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Avaya Solution & Interoperability Test Lab

Application Notes for configuring WEBTEXT Contact Center Messaging (CCM) with Avaya Aura® Call Center Elite Multichannel R6.4.1 - Issue 1.0

Abstract

These Application Notes describe the configuration steps required for WEBTEXT Contact Center Messaging (CCM) to interoperate with Avaya Aura® Call Center Elite Multichannel and Avaya Aura® Communication Manager. WEBTEXT gives customers the option to use SMS messaging in support of voice.

Readers should pay attention to Section 2, in particular the scope of testing as outlined in Section 2.1 as well as the observations noted in Section 2.2, to ensure that their own use cases are adequately covered by this scope and results.

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.

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1. Introduction

These Application Notes describe the configuration steps required for WEBTEXT Contact Center Messaging (CCM) to interoperate with Avaya Aura® Call Center Elite Multichannel R6.4.1 and Avaya Aura® Communication Manager R7.0. WEBTEXT gives customers the option to use SMS messaging in support of voice.

WEBTEXT Contact Center Messaging (CCM) integrates with the existing SMS gateway service on Avaya Aura® Call Center Elite Multichannel. This gateway allows the passing of SMS messages to and from the Avaya Aura® Call Center Elite Multichannel Agent Desktop.

The Avaya Aura® Call Center Elite Multichannel Agent Desktop is configured to allow the addition of a "button" on the agent desktop which can pop a screen to the WEBTEXT server allowing the agent enter a message and send it to a mobile telephone number. In addition to the button the agent desktop is also configured to "screen pop" when there is an incoming voice call. This screen pop contains the WEBTEXT URL which again allows the agent enter a message and send to the callers Calling Line ID (CLID) which would be automatically populated.

The integration to Avaya Aura® Call Center Elite Multichannel is very straight forward but it does require that Avaya Aura® Call Center Elite Multichannel is configured and using the SMS Gateway as well as typical voice calls. These Application Notes assume therefore that Avaya Aura® Call Center Elite Multichannel is fully configured and a running as a contact center. The configuration of the SMS Gateway is outlined in **Section 6** and the setup of the SMS VDN in **Section 5**.

The configuration required to setup the button on the Avaya Aura® Call Center Elite Multichannel Agent Desktop is outlined in **Section 7**and the full .ini file for the Avaya Aura® Call Center Elite Multichannel Agent Desktop can be found in the **Appendix**.

Note: Avaya Aura® Call Center Elite Multichannel may be referred to as EMC or Elite Multichannel throughout the remainder of this document.

Note: Avaya Aura® Call Center Elite Multichannel Agent Desktop may be referred to as Elite Multichannel Desktop or Agent Desktop throughout the remainder of this document.

2. General Test Approach and Test Results

The general test approach focuses on three similar services offered by WEBTEXT Contact Center Messaging (CCM).

1. The ability of an Elite Multichannel Agent to initiate an SMS message from the Agent Desktop to any customer.
2. The ability to include an SMS message to the customer while on a call to that same customer.
3. The ability of the customer to initiate an SMS chat session with an Elite Multichannel Agent.

Each of these test cases involves an SMS message being sent to and or from the Avaya Aura® Call Center Elite Multichannel Agent Desktop. A screen pop is also initiated with the result of an incoming voice or SMS call giving the EMC agent the ability to use the WEBTEXT Contact Center Messaging (CCM).

DevConnect Compliance Testing is conducted jointly by Avaya and DevConnect members. The jointly-defined test plan focuses on exercising APIs and/or standards-based interfaces pertinent to the interoperability of the tested products and their functionalities. DevConnect Compliance Testing is not intended to substitute full product performance or feature testing performed by DevConnect members, nor is it to be construed as an endorsement by Avaya of the suitability or completeness of a DevConnect member's solution.

2.1. Interoperability Compliance Testing

The testing focuses on the following areas:
Avaya Aura® Contact Center Elite Multichannel Agent to initiates an SMS message from the Agent Desktop to a customer's mobile phone.

*   Agent wants to send a text message to an arbitrary number. Maybe a notice to a client that their order is ready for collection.
*   There is a button in the toolbar to allow the agent invoke the screen pop, the screen pop calls a URL and opens a webpage within the agent desktop.
*   The agent enters the client's mobile number in the 'Number' field.
*   The agent enters the required text in the 'Message Text'.
*   The agent clicks the 'Send SMS' button.
*   The SMS arrives on the handset.

Avaya Aura® Call Center Elite Multichannel Agent includes an SMS message to the customer while on a call to that same customer.

- A call comes in, the agent wants to send a message to the caller while talking to them, perhaps confirming a delivery address or reference code, so the caller doesn't need to find a pen and write it down.
- Call comes in, agent answers it.
- Screen pop 'pops' up on agent desktop.
- The 'Number' field is auto-populated with the caller id of the voice caller.
- The agent enters the required text and clicks 'Send SMS' as above.
- Message history for this caller appears on the right hand side of the screen pop.

Customer initiates an SMS chat session with an Avaya Aura® Call Center Elite Multichannel Agent.

- Customer sends an SMS to the enterprise, that SMS is received in the agent desktop web chat. Responses from the agent go back as SMS to the customer.
- EMC connects to WEBTEXT SMPP gateway
- Messages to/from web chat are routed through this SMPP connection
- Incoming text message triggers a web chat event, opening web chat tab for agent.
- Agent replies to text messages in the web chat window, messages from the customer also appear in the same window.

2.2. Test Results

All test cases passed successfully, the following issues and observations were noted.

1. **Complex messages cannot be sent to the EMC from the customer** – Complex messages are not presented as an initial call and never respond on any existing web chat. Failure was only experienced when sending complex messages such as the following to EMC.
   - @ £ $ ¥ è é ù ì ò Ç Ø ø Å å _ Æ æ ß É ! " # ¤ % & ' ( ) * + , . / 0 1 2 3 4 5 6 7 8 9 : ; < = > ? ¡ A B C D E F G H I J K L M N O P Q R S T U V W X Y Z Ä Ö Ñ Ü § ¿ a b c d e f g h i j k l m n o p q r s t u v w x y z ä ö ñ ü à
   - ABCDEFGHIJKLMNOQRSTUVWXYZ @ £ $ ¥ è é ù ì ò Ç Ø ø Å å _ Æ æ ß É ! " # ¤ % & ' ( ) * + , . / 0 1 2 3 4 5 6 7 8 9 : ; < = > ? ¡ Ä Ö Ñ Ü § ¿ abcdefghijklmnopqrstuvwxyz ä ö ñ ü à

2. **Time delay on sending/receiving SMS messages** - Some delay in time was experienced on the sending and receiving of messages between the customer and the Contact Center agent. During the test period a large amount of packet loss was observed between the WEBTEXT Contact Center Messaging (CCM) and the Avaya Lab. If there is a poor Internet connection, performance is unpredictable at best and in order to avoid impacting on other connections, the WEBTEXT software will flag a connection as troublesome and stop trying to use it. SMPP and XAMPP connections will also fail; back off for a period before re-attempting connection. This results in stilted, sometimes disrupted, chat interactions. However this is simply an observation noted during compliance testing in the Galway lab. A stable good quality Internet connection is required for the service to function correctly.

2.3. Support

Support for WEBTEXT Contact Center Messaging (CCM) can be obtained as follows:
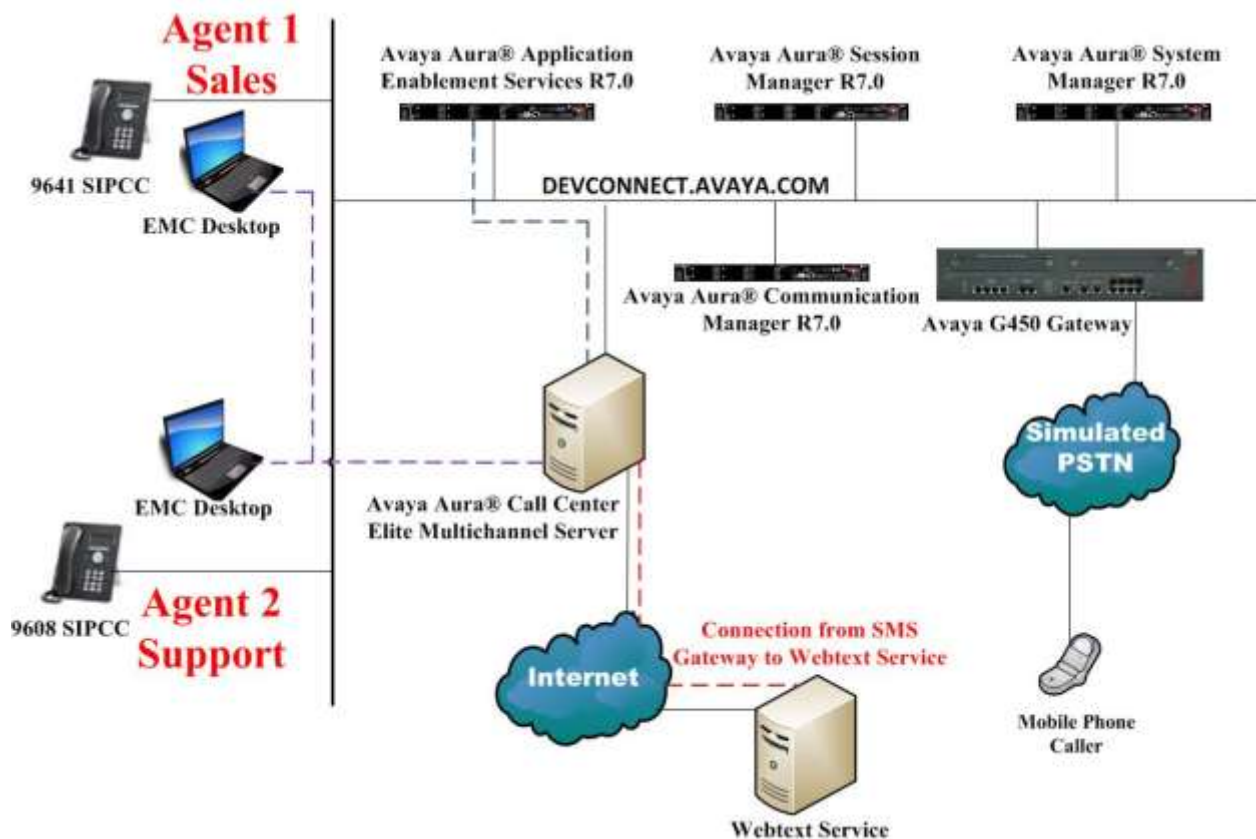**WEBSITE**
www.webtext.com
CONTACT
U.S.   +1 (855)247 3232
Europe   +353 1 2479000(IRL) +44 203 3285053(UK)

3. Reference Configuration

The configuration in **Figure 1** will be used to compliance test WEBTEXT Contact Center Messaging (CCM) with Avaya Elite Multichannel using a connection from the SMS Gateway to the WEBTEXT Contact Center Messaging.

Figure 1: Connection of WEBTEXT Contact Center Messaging (CCM) with Avaya Aura® Call Center Elite Multichannel R6.4.1, Avaya Aura® Communication Manager R7.0 and Avaya Aura® Application Enablement Services R7.0

4. Equipment and Software Validated

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

Equipment/Software	Release/Version
Avaya Aura® System Manager running on a virtual server	System Manager 7.0.0.1 Build No. – 7.0.0.0.16266-7.0.9.7001011 Software Update Revision No: 7.0.0.1.4212
Avaya Aura® Session Manager running on a virtual server	Session Manager R7.0 Build No. – 7.0.0.1.700102
Avaya Aura® Communication Manager running on a virtual server	R7.0 SP1 00.0.441.0-22684
Avaya Aura® Application Enablement Services running on a virtual server	R7.0 Build No – 7.0.0.0.1.13
Avaya G450 Gateway	37.20.0 /1
Avaya Aura® Call Center Elite Multichannel running on Virtual Server	R6.4.1 Patch 1 & Patch 2
Avaya Aura® Call Center Elite Multichannel Desktop running on Virtual Server	R6.4.1 Patch 1 & Patch 2
Avaya 9608 one-X® Deskphone	96x1 SIP Release 7.0.0.39
Avaya 9641 one-X® Deskphone	96x1 SIP Release 7.0.0.39
WEBTEXT Contact Center Messaging (CCM)	V2.0

5. Configure Avaya Aura® Communication Manager

The information provided in this section describes the configuration of Communication Manager relevant to this solution. For all other provisioning information such as initial installation and configuration, please refer to the product documentation in **Section 11**.

Configuration of Communication Manager was performed using the System Access Terminal (SAT). Some screens in this section have been abridged and highlighted for brevity and clarity in presentation. The general installation of the servers and Avaya G450 Media Gateway is presumed to have been previously completed and is not discussed here.

5.1. Configure routing on Avaya Aura® Communication Manager

This section shows the steps required to add a new SMS service or skill on Communication Manager. Services on EMC are accessed by calling a Vector Directory Number (VDN) which point to a hunt group associated with an agent. Queues are created on the EMC, for example, "Sales" or "Email for Support" and each queue is assigned a VDN on Communication Manager. The following sections give step by step instructions on how to add the following:

- Skill/Hunt Group
- Vector
- VDN
- Agent
- Phantom extension

This same procedure is required for every queue that is added on EMC both for voice or multimedia, the following sections will show the required steps to add one VDN for the SMS gateway service on EMC.

5.1.1. Add Hunt Group

To add a new skillset or hunt group type **add hunt-group x** where x is the new hunt group number. For example the hunt group **30** is added for the **Sales SMS (EMC)** queue. Ensure that **ACD**, **Queue** and **Vector** are all set to **y**. Also that **Group Type** is set to **ucd-mia**.

```
add hunt-group 30                                          Page   1 of   4
                             HUNT GROUP

           Group Number: 30                               ACD? y
             Group Name: Sales SMS (EMC)                 Queue? y
        Group Extension: 6930                            Vector? y
             Group Type: ucd-mia
                     TN: 1
                    COR: 1                     MM Early Answer? n
          Security Code:                  Local Agent Preference? n
 ISDN/SIP Caller Display:


            Queue Limit: unlimited
Calls Warning Threshold:      Port:
 Time Warning Threshold:      Port:
```

On **Page 2** ensure that **Skill** is set to **y**.

```
add hunt-group 30                                             Page   2 of   4
                                  HUNT GROUP

                    Skill? y       Expected Call Handling Time (sec): 180
                      AAS? n
                 Measured: none
      Supervisor Extension:


      Controlling Adjunct: none




     Multiple Call Handling: none


 Timed ACW Interval (sec):          After Xfer or Held Call Drops? n
```

5.1.2. Display Vector

The Vector below is already created and is in place and running. This Vector ensures that the call is routed to the 1st skill outlined on each VDN created. The example below shows the call queuing to the 1st skill, note that this will be the skill/hunt added to the 1st skill on the VDN configured in **Section 5.1.3**.

```
display vector 77                                            Page   1 of   6
                                  CALL VECTOR

    Number: 77               Name: EMC Vector
Multimedia? y      Attendant Vectoring? n    Meet-me Conf? n         Lock? n
     Basic? y   EAS? y   G3V4 Enhanced? y   ANI/II-Digits? y   ASAI Routing? y
 Prompting? y   LAI? y  G3V4 Adv Route? y   CINFO? y   BSR? y   Holidays? y
 Variables? y   3.0 Enhanced? y
01 adjunct       routing link 1
02 wait-time     2   secs hearing ringback
03 queue-to      skill 1st  pri m
04 wait-time     10  secs hearing music
05 goto step     3               if unconditionally
06 stop
07
08
09
10
11
12
```

5.1.3. Add VDN

A VDN is added to route calls to the SMS Gateway. To add a VDN type **add vdn x**, where x is your VDN number. Enter a suitable name for example the **VDN 7930** below will be used exclusively for the **Sales SMS (EMC)** queue on EMC. The same number can be used for the Extension and the Vector number should point to the Vector displayed in **Section 5.1.2**. The **1st Skill** will be that of the Hunt Group created in **Section 5.1.1**.

```
add vdn 7930                                                  Page   1 of   3
                            VECTOR DIRECTORY NUMBER

                            Extension: 7930
                                Name*: Sales SMS (EMC)
                          Destination: Vector Number        77
                 Attendant Vectoring? n
                Meet-me Conferencing? n
                  Allow VDN Override? n
                                  COR: 1
                                  TN*: 1
                             Measured: none

        VDN of Origin Annc. Extension*:
                           1st Skill*: 30
                           2nd Skill*:
                           3rd Skill*:

* Follows VDN Override Rules
```

5.1.4. Change Agent

An existing agent will need to be amended so as to answer calls for this new SMS service. To make changes to an existing agent type **change agent-loginID x**, where x is the login id for the new agent.

```
change agent-loginID 4405                                   Page   1 of   3
                              AGENT LOGINID

               Login ID: 4405                                     AAS? n
                   Name: Russell                               AUDIX? n
                     TN: 1          Check skill TNs to match agent TN? n
                    COR: 1
          Coverage Path:                              LWC Reception: spe
          Security Code:                     LWC Log External Calls? n
                                             AUDIX Name for Messaging:

                                       LoginID for ISDN/SIP Display? n
                                                           Password:
                                             Password (enter again):
                                                    Auto Answer: station
                                              MIA Across Skills: system
                                        ACW Agent Considered Idle: system
                                        Aux Work Reason Code Type: system
                                          Logout Reason Code Type: system
                     Maximum time agent in ACW before logout (sec): system
                                             Forced Agent Logout Time:   :
     WARNING:  Agent must log in again before changes take effect
```

On **Page 2** add the required skills. Note that the skill **30** is added to this agent so as when an SMS call for "Sales SMS" is initiated the call is routed correctly to this agent.

```
change agent-loginID 4405                                   Page   2 of   3
                              AGENT LOGINID
      Direct Agent Skill:                          Service Objective? n
Call Handling Preference: skill-level              Local Call Preference? n

    SN   RL SL      SN   RL SL        SN   RL SL        SN   RL SL
 1: 10      1    16:               31:               46:
 2: 20      1    17:               32:               47:
 3: 30      1    18:               33:               48:
 4:              19:               34:               49:
 5:              20:               35:               50:
 6:              21:               36:               51:
 7:              22:               37:               52:
 8:              23:               38:               53:
 9:              24:               39:               54:
10:              25:               40:               55:
11:              26:               41:               56:
12:              27:               42:               57:
13:              28:               43:               58:
14:              29:               44:               59:
15:              30:               45:               60:
```

5.1.5. Add Phantom Extension

A phantom extension must be setup for every multimedia queue that is added on EMC. The phantom station below is setup for the **SMS Sales** queue on EMC. Type, **add station x** where x is the phantom station number. This is added as type **6408D+, Port** is set to **X** and a suitable **Name** is given to the station, all other settings can be left as default.

```
add station 58900                                        Page   1 of   5
                                STATION

Extension: 58900                        Lock Messages? n           BCC: 0
    Type: 6408D+                        Security Code:              TN: 1
    Port: X                           Coverage Path 1:            COR: 1
    Name: SMS Sales Phantom           Coverage Path 2:            COS: 1
                                      Hunt-to Station:
STATION OPTIONS
                                       Time of Day Lock Table:
            Loss Group: 2      Personalized Ringing Pattern: 1
           Data Module? n                 Message Lamp Ext: 28901
          Speakerphone: 2-way         Mute Button Enabled? y
      Display Language: english

        Survivable COR: internal          Media Complex Ext:
  Survivable Trunk Dest? y                   IP SoftPhone? n
                                       Remote Office Phone? n
                                              IP Video? n
```

5.2. Save Avaya Aura® Communication Manager Configuration

From the Command Line enter **Save Translation**, in order to commit the changes that have been introduced to memory on Communication Manager.

6. Configure Avaya Aura® Call Center Elite Multichannel

Elite Multichannel is configured using the **Avaya Aura® Call Center Elite Multichannel Control Panel**. Changes are required on Elite Multichannel to add the SMS Queue and ensure that the SMS Gateway is configured correctly. Open **Control Panel** to make changes to EMC.
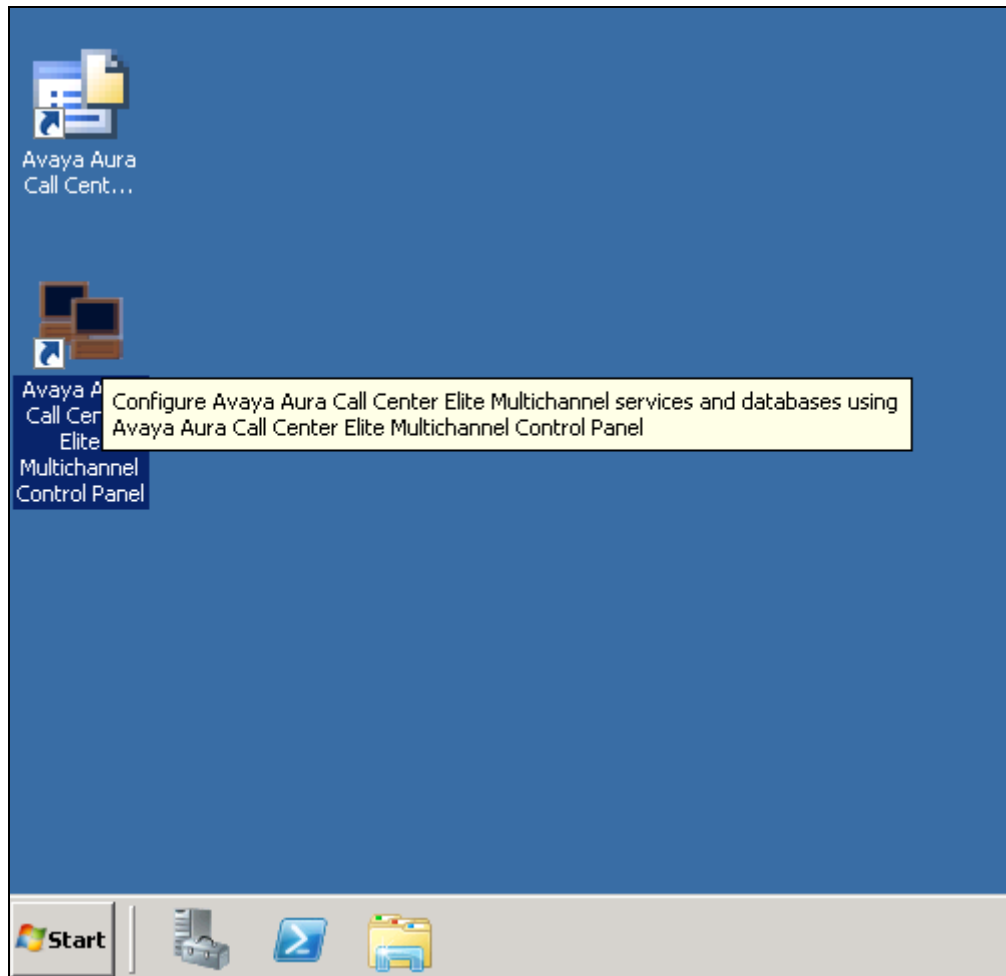
6.1. Create the SMS Program

Changes are made to the various components in the left navigation window. Navigate to **Database Management → <SQL Server> → Programs**. Right click on **Programs** and select **Add Program**.
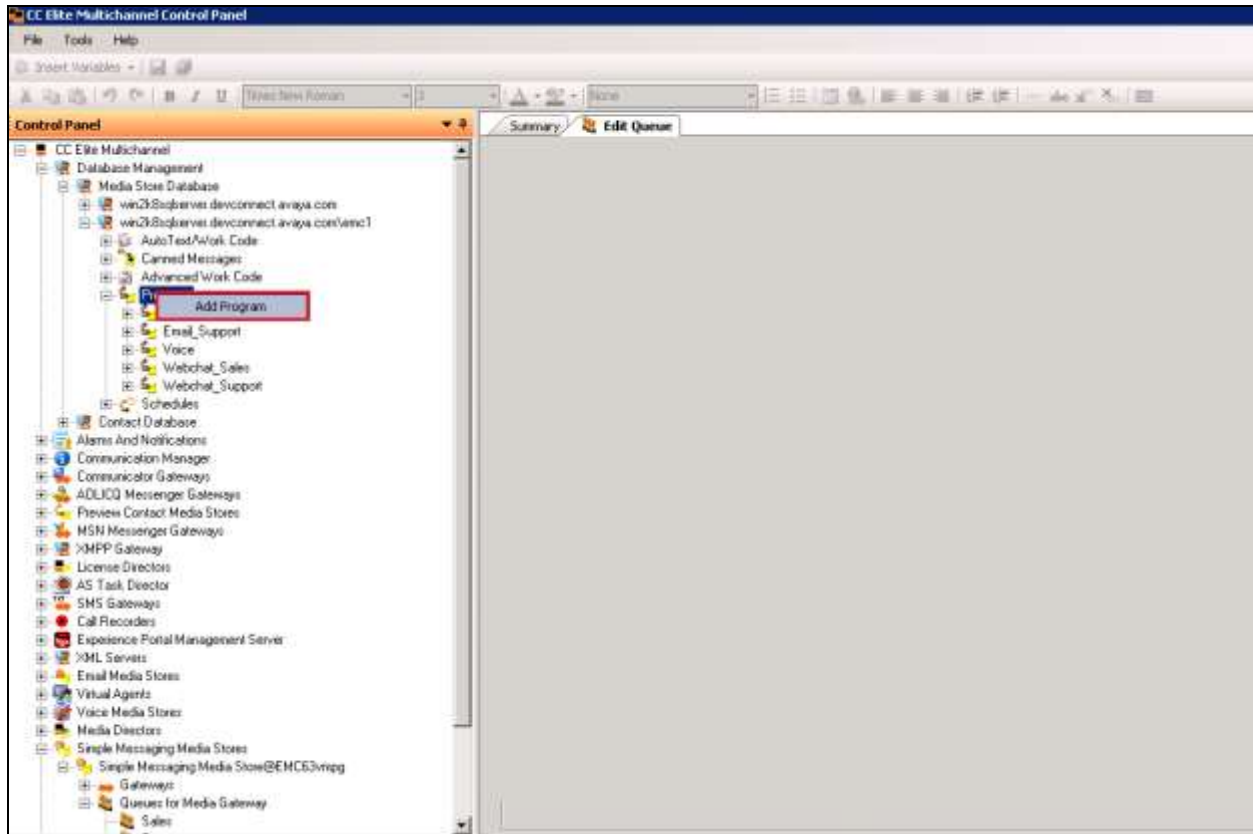
- Enter a suitable **Name**.
- In the **Program Configuration** panel, select **MyText** from the dropdown as the AutoText List Name. Define **Public** as the **Program access mode**. Select **CannedMessagesGroup** as the **CannedMessage list name**.
- Tick **Automatically Drop Phantom Call**.
- Leave the other configuration items with their default values.
- Confirm your selections, and save and close the program window.
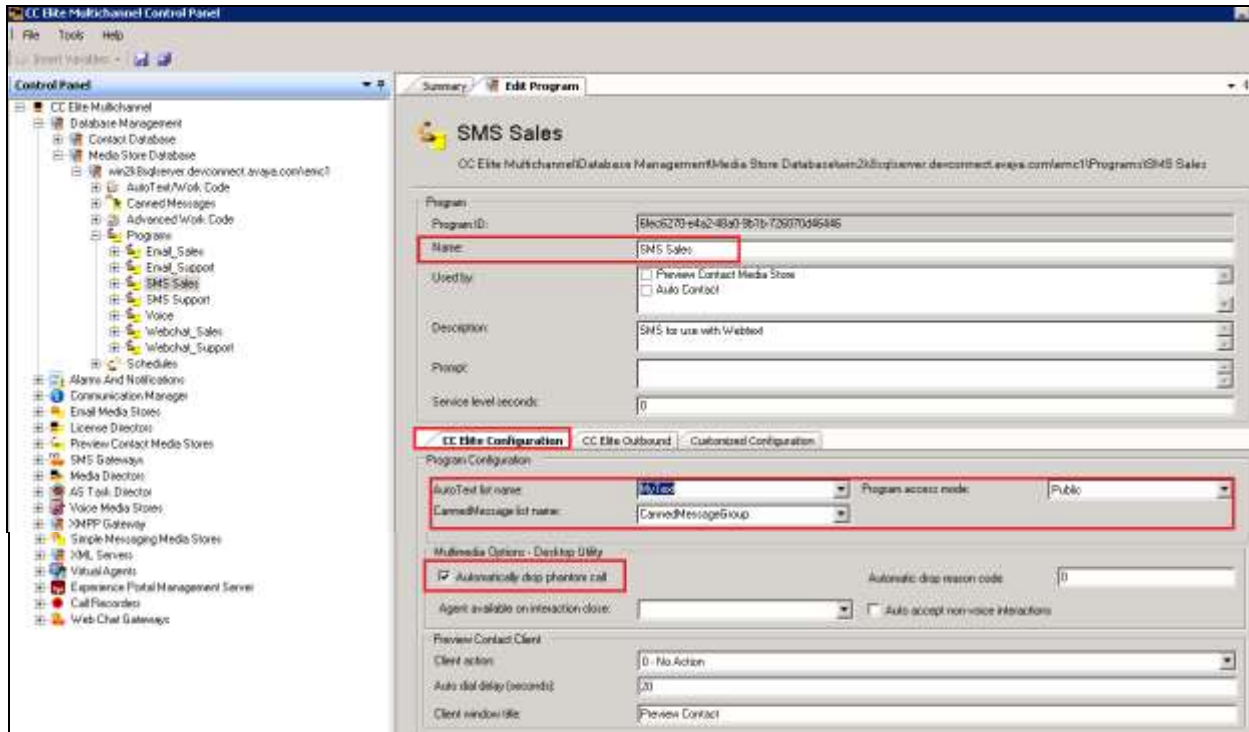
The new SMS program created above will get assigned a schedule, right-click on the SMS program and select **Assign Schedule**.
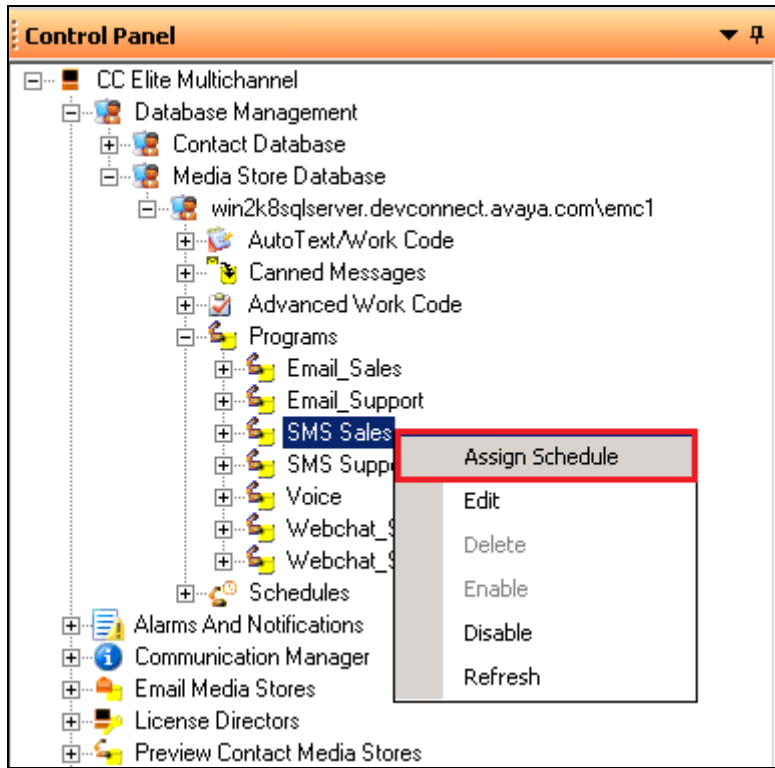
For compliance testing **Always On** was selected for the **Schedule ID**, all other fields can be left as default.
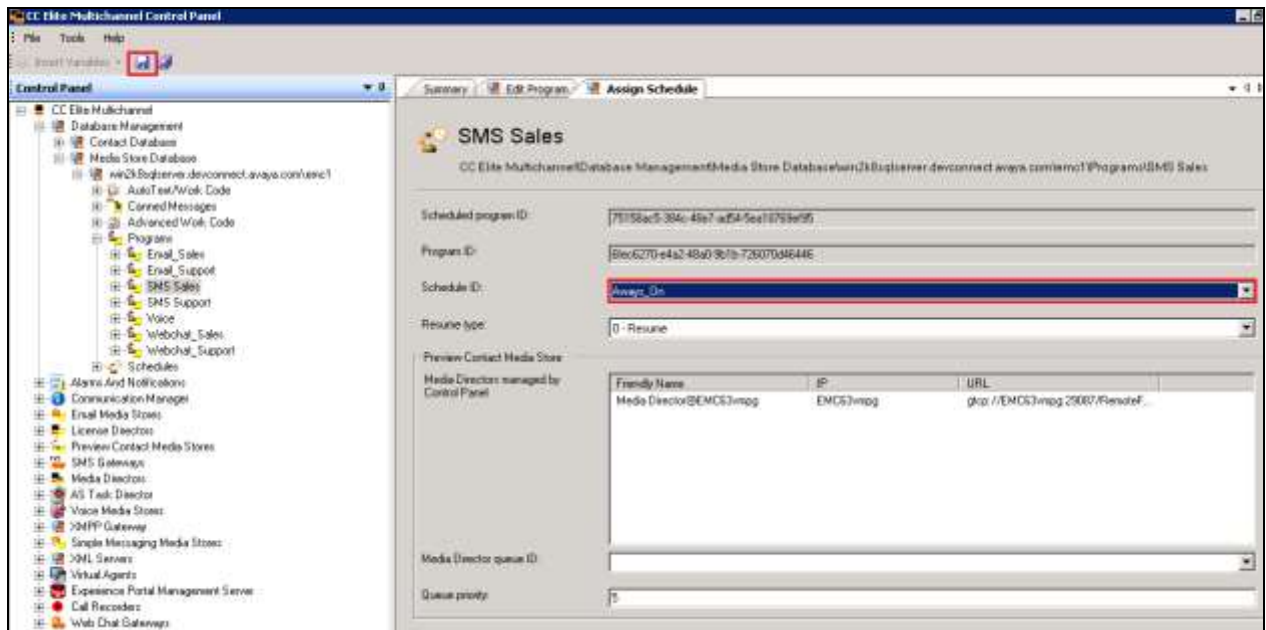
6.2. Create the Simple Messaging Media Store Queue

Navigate to **Media Directors** → **MediaDirector@<EMC Server>** → **Queues**. Right click on Queues and select **Add Queue**.

Note: The EMC Server in this example is called **EMC63vmpg** and this will be visible throughout the screen shots that will follow. However this will be referred to as "EMC Server" as this will be different for every site.
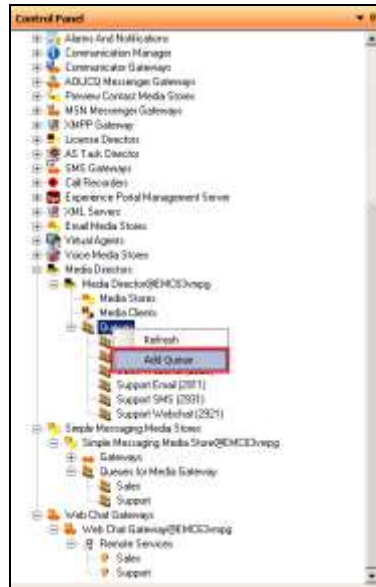
Assign the VDN created in **Section 5.1.3** and the phantom extension created in **Section 5.1.5** to the queue.

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Click on the VDN button highlighted on the previous page, the following window appears allowing the association of e VDN to the new SMS queue. The SMS VDN created in **Section 5.1.3** is selected, press **OK** to continue.

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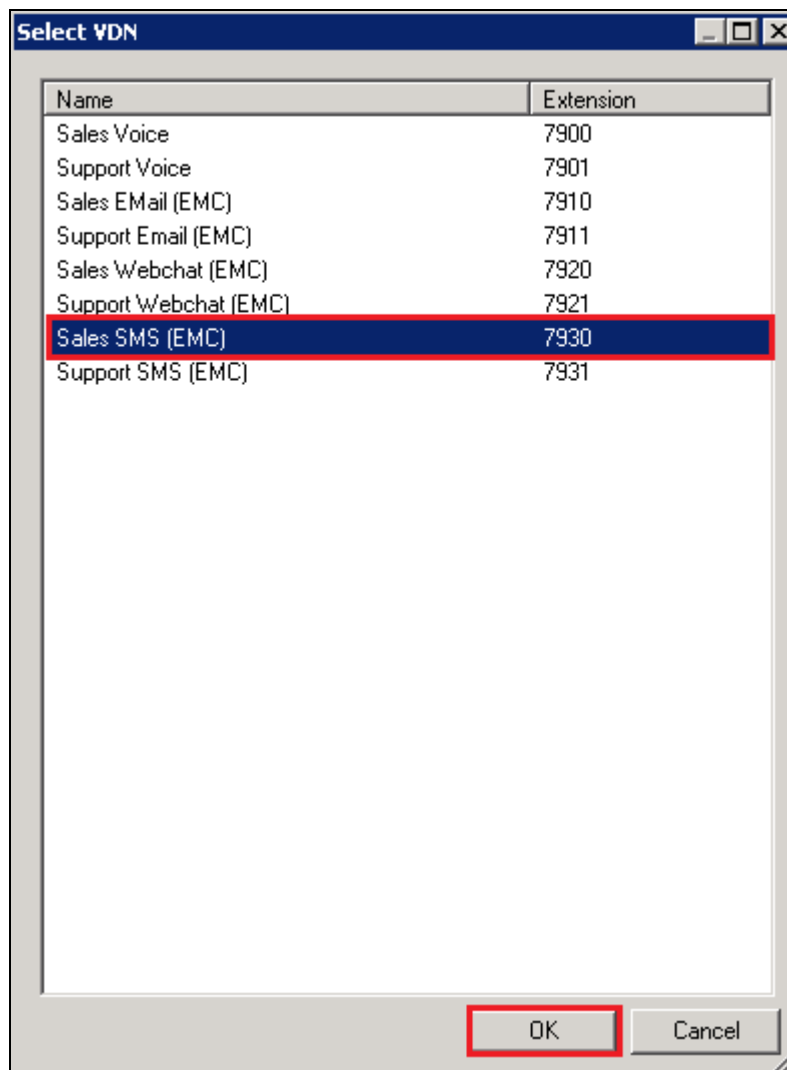
Click on the **Phantom station DN list** button highlighted on the page before last, the following window appears allowing the association of the Phantom extension to the new SMS queue. The phantom extension created in **Section 5.1.5** is selected, press **OK** to continue.
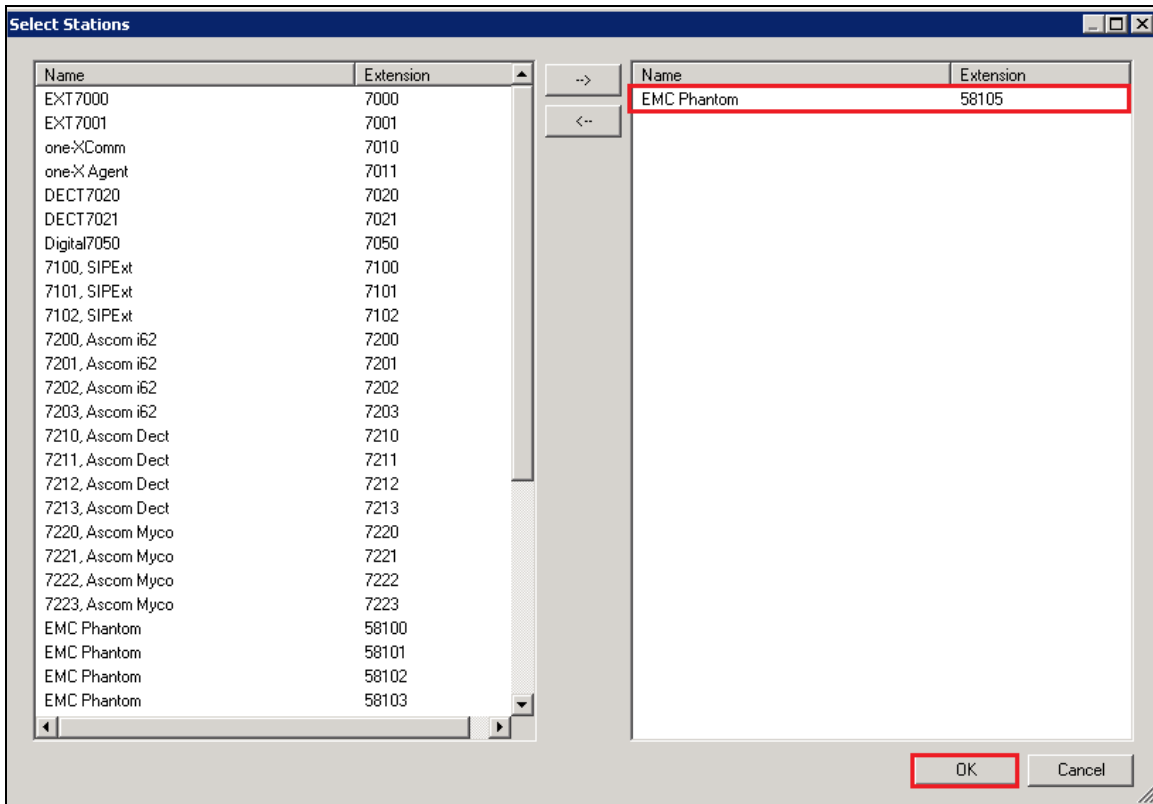
Click on the **Save** button at the top left of the screen to save the changes.

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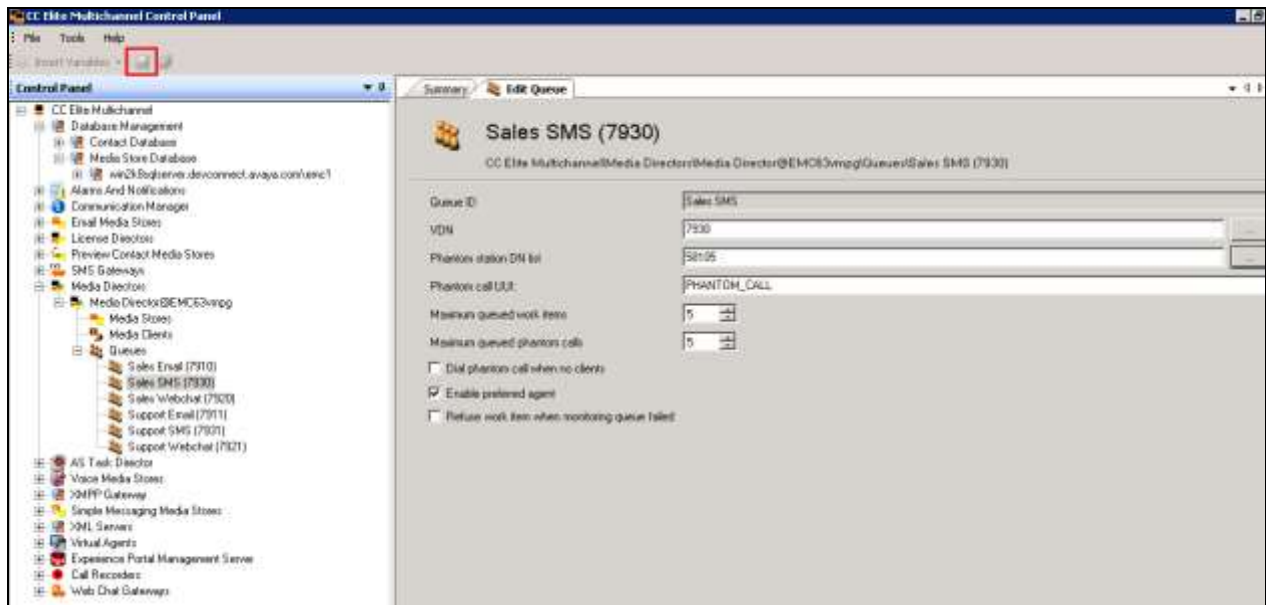
6.3. Add SMS VDN

Edit the existing VDN group to add the new SMS VDN. In the left window navigate to **Voice Media Stores** → **Voice Media Store@<EMC Server>** → **VDN Groups** → **Edit**.
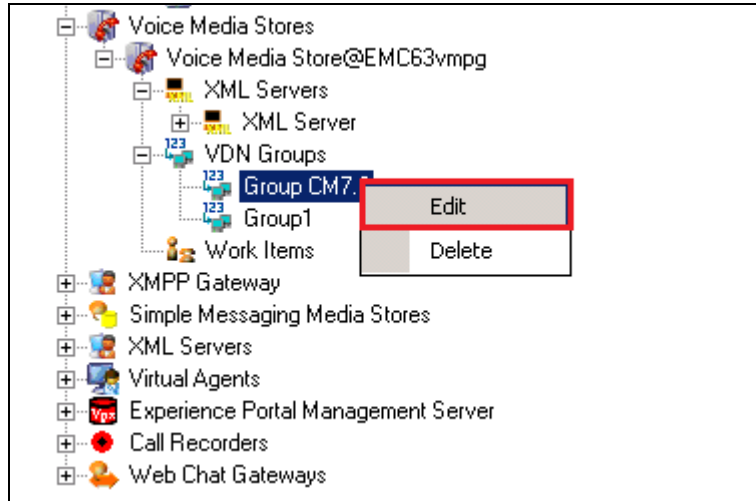
Click on the **VDN list** button highlighted below.

Select the VDN added in **Section 5.1.3** and click on **OK**.
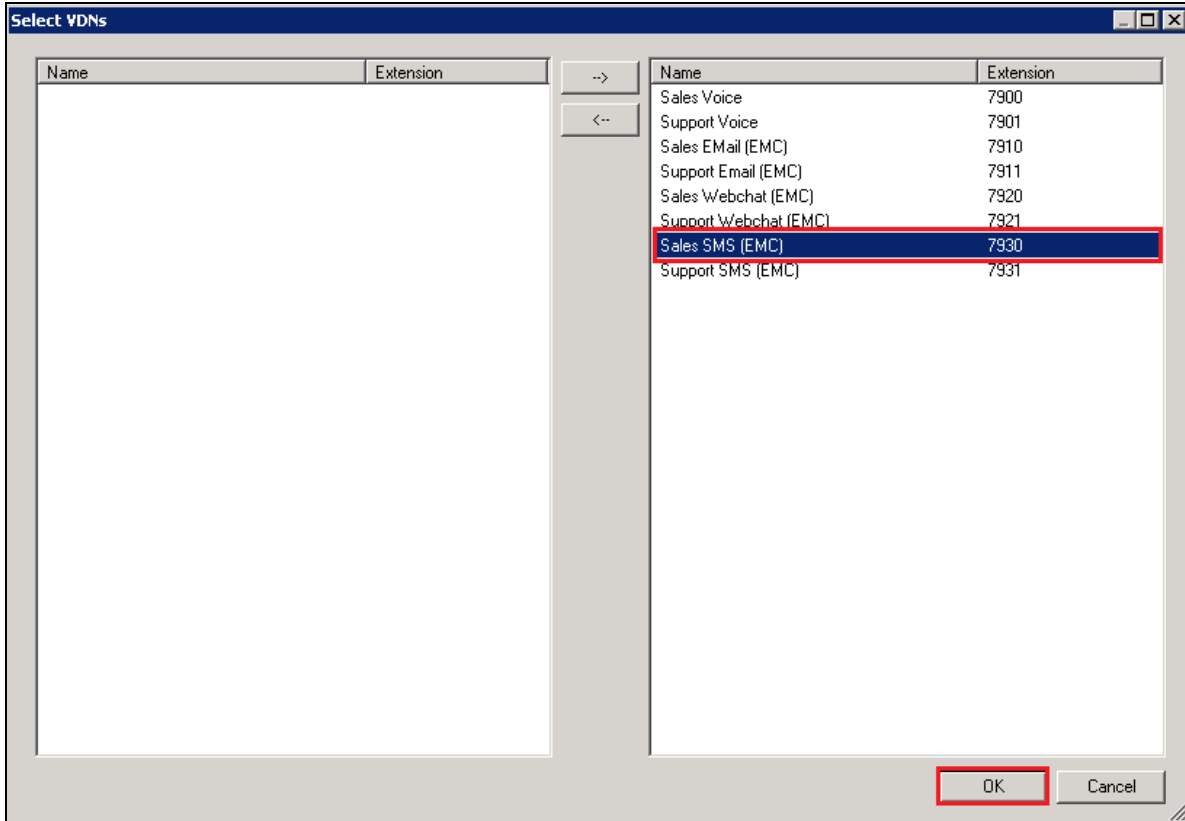
Click on the **Save** icon at the top left of the screen highlighted below, to save the changes.
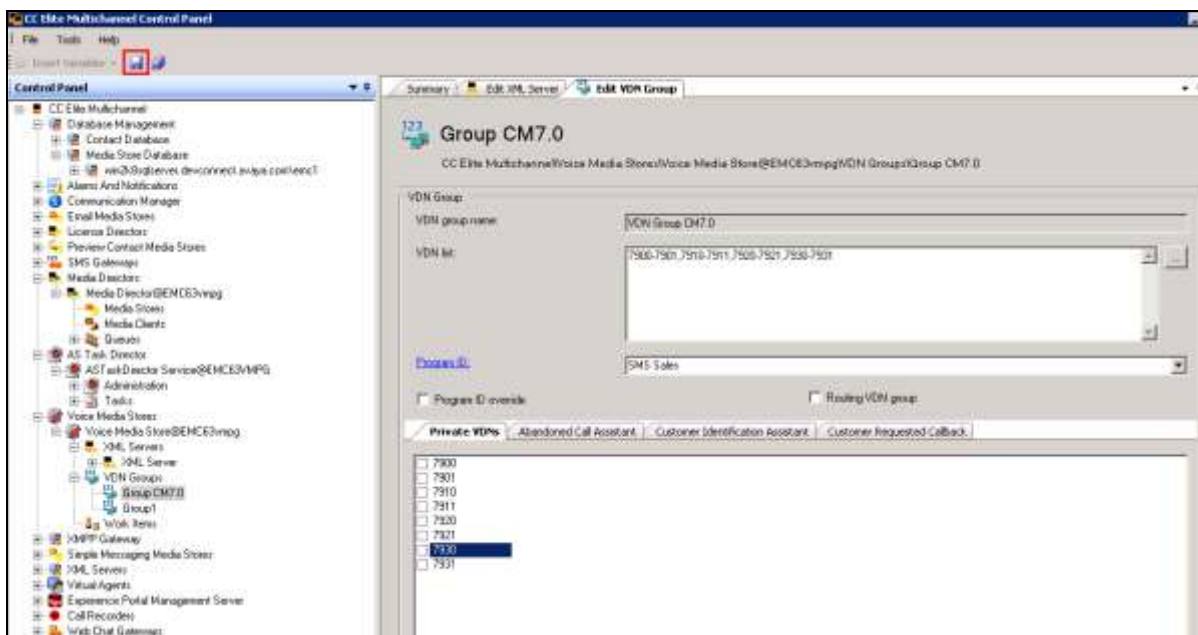
6.4. Add a Short Message Service

Right click on **SMS Gateway** → **SMS Gateway@<EMC Server>** → **Remote Services**. Select **Add Short Message Service**.
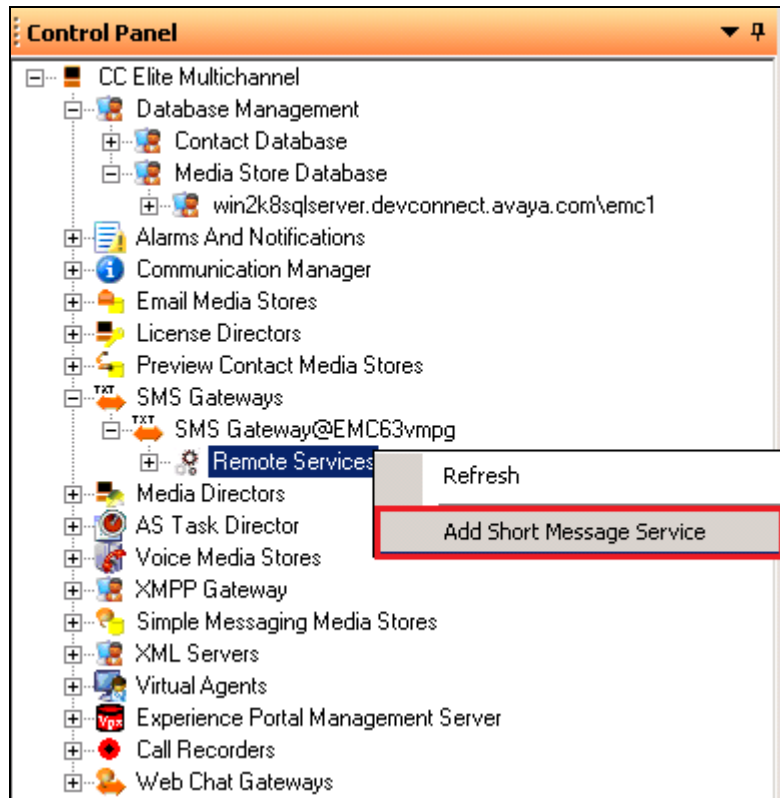
Under the General Properties tab enter the following information.

- **Remote service name**   Enter a suitable name
- **Remote service startup type**   Set to **Automatic**
- **Remote service ID**   Username provided by WEBTEXT
- **Remote service password**   Password provided by WEBTEXT
- **Remote service IP**   Address provided by WEBTEXT
- **Remote service port**   **2775**

Other values can be left as default.

Under the **Extra Properties** tab ensure that **Connection Mode** is set to **TRANSCEIVER**. The **TON** is changed to **International** and **NPI** is set to **Unknown**. **System Type** should be set to **SMPP** and all other settings can be left as default or set to the values set below which was configured for compliance testing.

The remote service channel is what makes the connection between the Remote Service and the SMS Queue, click on the **Channels** tab, and set the following:

- **Channel ID**   Assign the channel a name
- **Address**   Enter the phone number provided by Web Text. This is the number that customer will use to text the call center.

- **Simple Messaging Media Store queue**   Select the queue that that was created earlier.

Click on **Add** to create the new Channels.

Click on the **Save** icon at the top left of the screen to save the changes made.

7. Configure Avaya Aura® Call Center Elite Multichannel Desktop

This section outlines the steps required to configure the agents desktop to allow both a screen pop on an incoming call and the addition of a button to initiate this screen pop. Changes to the EMC desktop can be made using a Configuration Manager loaded with the EMC server or by making changes to the ASGUIHost.ini file on the PC running the EMC desktop.

For simplicity this documents will show the additions/changes that need to be made to the ASGUIHost.ini file. Navigate to the folder **C:\Program Files (x86)\Avaya\Avaya Aura CC Elite MultiChannel\Desktop\CC Elite Multichannel Desktop**. Edit the file called **ASGUIHost.ini** as highlighted below.

Note: The full ASGUIHost.ini file is available to view in the **Appendix** of these Application Notes.
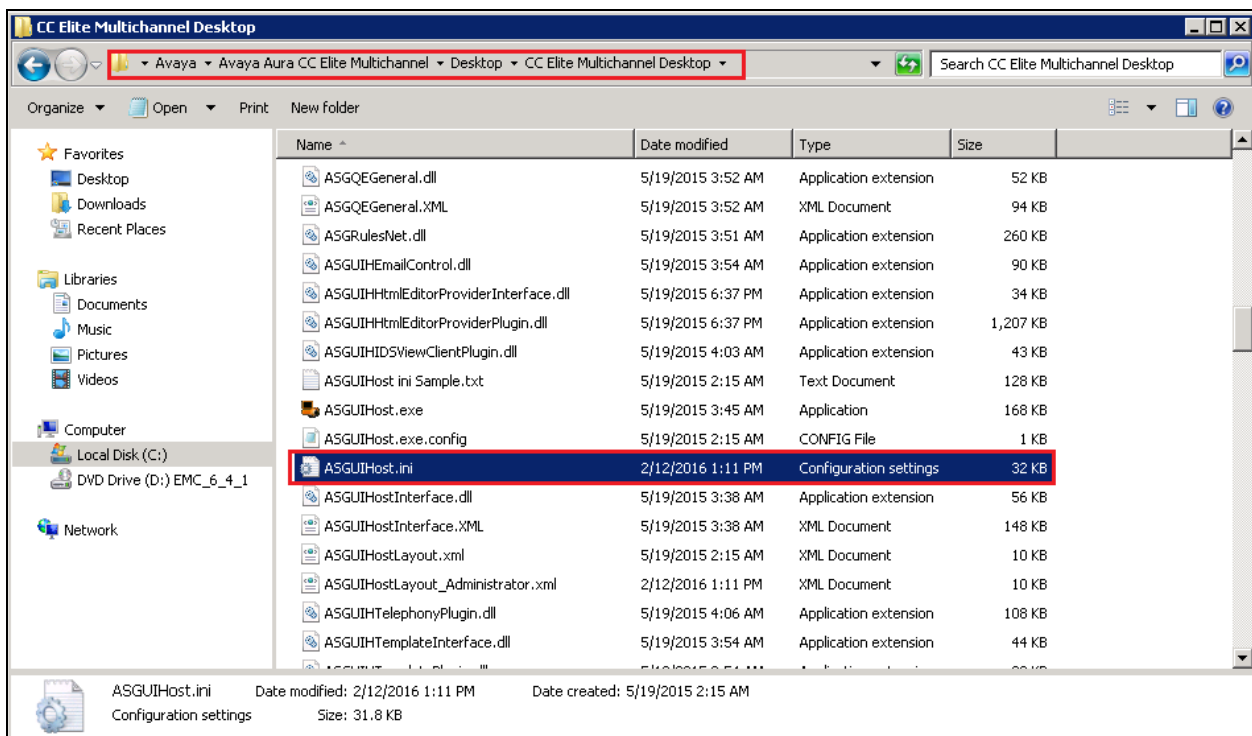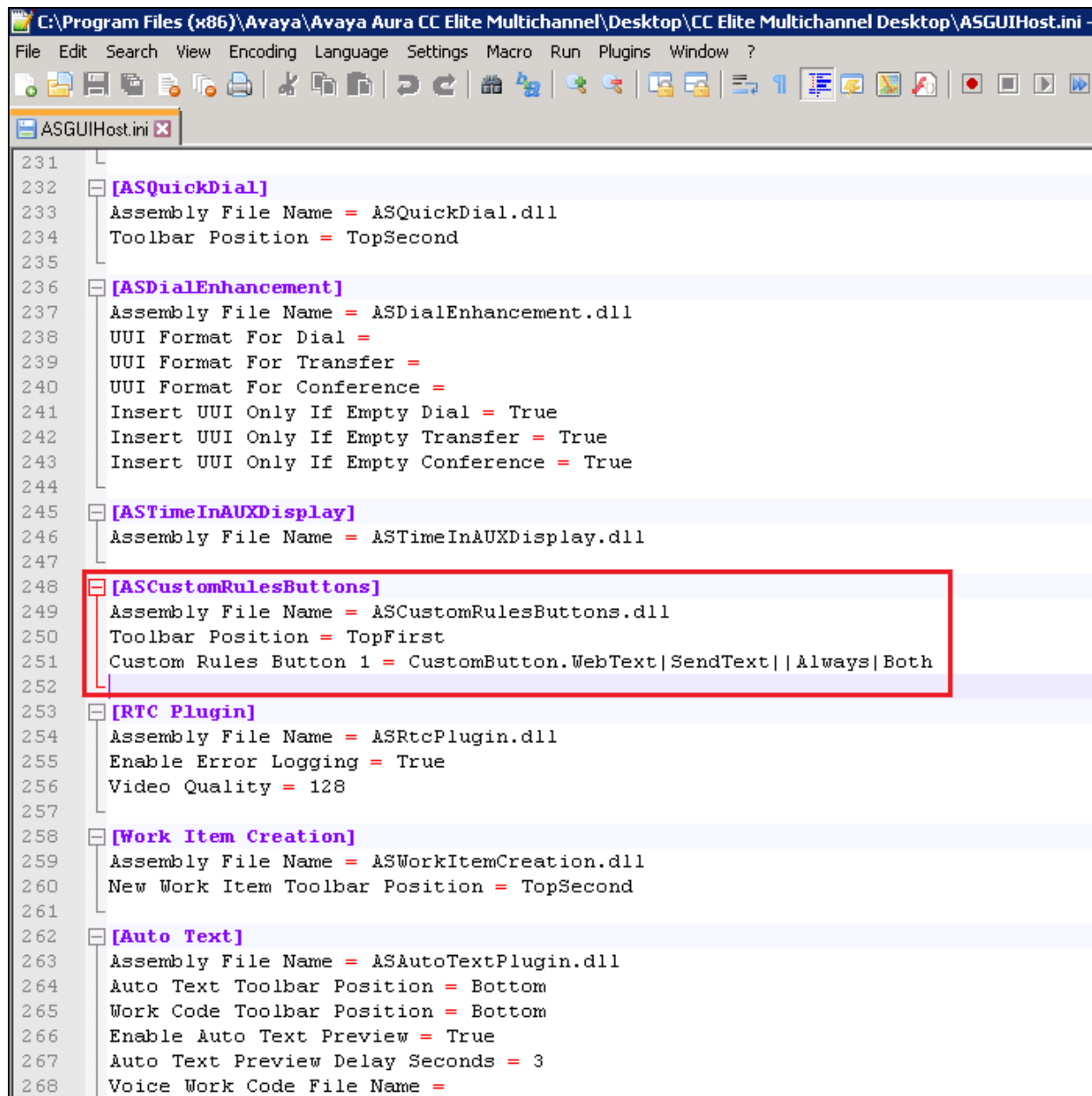
Notepad++ was used to edit the file. Changes were made to the highlighted section below in order to add a new button to the agent's desktop.

[ASCustomRulesButtons]
Assembly File Name = ASCustomRulesButtons.dll
Toolbar Position = TopFirst
Custom Rules Button 1 = CustomButton.WebText|SendText||Always|Both

The following three rules were added under the **Rules** Section.

[Rules]
Assembly File Name = ASRulesPlugin.dll
Error Log File Path = .
Error Log Level = 1
Rules Engine File Name = .\ASGRules.dll
Show Rules Option On Tools Menu = 1
Rule1 = When CustomButton.WebText Always Do ReturnEvent
Container.LaunchNewExternalApplicationWindow,externalAppConfigSectionName=Exte
rnal Application 1,externalAppCommandLine= -noframemerging -k
http://ccutilsus.webtext.com/scrpop/pop.html?auth=dbtjx64Fpdts967K&dest=%CallerDN
%&dialed=%CalledDN%&agentID=%AgentID% Then Continue Else Stop
Rule2 = When CustomButton.Demo Always Do Open iexplore.exe,www.google.com Then
Continue Else Stop
Rule3 = When Voice.WIDelivered Always Do ReturnEvent
Container.LaunchNewExternalApplicationWindow,externalAppConfigSectionName=Exte
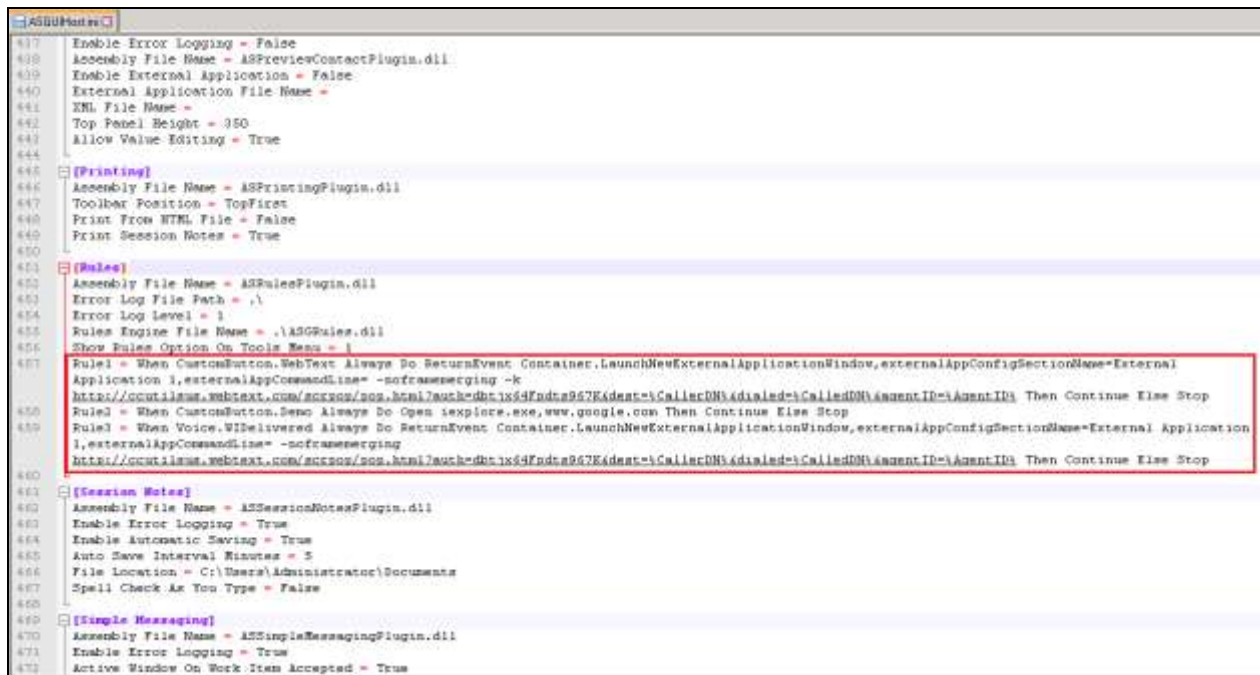**rnal Application 1,externalAppCommandLine= -noframemerging**
http://ccutilsus.webtext.com/scrpop/pop.html?auth=dbtjx64Fpdts967K&dest=%CallerDN
%&dialed=%CalledDN%&agentID=%AgentID% Then Continue Else Stop

8. Configure WEBTEXT Contact Center Messaging (CCM)

All configurations of WEBTEXT Contact Center Messaging (CCM) are performed by a WEBTEXT engineer and are outside the scope of these Application Notes.

9. Verification Steps

This section provides the verification steps that can be performed to verify that EMC agents have the ability to initiate an SMS message from the Agent Desktop to any customer and have the ability to include an SMS message to the customer while on a call to that same customer.

9.1. Log into Avaya Aura® Call Center Elite Multichannel Desktop

From the Client PC open the **Avaya Aura® Call Center Elite Multichannel Desktop**. Typically this is opened from a shortcut located on the PC.
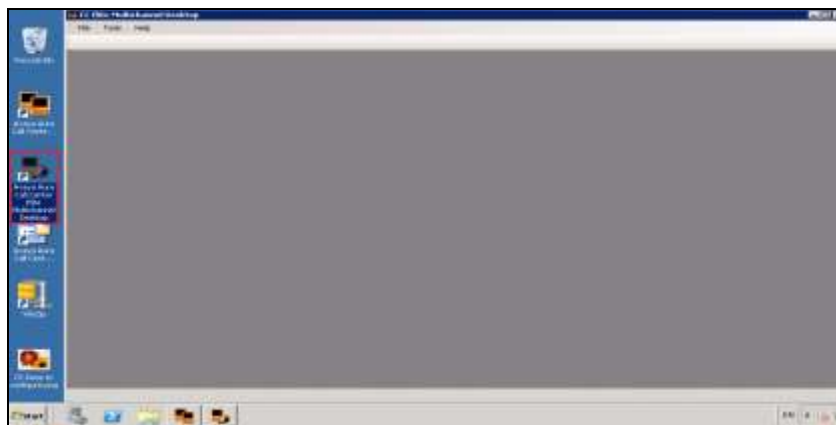
Log in the agent that is associated with the SMS skill/queue. Select **User** from the menu and **Agent Login** as shown below.
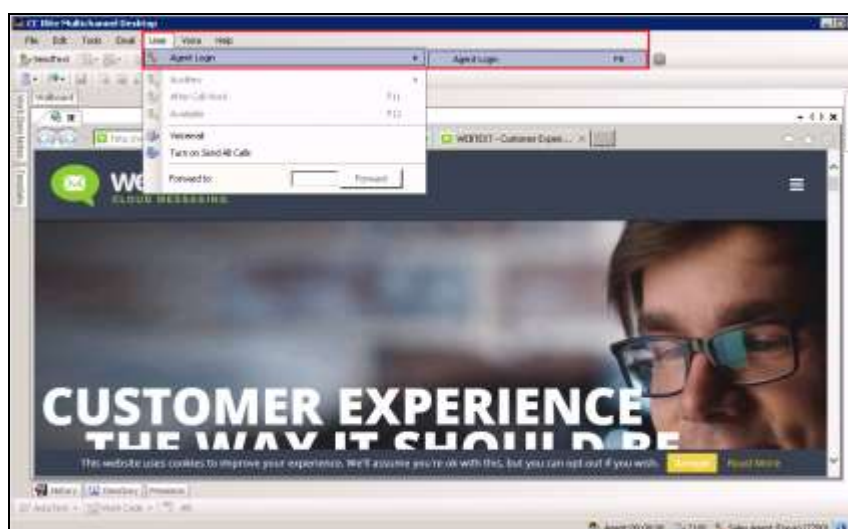
9.2. Verify the ability to include an SMS message to the customer while on a call to that same customer

Make a voice call to the EMC from a mobile phone, note that for compliance testing a simulated PSTN was configured using a Communication Manager, the CLID of the caller was manipulated to resemble that of a WEBTEXT mobile phone. A call is then made to the EMC voice queue, when the call is answered a screen is popped to the agent that resembles that shown below.
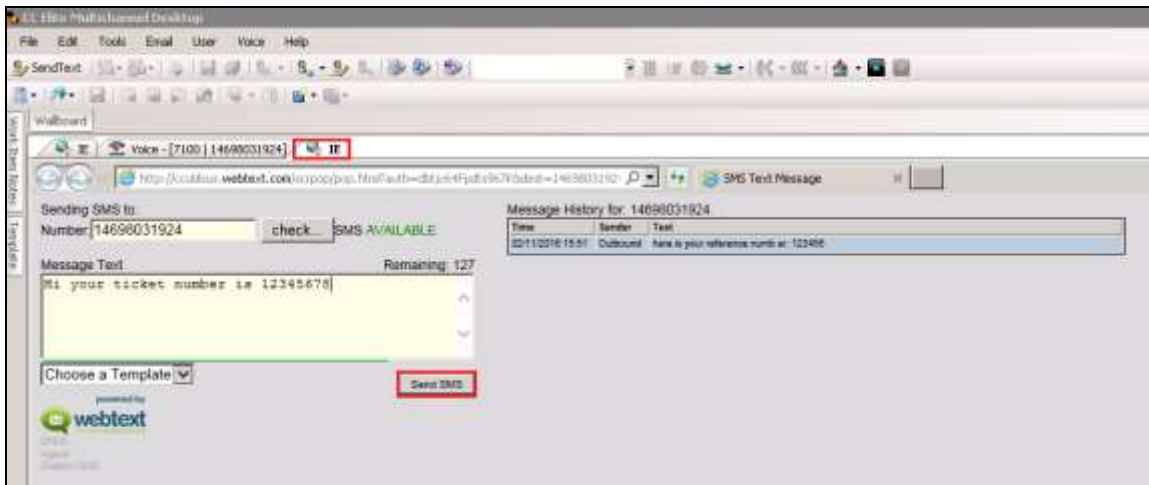
A close up of the screen shows The **Number** field is already populated with the mobile phone number allowing the agent to enter a **Message Text** and click on the **Send SMS** button. Verify that the message entered then appears on the mobile phone. A custom response can also be sent using the **Choose a Template** drop-down menu.
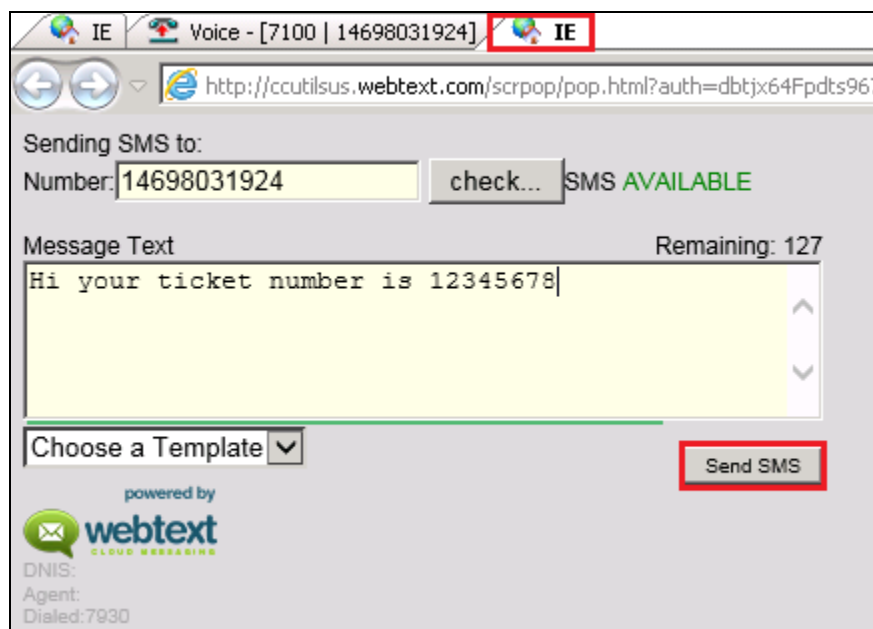
9.3. Verify the ability of an Elite Multichannel Agent to initiate an SMS message from the Agent Desktop to any customer

While the agent is idle, click on the **Send Text** button that was created in **Section 7**.
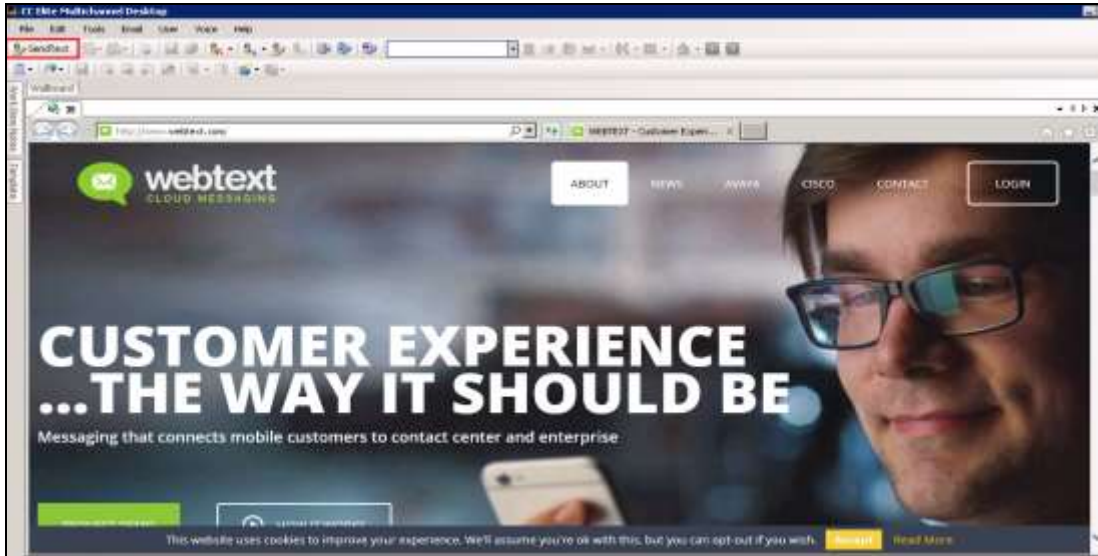
Pressing the Send text button from the screen above will initiate a screen pop to the agent where the **Number** and **Message Text** can both get populated. A **check** can be performed on the mobile number added and once the correct message has been added the **Send SMS** button can be clicked.

PG; Reviewed:
SPOC 7/5/2016

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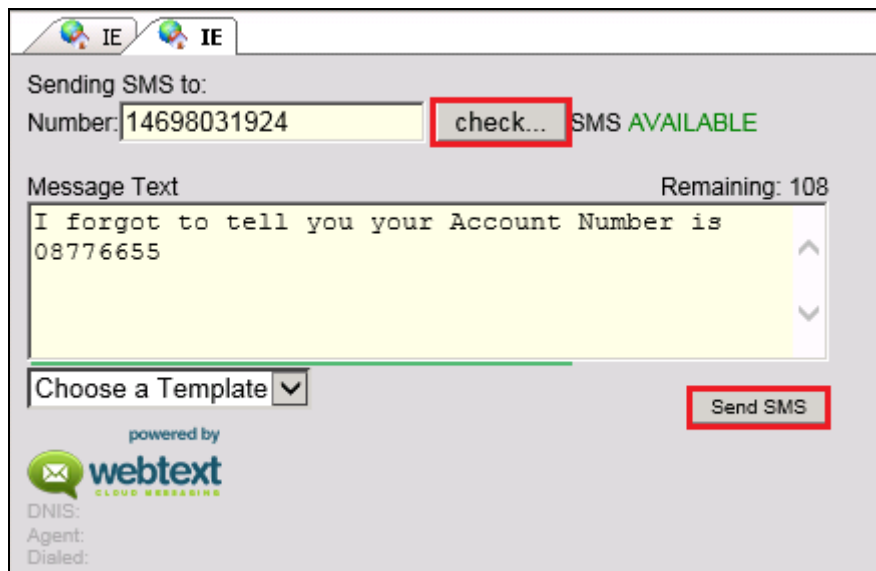
10. Conclusion

These Application Notes describe the configuration steps required for WEBTEXT Contact Center Messaging (CCM) to interoperate with Avaya Aura® Call Center Elite Multichannel R6.4.1 and Avaya Aura® Communication Manager R7.0. WEBTEXT gives customers the option to use SMS messaging in support of voice. All feature and serviceability test cases were completed successfully, with any observations noted in **Section 2.2**.

11. Additional References

This section references the Avaya and WEBTEXT product documentation that are relevant to these Application Notes.

Product documentation for Avaya products may be found at http://support.avaya.com
  [1] *Deploying Avaya Aura® Call Center Elite Multichannel in an Avaya Customer Experience Virtualized Environment* Release 6.4
  [2] *Avaya Aura® Call Center Elite Multichannel Installation Guide* Release 6.4.0
  [3] *Administering Avaya Aura® Call Center Elite Multichannel* Release 6.4.x
  [4] *Avaya Aura® Call Center Elite Multichannel Release* Notes Release 6.4.1
  [5] *Administering Avaya Aura® Communication Manager,* Document ID 03-300509
  [6] *Avaya Aura® Communication Manager Feature Description and Implementation,* Document ID 555-245-205
  [7] *Avaya Aura® Application Enablement Services Administration and Maintenance Guide* Release 7.0

Technical documentation for WEBTEXT Contact Center Messaging (CCM) can be obtained as follows:
www.webtext.com
U.S.   +1 (855)247 3232
Europe   +353 1 2479000(IRL) +44 203 3285053(UK).

Appendix

The following is the full ASGUIHost.ini file for the Avaya Aura® Call Center Elite Multichannel Agent Desktop that was used for compliance testing.

[General]
Language = en-US
Server Instance ID = bf6642b4-78cd-4b50-b2a7-b192c5a9c0ce
Minimize to System Tray = False
Window Title = CC Elite Multichannel Desktop
Window Icon =
Product ID = 6
Enable Options Menu = True
Enable Slide ToolWindow = True

[Error Logging]
;Choose one of five error log levels by a number such as 1, 2, or 4
;AS_ERROR_LEVEL_NONE=0
;AS_ERROR_LEVEL_INFORMATION=1
;AS_ERROR_LEVEL_MINOR=2
;AS_ERROR_LEVEL_MAJOR=4
;AS_ERROR_LEVEL_FATAL=8
Error Log Level = 4
Error Log File Path =
Error Log File Extension = ASGUIHost.Log
Maximum Error Log File Sized KB = 10000
Error Log Mode = 1
Error Log TTrace Host = localhost
Error Log TTrace Port = 10400
Error Log Use Old Log Format = False

[License Director]
Primary License Director IP = 10.10.40.65
Primary License Director Port = 29095
Secondary License Director Port = 29095
Secondary License Director IP =
Connect License Director = True
Enable Debug Trace = False

[Window Layout]
Left Position = 97
Top Position = 59
Window Width = 1096
Window Height = 676
Maximized = False
Layout File Folder =

[Plug In Assembly List]
Auto Text Section = Auto Text
CallInfo.A Section = CallInfo.A
;CallInfo.B Section = CallInfo.B
;CallInfo.C Section = CallInfo.C
;CallInfo.D Section = CallInfo.D
Close Suspend Work Item Section = Close Suspend Work Item
Customized Forms Section = Customized Forms
Desktop Utility Section = Desktop Utility
Directory Section = Directory
Email Section = Email
External Application Container Section = External Application Container
External Application Execute Section = External Application Execute
;IClarity Section = IClarity
IDS View Client Section = IDS View Client
Media Controller Section = Media Controller
Presence Section = Presence
Preview Contact Section = Preview Contact
Printing Section = Printing
Rules = Rules
Session Notes Section = Session Notes
Simple Messaging Plugin Section = Simple Messaging
Spell Checker Section = Spell Checker
Telephony Section = Telephony
User Section = User
Voice Section = Voice
Wallboard = Wallboard
Work Item Alert Section = Work Item Alert
Work Item History Section = Work Item History
Work Item Notes Section = Work Item Notes
;Microsoft Dynamics CRM Gui Plugin = Microsoft Dynamics CRM Gui Plugin
Work Item Creation Section = Work Item Creation
ASTimeInAUXDisplay = ASTimeInAUXDisplay
ASDialEnhancement = ASDialEnhancement
ASQuickDial = ASQuickDial
Contact Management Section = Contact Management
Save Close Document Window Section = Save Close Document Window
;Python Breakout Section = Python Breakout

ASCustomRulesButtons = ASCustomRulesButtons
;RTC Plugin = RTC Plugin
Html Editor Provider Section = Html Editor Provider
Template Section = Template
ASCalculator Section = ASCalculatorPlugin
ASWorldClock Section = ASWorldClock
;ASDMCCPlugin = ASDMCCPlugin
ASImageLibraryPlugin = ASImageLibraryPlugin
Dashboard Section = Dashboard
Supervisor Section = Supervisor
;Communicator = ASCommunicator
ReplayRecording Plugin = Replay Recording

[ASCommunicator]
Assembly File Name = ASCommunicatorPlugin.dll
Enable Error Logging = True
Toolbar Position = TopFirst
Spell Check As You Type = True
Close Conversation Window Interval Seconds = 10
Active Window On Work Item Accepted = True
Activity Indication Type = Scroll
Activity Indication Interval Milliseconds = 1000
Enable External Application = False
External Application File Name =
XML File Name =
Sign In As Status = 3500
Sign In As Address = sip:
Account ID Type = Agent
Sign In Type = Manual
Authentication Protocol = None
Password = %%ENCRYPTED("814B1286E330AF544144")
OCS FQDN =
OCS Port = 5060
Presence Container ID = 7000
Communicator User Agent = CCE Communicator Plugin
SIP Transport Type = TCP
Certificate =

[Supervisor]
Assembly File Name = ASSupervisorPlugin.dll

[Dashboard]
Assembly File Name = ASDashboardPlugin.dll

[ASImageLibraryPlugin]
Assembly File Name = ASImageLibraryPlugin.dll

[ASDMCCPlugin]
Assembly File Name = ASDMCCPlugin.dll
DMCC Address =
DMCC Port = 4721
Session Name = CCE
DMCC Login =
DMCC Password = %%ENCRYPTED("814B1286E330AF544144")
Enable DMCC Control = True
Switch Name =
Switch Address =
Extension Password = %%ENCRYPTED("814B1286E330AF544144")
Telecommute Number =
Media Mode = NONE
Dependency Mode = Dependent
Toolbar Position = Bottom
Ignore Certificate Errors = True
Use Secure Communications = False
;Feature Button expect data is pipe delimited in the manner: type | label | tooltip | image | action off | action on | display | query switch name
;type = button function constants from DMCC
;label is text for the button
;tooltip ....
;   == both label and tool tip support {A} and {L} place holders. {A} is additional data, {L} is current lamp mode
; image image file name or constant from the library
; action off decides what happens when pressed and light goes steady
;   == 1 do nothing
;   == 2 for SAC should query telephony for SAC state to keep other buttons in check
;   == 3 for FWD show dial pad then query for FWD state
;   == 4 show dial pad
;
;action on decides what to do when button is pressed and the light is already on
;   == 2 press again
;   == 3 press exit/normal button
; display 1 to show the button 0 to hide the button.
;type | label | tooltip | image | action off | action on | display | query switch name
Feature Button 1 = 335 |EC 500| EC 500 ({LG})|380| 1 | 2 | 1 | 0
Feature Button 2 = 160 |MCT Activate| Malicious call trace activation ({LG})|381| 1 | 1 | 1 | 0
Feature Button 3 = 161 |MCT Control| Malicious call trace controller ({LG})|382| 1 | 1 | 1 | 0
Feature Button 4 = 35 |SAC| Send all calls ({LG})|350| 2 | 1 | 1 | 0
Feature Button 5 = 74 |Call FWD| Call forward ({LG})|414| 3 | 1 | 1 | 0
Feature Button 6 = 227 |{A}| Auto dial {A} |384| 1 | 2 | 1 | 0
Feature Button 7 = 129 |Stroke count {A} | Stroke count {A} |385| 1 | 2 | 1 | 0

Feature Button 8 = 140 |Work codes| Work codes |386| 4 | 1 | 1 | 0
Feature Button 9 = 134 |Account| Account |387| 1 | 1 | 1 | 0
Feature Button 10 = 90 |Assist| Supervisor assist |383| 1 | 2 | 1 | 0
Feature Button 11 = 39 |{N}| Busy indicator {N} ({A}) {LG})|409| 1 | 2 | 1 | 1
Feature Button 12 = 228 |UUI| User-to-User information | | 1 | 1 | 1 | 0
Feature Button 13 = 208 |VOA| VDN of origin repeat |388| 1 | 2 | 1 | 0
Feature Button 14 = 65 |Abrv Dial| Abbreviated dial |384 | 1 | 2 | 1 | 0
Feature Button 15 = 328 |Mute FE| Mute Far-end ({L})| | 1 | 1 | 1 | 0
Feature Button 16 = 101 |Hunt NS| Hunt group night service ({L})|393| 1 | 2 | 1 | 0
Feature Button 17 = 87 |Q-Calls| Queued calls {A} |109| 1 | 2 | 1 | 0
Feature Button 18 = 86 |Q-time| Oldest queued time {A} |109| 1 | 2 | 1 | 0
Feature Button 19 = 73 |{N}| Bridged Appearance {N} ({A}) ({L})|409| 1 | 2 | 1 | 1
Feature Button 20 = 211 |Vu-Stats| Vu-Stats|322| 1 | 3 | 1 | 1
Feature Button 21 = 241 | Headset | Headset | 418 | 1 | 2 | 1 | 0
Add VuStats Data To Wallboard = True
Add Queue Data To Wallboard = True
Query Data Interval For Wallboard Seconds = 30
Media RTP Port = 0
Media RTP IP Address =
Media RTCP Port = 0
Controllable By Other Sessions = True
Protocol Version = http://www.ecma-international.org/standards/ecma-323/csta/ed3/priv3
Media RTCP IP Address =

[ASCalculatorPlugin]
Assembly File Name = ASCalculatorPlugin.dll
Toolbar Position = TopSecond

[ASWorldClock]
Assembly File Name = ASWorldClockPlugin.dll
Toolbar Position = TopSecond
Total Destination Time Zone = 1
Destination Time Zone 1 Display Name = GMT
Destination Time Zone 1 Name = GMT Standard Time
Destination Time Zone 2 Display Name = Time Zone
Destination Time Zone 2 Name =
Destination Time Zone 3 Display Name = Time Zone
Destination Time Zone 3 Name =
Allow To Choose Time Zone = True
Show World Clock On Toolbar = True

[Contact Management]
Assembly File Name = ASContactManagementPlugin.dll
User Defined Field Selector Visible 1 = True
User Defined Field Selector Visible 2 = True
User Defined Field Selector Visible 3 = True
User Defined Field Selector Visible 4 = True
User Defined Field Selector Visible 5 = True
User Defined Field Selector Visible 6 = True
User Defined Field Selector Visible 7 = True
User Defined Field Text 1 = User defined field 1
User Defined Field Text 2 = User defined field 2
User Defined Field Text 3 = User defined field 3
User Defined Field Text 4 = User defined field 4
User Defined Field Text 5 = User defined field 5
User Defined Field Text 6 = User defined field 6
User Defined Field Text 7 = User defined field 7
User Defined Fields Group Text = User defined fields
Enable Matched Contact Tab = True

[Save Close Document Window]
Assembly File Name = ASSaveClosePlugin.dll

[ASQuickDial]
Assembly File Name = ASQuickDial.dll
Toolbar Position = TopSecond

[ASDialEnhancement]
Assembly File Name = ASDialEnhancement.dll
UUI Format For Dial =
UUI Format For Transfer =
UUI Format For Conference =
Insert UUI Only If Empty Dial = True
Insert UUI Only If Empty Transfer = True
Insert UUI Only If Empty Conference = True

[ASTimeInAUXDisplay]
Assembly File Name = ASTimeInAUXDisplay.dll

[ASCustomRulesButtons]
Assembly File Name = ASCustomRulesButtons.dll
Toolbar Position = TopFirst
Custom Rules Button 1 = CustomButton.WebText|SendText||Always|Both

[RTC Plugin]
Assembly File Name = ASRtcPlugin.dll
Enable Error Logging = True
Video Quality = 128

[Work Item Creation]
Assembly File Name = ASWorkItemCreation.dll
New Work Item Toolbar Position = TopSecond

[Auto Text]
Assembly File Name = ASAutoTextPlugin.dll
Auto Text Toolbar Position = Bottom
Work Code Toolbar Position = Bottom
Enable Auto Text Preview = True
Auto Text Preview Delay Seconds = 3
Voice Work Code File Name =

[CallInfo.A]
Assembly File Name = VoiceWorkItemInfoPlugin.dll
Enable Error Logging = True
Panel Position = 1

[CallInfo.B]
Assembly File Name = VoiceWorkItemInfoPlugin.dll
Enable Error Logging = True
Panel Position = 2

[CallInfo.C]
Assembly File Name = VoiceWorkItemInfoPlugin.dll
Enable Error Logging = True
Panel Position = 3

[CallInfo.D]
Assembly File Name = VoiceWorkItemInfoPlugin.dll
Enable Error Logging = True
Panel Position = 4

[Close Suspend Work Item]
Assembly File Name = ASWorkItemCloseSuspendPlugin.dll
Toolbar Position = TopFirst

[Customized Forms]
Assembly File Name = ASCustomizedFormsPlugin.dll

[Desktop Utility]
Assembly File Name = ASDesktopUtilityPlugin.dll
Auto Accept Non Voice Interactions = False

[Directory]
Enable Error Log = True
Assembly File Name = ASDirectoryPlugin.dll
Database Name = ASContact
Database User Name = ASContact
Database User Password =
%%ENCRYPTED("814B1286E330AF5441440AE6BD6D5F7B29D7")
Database Server Name =
Column Caption =
Column Width =
Enable Smart Search = True
Enable Initial Default Search = False
Column Display ID = 1
Match Rating = 1
Default Search Criteria =
Identify On Startup = True
Identify On Station Monitor = Always
Identify On Agent Login = Always
Contact Station Field Name = BusinessPhone
Contact Agent ID Field Name = OtherPhone

[Email]
Assembly File Name = ASEmailPlugin.dll
Enable Error Logging = True
Always Open Attachments = False
Enable External Application = False
External Application File Name =
XML File Name =
Toolbar Position = TopSecond
Last Add Attachment Path =
Last Save Attachment Path =

[External Application Container]
Assembly File Name = ASExternalApplicationContainer.dll
External Application Sections = External Application 1,External Application 2
Incoming Call Default Application Section =

[External Application 1]
Display Delay Interval Seconds = 4
Display In Tool Window = False
Allow Tool Window To Dock Bottom = False
Allow Tool Window To Dock Top = True
Allow Tool Window To Dock Left = False
Allow Tool Window To Dock Right = True
External Application Name = iexplore.exe
External Application Command Line = -noframemerging www.webtext.com
Title Text = IE
Allow To Close = True
Launch Application When Host Started = True
Incoming Call VDN List =
Icon File Full Path = ExternalApp.ICO
Tool Window Key =
Focus Application When Window Selected = False

[External Application 2]
Display Delay Interval Seconds = 2
Display In Tool Window = False
Allow Tool Window To Dock Bottom = True
Allow Tool Window To Dock Top = False
Allow Tool Window To Dock Left = False
Allow Tool Window To Dock Right = True
External Application Name =
External Application Command Line =
Title Text = My Application
Allow To Close = False
Launch Application When Host Started = False
Incoming Call VDN List =
Icon File Full Path = ExternalApp.ICO
Tool Window Key =
Focus Application When Window Selected = False

[External Application Execute]
Assembly File Name = ASExternalApplicationExecutePlugin.dll
Enable Error Logging = True
Enable External Application = False
External Application File Name = notepad.exe
XML File Path = C:\Program Files (x86)\Avaya\Avaya Aura CC Elite Multichannel\Desktop\CC
Elite Multichannel Desktop\WorkItemXML
XML File Name = WorkItemData.xml
Delete XML Files On Exit = True

[IClarity]
Assembly File Name = ASGUIHIClarityPlugin.dll
Enable Error Logging = True
Login Automatically = False
Show Toolbar Buttons = True
Toolbar Position = Bottom
Overwrite = False
Play Greeting Automatically = False
Record File Name =
Play File Name =

[IDS View Client]
Assembly File Name = ASGUIHIDSViewClientPlugin.dll
Enable Error Logging = True
Enable Trace = False
Receive By Multicast = True
Server Instance ID = 8ad91523-0700-468a-9efd-56dc59e07ca8
Server Instance Type = 2d306fbb-f4e1-4e88-8469-7486969ec58c
Multicast IP = 239.29.9.67
Multicast Port = 29084
IDS View URL = gtcp://IDSViewServerName:29076/InteractionDataServiceView.rem

[Media Controller]
Enable Error Log = True
Assembly File Name = ASMediaController.dll
Media Director IP = 10.10.40.65
Media Director Port = 29087
Media Proxy IP = localhost
Media Proxy Port = 29079
Connect To Media Director When Agent Logs In = True
Channel Type = gtcp
Media Store List =
Enable Connecting = True
Media Director IP Secondary =
Media Director Port Secondary = 29087
Login To Media Director = True

[Presence]
Assembly File Name = ASPresence2Plugin.dll
Enable Error Logging = True
Presence Display Mode = Normal
Maximum Tabbed Groups = 20
Maximum Group Members = 50
Group Contact ID =
Station DN Column Name In Database = BusinessPhone
Agent ID Column Name In Database =

Alternate Line Color In Display Window = -3342337
Time Display Style = MinutesAndSeconds
Column Caption Normal =
4461,102864,3018,102505,4210,4211,102971,4209,4101,4102,4103,4104,4105,ContactId
Column Width Normal = -1,-1,-1,-1,-1,-1,-1,-1,-1,-1,-1,-1,-1,0
Column Caption Supervisor =
4461,102864,3018,102505,4210,4211,102971,4209,4101,4102,4103,4104,4105,ContactId,4213,
4214,4215,4216,4217,4218,4219,4220,4221,4222
Column Width Supervisor = -1,-1,-1,-1,-1,-1,-1,-1,-1,-1,-1,-1,0,-1,-1,-1,-1,-1,-1,-1,-1,-1
Update Last State Time Interval Seconds = 10
Contacts Synchronise Interval Seconds = 300
Name Order = Normal

[Preview Contact]
Enable Error Logging = False
Assembly File Name = ASPreviewContactPlugin.dll
Enable External Application = False
External Application File Name =
XML File Name =
Top Panel Height = 350
Allow Value Editing = True

[Printing]
Assembly File Name = ASPrintingPlugin.dll
Toolbar Position = TopFirst
Print From HTML File = False
Print Session Notes = True

[Rules]
Assembly File Name = ASRulesPlugin.dll
Error Log File Path = .\
Error Log Level = 1
Rules Engine File Name = .\ASGRules.dll
Show Rules Option On Tools Menu = 1
Rule1 = When CustomButton.WebText Always Do ReturnEvent
Container.LaunchNewExternalApplicationWindow,externalAppConfigSectionName=External
Application 1,externalAppCommandLine= -noframemerging -k
http://ccutilsus.webtext.com/scrpop/pop.html?auth=dbtjx64Fpdts967K&dest=%CallerDN%&dia
led=%CalledDN%&agentID=%AgentID% Then Continue Else Stop
Rule2 = When CustomButton.Demo Always Do Open iexplore.exe,www.google.com Then
Continue Else Stop
Rule3 = When Voice.WIDelivered Always Do ReturnEvent
Container.LaunchNewExternalApplicationWindow,externalAppConfigSectionName=External
Application 1,externalAppCommandLine= -noframemerging
http://ccutilsus.webtext.com/scrpop/pop.html?auth=dbtjx64Fpdts967K&dest=%CallerDN%&dia
led=%CalledDN%&agentID=%AgentID% Then Continue Else Stop

[Session Notes]
Assembly File Name = ASSessionNotesPlugin.dll
Enable Error Logging = True
Enable Automatic Saving = True
Auto Save Interval Minutes = 5
File Location = C:\Users\Administrator\Documents
Spell Check As You Type = False

[Simple Messaging]
Assembly File Name = ASSimpleMessagingPlugin.dll
Enable Error Logging = True
Active Window On Work Item Accepted = True
Enable External Application = False
External Application File Name =
XML File Name =
Close Simple Message Window Interval Seconds = 10
Spell Check As You Type = True
Activity Indication Type = Scroll
Activity Indication Interval Milliseconds = 1000
Agent Specific Welcome Message =
Toolbar Position = TopFirst

[Spell Checker]
Assembly File Name = ASSpellCheckerPlugin.dll
Enable Error Log = True
Toolbar Position = Bottom
User Dictionary File = ./Dict/CCE.dic
Allow To Add New Words = True
Spell Check As You Type = True
Use External Dictionaries = False
External Dictionary =
Language Parser = ENGLISH

[Telephony]
Assembly File Name = ASGUIHTelephonyPlugin.dll
Enable Error Logging = True
Enable Trace = False
Primary XML Server IP = 10.10.40.65
Primary XML Server Port = 29096
Primary Link Name = AVAYA#CM70VMPG#CSTA-S#AES70VMPG
Secondary XML Server IP =
Secondary XML Server Port = 29096
Secondary Link Name =
Station DN = 7100
Poll Agent Status = False
Poll Send All Call Status = True

Poll Call Forward Status = True
Poll Message Waiting Status = True
Polling Agent Interval Seconds = 60
Polling Station Interval Seconds = 60
Reconnect Interval Seconds = 15
Fire Call Cleared Event For Transfer = False
Fire Call Cleared Event For Conference = False

[User]
Assembly File Name = ASGUIHUserPlugin.dll
Enable Error Logging = True
Toolbar Position = TopFirst
Use Force Reason Code For Logout = False
Use Force Reason Code For AUX = False
Use Advanced Login Style = False
Agent ID = 7700
Agent Password = %%ENCRYPTED("814B1286E330AF5441447897CB0C")
Available Mode = 0
Login Mode = 0
Voicemail DN =
Call Forward DN =
Logout Reason Code Settings = False
Logout Reason Code =
Aux Reason Code Settings = False
Aux Reason Code =
Allow User Selected Work Mode = False
Display ACW Button = True
Display AUX Button = True
Disable ACW Button When In ACW State = False
Disable AUX Button When In AUX State = False
Default Logout Reason Code = 0
Default AUX Reason Code = 0
Agent ID History =
On Request MCH Enabled = False

[Voice]
Assembly File Name = ASGUIHVoicePlugin.dll
Enable Error Logging = True
Toolbar Position = TopFirst
Make Call Active When Work Item Tab Clicked = True
Automatically Hold Active Call On Dial = True
Lock Window Layout = False
Bring Forward Work Item If Call Answered By Other Means = False
Drop Phantom Call(s) When Application Closes = True
Enable Smart Dial = False
Dial Local Area Code = False

Dial Outside Line Access Code = False
International Access Code =
Long Distance Access Code =
Outside Line Access Code =
Minimum Length For Outside Call = 0
Local Exchange Codes That Require Long Distance Access Code =
Local Country Code =
Local Area Codes =
Maximum Items In Dialed Numbers List = 20
Dial Numbers List =
Use Inbound UUI On Conference = False
Use Inbound UUI On Transfer = False
Clear Number On Dial = False
Enable External Application = False
External Application File Name = False
XML File Name =
Close Voice Work Item Window On Call Dropped = True
Pop Up Dialog On Call Released = False
Release Button Action For 2Party = DropCall
Release Button Action For Conference = ReleaseCall
Top Left Width = 1038
Top Left Height = 454
Top Right Width = 203
Top Right Height = 200
Bottom Left Width = 200
Bottom Left Height = 203
Bottom Right Width = 203
Bottom Right Height = 203

[Wallboard]
Assembly File Name = ASWallboardPlugin.dll
Enable Error Logging = False
Marquee Style = RightToLeft
Marquee Speed = Medium
Text Size = 16
Text Color = -16777216
Background Color = -1
Time Display Style = MinutesAndSeconds
Agent List =
Agent ID Display Order =
Agent Name Display Order =
Agent Device Display Order =
Agent Split Skill Display Order =
Agent State Display Order =
Agent Work Mode Display Order =
Agent Talk State Display Order =

Agent Reason Code Display Order =
Agent Pending Work Mode Display Order =
Agent Calls Per Hour Display Order =
Agent Average Talk Time Display Order =
Agent Average AUX Time Display Order =
Agent Average Available Time Display Order =
Agent Average ACW Time Display Order =
Agent Shift Average AUX Time Display Order =
Agent Shift Average ACW Time Display Order =
Agent Shift Average Available Time Display Order =
Agent Shift Average Talk Time Display Order =
Agent Shift Total Calls Display Order =
Agent ID Display Text =
Agent Name Display Text =
Agent Device Display Text =
Agent Split Skill Display Text =
Agent State Display Text =
Agent Work Mode Display Text =
Agent Talk State Display Text =
Agent Reason Code Display Text =
Agent Pending Work Mode Display Text =
Agent Calls Per Hour Display Text =
Agent Average Talk Time Display Text =
Agent Average AUX Time Display Text =
Agent Average Available Time Display Text =
Agent Average ACW Time Display Text =
Agent Shift Average AUX Time Display Text =
Agent Shift Average Available Time Display Text =
Agent Shift Average ACW Time Display Text =
Agent Shift Average Talk Time Display Text =
Agent Shift Total Calls Display Text =
VDN List =
VDN Display Order =
VDN Name Display Order =
VDN Calls Waiting Display Order =
VDN Longest Call Display Order =
VDN Average Talk Time Display Order =
VDN Average Wait Time Display Order =
VDN Abandoned Calls Display Order =
VDN Average Abandon Time Display Order =
VDN Shift Abandoned Calls Display Order =
VDN Shift Average Abandon Time Display Order =
VDN Shift Average Talk Time Display Order =
VDN Shift Average Wait Time Display Order =
VDN Shift Service Level Display Order =
VDN Shift Total Calls Display Order =

VDN Display Text =
VDN Name Display Text =
VDN Calls Waiting Display Text =
VDN Longest Call Display Text =
VDN Average Talk Time Display Text =
VDN Average Wait Time Display Text =
VDN Abandoned Calls Display Text =
VDN Average Abandon Time Display Text =
VDN Shift Abandoned Calls Display Text =
VDN Shift Average Abandon Time Display Text =
VDN Shift Average Talk Time Display Text =
VDN Shift Average Wait Time Display Text =
VDN Shift Service Level Display Text =
VDN Shift Total Calls Display Text =
Queue List =
Queue ID Display Order =
Queue Name Display Order =
Queue Agents Staffed Display Order =
Queue Agents Available Display Order =
Queue Interactions Waiting Display Order =
Queue Oldest Interaction Display Order =
Queue Total Interactions In Progress Display Order =
Queue Total Interactions Arrived Display Order =
Queue Tot Ints Arrived This Interval Disp Order =
Queue Tot Ints Arrived This Hour Disp Order =
Queue Tot Ints Arrived Last Hour Disp Order =
Queue Total Interactions Suspended Display Order =
Queue Tot Ints Suspended This Interval Disp Order =
Queue Average Wait Time Display Order =
Queue Average Handle Time Display Order =
Queue Total Abandoned Interactions Display Order =
Queue Average Abandon Time Display Order =
Queue Shift Abandoned Calls Display Order =
Queue Shift Average Abandon Time Display Order =
Queue Shift Average Talk Time Display Order =
Queue Shift Average Wait Time Display Order =
Queue Shift Service Level Display Order =
Queue Shift Total Calls Display Order =
Queue ID Display Text =
Queue Name Display Text =
Queue Agents Staffed Display Text =
Queue Agents Available Display Text =
Queue Interactions Waiting Display Text =
Queue Oldest Interaction Display Text =
Queue Total Interactions In Progress Display Text =
Queue Total Interactions Arrived Display Text =

Queue Tot Ints Arrived This Interval Disp Text =
Queue Tot Ints Arrived This Hour Disp Text =
Queue Tot Ints Arrived Last Hour Disp Text =
Queue Total Interactions Suspended Display Text =
Queue Tot Ints Suspended This Interval Disp Text =
Queue Average Wait Time Display Text =
Queue Average Handle Time Display Text =
Queue Total Abandoned Interactions Display Text =
Queue Average Abandon Time Display Text =
Queue Shift Abandoned Calls Display Text =
Queue Shift Average Abandon Time Display Text =
Queue Shift Average Talk Time Display Text =
Queue Shift Average Wait Time Display Text =
Queue Shift Service Level Display Text =
Queue Shift Total Calls Display Text =
Agent Display Always = True
VDN Display Always = True
Queue Display Always = True
Alert Names =
Alert Level =
Alert Weight =
Alert Background Color =
Alert Text Color =
Alert Marquee Style =
Alert Agent Average ACW Time =
Alert Agent Average AUX Time =
Alert Agent Average Available Time =
Alert Agent Average Talk Time =
Alert Agent Calls Per Hour =
Alert Agent Shift Average ACW Time =
Alert Agent Shift Average AUX Time =
Alert Agent Shift Average Available Time =
Alert Agent Shift Average Talk Time =
Alert Agent Shift Total Calls =
Alert VDN Calls Waiting =
Alert VDN Longest Call =
Alert VDN Average Talk Time =
Alert VDN Average Wait Time =
Alert VDN Abandoned Calls =
Alert VDN Average Abandon Time =
Alert VDN Shift Abandoned Calls =
Alert VDN Shift Average Abandon Time =
Alert VDN Shift Average Talk Time =
Alert VDN Shift Average Wait Time =
Alert VDN Shift Service Level =
Alert VDN Shift Total Calls =

Alert Queue Agents Staffed =
Alert Queue Agents Available =
Alert Queue Interactions Waiting =
Alert Queue Oldest Interaction =
Alert Queue Total Interactions In Progress =
Alert Queue Total Interactions Arrived =
Alert Queue Tot Ints Arrived This Interval =
Alert Queue Tot Ints Arrived This Hour =
Alert Queue Tot Ints Arrived Last Hour =
Alert Queue Total Interactions Suspended =
Alert Queue Tot Ints Suspended This Interval =
Alert Queue Average Wait Time =
Alert Queue Average Handle Time =
Alert Queue Total Abandoned Interactions =
Alert Queue Average Abandon Time =
Alert Queue Shift Abandoned Calls =
Alert Queue Shift Average Abandon Time =
Alert Queue Shift Average Talk Time =
Alert Queue Shift Average Wait Time =
Alert Queue Shift Service Level =
Alert Queue Shift Total Calls =
Connect to IDS View = True
Suppress IDS connection messages = False

[Work Item Alert]
Assembly File Name = ASWorkItemAlertPlugin.dll
Enable Error Logging = True
Display Seconds = 10
Display When Host Visible = True
Display When Host Invisible = True
Left Position = 0
Top Position = 0
Enable Alert = True
Alert File = Notify.wav

[Work Item History]
Assembly File Name = ASWorkItemHistoryPlugin.dll
Retrieve Conversation History = True
Retrieve Interaction History = True
Retrieve History Days Old = 30
Allow Search Other Agents = False
Search Agent History Days Old = 1
Search Agent History Maximum Returned = 100
Retrieve History Maximum Returned = 100

[Work Item Notes]
Enable Error Logging = True
Assembly File Name = ASWorkItemNotesPlugin.dll
Enable Check As Type = True
Allow Deletion Of Old Notes = True
Allow Edition Of Old Notes = True

[Microsoft Dynamics CRM Gui Plugin]
Assembly File Name = ASMSCRMGuiPlugin.dll
Enable Error Logging = True
Microsoft Dynamics CRM Server Name = http://yourservername:5555
Microsoft Dynamics CRM CrmService URL =
http://YourServerName:5555/mscrmservices/2007/crmservice.asmx
Microsoft Dynamics CRM MetadataService URL =
http://YourServerName:5555/mscrmservices/2007/metadataservice.asmx
Microsoft Dynamics CRM Login Use Default Credentials = True
Microsoft Dynamics CRM Login User Name =
Microsoft Dynamics CRM Login User Password =
%%ENCRYPTED("814B1286E330AF544144")
Microsoft Dynamics CRM Domain Name =
Microsoft Dynamics CRM Start Page = loader.aspx
Inbound Contact Identification = 1
Inbound Email Enabled = True
Inbound Preview Contact Enabled = True
Inbound Simple Messaging Enabled = True
Inbound Voice Enabled = True
Contact Database Lookup No Match Action = 2
Contact Database Lookup Single Match Action = 1
Contact Database Lookup Multiple Match Action = 1
Microsoft Dynamics CRM Account Lookup Fields = telephone1,telephone2,emailaddress1
Microsoft Dynamics CRM Account Lookup No Match Action = 1
Microsoft Dynamics CRM Account Lookup Single Match Action = 1
Microsoft Dynamics CRM Account Lookup Multiple Match Action = 1
Microsoft Dynamics CRM Contact Lookup Fields =
telephone1,telephone2,mobilephone,emailaddress1
Microsoft Dynamics CRM Contact Lookup No Match Action = 2
Microsoft Dynamics CRM Contact Lookup Single Match Action = 1
Microsoft Dynamics CRM Contact Lookup Multiple Match Action = 1
Microsoft Dynamics CRM Organization Name =

[Python Breakout]
Assembly File Name = ASPythonBreakoutPlugin.dll
Python Library Path =
Show IronPython Option On Tools Menu = True

[Html Editor Provider]
Assembly File Name = ASGUIHHtmlEditorProviderPlugin.dll
Enable Error Logging = True
Show Toolbar Options = True
Show Toolbar Buttons = True
Toolbar Position = TopSecond
Show NewFile Button = True
Show Open Button = True
Show Save Button = True
Show Print Button = True
Show Cut Button = True
Show Copy Button = True
Show Paste Button = True
Show Bold Button = True
Show Italic Button = True
Show UnderScore Button = True
Show FontColor Button = True
Show ForegroundColor Button = True
Show BackgroundColor Button = False
Show Heading Button = True
Show NumberList Button = True
Show BulletsList Button = True
Show Image Button = False
Show Table Button = True
Show HyperLink Button = True
Show AlignLeft Button = True
Show AlignCenter Button = True
Show AlignRight Button = True
Show AlignJustify Button = True
Show Font Selection = True
Show FontSize Selection = True
Show HighlightColor Button = True
Show Heading Selection = True
Show Undo Button = True
Show Redo Button = True
Show Indent Button = True
Show Outdent Button = True
Show InsertHorizontalRule Button = True
Show Strike Button = True
Show Superscript Button = True
Show Subscript Button = True
Show BodyStyle Button = True

[Template]
Assembly File Name = ASGUIHTemplatePlugin.dll
Enable Error Logging = True
Temp Template Folder = C:\Program Files (x86)\Avaya\Avaya Aura CC Elite
Multichannel\Desktop\CC Elite Multichannel Desktop\temp\

[Replay Recording]
Assembly File Name = ASReplayRecordingPlugin.dll

[Shortcut Keys]
Email.Save =
Email.Reply = Alt,R
Email.ReplyAll =
Email.Forward =
Email.ForwardToRE =
Email.Send = Alt,S
Email.Attach = Alt,C
SpellChecker.CheckSpelling = F7
Voice.Dial = Control,Home
Voice.SendDTMF =
Voice.Answer =
Voice.Hold = Control,PageDown
Voice.Unhold = Control,PageUp
Voice.DropMe = Control,Delete
Voice.Release = Control,End
Voice.BlindTransfer = Control,Shift,Q
Voice.ConsultTransfer = Control,Q
Voice.CompleteTransfer = Alt,Q
Voice.AbortTransfer = Alt,Shift,Q
Voice.BlindConference = Control,Shift,A
Voice.ConsultConference = Control,A
Voice.CompleteConference = Alt,A
Voice.AbortConference = Alt,Shift,A
IClarity.Login = Control,F8
IClarity.Logoff = Control,F9
IClarity.VolumeSettings =
IClarity.AudioOptions =
IClarity.AudioMonitor =
IClarity.LoginSettings =
IClarity.LoginStatus =
IClarity.Contents =
IClarity.About =
User.Login = F8
User.Logout = F9
User.AUX = F10
User.ACW = F11

User.Available = F12
User.AvailableAutoIn =
User.AvailableManualIn =
User.Voicemail =
User.CallForward =
User.SendAllCalls =
Print.Print = Control,P

[CallRecordingServer]
Primary Server IP = 10.10.40.65
Primary Server Port = 29120