



Avaya Solution & Interoperability Test Lab

Application Notes for Mattersight® Open Database Connectivity (ODBC) Connector for Avaya Call Management System (CMS) – Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate the Mattersight® ODBC connector with Avaya Call Management System for collecting historical data. The role of the Mattersight® Connector is to provide a platform with a set of split data which includes metrics for direct agent calls.

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

The Mattersight® ODBC Connector is used collect historical data from CMS and provides a set of split data which includes metrics for direct agent calls. The ODBC connector is used in conjunction with the Mattersight® Predictive Behavioral Routing (PBR) product.

2. General Test Approach and Test Results

Interoperability testing contained functional tests that included the following:

- Several call routing scenarios for calls routed to agents using Mattersight® Predictive Behavioral Routing
- Verification of the historical data collected by the Mattersight® ODBC Connector after Mattersight® PBR routing.
- Serviceability tests to verify Mattersight® ODBC connector recovers and is able to collect data in a failure scenario.

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 for 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

During Interoperability Compliance testing, call center call routing scenarios were tested along with Mattersight® Predictive Behavioral Routing and its ability to:

- Deliver calls to agents based on agent status.
- Failover to Avaya routing.
- Collect accurate data using the ODBC connector.

2.2. Test Results

All planned test cases were passed

2.3. Support

Technical support for Mattersight® products can be obtained through the following:

- Phone: (877) 615-6925
- Email: ba.servicedesk@mattersight.com
- Web: <http://www.mattersight.com/predictive-behavioral-routing>

3. Reference Configuration

Figure 1 illustrates a sample configuration that consists of Avaya Products and Mattersight's Predictive Behavioral Routing server using the ODBC connector.

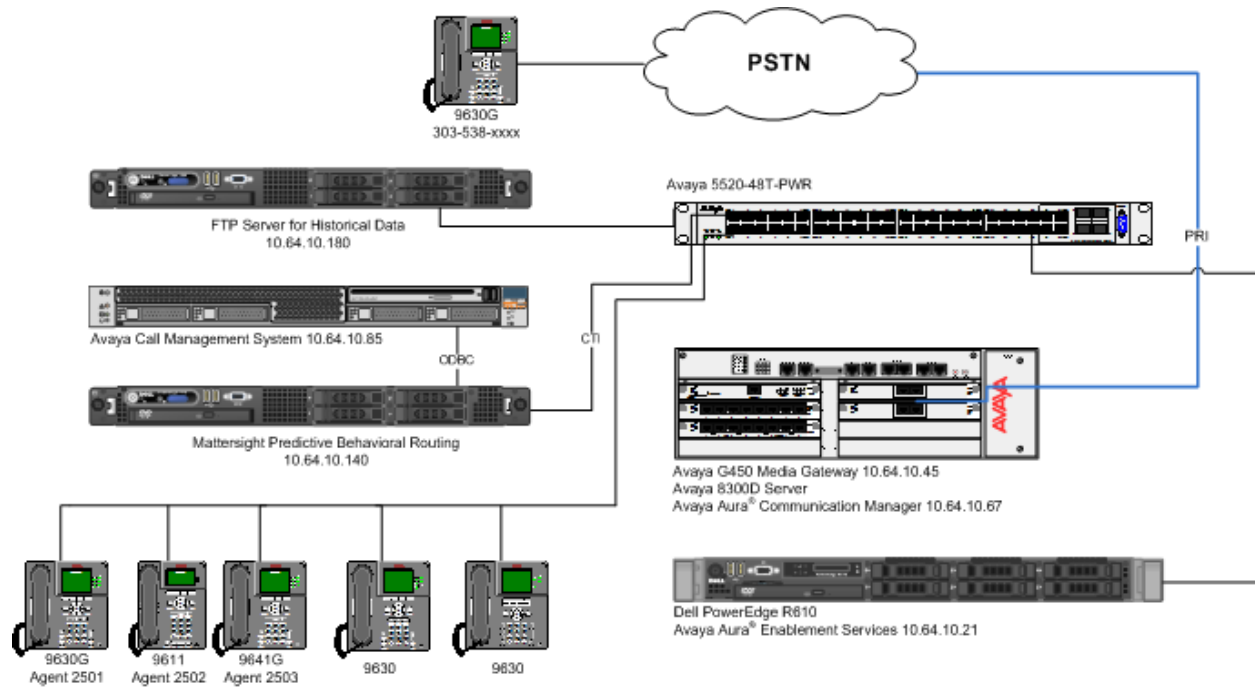


Figure 1: Test Configuration

4. Equipment and Software Validated

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

Equipment/Software	Release/Version
Avaya S8300D Server Avaya Aura® Communication Manager	6.3
Avaya G450 Media Gateway	31.20.0
Avaya Aura® Application Enablement Services	6.3
Avaya Call Management System	R17.0
Mattersight® Predictive Behavioral Routing	3.7
Mattersight® ODBC Connector	1.0

5. Configure Avaya Aura® Communication Manager

The configuration steps used to generate data in order to verify the ODBC connector can be obtained from the Application Notes for Mattersight® PBR [3].

The table below shows, sample call center data that was used during compliance testing.

Station	Agent	Hunt Group/Extension	VDN	Vector
25001	2501	1/11001	10001	1
25002	2502	2/11002	10002	2
25003	2503	3/11003	10003	3

Table 1: Sample Data

6. Configure Mattersight® ODBC Connector

The Mattersight® ODBC Connector solution is delivered using the Software as a Service (SaaS) delivery model. As part of the SaaS model, Mattersight installs and configures the ODBC Connector.

7. Verification Steps

During compliance testing, call center scenarios were executed, and the data collected by the Mattersight® ODBC connector was compared to the data generated by Avaya CMS reporting for accuracy.

7.1. Verified Output from ODBC Connector

```
$AGENT DETAIL REPORT
05/29/14 09:00 09:30
GRP LOGIN_ID IN_CALLS IN_SECS INTL_CLS INTL_SEC READY_SC WORK_SEC BUSY_SEC QUE_SECS
OUT_SECS OUT_CALL LOGIN_SEC
1 2501 0 0 0 0 1349 0 451 0 0 0 1800
1 2502 0 0 0 0 1358 13 442 0 0 0 1800
1 2503 1 181 0 0 0 100 -181 0 0 0 0
1 2504 0 0 0 0 1435 0 365 0 0 0 1800
$END OF AGENT DETAIL REPORT
$CALL GROUP REPORT
05/29/14 09:00 09:30
GRP ANS ABA ANS_GOS ABA_GOS AVG_DLY AVG_TLK ANS_5 ANS_10 ANS_15 ANS_20 ANS_40 ANS_80
ANS_120 ANS_180 ANS_240 ANS_9999 ABA_5 ABA_10 ABA_15 ABA_20 ABA_40 ABA_80 ABA_120
ABA_180 ABA_240 ABA_9999 SVC_LVL
1 1 1 1 0 4.0 181.0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 20
$END OF CALL GROUP REPORT
```

8. Conclusion

Mattersight® ODBC Connector was able to successfully interoperate with Avaya Call Management System.

9. Additional References

Documentation related to Avaya can be obtained from <https://support.avaya.com>.

- [1] *Administering Avaya Aura® Communication Manager*, Release 6.3, Document 03-300509, Issue 9, October 2013
- [2] *Avaya Aura® Application Enablement Service Administration and Maintenance Guide*, Release 6.3, Issue 2, October 2013
- [3] *Application Notes for Mattersight® Predictive Behavioral Routing with Avaya Aura® Application Enablement Services and Avaya Aura® Communication Manager* – Issue 1.0

©2014 Avaya Inc. All Rights Reserved.

Avaya and the Avaya Logo are trademarks of Avaya Inc. All trademarks identified by ® and ™ are registered trademarks or trademarks, respectively, of Avaya Inc. All other trademarks are the property of their respective owners. The information provided in these Application Notes is subject to change without notice. The configurations, technical data, and recommendations provided in these Application Notes are believed to be accurate and dependable, but are presented without express or implied warranty. Users are responsible for their application of any products specified in these Application Notes.

Please e-mail any questions or comments pertaining to these Application Notes along with the full title name and filename, located in the lower right corner, directly to the Avaya DevConnect Program at devconnect@avaya.com.