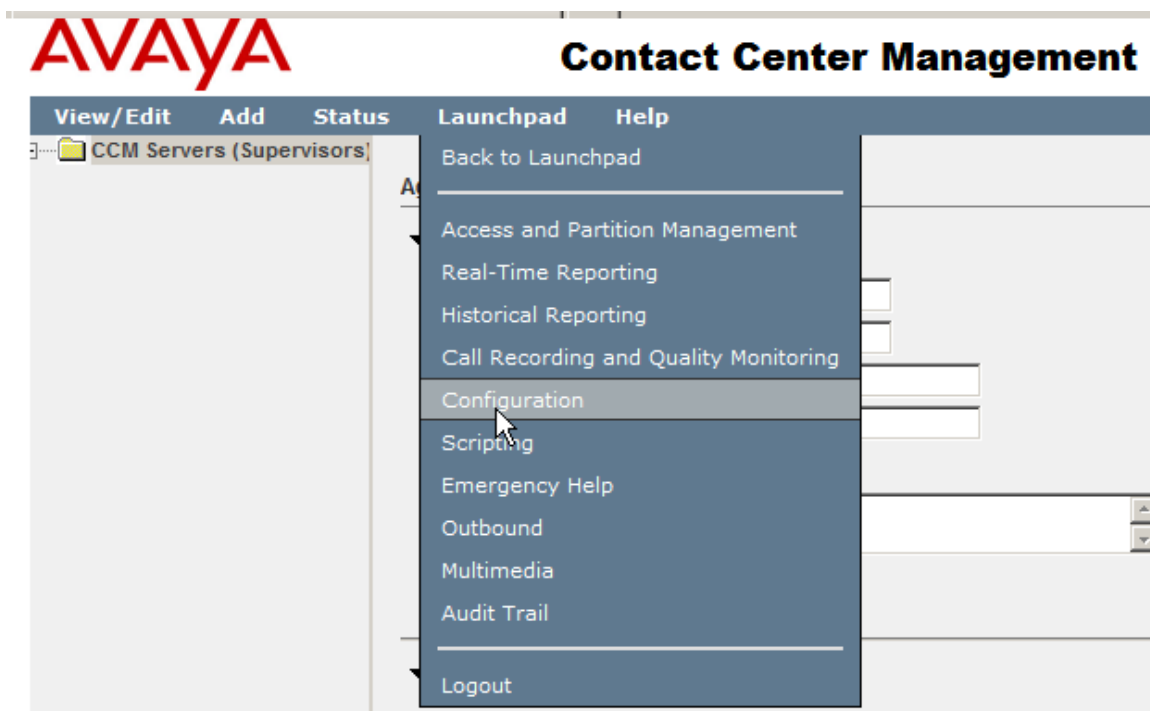
Multiplicity Presentation Class: MPC_Off

Threshold: Agent_Template

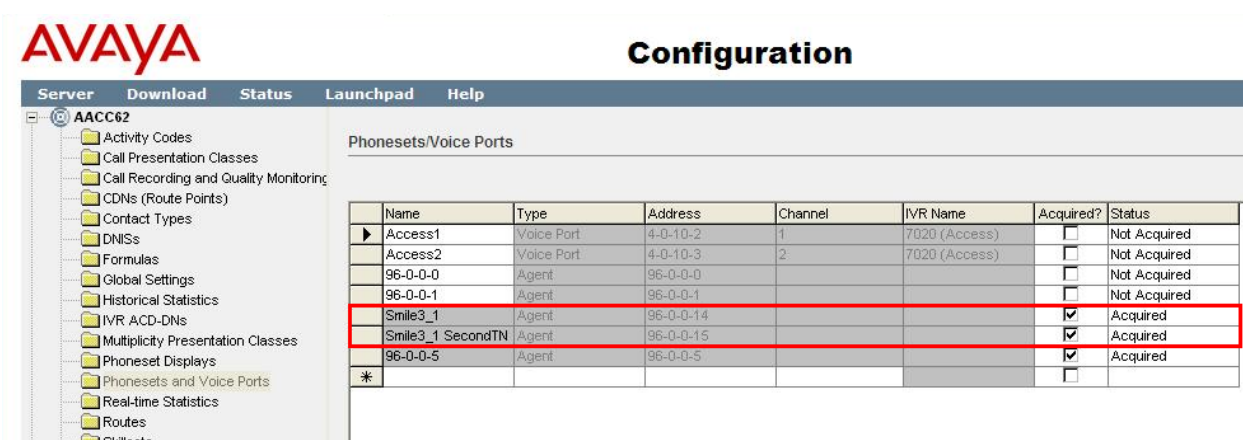
Tn Name:

6.2. Acquiring the Primary and Secondary ACD TN's

From the **Launchpad** menu select **Configuration**.



The **Phonesets/Voice Ports** window appears. Enter a suitable **Name** **Type** should be **Not Voice Port** and enter the Terminal Numbr (TN) of the phoneset for **Address** in the correct format as in the example shown below. Check the **Acquired?** box. Tab to the next line or press **Enter**. If successful a message indicating success will be displayed at the bottom of the page. Both the Primary and Secondary TN should be entered and acquired successfully.

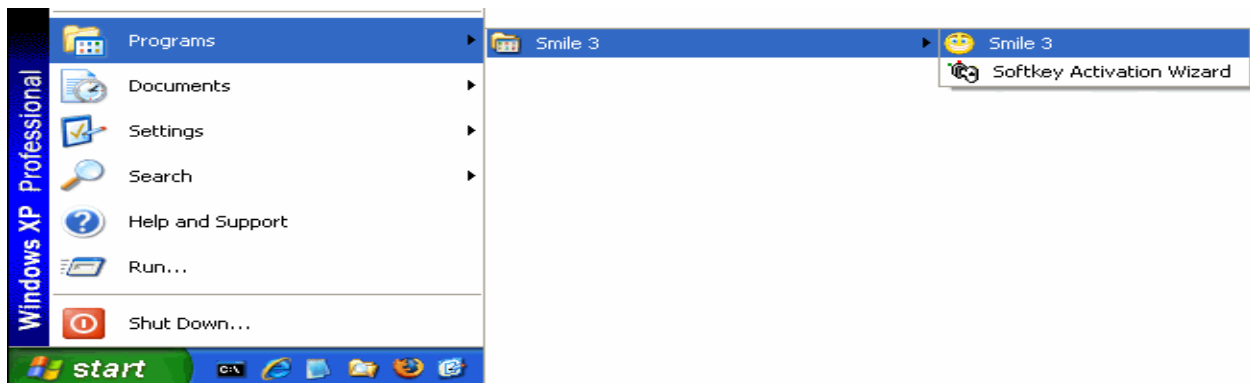


7. Configure Quentris ® Smile 3.1 Console Application

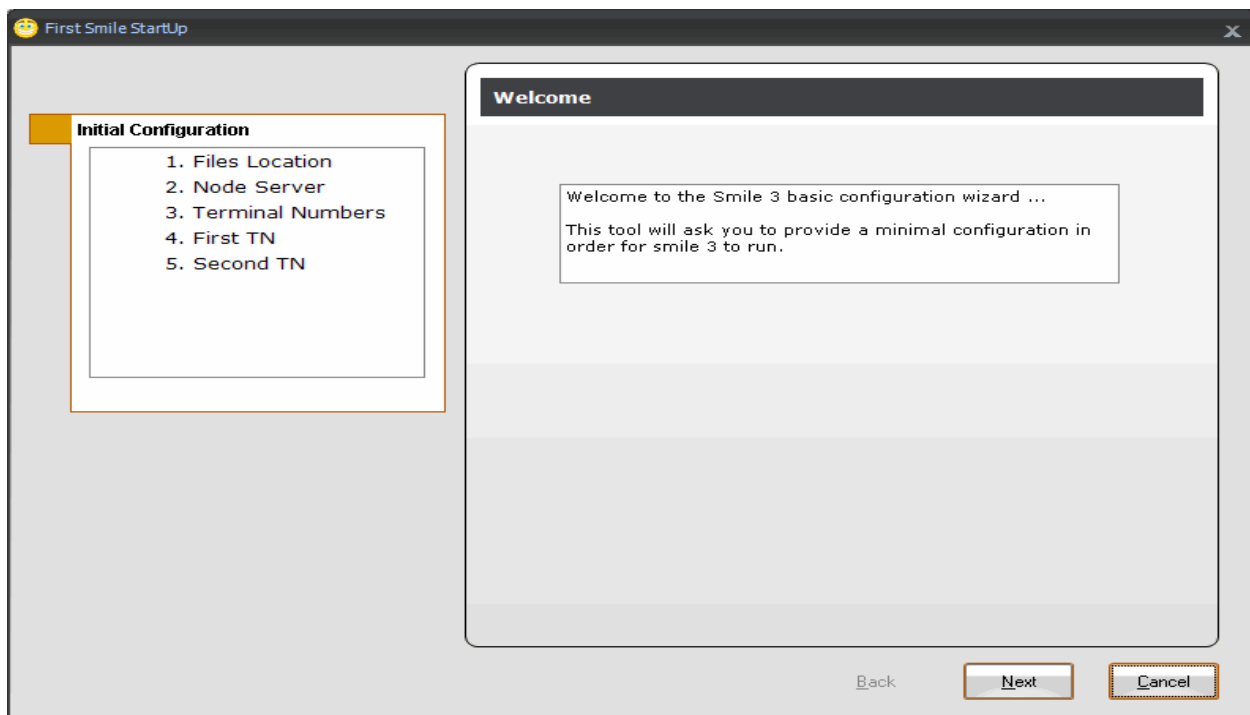
It is expected that the Smile 3 installation and license activation is completed before the following configuration can be executed. For details on how these procedures are carried out please refer to **Section 9** of these Application Notes.

7.1. Configure Smile 3 using Configuration Wizard

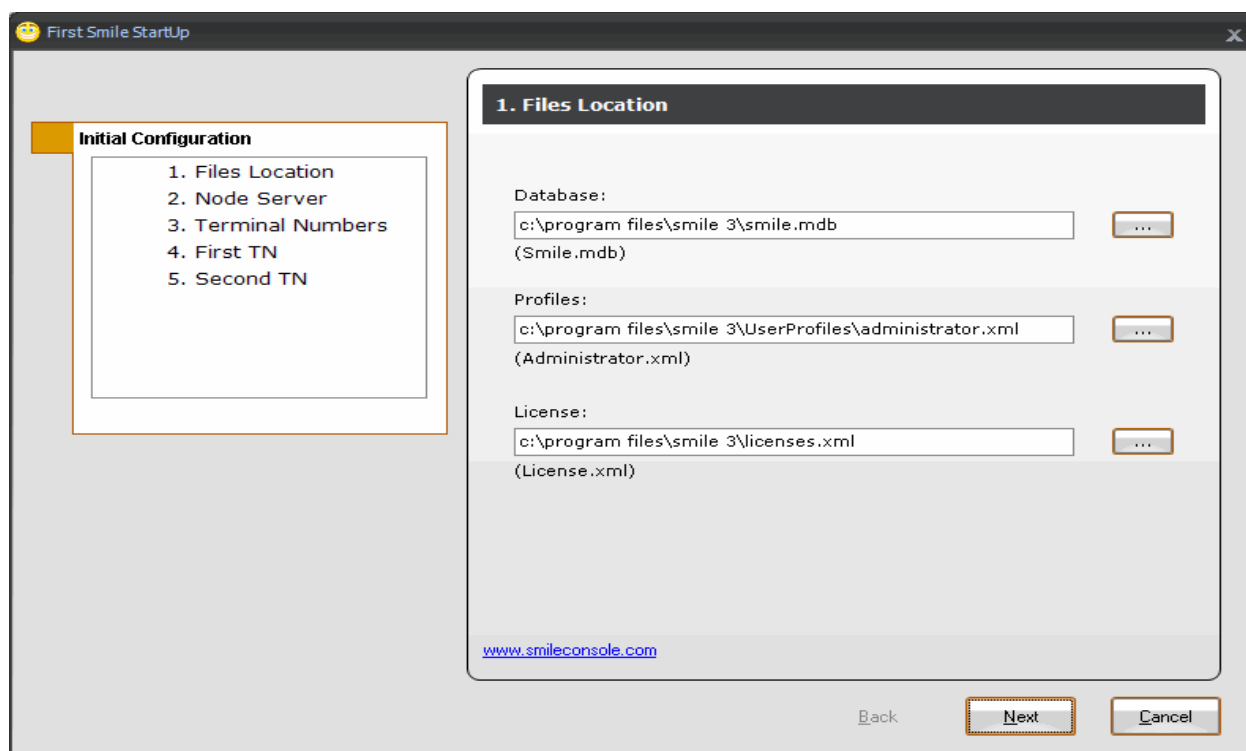
Start the Smile 3 Console using the shortcut. **Smile 3** is also available in the program group of the Operating System.



The **Welcome** message appears with first time start-up and a setup wizard allows the initial configuration of the Smile 3 application. Click **Next** to continue through the wizard.



The first configuration screen allows confirmation of the location of Smile 3 related files. Please choose the defaults and click **Next**.



The screenshot shows the 'First Smile StartUp' window with the '1. Files Location' tab selected. On the left, the 'Initial Configuration' sidebar lists five steps: 1. Files Location, 2. Node Server, 3. Terminal Numbers, 4. First TN, and 5. Second TN. The main area contains three configuration fields: 'Database' with the path 'c:\program files\smile 3\smile.mdb', 'Profiles' with 'c:\program files\smile 3\UserProfiles\administrator.xml', and 'License' with 'c:\program files\smile 3\licenses.xml'. Each field has a browse button (three dots). At the bottom, there are 'Back', 'Next', and 'Cancel' buttons. A link to 'www.smileconsole.com' is visible at the bottom left of the main area.

First Smile StartUp

1. Files Location

Database:
c:\program files\smile 3\smile.mdb
(Smile.mdb)

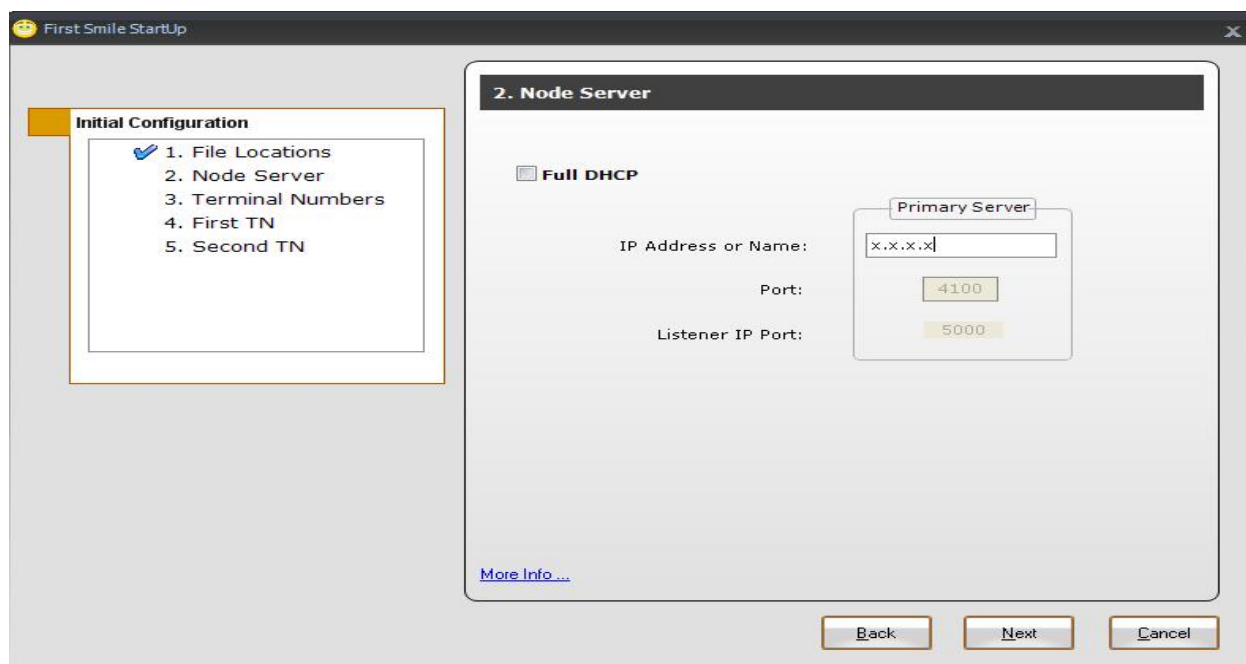
Profiles:
c:\program files\smile 3\UserProfiles\administrator.xml
(Administrator.xml)

License:
c:\program files\smile 3\licenses.xml
(License.xml)

www.smileconsole.com

Back Next Cancel

The second configuration screen shows the **Node Server** page. Enter the node IP address of the CS1000E for **IP address or Name**. Click **Next** to continue.



The screenshot shows the 'First Smile StartUp' window with the '2. Node Server' tab selected. The 'Initial Configuration' sidebar on the left now has '1. File Locations' checked with a blue checkmark. The main area features a 'Full DHCP' checkbox which is unchecked. Below it, there are three labels: 'IP Address or Name:', 'Port:', and 'Listener IP Port:'. To the right of these labels is a 'Primary Server' box containing three input fields: the first for the IP address (placeholder 'x.x.x.x'), the second for the port (value '4100'), and the third for the listener IP port (value '5000'). At the bottom left of the main area is a 'More Info...' link. At the bottom right are 'Back', 'Next', and 'Cancel' buttons.

First Smile StartUp

2. Node Server

☐ Full DHCP

IP Address or Name: x.x.x.x

Port: 4100

Listener IP Port: 5000

Primary Server

[More Info...](#)

Back Next Cancel

The **Terminal Numbers** configuration page appears. Enter the following information.

- **Node Number** Node number configured for the site
- **First TN (Main)** Primary Terminal Number that was added in **Section 5**
- **Second TN (Aux)** Second Terminal Number that was added in **Section 5**
- **Login Mode** How Smile 3 Console will log into its ACD positions

For Login Mode select **Contact Centre**. Click **Next** to continue to the following configuration screen.

First Smile StartUp

Initial Configuration

- ✓ 1. File Locations
- ✓ 2. Node Server
- ✓ 3. Terminal Numbers
- ✓ 4. First TN
- ✓ 5. Second TN

3. Terminal Numbers

Node Number: 0003

Installer Password:

First TN (Main): 096-00-00-14

Second TN (Aux): 096-00-00-15

Login Mode: Contact Center

[More Info ...](#)

Back Next Cancel

The **First TN** screen appears. On this screen the Smile 3 Console keys are mapped, corresponding to how they are configured on the CS1000E in **Section 5**. Click **Next** to continue.

Initial Configuration

- ✓ 1. File Locations
- ✓ 2. Node Server
- ✓ 3. Terminal Numbers
- 4. First TN
- 5. Second TN

4. First TN

		Primary Server	
		Key	DN
Incoming Call	ACD	0	3500
Not Ready	NRD	1	
Make Set Busy	MSB	2	
Activity Code	ACNT	3	
Private DN	SCR	4	3510
Hold 1	SCN	32	3511
Hold 2	SCN	33	3512
Hold 3	SCN	34	3513
Hold 4	SCN	35	3514
Hold 5	SCN	36	3515
Hold 6	SCN	37	3516

[More Info...](#) 096-00-00-14

Please provide valid Directory Numbers

[Back](#) [Next](#) [Cancel](#)

The **Second TN (for review)** screen is displayed. The entries are automatically populated to match the entries of the previous screen. These cannot be changed and this screen is for review only. Click **Next** to go to the next screen.

Initial Configuration

- ✓ 1. File Locations
- ✓ 2. Node Server
- ✓ 3. Terminal Numbers
- ✓ 4. First TN
- 5. Second TN

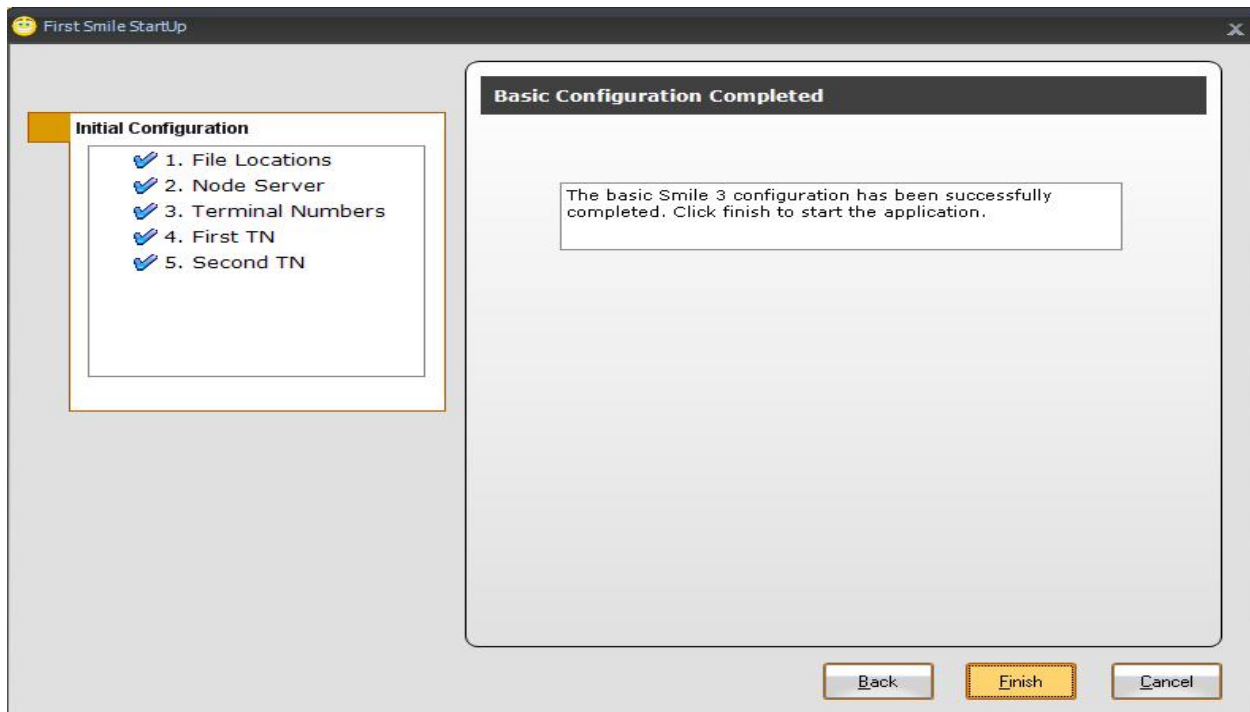
5. Second TN (for review)

		Primary Server	
		Key	DN
Incoming Call	ACD	0	3500
Not Ready	NRD	1	
Make Set Busy	MSB	2	
Disp. Wait. Call	DWC	3	
Hold 1	SCN	32	3511
Hold 2	SCN	33	3512
Hold 3	SCN	34	3513
Hold 4	SCN	35	3514
Hold 5	SCN	36	3515
Hold 6	SCN	37	3516

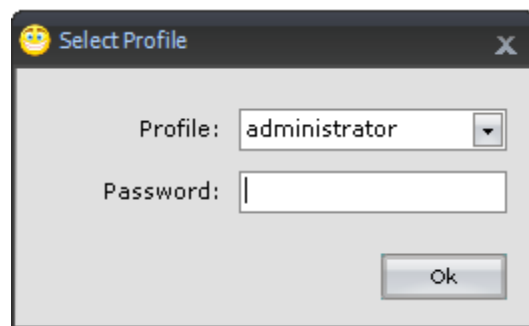
[More Info...](#) 096-00-00-15

[Back](#) [Next](#) [Cancel](#)

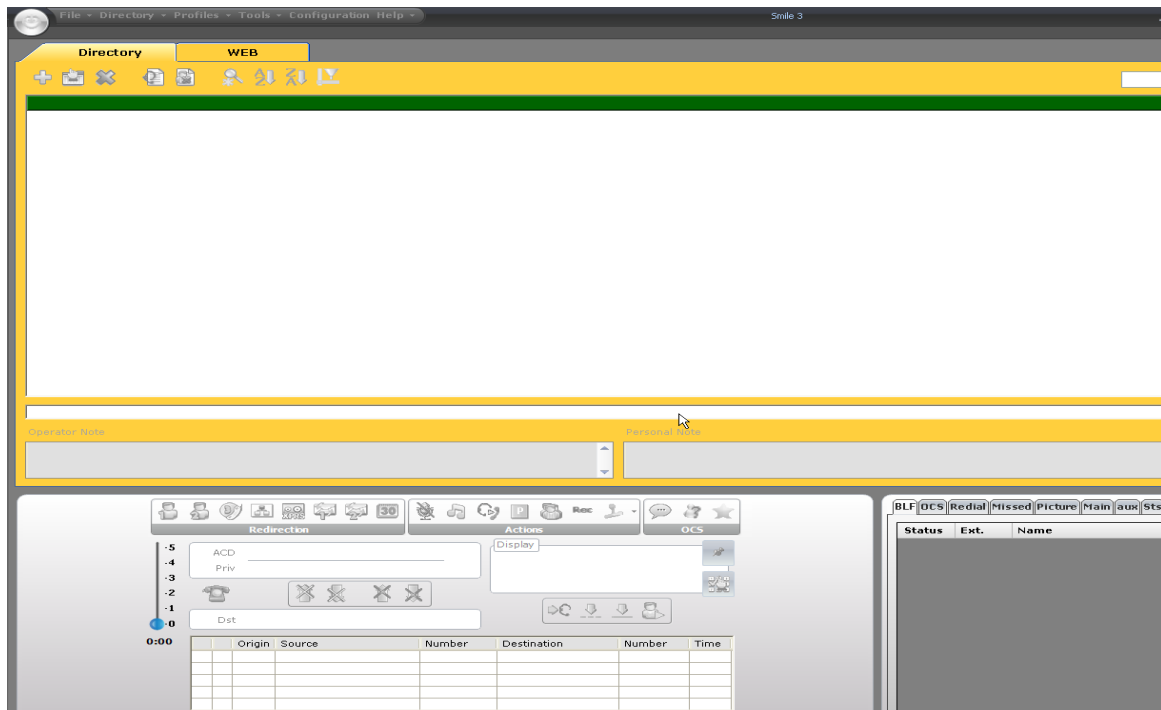
The final screen appears indicating that the basic configuration has been completed. Click **Finish**.



The profile selection window appears. To complete the configuration it is necessary to log in initially as the **administrator** using the appropriate password. Click **OK**.

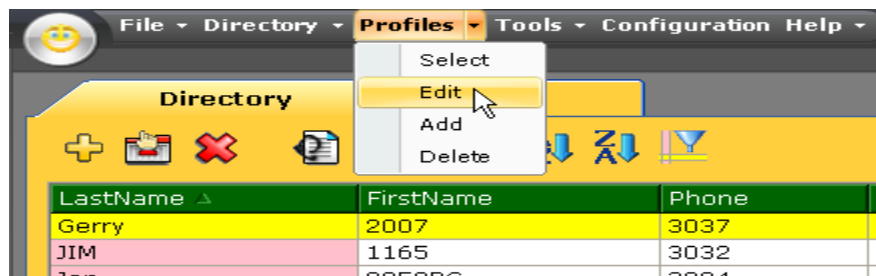


After component loading and initializing has completed, the main Smile 3 console window appears

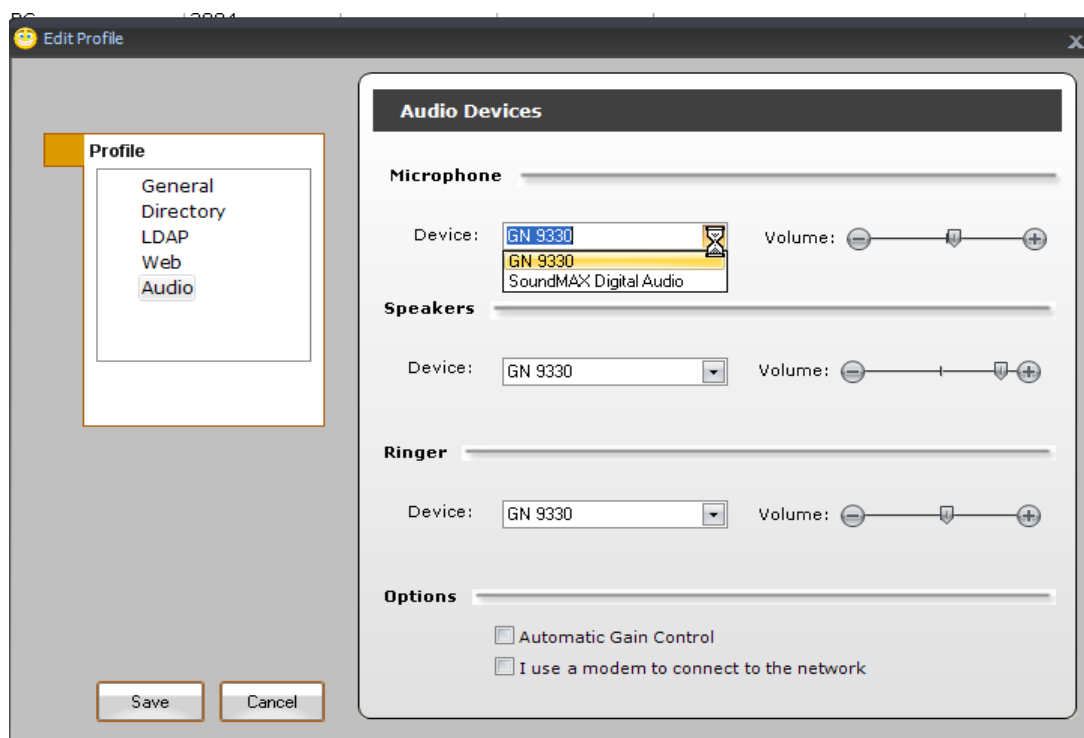


7.2. Configure the Audio Device

To configure the audio device select **Edit** from the **Profiles** menu

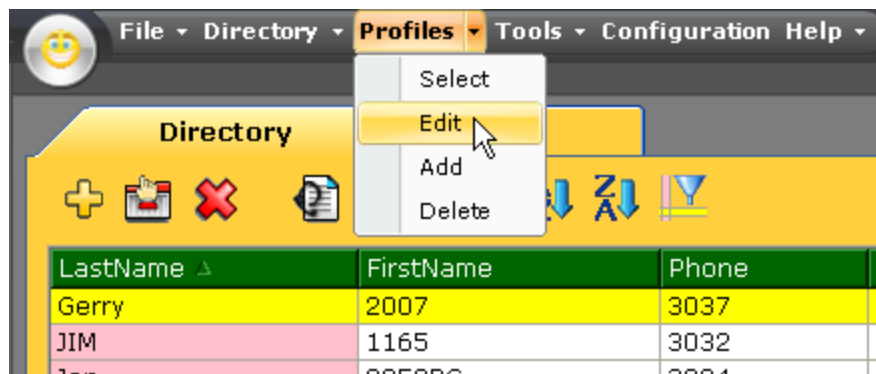


The **Edit Profile** window appears. If a USB audio device is attached it will appear in the drop down menu. Please select the appropriate device and click **Save**.

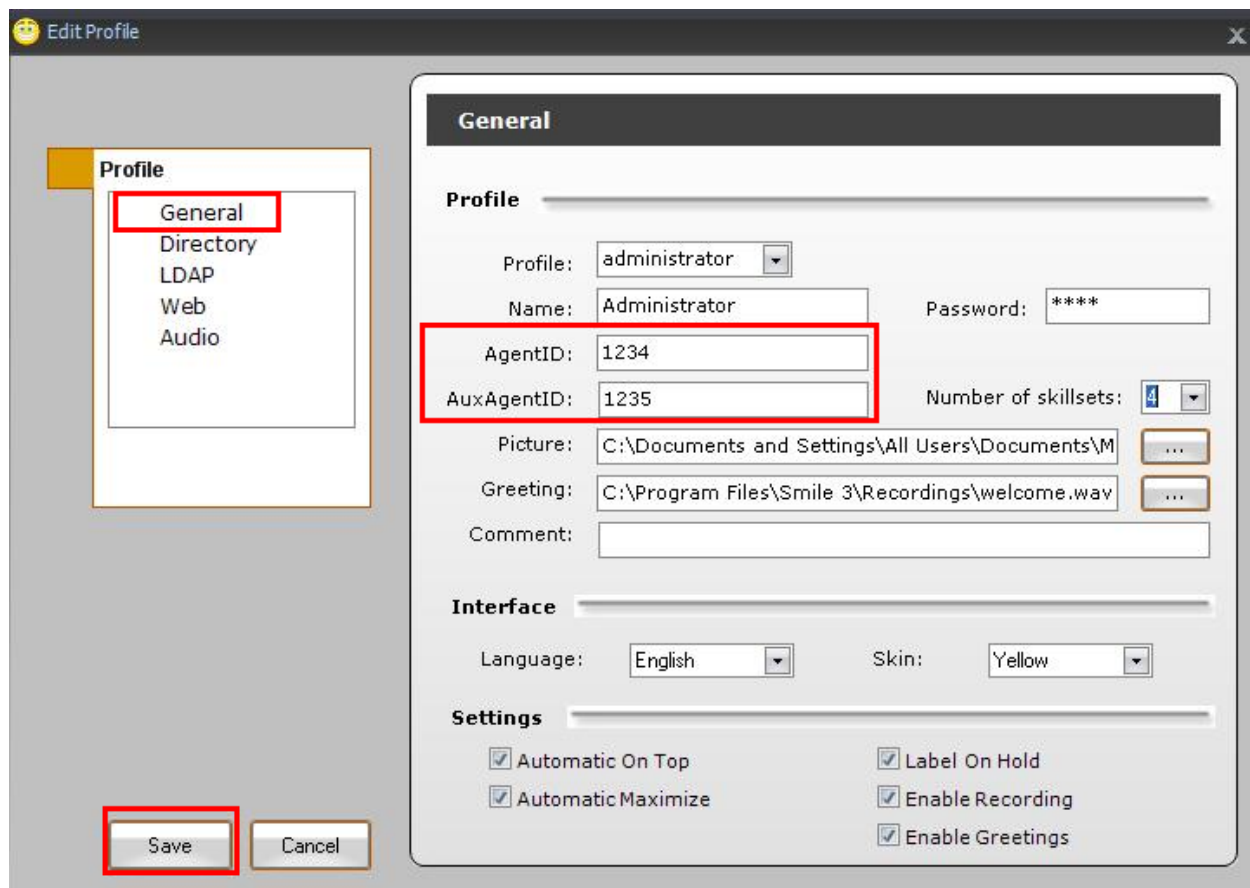


7.3. Configure Agent ID for ACD Queue Login

On the console screen **Select Edit** from the **Profiles** menu.



The **Edit Profile** window is presented. Select **Profile → General**. Enter the **Agent ID**, this will be the same ID as configured in **Section 6.1** for the primary Smile 3 Agent. Note the **AuxAgentID** will be the Agent ID of the second Smile 3 Agent configured in **Section 6.1**. Specify the number of skillsets assigned to the operator as defined in **Section 6.1**. Click on the **Save** button once completed.

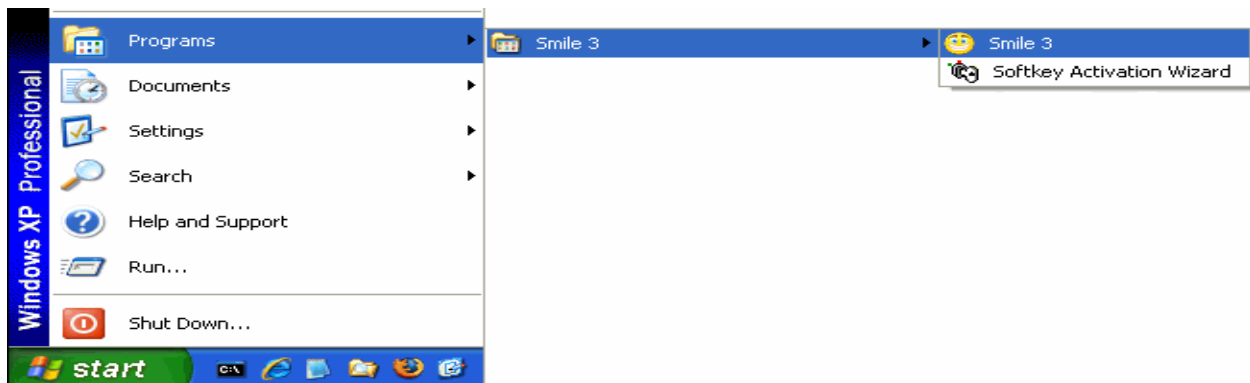


8. Verification Steps

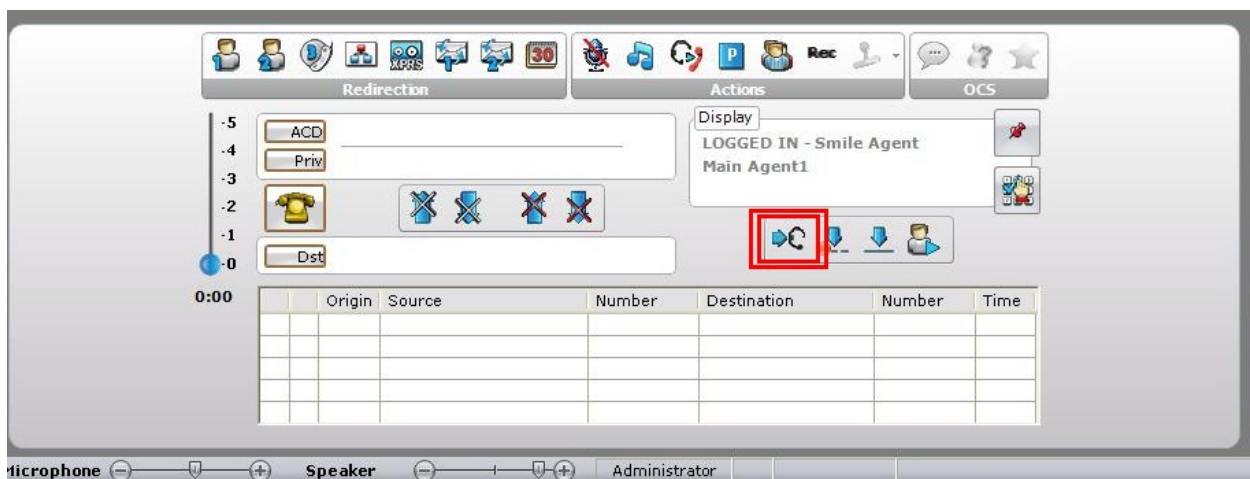
To ensure that Smile 3, CS1000E and AACC have been integrated successfully, open the AACC Real Time Display to monitor the successful login of the agent from the Smile 3 console. Then make a call to a Control Directory Number (CDN) and ensure that the agent logged into the Smile 3 console is presented with the call and has the correct skillset displayed.

8.1. Agent login from Smile 3 Console

Launch the Smile 3 console as shown below.

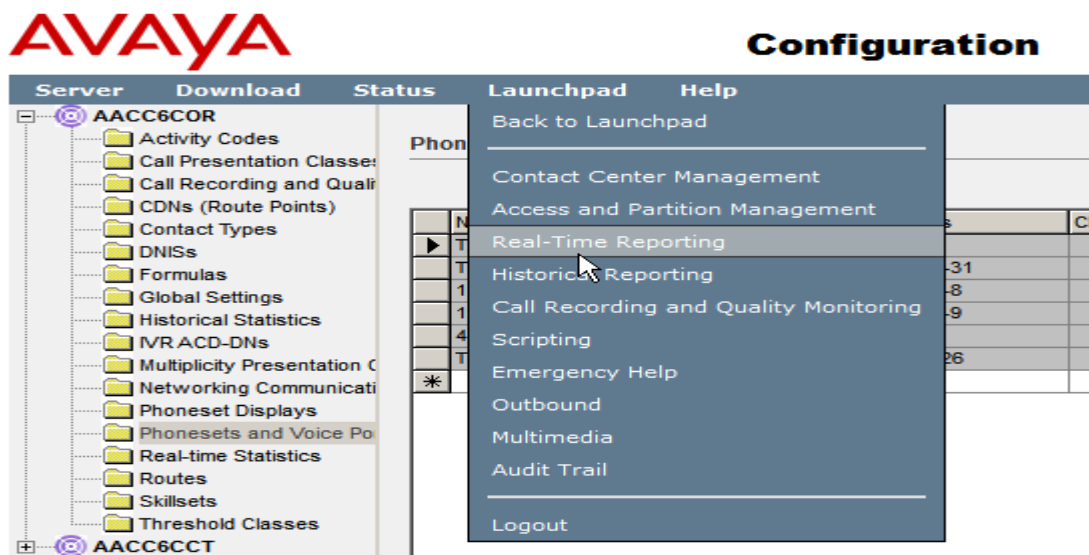


Click on the login button as highlighted below. Note the **Display** showing agent is logged in successfully.

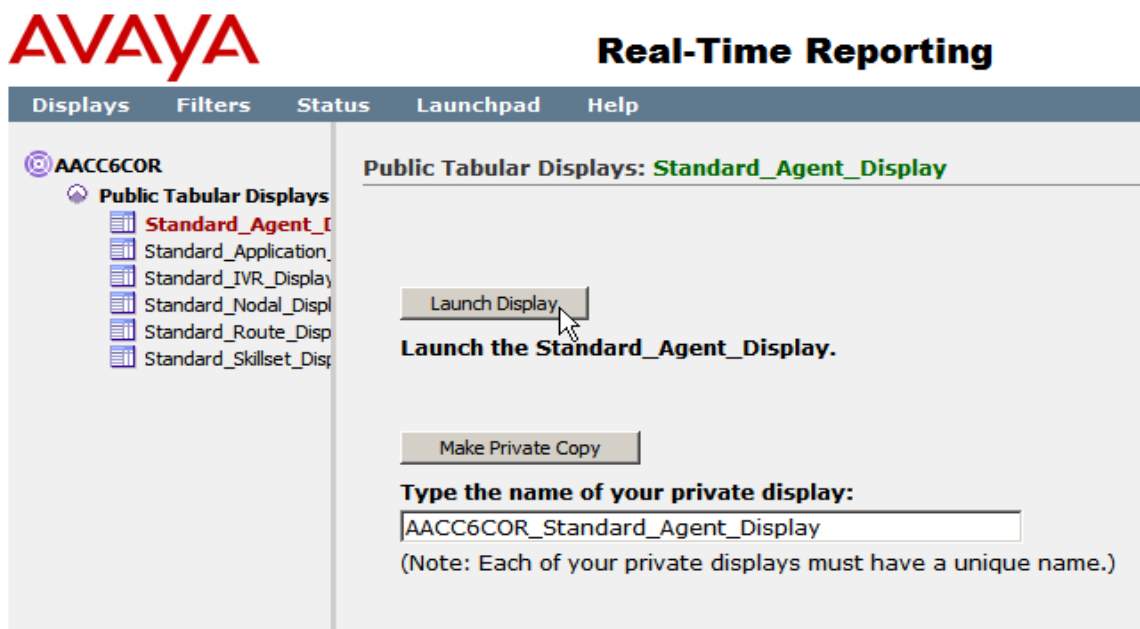


8.2. Check Real-Time Displays on Avaya Aura® Contact Centre

Open the **Real Time Reporting** by selecting it from the **Launchpad** menu.



Select the **Standard_Agent_Display** in the left pane click the **Launch Display** button on the right pane.



On the AACC **Standard Agent Display** window the new agent will now be visible. The **In Contacts Status** for the primary and secondary ACD TN will be **Not Ready** after the initial login.

Standard Agent Display (AACC62) - Windows Internet Explorer

Header

Standard Agent Display (AACC62)

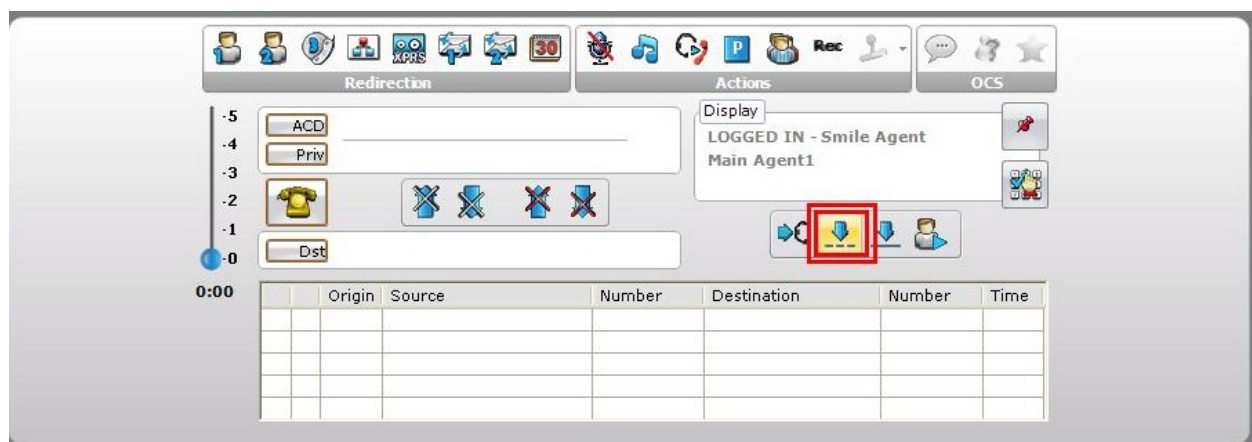
Collapse Agents

	Agt ID	Agt First Name	Agt Last Name	Pos ID	Supr First Name	Supr Last Name	Ans SklSet	In Contacts Status
-	1234	Smile Agent Main	Agent1	3610	Paul	Supervisor		Not Ready
-	1235	Smile Agent 2	Second TN	3611	Paul	Supervisor		Not Ready

Moving Window, refreshing every 1 second

Page 1 of 1

Press the **Not Ready** button (Ctrl-N) as highlighted in the Smile 3 console window below.



On the AACC Server **Standard Agent Display** window the corresponding agent has an **In Contacts Status** of **Idle** and is thereby ready to receive calls.

Standard Agent Display (AACC62) - Windows Internet Explorer

Header

Standard Agent Display (AACC62)

Collapse Agents

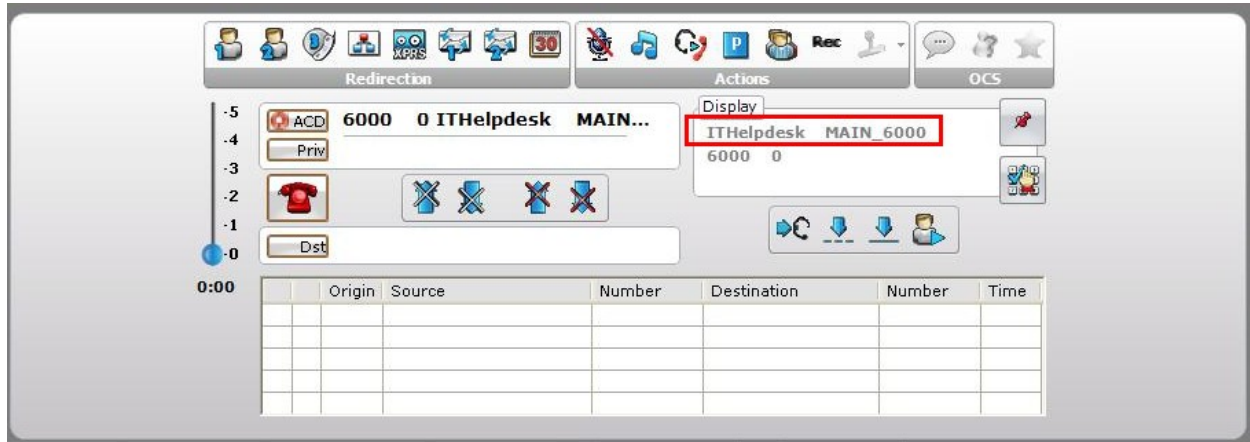
	Agt ID	Agt First Name	Agt Last Name	Pos ID	Supr First Name	Supr Last Name	Ans SklSet	In Contacts Status
-	1234	Smile Agent Main	Agent1	3610	Paul	Supervisor		Idle
-	1235	Smile Agent 2	Second TN	3611	Paul	Supervisor		Not Ready

Moving Window, refreshing every 1 second

Page 1 of 1

8.3. Present calls to Smile 3 Agent

Make a call to the Contact Centre Control Directory Number (CDN). The call should be presented as shown. Note the skillset name in the display area is **ITHelpdesk**.



Answer the call on the Smile 3 console window. The Standard Agent Display shows the correct skillset name in the **Ans SklSet** column and a status of **Active**.

Standard Agent Display (AACC62) - Windows Internet Explorer

Standard Agent Display (AACC62)

Agt ID	Agt First Name	Agt Last Name	Pos ID	Supr First Name	Supr Last Name	Ans SklSet	In Contacts Status
1234	Smile Agent Main	Agent1	3610	Paul	Supervisor	ITHelpdesk	Active
1235	Smile Agent 2	Second TN	3611	Paul	Supervisor		Not Ready

Moving Window, refreshing every 1 second
Page 1 of 1

9. Conclusion

The interoperation of Quentris® Smile 3.1 with Avaya Communication Server 1000E was successful and did not impact on the operation of the Avaya Communication Server 1000E. No issues were found for all compliance tests as per **Section 2.2**.

10. Additional References

Additional Avaya product documentation is available at <http://support.avaya.com>.

- [1] *Software Input Output Reference – Administration – Avaya Communication Sever 1000, R7.5 NN43001-611, 05.09 Sept 2011*

Information on the installation and configuration of Quentris ® Smile 3.1 can be found at <http://www.smileconsole.com>.

- [1] *The Quentris Smile 3.1 Technical Guide, Version 1.8*

Appendix

Patch version

```
.mdp issp

VERSION 4121
RELEASE 7
ISSUE 50 Q +
DepList 1: core Issue: 01 (created: 2011-03-15 10:26:33 (est))

IN-SERVICE PEPs
PAT# CR #          PATCH REF #    NAME          DATE          FILENAME        SPECINS
000 wi00688505      ISS1:1OF1      p30595_1    06/10/2011    p30595_1.cpl    NO
001 wi00835294      ISS1:1OF1      p30565_1    06/10/2011    p30565_1.cpl    NO
002 wi00832106      ISS1:1OF1      p30550_1    06/10/2011    p30550_1.cpl    NO
003 wi00837618      ISS1:1OF1      p30594_1    06/10/2011    p30594_1.cpl    NO
004 wi00852365      ISS1:1OF1      p30707_1    06/10/2011    p30707_1.cpl    NO
005 wi00843623      ISS1:1OF1      p30731_1    06/10/2011    p30731_1.cpl    YES
006 wi00839255      ISS1:1OF1      p30591_1    06/10/2011    p30591_1.cpl    NO
007 wi00832626      ISS2:1OF1      p30560_2    06/10/2011    p30560_2.cpl    NO
008 wi00857566      ISS1:1OF1      p30766_1    06/10/2011    p30766_1.cpl    NO
009 wi00841980      ISS1:1OF1      p30618_1    06/10/2011    p30618_1.cpl    NO
010 wi00837461      ISS1:1OF1      p30597_1    06/10/2011    p30597_1.cpl    NO
011 wi00839821      ISS1:1OF1      p30619_1    06/10/2011    p30619_1.cpl    NO
012 wi00842409      ISS1:1OF1      p30621_1    06/10/2011    p30621_1.cpl    NO
013 wi00838073      ISS1:1OF1      p30588_1    06/10/2011    p30588_1.cpl    NO
014 wi00850521      ISS1:1OF1      p30709_1    06/10/2011    p30709_1.cpl    YES
015 wi00860722      ISS1:1OF1      p30784_1    06/10/2011    p30784_1.cpl    YES
016 wi00839134      ISS1:1OF1      p30698_1    06/10/2011    p30698_1.cpl    YES
017 wi00836981      ISS1:1OF1      p30613_1    06/10/2011    p30613_1.cpl    NO

MDP>LAST SUCCESSFUL MDP REFRESH :2011-03-31 08:42:22(Local Time)
MDP>USING DEPLIST ZIP FILE DOWNLOADED :2011-03-30 11:07:46(est)
```

Firmware Versions

```
REQ prt
TYPE pswv
PSWV VERSION: PSWV 100
LCRI:
  VERSION NUMBER: AA02
XNET:
  VERSION NUMBER: AC23
XPEC:
  VERSION NUMBER: AC43
FNET:
  VERSION NUMBER: AA07
FPEC:
  VERSION NUMBER: AA08
MSDL:
  VERSION NUMBER: AJ73
SDI:
  VERSION NUMBER: AH51
DCH:
  VERSION NUMBER: AA72
AML:
  VERSION NUMBER: AK81
```

BRIL:
VERSION NUMBER: AK83
BRIT:
VERSION NUMBER: AK82
MISP:
VERSION NUMBER: AJ71
MPH:
VERSION NUMBER: AH51
BRSC:
VERSION NUMBER: AJ71
BBRI:
VERSION NUMBER: AH54
PRIE:
VERSION NUMBER: AA87
BRIE:
VERSION NUMBER: AK89
ISIG:
VERSION NUMBER: AA33
SWEL:
VERSION NUMBER: BA53
UKG1:
VERSION NUMBER: BA51
AUS1:
VERSION NUMBER: BA49
DEN1:
VERSION NUMBER: BA48
FIN1:
VERSION NUMBER: BA49
GER1:
VERSION NUMBER: BA54
ITA1:
VERSION NUMBER: AA54
NOR1:
VERSION NUMBER: BA49
POR1:
VERSION NUMBER: BA49
DUT1:
VERSION NUMBER: BA50
EIR1:
VERSION NUMBER: BA49
SWI1:
VERSION NUMBER: BA53
BEL1:
VERSION NUMBER: BA49
SPA1:
VERSION NUMBER: BA51
NET1:
VERSION NUMBER: BA48
FRA1:
VERSION NUMBER: BA52
CIS1:
VERSION NUMBER: BA48
ETSI:
VERSION NUMBER: BA48
E403:
VERSION NUMBER: BA07
N403:
VERSION NUMBER: BA05
JTTC:
VERSION NUMBER: AC08
TCNZ:
VERSION NUMBER: AA13

AUBR:
VERSION NUMBER: AA14
AUPR:
VERSION NUMBER: AA04
HKBR:
VERSION NUMBER: AA06
HKPR:
VERSION NUMBER: AA08
SING:
VERSION NUMBER: AA15
THAI:
VERSION NUMBER: AA07
NI02:
VERSION NUMBER: AA26
T1IS:
VERSION NUMBER: AA10
T1ES:
VERSION NUMBER: AA09
ESGF:
VERSION NUMBER: AC30
ISGF:
VERSION NUMBER: AC31
ESGFTI:
VERSION NUMBER: AC29
ISGFTI:
VERSION NUMBER: AC31
INDO:
VERSION NUMBER: AA06
JAPN:
VERSION NUMBER: AA16
MSIA:
VERSION NUMBER: AA04
CHNA:
VERSION NUMBER: AA04
INDI:
VERSION NUMBER: AA03
PHLP:
VERSION NUMBER: AA02
TAIW:
VERSION NUMBER: AA03
EAUS:
VERSION NUMBER: AA02
EGF4:
VERSION NUMBER: AC14
DCH3:
VERSION NUMBER: AA10
PUP3:
VERSION NUMBER: AA14
T1E1:
VERSION NUMBER: AA19
DITI:
VERSION NUMBER: AA40
CLKC:
VERSION NUMBER: AA20
3902:
VERSION NUMBER: AA84
3903:
VERSION NUMBER: AA91
3904:
VERSION NUMBER: AA94
3905:
VERSION NUMBER: AA94

MGC, MGX and MGS:

CSP VERSION: MGCC CD01
MSP VERSION: MGCM AB01
APP VERSION: MGCA BA07
FPGA VERSION: MGCF AA18
BOOT VERSION: MGCB BA07
DSP1 VERSION: DSP1 AB03
DSP2 VERSION: DSP2 AB03
DSP3 VERSION: DSP3 AB03
DSP4 VERSION: DSP4 AB01
DSP5 VERSION: DSP5 AA01
UDT VERSION NUMBER: AA42

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