



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

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# **Application Notes for Avaya Contact Center Manager Server 7.0 with SYMON SES 10.2 using Real Time Data – Issue 1.0**

### **Abstract**

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

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

# 1. Introduction

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

## 1.1. Interoperability Compliance Testing

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

1. Selecting all available real-time statistics for a predefined group from one of the four categories.
2. Publishing all the selected real-time and selected application for community statistics.
3. Monitoring the published statistics.
4. Making test calls to invoke changes in the values of the published statistics.
5. Comparing the values of the real-time selected application for community statistics published by SES 10.2 to the same statistics monitored by another monitoring tool (e.g.: Avaya Client).
6. Recording of results for each individual statistic, and the final result for the test case.

## 1.2. Support

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

**SYMON Communications, Inc.**

500 North Central Expressway, Suite 175  
Plano, TX 75074

**Main Web Site:** <http://www.symon.com>

**Support Web Site:** <http://support.symon.com>

**Sales E-mail:** [sales@symon.com](mailto:sales@symon.com)

**North American Customers**

Phone: (972) 578-8484

Fax: (972) 422-1680

Support E-mail: [support@symon.com](mailto:support@symon.com)

**International Customers**

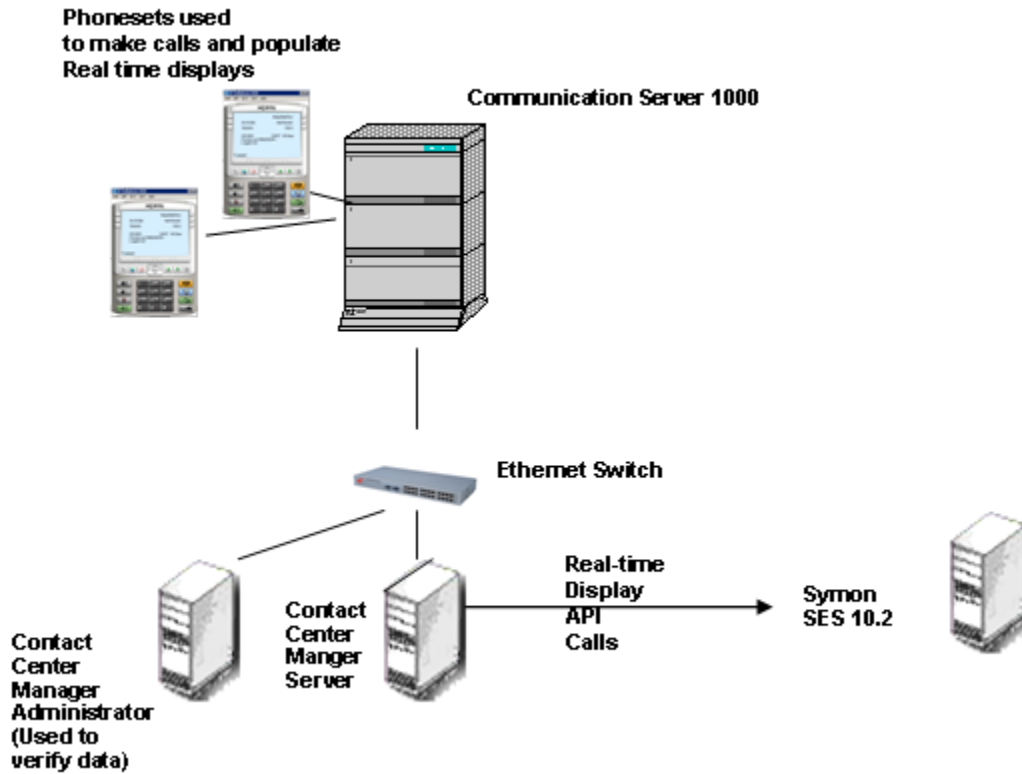
Phone: +44 208 663 1810

Fax: +44 208 663 1979

Support E-mail: [support@symon.co.uk](mailto:support@symon.co.uk)

## 2. Reference Configuration

SYMON SES utilizes the RTD API on Contact Center Manager Server to obtain Realtime information from the Contact Center Manager Server. This is then published to the clients



**Figure 1: Reference Configuration**

### 3. Equipment and Software Validated

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

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

### 4. Configure Avaya Communication Server

No special configuration is required on Communication Server 1000.

Any phones currently supported by Contact Center Manager Server can be used to generate and answer calls. For the purpose of this compliance testing i2050 IP Softphones were used.

### 5. Configure Contact Center Manager Server

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

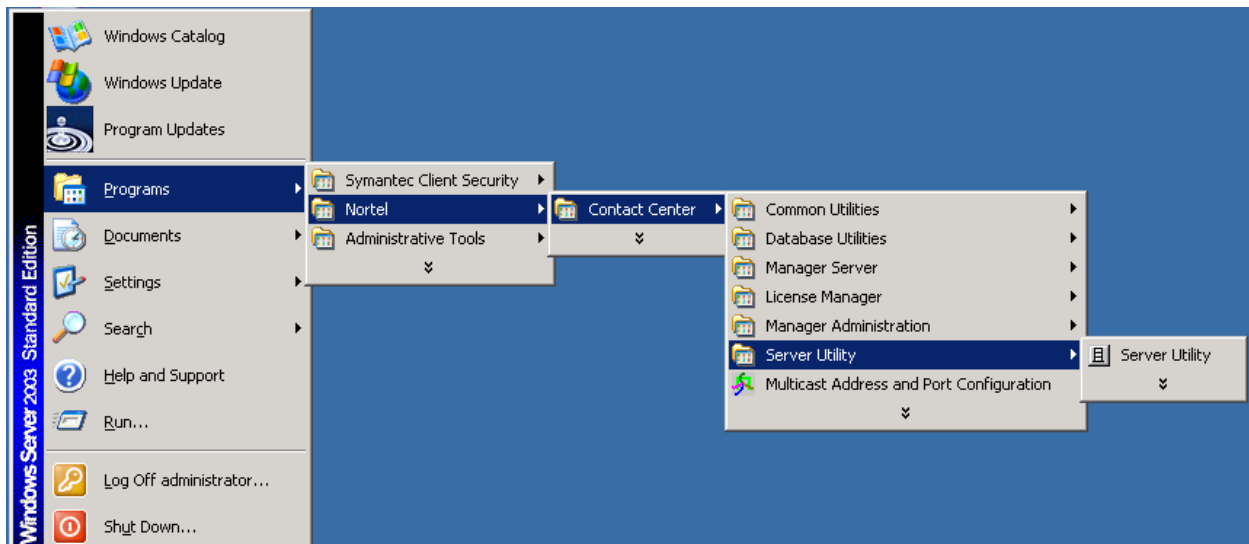
This section describes a procedure for configuring:

- A new Access Class on Contact Center Server Utility
- A new user in Contact Center Manager

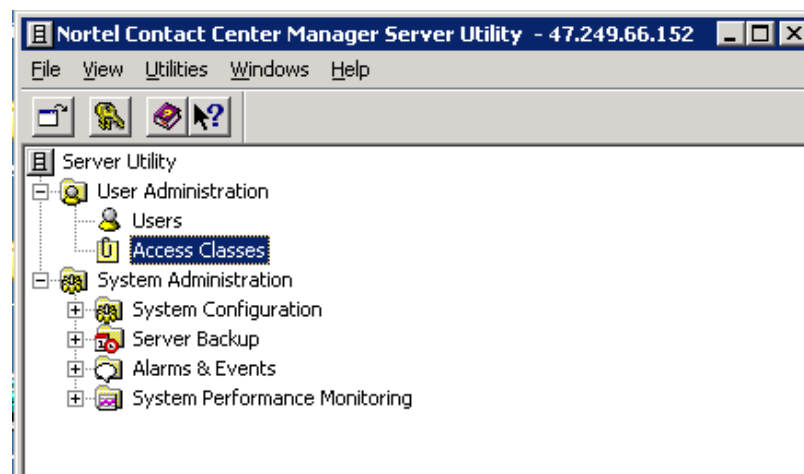
#### 5.1. Creating a New Access Class

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

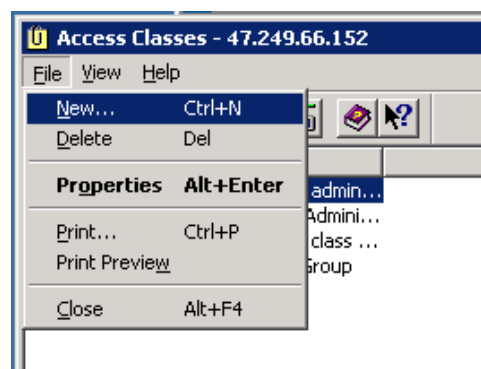
To create the access class, on the Contact Center Manager Server navigate to Programs → Nortel → Contact Center → Server Utility → Server Utility.



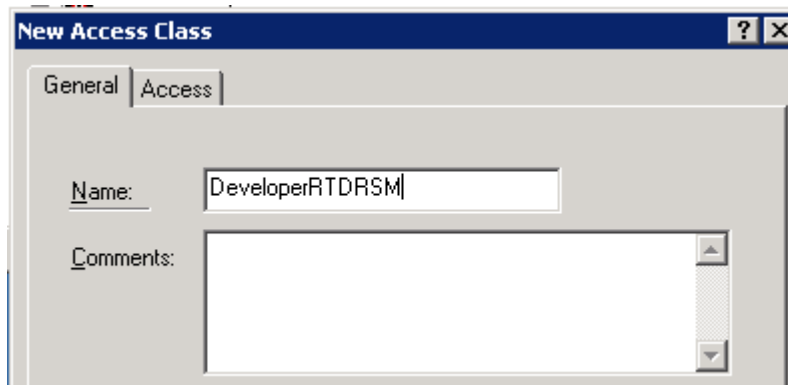
In Contact Center Manager Server Utility, go to Access Classes by double clicking on “Access Classes”:



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



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

The image shows a 'New Access Class' dialog box with two tabs: 'General' and 'Access'. The 'General' tab is active. It contains a 'Name' label followed by a text box containing 'DeveloperRTDRSM'. Below this is a 'Comments' label followed by a larger, empty text box with a vertical scrollbar on the right. The dialog box has a standard Windows-style title bar with a question mark and a close button.

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

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

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

**New Access Class** [?] [X]

General Access

Members have access to the following items in the system window:

Item in system window	Level of Access
Script Variables	None
CDNs	None
Voice Ports	None
IVR ACD-DNs	None
Historical Statistics	None
Real-Time Statistics	None
Routes	None
Real-Time Displays	View all agents - create displays
Formulas	None
Agent Threshold Classes	None
Application Threshold Classes	None

Selected item: Real-Time Displays

Level of Access: View all agents - create displays

Save Cancel Help

**New Access Class** [?] [X]

General Access

Members have access to the following items in the system window:

Item in system window	Level of Access
Application Threshold Classes	None
Nodal Threshold Classes	None
IVR ACD-DN Threshold Classes	None
Route Threshold Classes	None
Skillset Threshold Classes	None
Reports	Create and run any report
Network Communication Param...	None
Reports - Agent Performance	Create and run any report
Reports - Call-by-Call	Create and run any report
Reports - Other	Create and run any report
Emergency Help	None

Selected item: Reports - Other

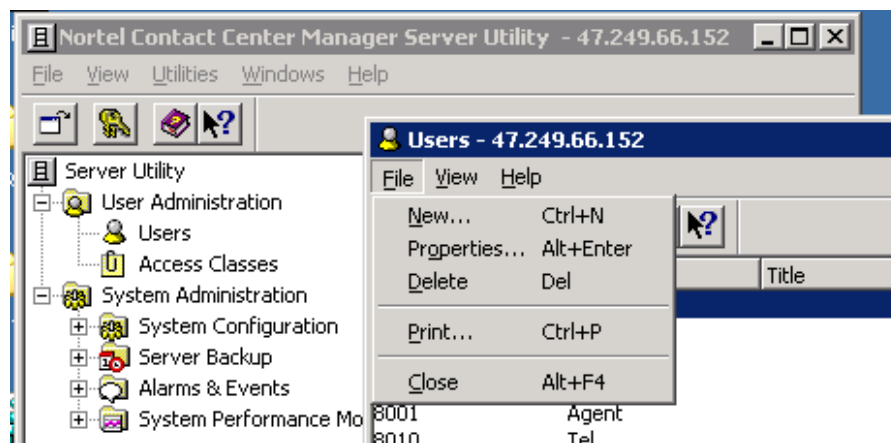
Level of Access: Create and run any report

Save Cancel Help

## 5.2. New User

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

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



In the general tab, enter user information:

The 'New User' dialog box is shown with the 'General' tab selected. It contains the following fields:

- First name:** symon
- Last name:** (empty)
- Comments:** certification testing
- Title:** (empty)
- Department:** (empty)
- Language:** English (dropdown menu)

At the bottom are 'Save', 'Cancel', and 'Help' buttons.



In Desktop tab, enter a user ID for the new user and select the Access Class created in **Section 5.1**.

The screenshot shows the 'New User' dialog box with the 'Desktop' tab active. The 'User ID' field is empty. The 'Password retry count' is set to 0. The 'Password Expires' checkbox is checked. The 'User desktop status' is set to 'OK'. The 'Access Class' dropdown menu is open, showing the following options: '<none = no access rights>', 'adminGroup', 'Call Centre Admin', 'DeveloperRTDRSM' (which is highlighted), and 'Supervisor'. At the bottom of the dialog are buttons for 'Save', 'Cancel', and 'Help'.

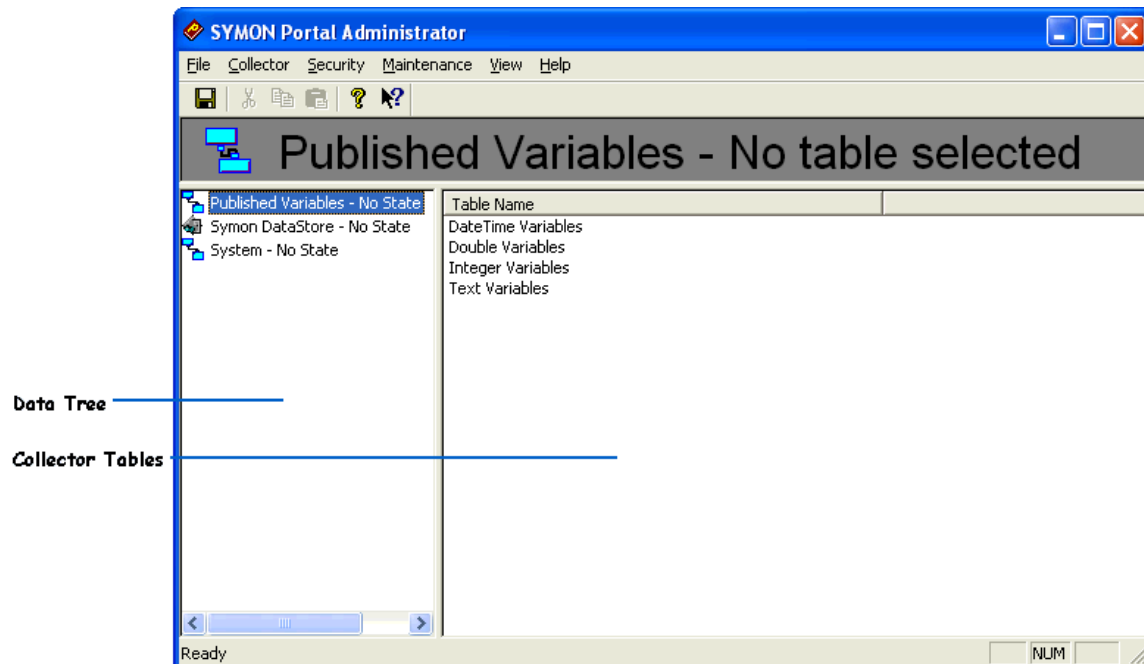
Click “Save” to save the new user.

## 6. Configure SYMON SES 10.2

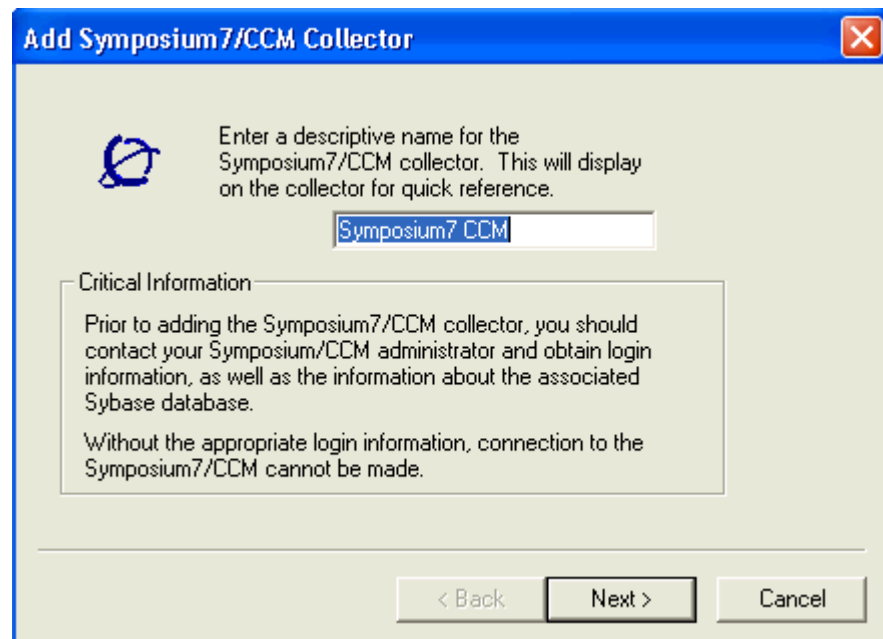
### 6.1. RTD API Configuration on Portal Administrator

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

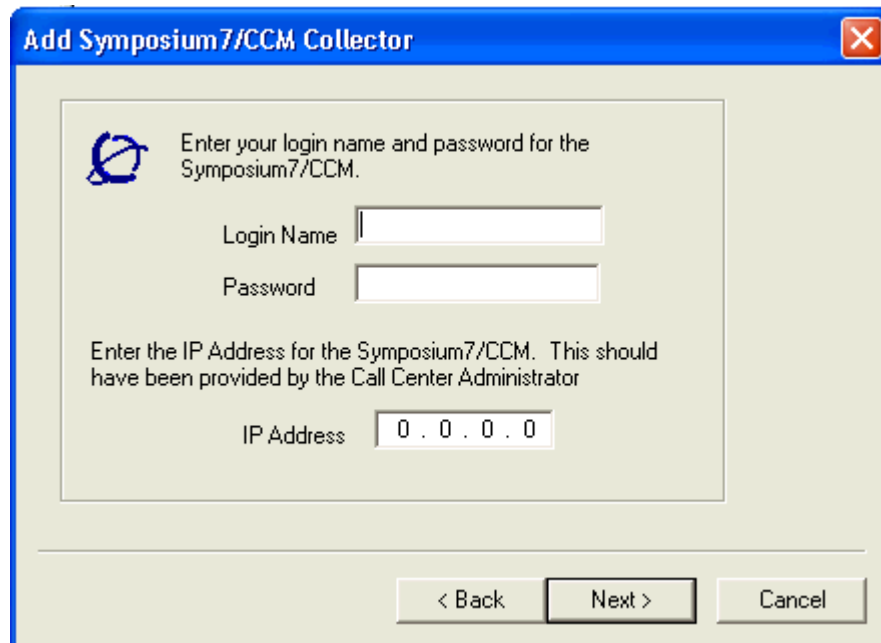
The SYMON Portal Administrator main window will appear, as shown below.



From Collector Menu choose Symposium. Enter a descriptive name for the collector and click Next.



Enter a login name/ password previously configured on Contact Center Server Utility in **Section 5.2**. The IP address should be the IP address of the Contact Center Manager Server. Click Next.



**Add Symposium7/CCM Collector**

Enter your login name and password for the Symposium7/CCM.

Login Name

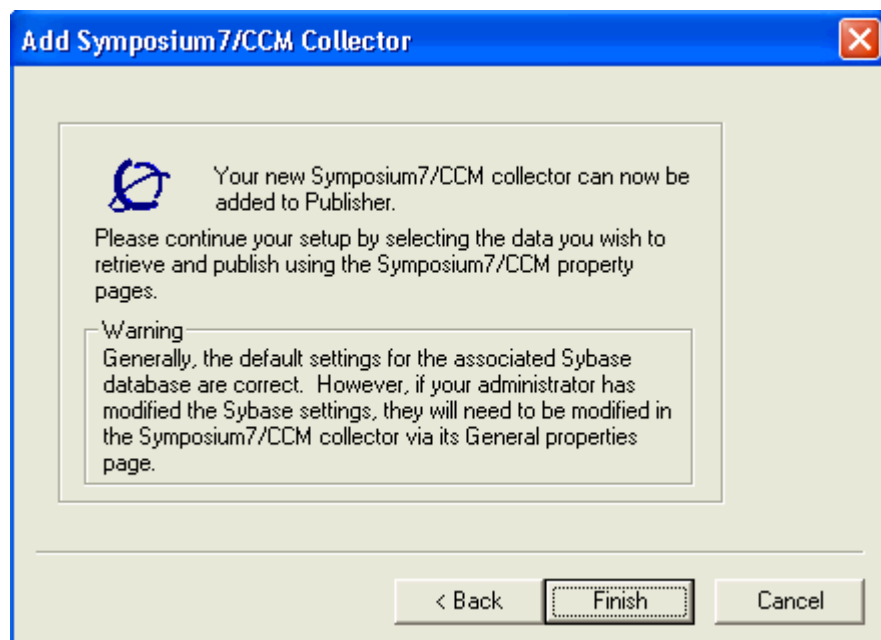
Password

Enter the IP Address for the Symposium7/CCM. This should have been provided by the Call Center Administrator

IP Address

< Back   Next >   Cancel

On the next screen, click Finish.



**Add Symposium7/CCM Collector**

Your new Symposium7/CCM collector can now be added to Publisher.

Please continue your setup by selecting the data you wish to retrieve and publish using the Symposium7/CCM property pages.

**Warning**  
Generally, the default settings for the associated Sybase database are correct. However, if your administrator has modified the Sybase settings, they will need to be modified in the Symposium7/CCM collector via its General properties page.

< Back   Finish   Cancel

## **7. General Test Approach and Test Results**

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

## **8. Verification Steps**

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

## **9. Conclusion**

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

## **10. Additional References**

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

The following documentation was provided by SYMON:

[1] Symposium 7/CCM Data Collector Version 11.0

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