



Avaya Solution & Interoperability Test Lab

Application Notes for Datapulse™ Intuition Agent with Avaya Aura® Contact Center 6.1 and Avaya Communication Server 1000E R7.5 - Issue 1.0

Abstract

These Application Notes describe the installation of Datapulse™ Intuition Agent and the configuration steps required by it and by Avaya Aura® Contact Center and Avaya Communication Server 1000E so that they successfully interoperate together.

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 of the interoperability of Datapulse™ Intuition Agent to successfully interoperate as an agent in an Avaya Aura® Contact Center (AACC) with Avaya Communication Server 1000E R7.5. Datapulse™ Intuition Agent is an operator console that runs on a desktop PC, providing contact center agents and/or standard telephone users with call handling and directory search functionality. Datapulse™ Intuition Agent uses Avaya Aura® Communication Control Toolkit (CCT) to control the Avaya Deskphone and uses it to log into the Avaya Aura® Contact Center to operate fully as a contact center agent. It can also retrieve real-time statistics of calls in the system and display them locally on the console window.

2. General Test Approach and Test Results

The Avaya CS1000E R7.5 and Datapulse Intuition Agent were tested in the Avaya Lab. Test cases were executed jointly by an Avaya and a Datapulse representative. All tests were manual tests and all results were discussed and agreed upon.

2.1. Interoperability Compliance Testing

This interoperability compliance test covers feature functionality and serviceability. Feature functionality testing focused on verifying that Datapulse's Intuition Agent could successfully log into and correctly function as a contact center agent. All tests were manual tests and covered the following areas:

- Intuition Agent console connection to the Avaya Communication 1000E.
- Ensure Agent console status including idle and ready/not ready, busy, and night.
- Ensure correct Call Handling including, Call to Queue, requeue, answer calls, transfers (Blind and Consultative), conferences and Release Destination Calls to busy/unavailable.
- Call handling of Priority calls
- Agent login / log out, Call Present, skillset display, hold and unhold.
- Correct AACC 6.1 Real Time data (RTD) display information for various states.
- Correct Intuition Agent display of information for various states.
- Correct call reporting for Directory Number (DN) and agent related calls.
- Ensure that various tests scenarios are implemented during testing. Internal and External call, Incoming and outgoing calls.

2.2. Test Results

All tests that were executed passed.

2.3. Support

Technical support for the Avaya products can be obtained from Avaya. See the support link at <http://support.avaya.com> for contact information.

Technical support can be obtained for Datapulse Intuition 1000 from Datapulse. Submit a Support Issue at <http://www.datapulse.co.uk/uk/services/submitproblem.aspx> or email Datapulse at support@datapulse.com

3. Reference Configuration

The reference configuration described throughout these Application Notes is shown in **Figure 1**.

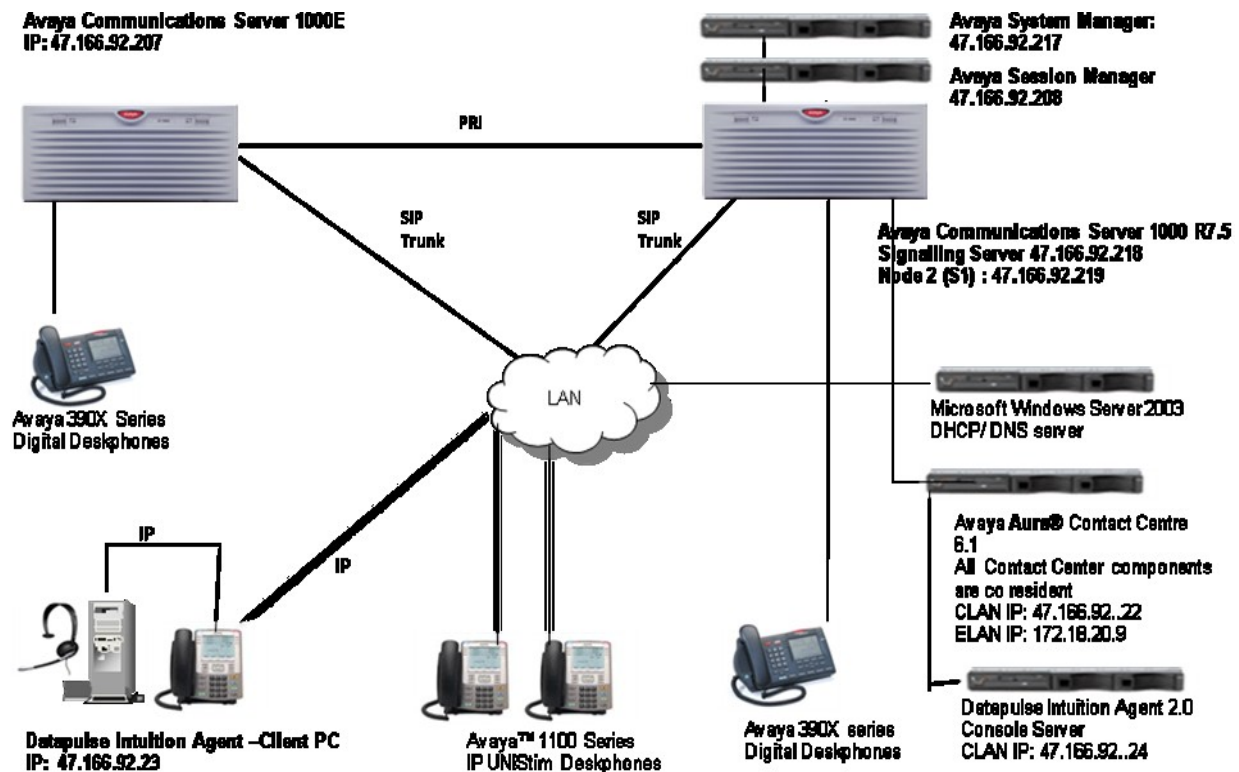


Figure 1: Avaya Communications Server 1000 and Datapulse Intuition Agent 2.0

3.1. Avaya Communication Server 1000E

The CS1000E Release 7.5 runs on the Common Processor Pentium Mobile (CP-PM) server as a co-resident configuration. The patch level installed on CS1000E at the time of testing is listed in **Appendix 1** and **2**. As the diagram shows, a number of Avaya Deskphones may be configured consisting of Avaya Digital 390x series stations, Avaya 1100 series IP (UNISTim) stations and Avaya 1100 series SIP stations. Typically, the set-up will have external communication possibly via a SIP or PRI trunks to another CS1000E as shown in **Figure 1**.

3.2. Avaya Aura® Contact Center

Avaya Contact Center represents a collection of software components that delivers contact management capabilities such as skill-based routing and real-time and historical reporting tools. AACC solutions are modular and consists of multiple Contact Center components such as Contact Center Manager Server (CCMS), Contact Center Manager Administration (CCMA), Contact Center Manager Server Utility (CCMSU) and Communication Control Toolkit (CCT). These components can co-reside on a single server or can be installed on separate servers. In this example all components of the Contact Center co-reside on a single server. Contact Center Manager Server is the core contact center component that provides the intelligent routing

capability for voice and multimedia contacts to route contacts to the most qualified agent. The most qualified agent is the agent with the appropriate ability to handle the type of contact. Contact Center Manager Administration is a browser-based tool for contact center administrators and supervisors. Contact Center Manager Administration is used to manage and configure a contact center and users, define access to data, and view real-time and historical reports. The Contact Center Manager Server Utility provides functionality that is not available through Contact Center Manager Administration. Contact Center Manager Server Utility can be used to monitor and maintain Contact Center Manager Server. Intuition Agent will require an agent profile that can monitor Real Time Statistics of the Contact Center. The Communication Control Toolkit server helps to implement Computer-Telephony Integration (CTI) for browser-based client integrations. For PABX, the Communication Control Toolkit facilitates the integration of contact center, Knowledge Worker, and self-service solutions with client applications such as Intuition Agent.

3.3. Datapulse™ Intuition Agent

Intuition Agent is an operator console application that runs on the desktop, providing telephone users and contact center agents with call handling and directory search from their computer screens. Agent and queue statistics are extracted from AACC 6.1 and displayed in real time with visual alerts that warn agents when definable thresholds such as queue length and wait time have been breached.

4. Equipment and Software Validated

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

Equipment	Software/Firmware
Avaya PBX Products	
Avaya Aura® Contact Center	Avaya Aura® Contact Center R6.1
Avaya Communication Server 1000E	Product Release 7.5017.0 with latest patch level. Patch list is listed in Appendix 1 and 2 .
Avaya S8800	Avaya Aura® Session Manager R6.1 6.1.00.610023-1
Avaya S8800	Avaya Aura® System Manager R6.1 6.1.0.0.7345-6.1.5.9
Avaya Communication Server 1000E Media Gateway	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
Avaya Attendant Products	

Equipment	Software/Firmware
Avaya 2250 Attendant Console	ASIP 09 00 UIP0711
Avaya Console Interface Unit – NTAG58AA	Rel:04
Avaya Internal Telephone Sets	
Avaya 1100 series IP Telephones (configure as ACD Agents) <ul style="list-style-type: none"> • 1140e • 1230e • 1165e Avaya M3900 series Telephones <ul style="list-style-type: none"> • M3904 Avaya 1100 series SIP Telephone <ul style="list-style-type: none"> • 1140 • 1230 	0625C8A (UNISim 5.0) 062AC8A (UNISim 5.0) 0626C8A (UNISim 5.0) Version: AA93 SIP 1140- 4.00.04.00 SIP 12x0 -4.00.04.00
Avaya External Telephone Sets	
Avaya 1100 series IP Telephones <ul style="list-style-type: none"> • 1140e Avaya M3900 series Telephones <ul style="list-style-type: none"> • M3904 	0625C8A (UNISim 4.2) Version: AA93
Datapulse Products	
Datapulse Intuition Agent Client PC	V 2.0
Datapulse Intuition Agent-Server PC	V 2.0

5. Configure Avaya Communication Server 1000E

These Application Notes assume that basic configuration for the Signaling Server, Call Server, and the Coordinated Dial Plan (CDP) feature has been completed and therefore this configuration will not be described. In order to configure Intuition Agent in a CS1000E environment it is necessary to create or utilize a Terminal Number (TN) of the CS1000E. Once this TN is ready and acquired by AACC 6.1, the corresponding Avaya Deskphone can be associated with and controlled by Intuition Agent. It is also assumed that an AACC 6.1 is installed, configured and operational before attempting inclusion of Intuition Agent.

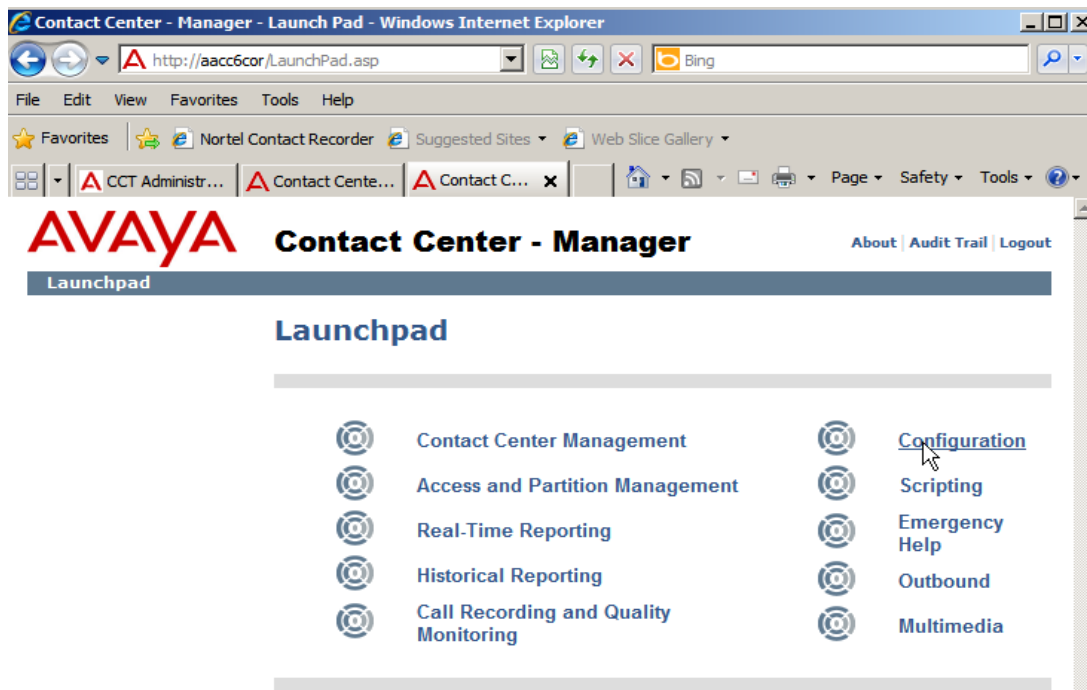
6. Configure Avaya Aura® Contact Center

In order that Intuition Agent can operate in a Contact Center environment, an agent TN must be configured or available on CS1000E.

- Acquire Agent TN
- Create a contact center agent and assign skillsets as required.
- Create a new Windows user to be used by Intuition Agent.
- Import Windows user on CCT console.
- Map TN, Windows user and Intuition Agent Client PC.
- Create a route point (Control DN) and assign to TN. This allows Intuition Agent to use Route points to hold calls.

6.1. Acquire Agent TN

Login to Avaya Contact Center Manager Administration (CCMA) and open the **Launchpad**.
Click on Configuration.



Expand the tree structure in the left hand pane to reveal the AACC resources (AACC6COR). **Enter** the TN details in the last row of the **Phonesets/VoicePorts** screen and **click** the **Acquired?** Box.

Configuration

Server: AACC6COR

Name	Type	Address	Channel	IVR Name	Acquired?	Status
96-0-0-2	Agent	96-0-0-2			<input checked="" type="checkbox"/>	Acqui
96-0-0-3	Agent	96-0-0-3			<input checked="" type="checkbox"/>	Acqui
96-0-0-5	Agent	96-0-0-5			<input checked="" type="checkbox"/>	Acqui
*					<input type="checkbox"/>	

Updates are applied when you click the next row on the grid.
To delete an entry, highlight the row on the grid and hit the delete button on the keyboard.

6.2. Create a Contact Center Agent

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

AVAYA Contact Center - Manager

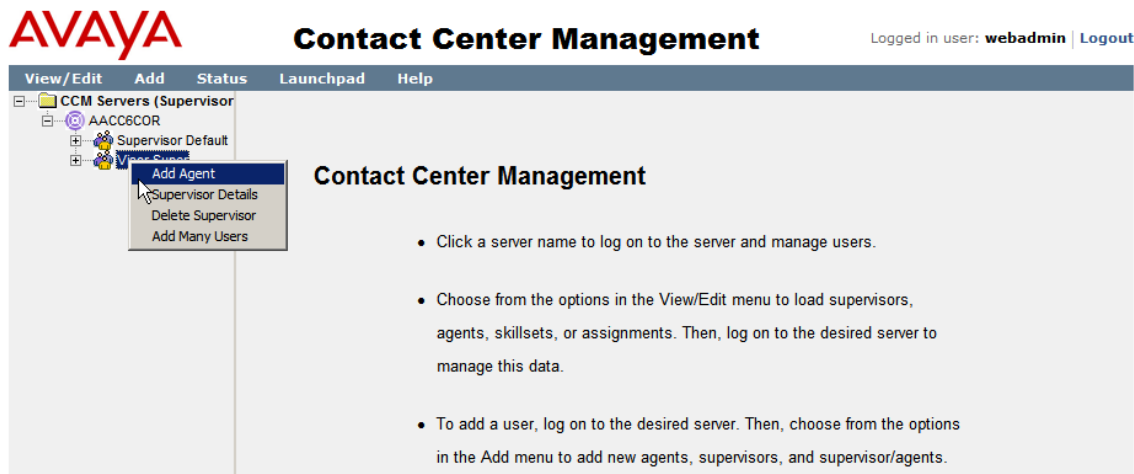
About | Audit Trail | Logout

Launchpad

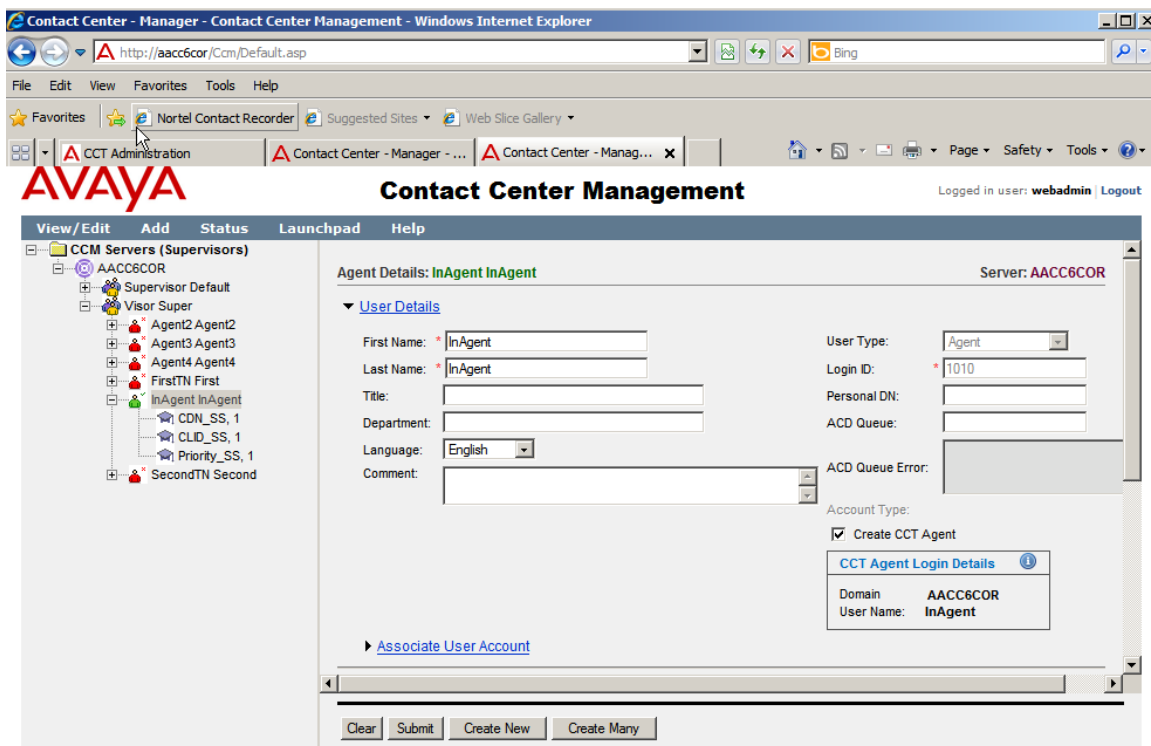
Launchpad

	Contact Center Management		Configuration
	Access and Partition Management		Scripting
	Real-Time Reporting		Emergency Help
	Historical Reporting		Outbound
	Call Recording and Quality Monitoring		Multimedia

The Contact Center Management page is presented. Right-click on the appropriate supervisor in the left hand pane and select **Add Agent**.



On the **Agent Details** page, enter all the **User Details** as shown below. Avaya Communication Control Toolkit will be used so the **Create CCT Agent** check box must be selected.



Scroll down to reveal the remainder of the **Agent Details:** page. The **Voice** check box should be selected in the **Contact Types** table and also assign the appropriate **Skillset Name** and **Priority** for each assigned skillset in the **Skillsets** table. Click **Submit** to save the details and assignments.

AVAYA Contact Center Management Logged in user: webadmin | Logout

View/Edit Add Status Launchpad Help

CCM Servers (Supervisors)

- AACC6COR
 - Supervisor Default
 - Visor Super
 - Agent2 Agent2
 - Agent3 Agent3
 - Agent4 Agent4
 - FirstTN First
 - InAgent InAgent
 - CDN_SS, 1
 - CLID_SS, 1
 - Priority_SS, 1
 - SecondTN Second

Contact Types

Contact Type	
Voice	<input checked="" type="checkbox"/>
EEmail	<input type="checkbox"/>
Web_Communications	<input type="checkbox"/>
Outbound	<input type="checkbox"/>

Skillsets

Skillset Name (3)	Contact Type	Priority
CDN_SS	Voice	1
CLID_SS	Voice	1
Priority_SS	Voice	1

[Assign Skillsets](#)

[Partitions](#)

Clear Submit Create New Create Many

✓ User details successfully saved.

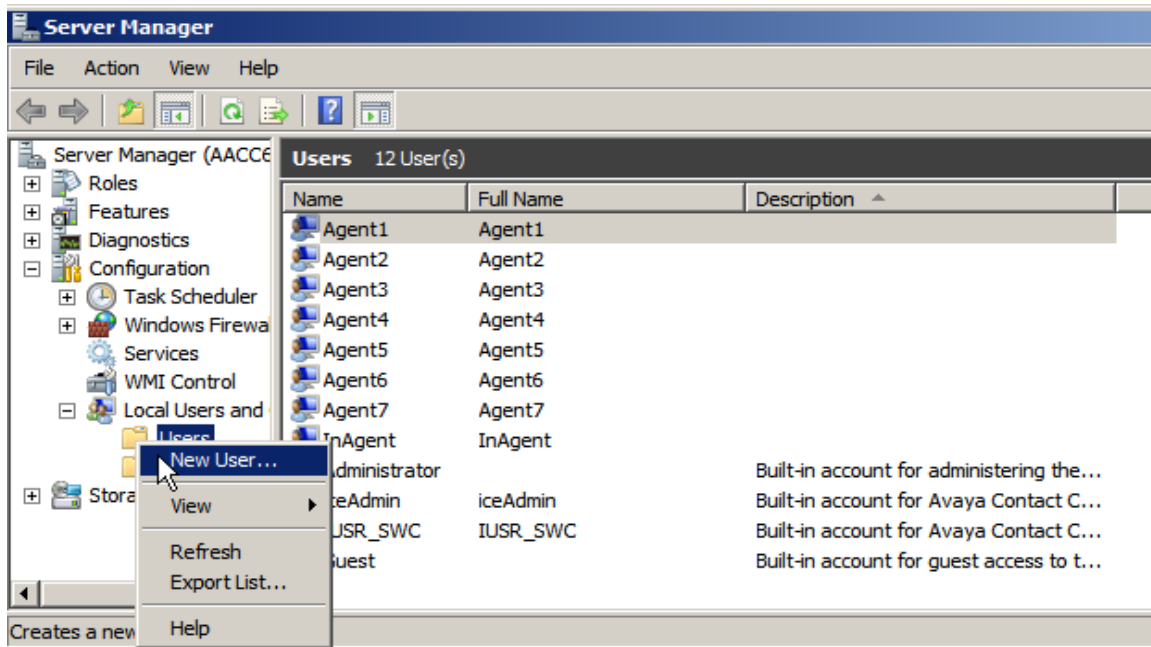
If the operation is successful a message indicating the result will appear.

Clear Submit Create New Create Many

✓ User details successfully saved.

6.3. Create a new Windows user to be used by Intuition Agent

CCT requires Intuition Agent to log in as a Windows user in order to be allocated access to contact center resources. Go to the AACC 6.1 **Server Manager**. Open **Server Manager** → **Configuration** → **Local Users and Groups** → **Users**. Right-click **Users** and select **New User** ...



The **New User** window appears. **Enter** the details of the new user as shown.

New User

User name: InAgent

Full name: InAgent

Description:

Password:

Confirm password:

☐ User must change password at next logon

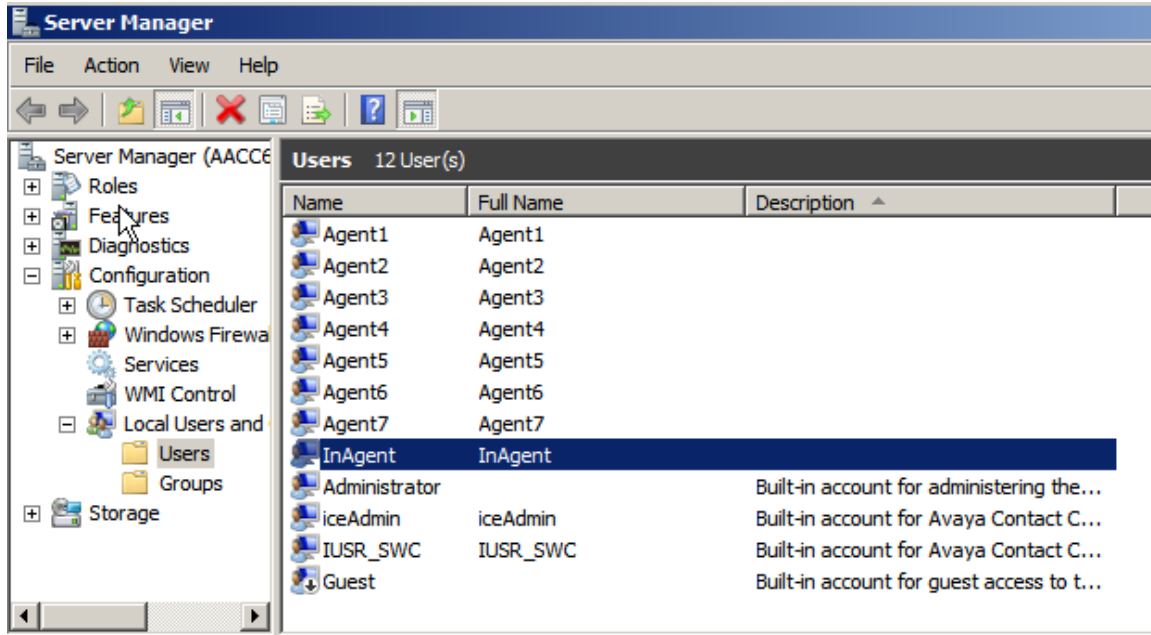
☐ User cannot change password

☒ Password never expires

☐ Account is disabled

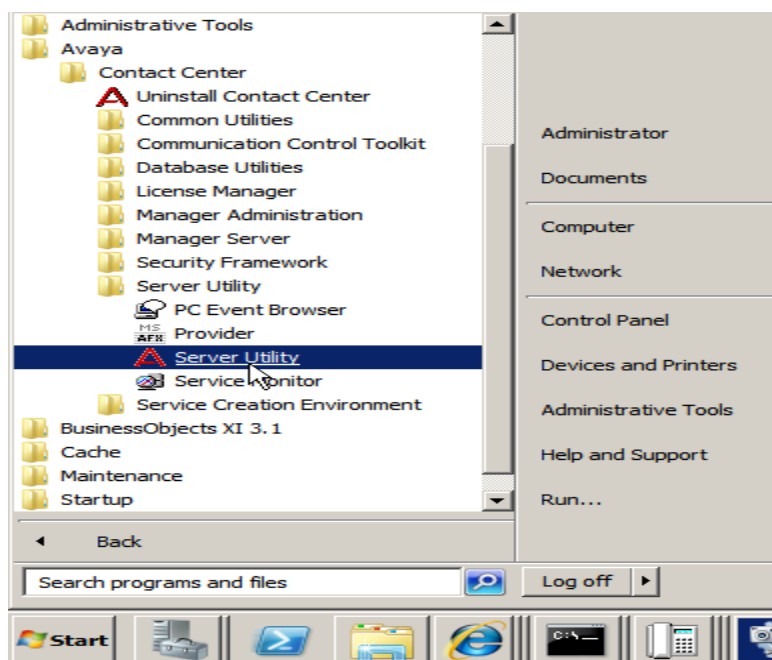
Help Create Close

The newly created user will appear in the **Users** list.

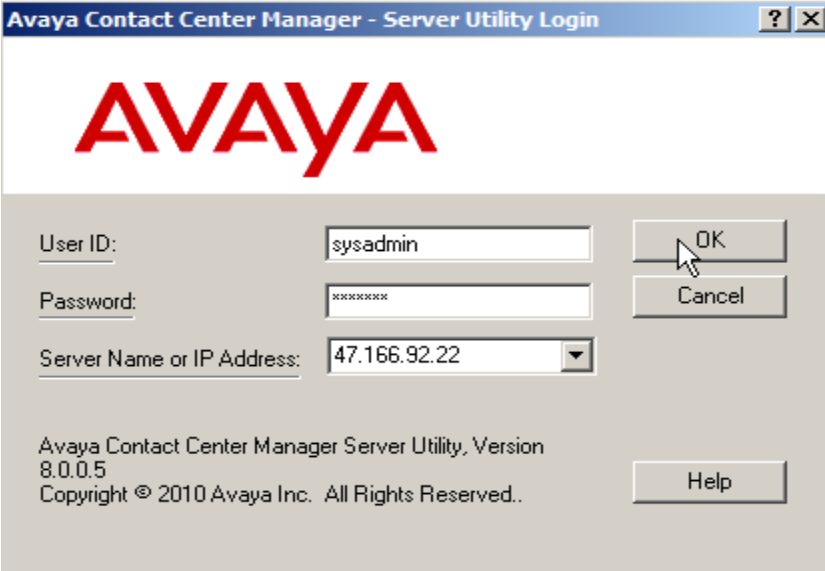


6.4. Create a new Access Class and User in the Avaya Server Utility

In order for Intuition Agent to access the Server and be permitted to collect Real Time Statistics, a new user and an associated Access Class need to be configured. Go to **Start → All Programs → Avaya → Contact Center → Server Utility → Server Utility** as shown.

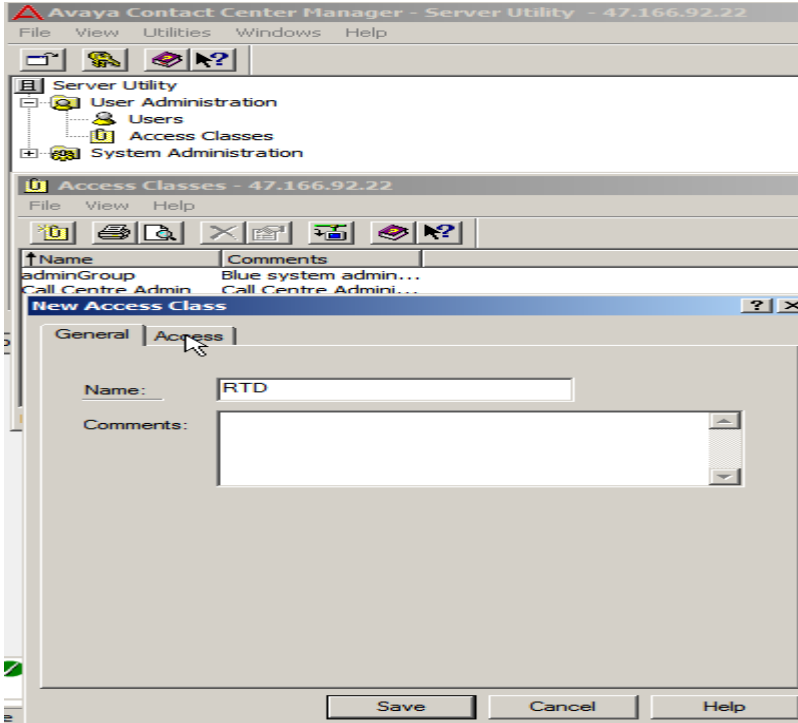


Enter the **User ID:** and **Password:** on the **Avaya Contact Center Manager – Server Utility Login** window.



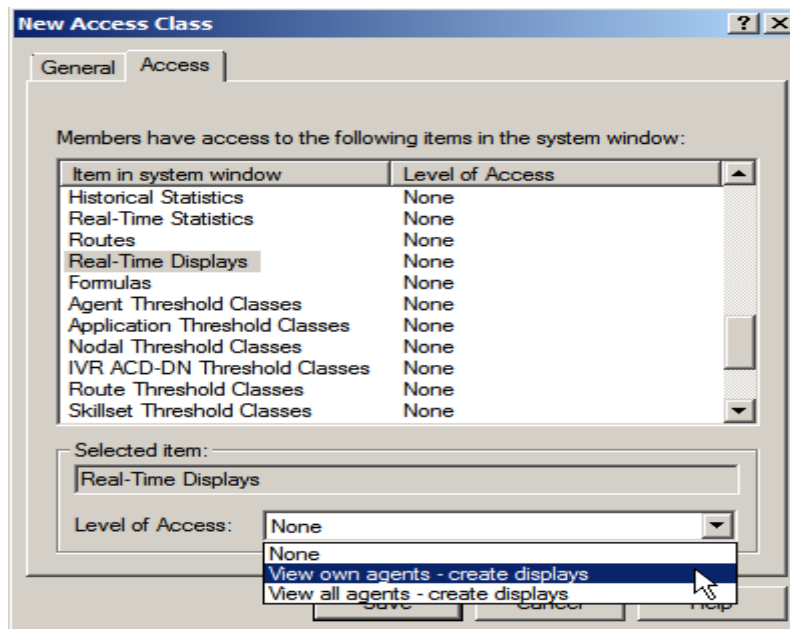
The image shows the 'Avaya Contact Center Manager - Server Utility Login' window. It features the Avaya logo at the top. Below the logo, there are three input fields: 'User ID:' with the value 'sysadmin', 'Password:' with masked characters 'xxxxxxx', and 'Server Name or IP Address:' with a dropdown menu showing '47.166.92.22'. To the right of these fields are 'OK' and 'Cancel' buttons. At the bottom left, there is text: 'Avaya Contact Center Manager Server Utility, Version 8.0.0.5' and 'Copyright © 2010 Avaya Inc. All Rights Reserved..'. A 'Help' button is located at the bottom right.

Go to **Server Utility → User Administration → Access Classes**. From the **File** menu, select **New**. This creates a new Access Class. On the **General** tab, enter a name in the **Name:** field. Click on the **Access Class** tab.

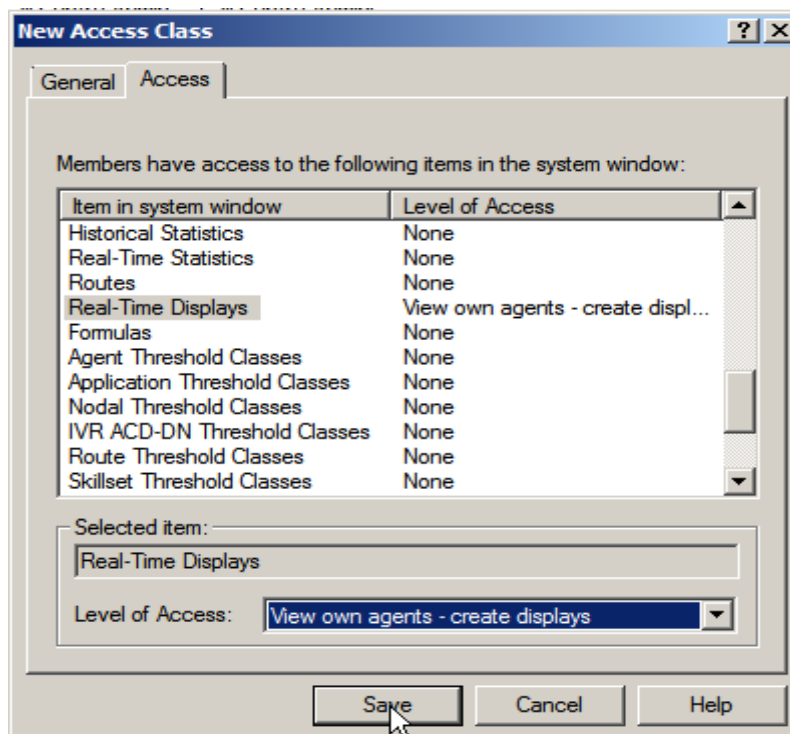


The image shows the 'Avaya Contact Center Manager - Server Utility - 47.166.92.22' window. The 'Server Utility' tree on the left shows 'User Administration' expanded, with 'Access Classes' selected. The 'Access Classes' window is open, showing a list of existing classes: 'adminGroup', 'Blue system admin...', and 'Call Centre Admin'. The 'New Access Class' dialog is open, with the 'General' tab selected. The 'Name:' field contains 'RTD'. The 'Comments:' field is empty. At the bottom of the dialog are 'Save', 'Cancel', and 'Help' buttons.

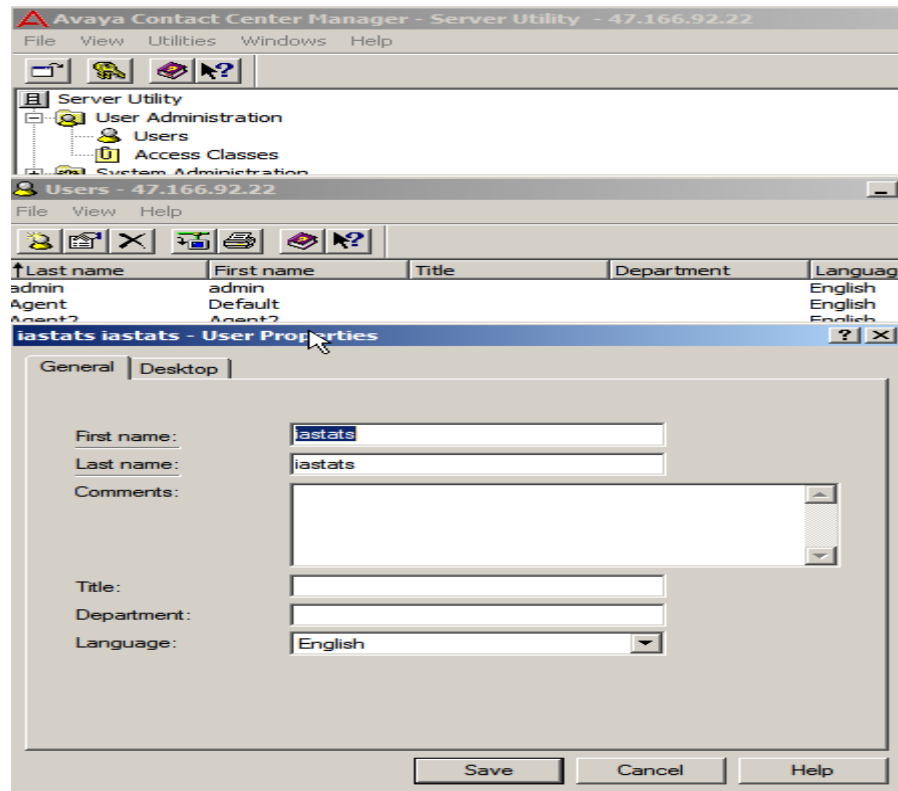
A list of possible access levels for various components and statistics is presented. For Intuition Agent, select **Real-Time Displays**. In the **Level of Access:** drop down menu, choose **View own agent – create displays**.



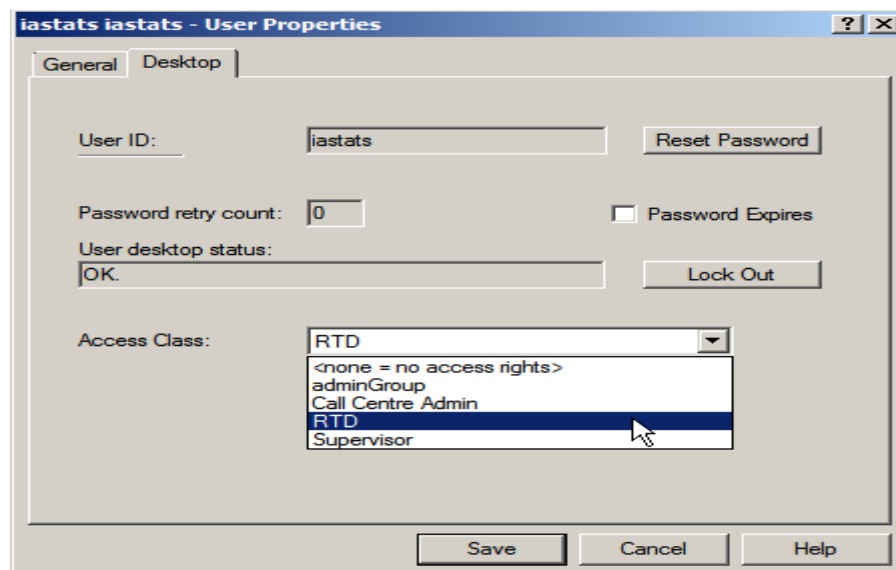
Click **Save**.



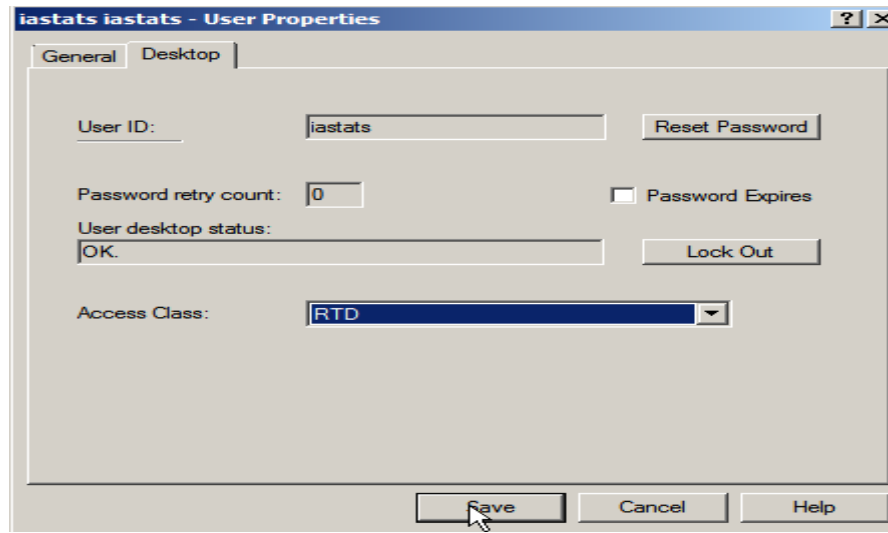
Now create a new user and assign the new access class to that user. Open **Server Utility** → **User Administration** → **Users**. To create the new user, choose **New...** from the **File** menu.



Click on the **Desktop** tab. Uncheck **Password Expires** and select the new access class (**RTD**) from the **Access Class:** list.

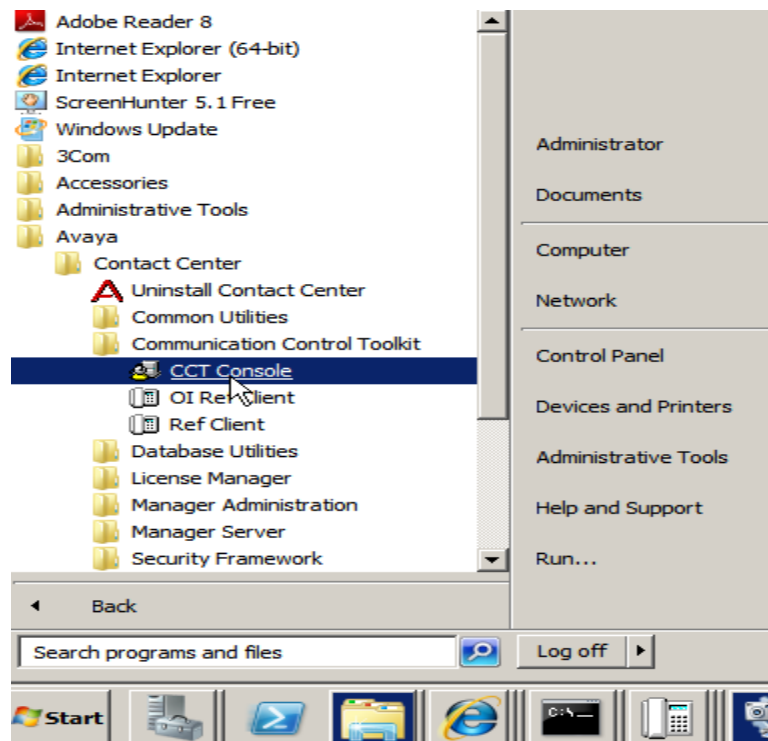


Save when complete.

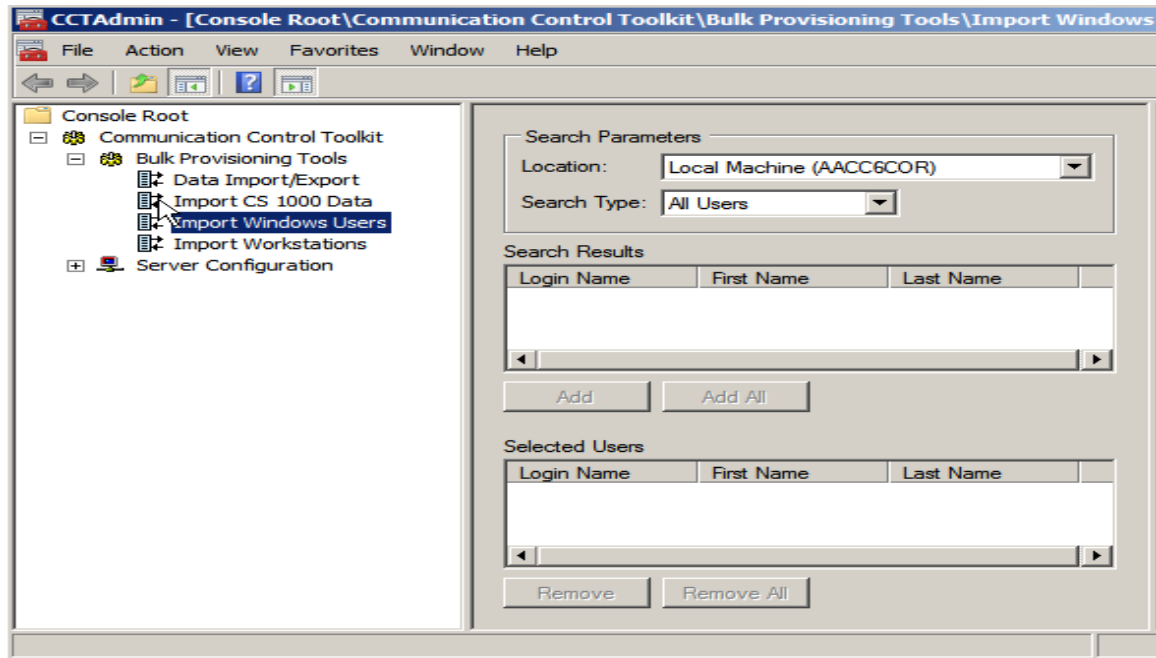


6.5. Import the Windows user and Workstation in CCT console

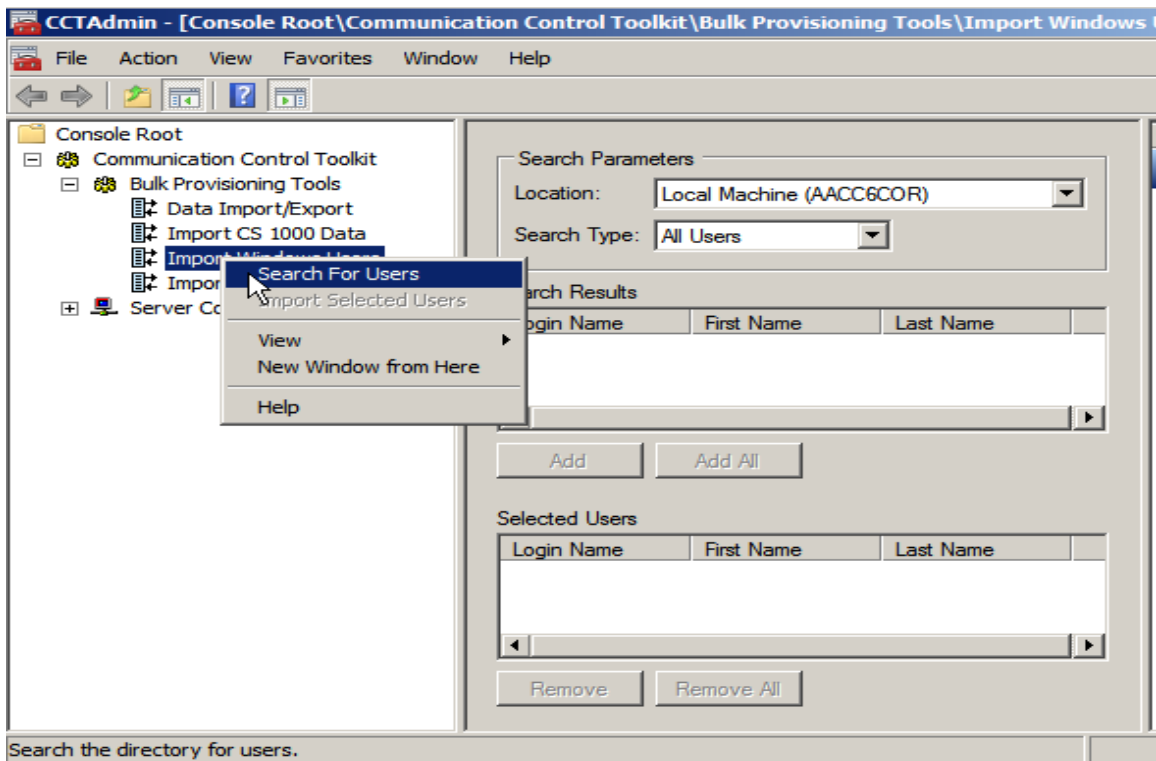
The Windows user that was created in **Section 6.3** needs to be imported by CCT in order that the required mapping can be done between TN, Workstation and User. To go to the CCT Console
Start → All Programs → Avaya → Contact Center → Communication Control Toolkit → CCT Console.



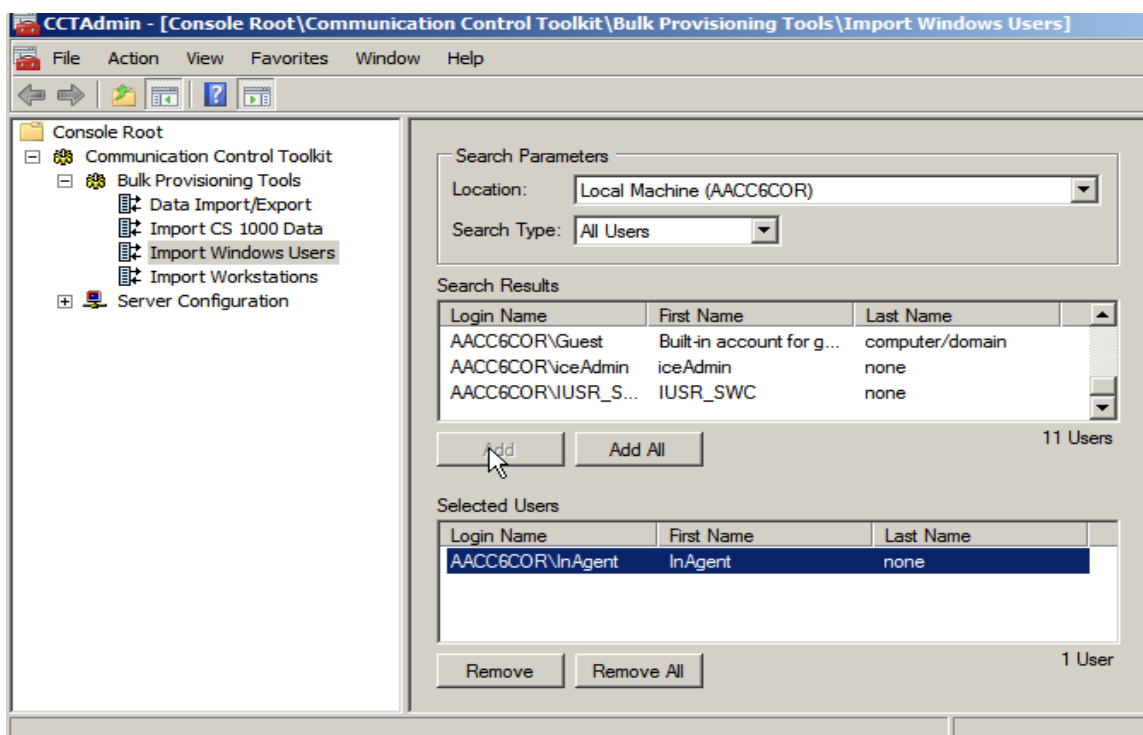
Select **Import Windows Users** from **Console Root** → **Communication Control Toolkit** → **Bulk Provisioning Tools**.



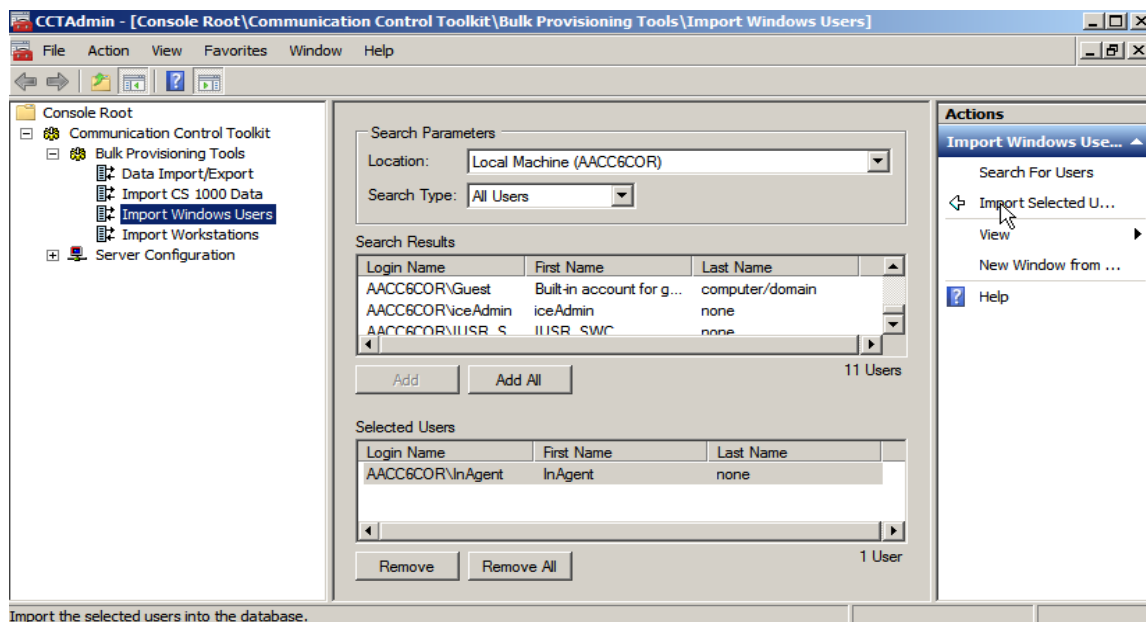
Right-click **Import Windows Users** and select **Search For Users**.



The list of Windows users will appear in the **Search Results** pane. Select the new Windows user that was created for Intuition Agent and click **Add**. The Windows user will now appear in the **Selected Users** pane.



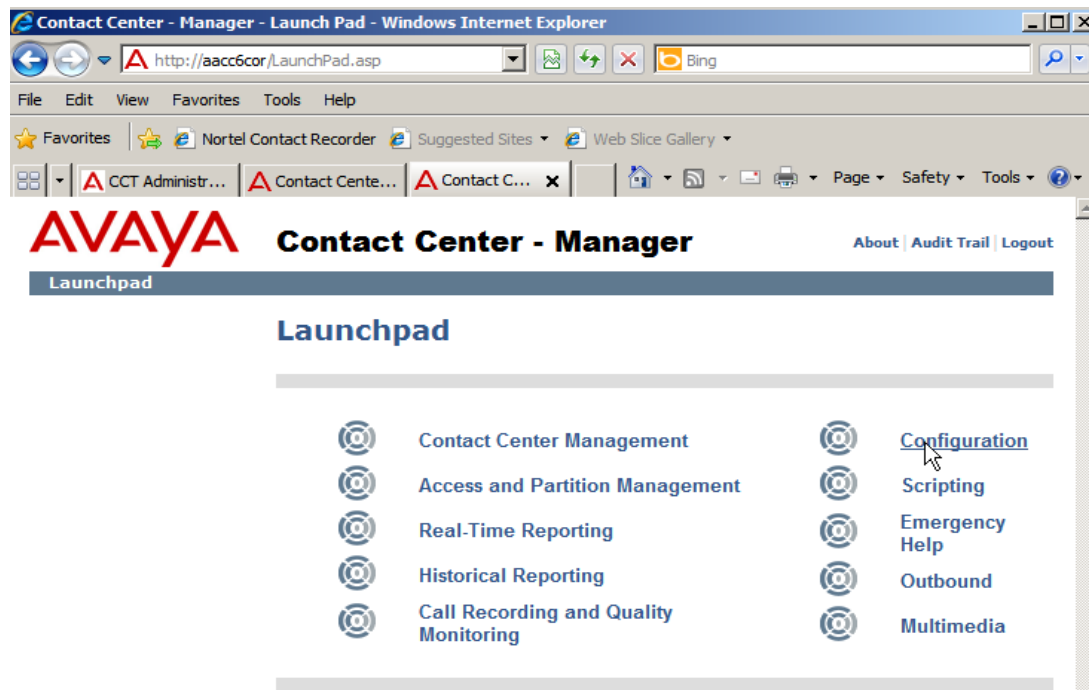
On the extreme right hand pane **Actions**, select **Import Selected Users** as shown.



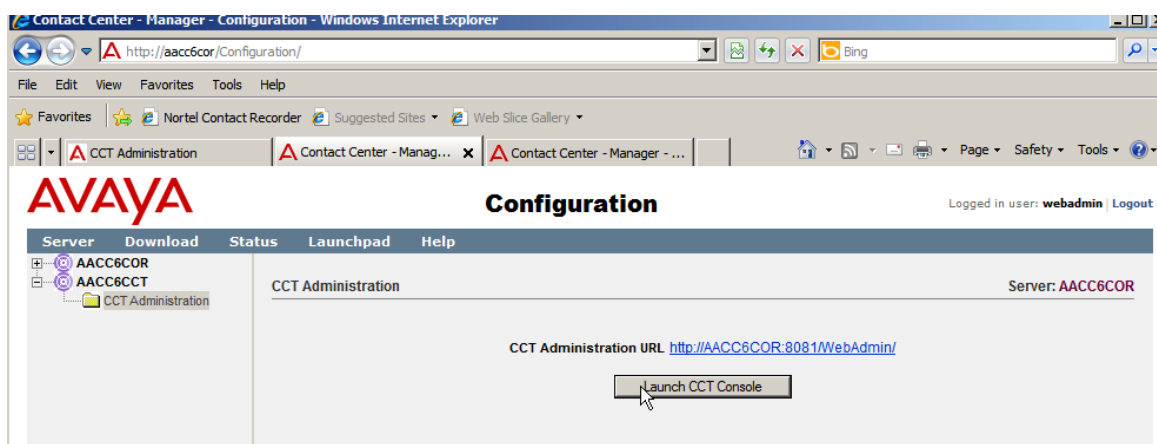
The client PC where Intuition Agent is installed needs to be added as a workstation so that mapping can be done.

6.6. Map TN, Windows User and Intuition Agent Client PC in the CCT Console

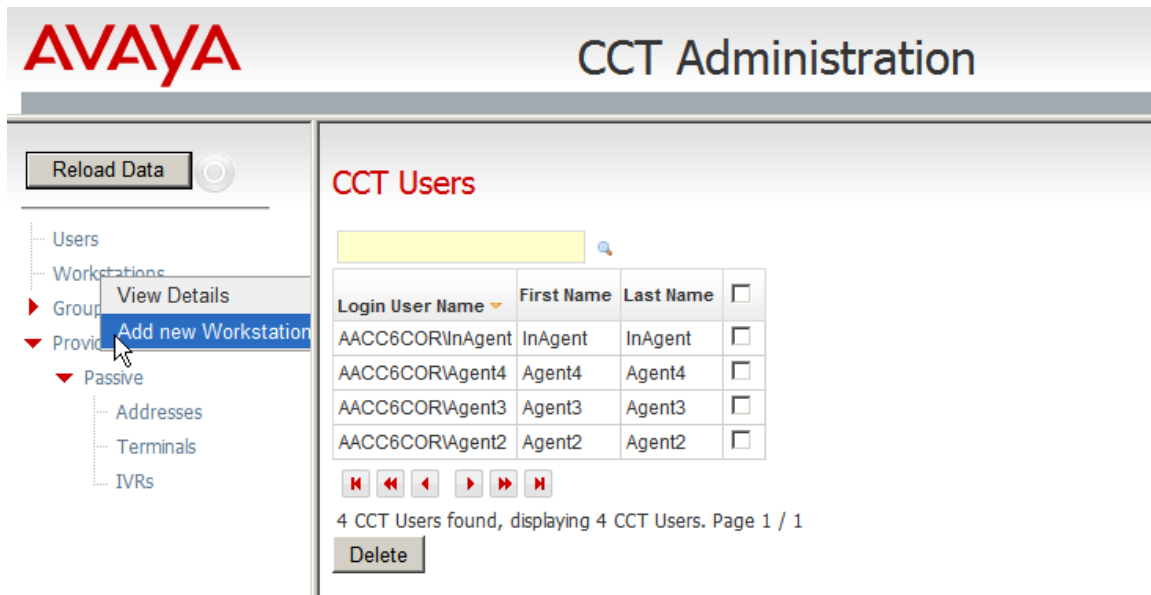
From the **Launchpad** select **Configuration**.



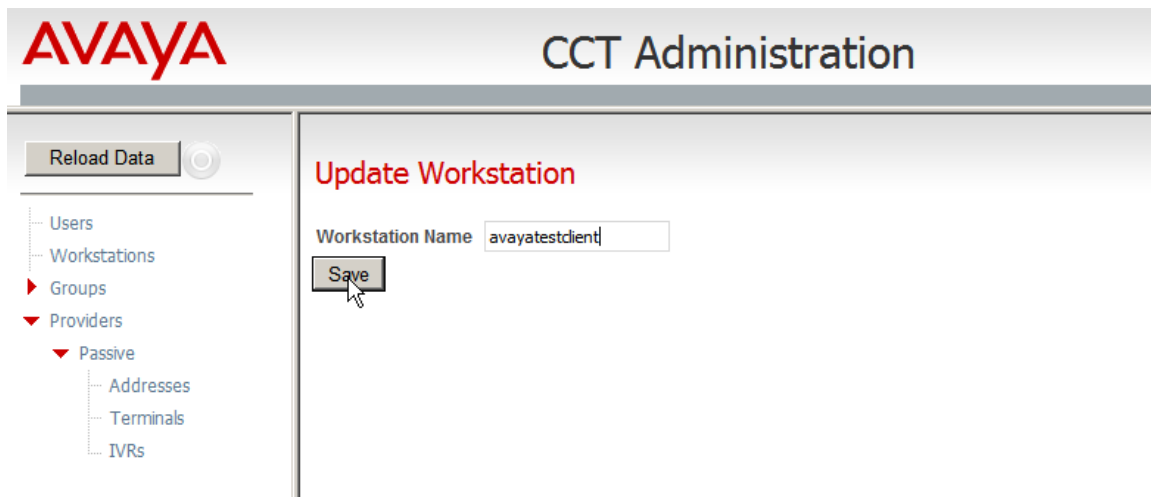
Open the **CCT Server** → **CCT Administration** on the left hand pane. Click on **Launch CCT Console**.



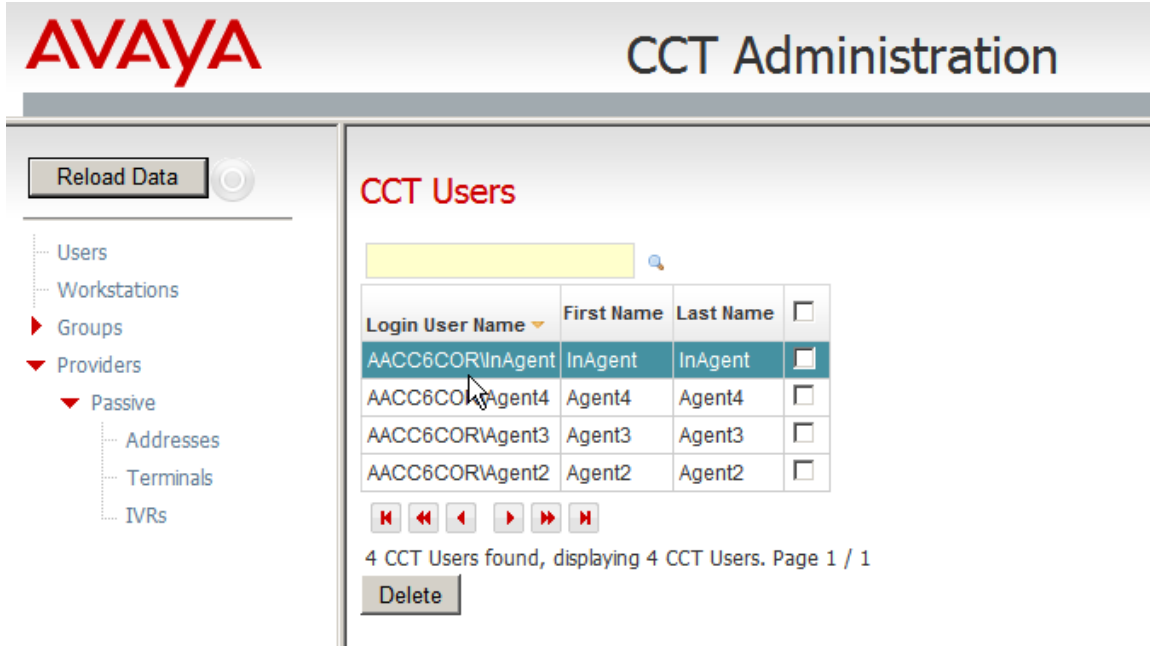
Right-click Workstations on the left hand pane in the **CCT Administration** window. Select **Add new Workstation**.



Enter the **Workstation Name** of the Intuition Agent Client PC and **Save**.



Now select **Users** from the left hand pane in the **CCT Administration** window.

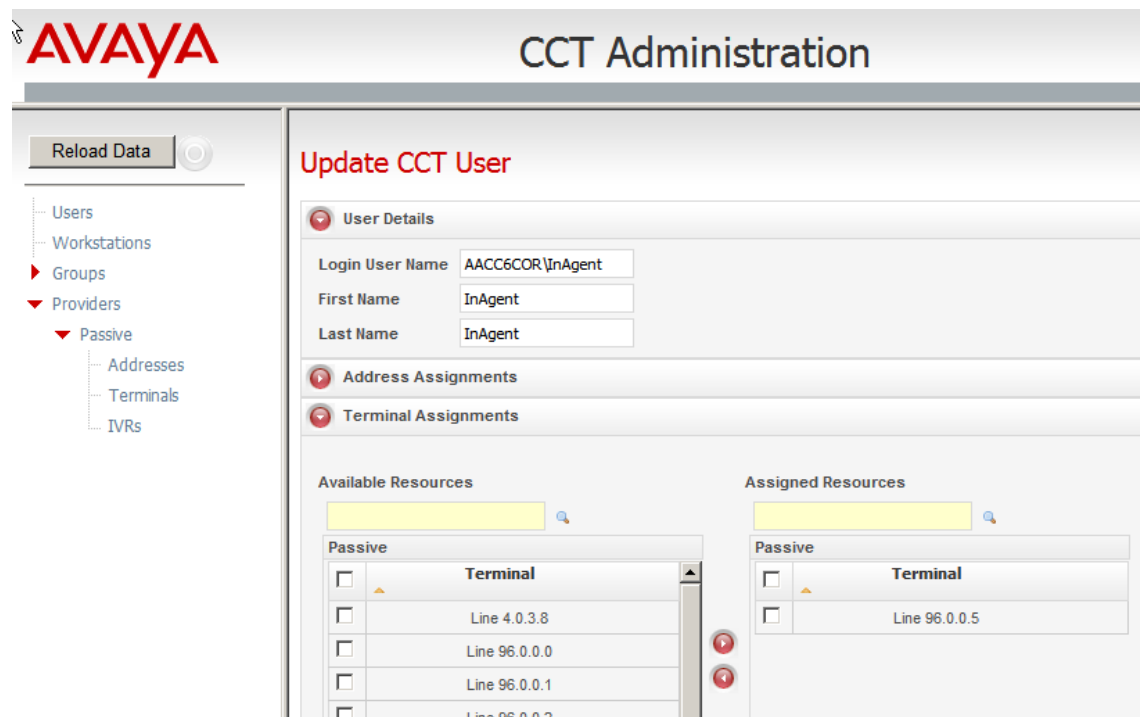


The screenshot shows the 'CCT Administration' window with the 'Users' section selected in the left-hand navigation pane. The main area displays a table of 'CCT Users'.

Login User Name	First Name	Last Name	
AACC6COR\InAgent	InAgent	InAgent	<input checked="" type="checkbox"/>
AACC6COR\Agent4	Agent4	Agent4	<input type="checkbox"/>
AACC6COR\Agent3	Agent3	Agent3	<input type="checkbox"/>
AACC6COR\Agent2	Agent2	Agent2	<input type="checkbox"/>

Below the table, it indicates '4 CCT Users found, displaying 4 CCT Users. Page 1 / 1'. There is a 'Delete' button at the bottom.

Identify the Intuition Agent user name and click on it to reveal the resource mapping page **Update CCT User**. Drop the arrow next to **Terminal Assignments** and select the TN **Terminal** that corresponds to the phoneset that will be used with Intuition Agent. Move this terminal from the **Available Resources** to **Assigned Resources** list.



The screenshot shows the 'Update CCT User' window. The 'User Details' section shows the user 'AACC6COR\InAgent'. The 'Terminal Assignments' section is active, showing two lists: 'Available Resources' and 'Assigned Resources'.

Available Resources:

Terminal
Line 4.0.3.8
Line 96.0.0.0
Line 96.0.0.1
Line 96.0.0.2

Assigned Resources:

Terminal
Line 96.0.0.5

Scroll down to **Agent Assignments** and select the agent login ID from the **Agents available** list and move it to the **Agents mapped** list. Note the Login ID was created in **Section 6.2**.

AVAYA CCT Administration

Reload Data

- Users
- Workstations
- Groups
- Providers
 - Passive
 - Addresses
 - Terminals
 - IVRs

Update CCT User

User Details

Login User Name: AACC6COR\InAgent
 First Name: InAgent
 Last Name: InAgent

Address Assignments

Terminal Assignments

Terminal Group Assignments

Address Group Assignments

Agent Assignments

Agents available: 1003, 1004

Agents mapped: 1010

Save when done.

AVAYA CCT Administration

Reload Data

- Users
- Workstations
- Groups
- Providers
 - Passive
 - Addresses
 - Terminals
 - IVRs

Update CCT User

User Details

Login User Name: AACC6COR\InAgent
 First Name: InAgent
 Last Name: InAgent

Address Assignments

Terminal Assignments

Terminal Group Assignments

Address Group Assignments

Agent Assignments

Agents available: 1003, 1004

Agents mapped: 1010

Save

6.7. Create a route point (Control DN) and assign to TN.

A route point (CDN) is first created on the CS1000E. The route point is then assigned to the CCT Intuition Agent User in CCT Administration. Intuition Agent can then use the route point to place calls on hold. Note that this CDN, unlike other CDN's that are used by AACC, should not be acquired / controlled by AACC.

6.7.1. Create Route Point CDN on CS1000E

To create an CDN on CS1000E the following instructions must be completed.

Note: Not all prompts need an answer. Only answers in bold characters are mandatory for a basic configuration. Accept the default responses for each prompt by pressing the **Return** key except for those that are highlighted in **bold**.

```
>ld 23
REQ new
TYPE cdn
CUST 0
CDN 2224
FRRT
SRRT
FROA NO
UUI NO
MURT
CDSQ NO
DFDN 2600
NAME NO
CMB NO
CEIL 2047
CLRO NO
OVFL NO
TDNS NO
RPRT NO
AACQ YES
ASID 20
SFNB 1 2 3 4 5 6 7 8 9 10 11 12 13 15 16 17 18 19 22 24 25 26 28 29 31 33 34 35 36
37 38 39
USFB 1 2 3 4 5 6 7 9 10 11 12 13 14 15
CALB 0 1 2 3 4 5 6 7 8 9 10 11 12
CNTL NO
VSID
HSID
```

New Control DN to be created

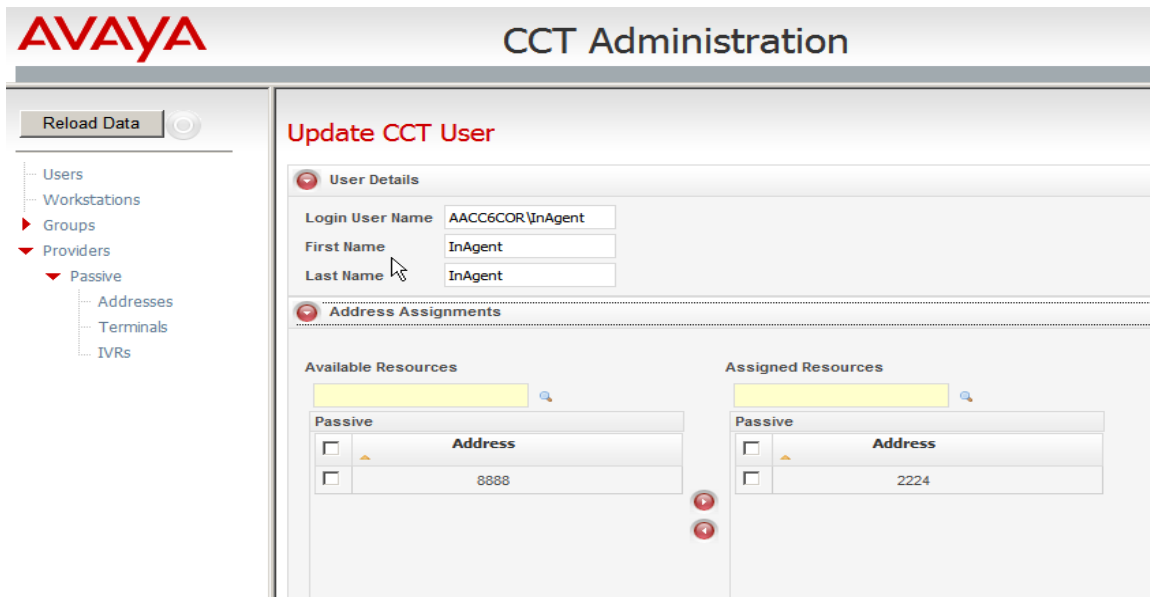
The Number that is to be assigned to the CDN / Route Point

Default ACD DN to be used if CDN fails or is out of service

Control DN is in control

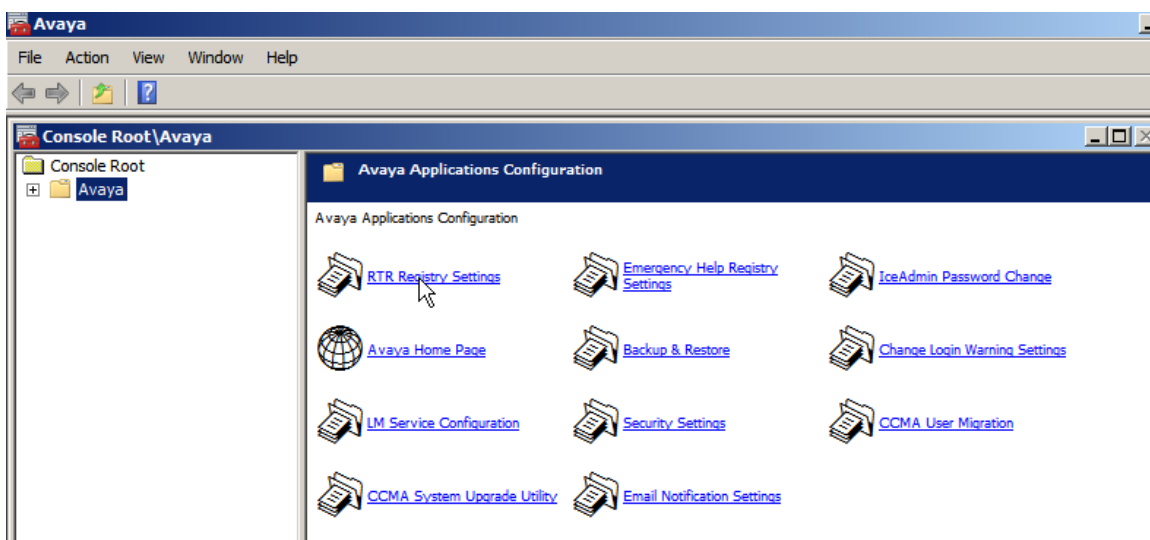
6.7.2. Map the Route Point to the Intuition Agent User

Map the **route point** to the CCT Intuition Agent User in the **CCT Administration** page. Open the **CCT Administration** page as described earlier and select the **CCT User** that will have access to the **route point**. Drop the arrow to the left of **Address Assignments**. Select the route point in the **Available Resources** list (2224) and move to **Assigned Resources** list. Scroll down to the end of the page and click **Save** when complete.



6.8. Change Real Time Display Output Rate

Intuition requests that the RTD output rate be changed to 1000ms. To do this, go to **Start → All Programs → Avaya → Contact Center → Manager Administration → Configuration**. Open **RTR Registry Settings**.



Enter 1000 milliseconds as the required **Output Rate**: and **OK** to save the changes.

The screenshot shows the 'RTR Properties' dialog box with the 'RTR Settings' tab selected. The dialog has a title bar with a question mark and a close button. The settings are as follows:

- IP Receive Address: 234 . 5 . 6 . 10
- IP Send Address: 234 . 5 . 6 . 2
- Output Rate: 1000 milliseconds
- Transform Rate: 1000 milliseconds
- OAM Timeout: 10000 milliseconds
- ☐ Restart Real Time Reporting Service
- Transmission Options:
 - ☐ Multicast
 - ☐ Unicast
 - ☒ Multicast and Unicast
- Maximum Unicast Sessions: 100
- WARNING: It is important to consult your engineering guidelines before modifying the number of unicast sessions or the output rate.
- ☒ Compress Realtime Data Packets

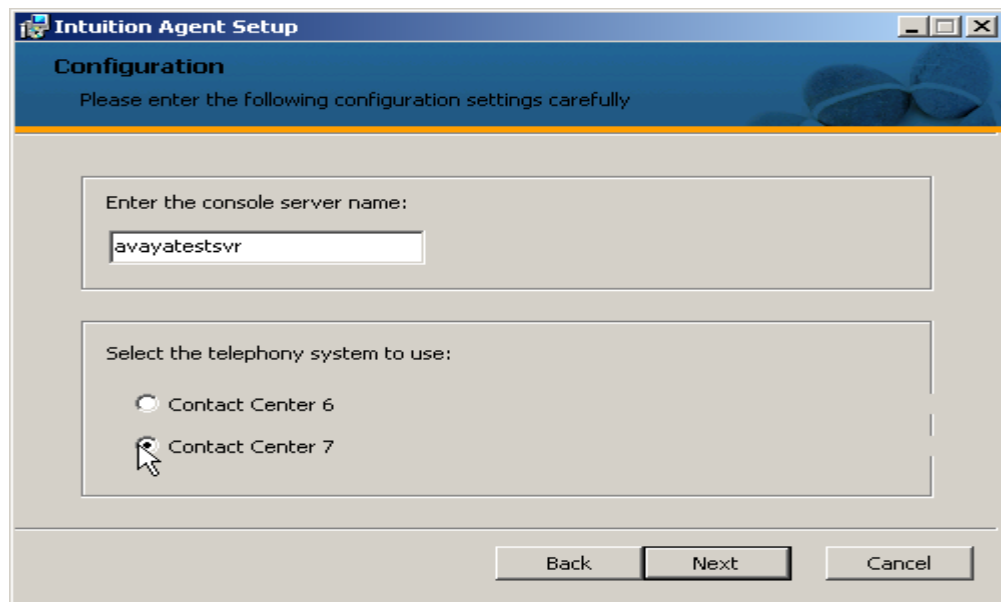
At the bottom right, there are 'OK' and 'Cancel' buttons. A mouse cursor is pointing at the 'OK' button.

7. Configure Datapulse™ Intuition Agent

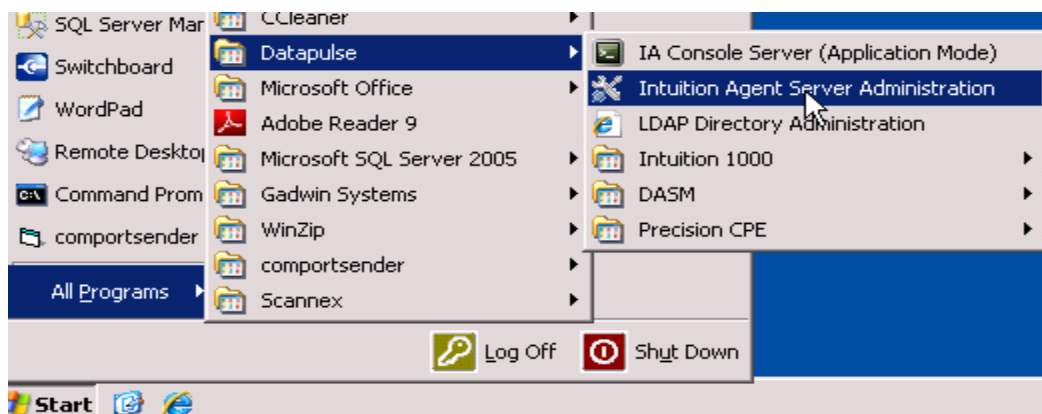
There are 2 stages to configuring Intuition Agent 2.0, Server side configuration and Client side installation and login.

7.1. Configure Datapulse™ Intuition Agent Server

During the installation of Intuition Agent 2.0 it is necessary to enter the name of the Intuition Server and to select the version of contact center that is being used. Although AACC 6.1 is the version, Contact Center 7 should be selected. Click **Next** to continue with the installation of the Intuition Agent server software.



To configure Intuition Agent, go to **Start → All Programs → Datapulse → Intuition Agent Server Administration** on the Intuition Agent server PC.



The **Intuition Agent – Server Administration** window appears. On the first tab, enter the name of the CCT Server in the **CCT Server Name:** field. Enter the credentials as shown in the **Console Server CCT User Credentials**. The username is the name of the Windows user that was created in **Section 6.3**. If a **Route Point (CDN)** was created in **Section 6.7**, check the box labelled **Hold call on the server** in the **Hold Server** area of the screen and enter the **Route Point** number as shown. This will be used to temporarily hold calls while other calls are being handled. Click **Save** when all details are inserted.

Intuition Agent - Server Administration

CCT | Stats | Intuition DB | Name Lookup | Speed Search | Presence | Messaging | Queues | Numbers | Codes | Topic | PCN | Progression | Advanced

CCT Server
CCT Server Name:

Console Server CCT User Credentials
Domain:
Username: Password:

Hold Server
Options: ☒ Hold calls on the server
Hold Ports:

Recall Server
Recall Port:
Default Destination:

Service Status
Intuition Agent Console Server (IAService)
Running

Go to the **Stats** tab and enter the **IP Address** on the AACC 6.1 server in the **CCMS IP Address:** field. Also enter the **Username** and **Password** that was created in **Section 6.4**. This will enable Intuition Agent to receive the Real Time Statistics from the AACC 6.1 Server. When the details are entered, press **Save**.

The screenshot shows the 'Intuition Agent - Server Administration' window with the 'Stats' tab selected. The 'Statistics' section contains three input fields: 'CCMS IP Address' with the value '47.166.92.22', 'Username' with the value 'iasstats', and 'Password' with masked characters. A 'Save' button is located to the right of these fields. The 'Service Status' section at the bottom shows 'Intuition Agent Console Server (IAService)' with a status of 'Running' and buttons for 'Start', 'Stop', and 'Restart'.

Tab	Intuition DB	Name Lookup	Speed Search	Presence	Messaging	Queues	Numbers	Codes	Topic	PCN	Progression	Advanced
CCT	Stats											

Statistics

CCMS IP Address: 47.166.92.22

Username: iasstats

Password:

Save

Service Status

Intuition Agent Console Server (IAService)

Running

Start Stop Restart

The next tab to configure is the **Queues** tab. Enter any Control Directory Number's (CDN's) that are normally used on contact center. In this case, CDN 8888 and 2222 are already created on the CS1000E and have associated scripts that were created using the Service Creation Environment. Enter the **Skillset** names that calls are routed to in the Contact Center script. These are entered in the **Queue Name** column. Again click **Save**.

Intuition Agent - Server Administration

CCT | Stats | Intuition DB | Name Lookup | Speed Search | Presence | Messaging | **Queues** | Numbers | Codes | Topic | PCN | Progression | Advanced

Queues

	CDN	Queue Name
▶	8888	CDN_SS
	2222	Priority_SS
	0	Operator
*		

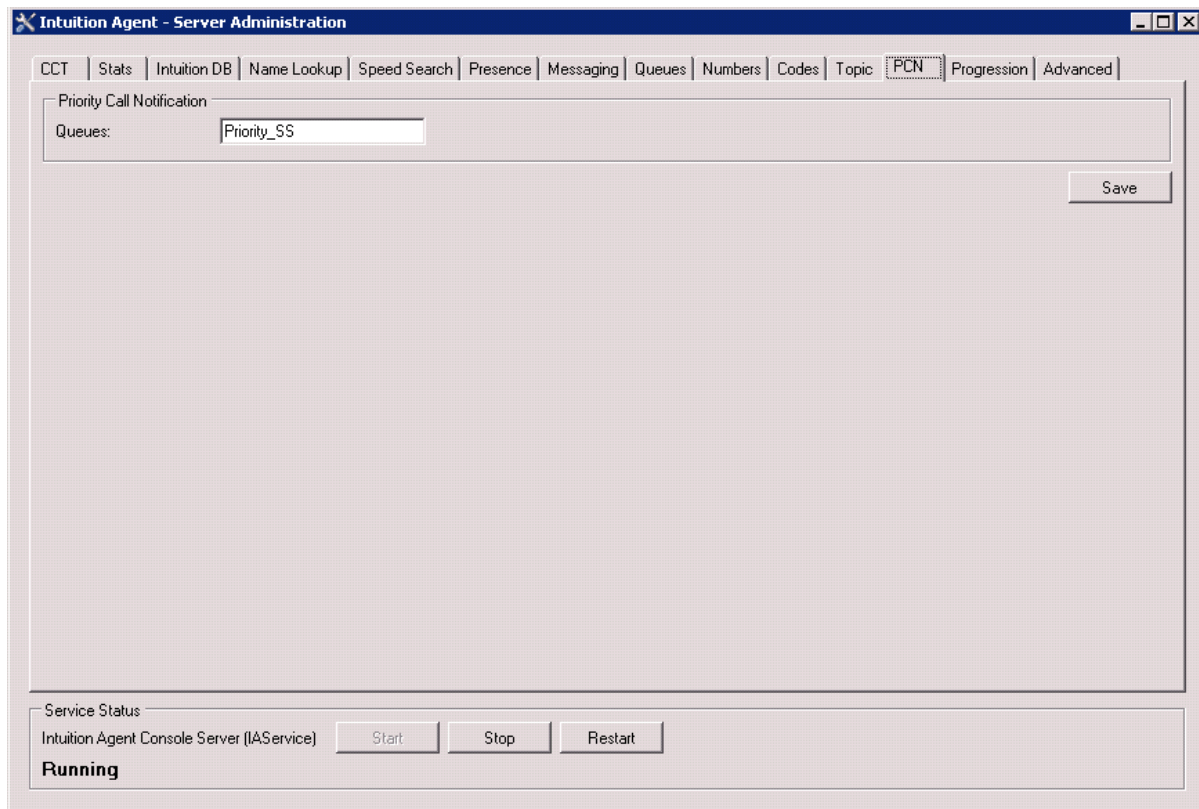
Save

Service Status

Intuition Agent Console Server (IAService) Start Stop Restart

Running

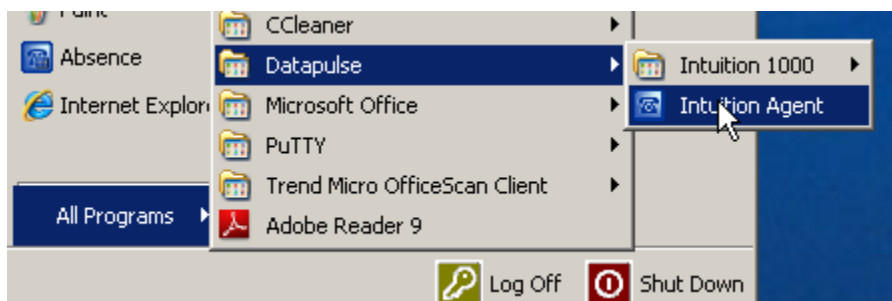
The next screen that needs to be configured is **Priority Call Notification**. Click the PCN tab and enter the name of the **Skillset** that was entered in the last screen that corresponds to the priority queue. In this case, Priority_SS is enter in the **Queues** field. Again click **Save**.



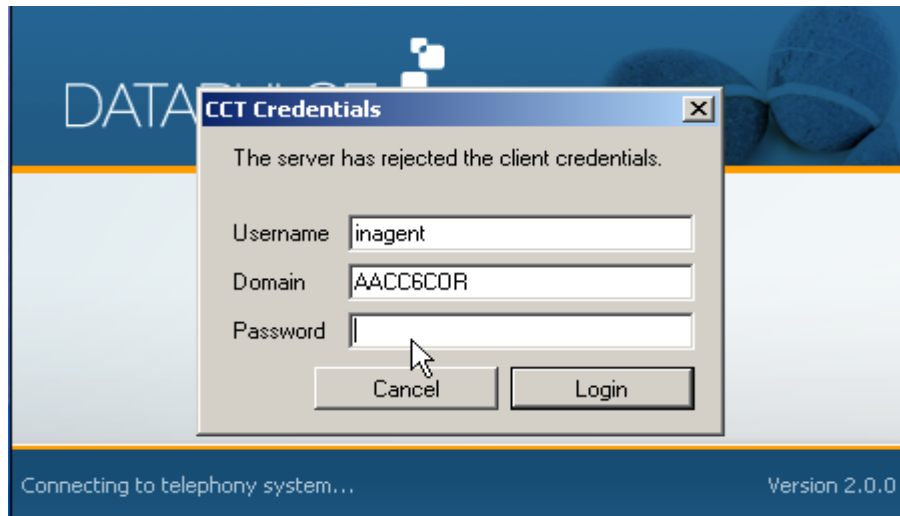
Note: After all configuration changes are complete it is necessary to restart all Intuition Agent services. This can be done on any of the tab screens. In the screen above, either click **Restart** or **Stop** followed by **Start** when all services are down. When all services have sucessfully restarted the status **Running** should be present on the bottom of the screen.

7.2. Configure Datapulse Intuition Agent on Client PC

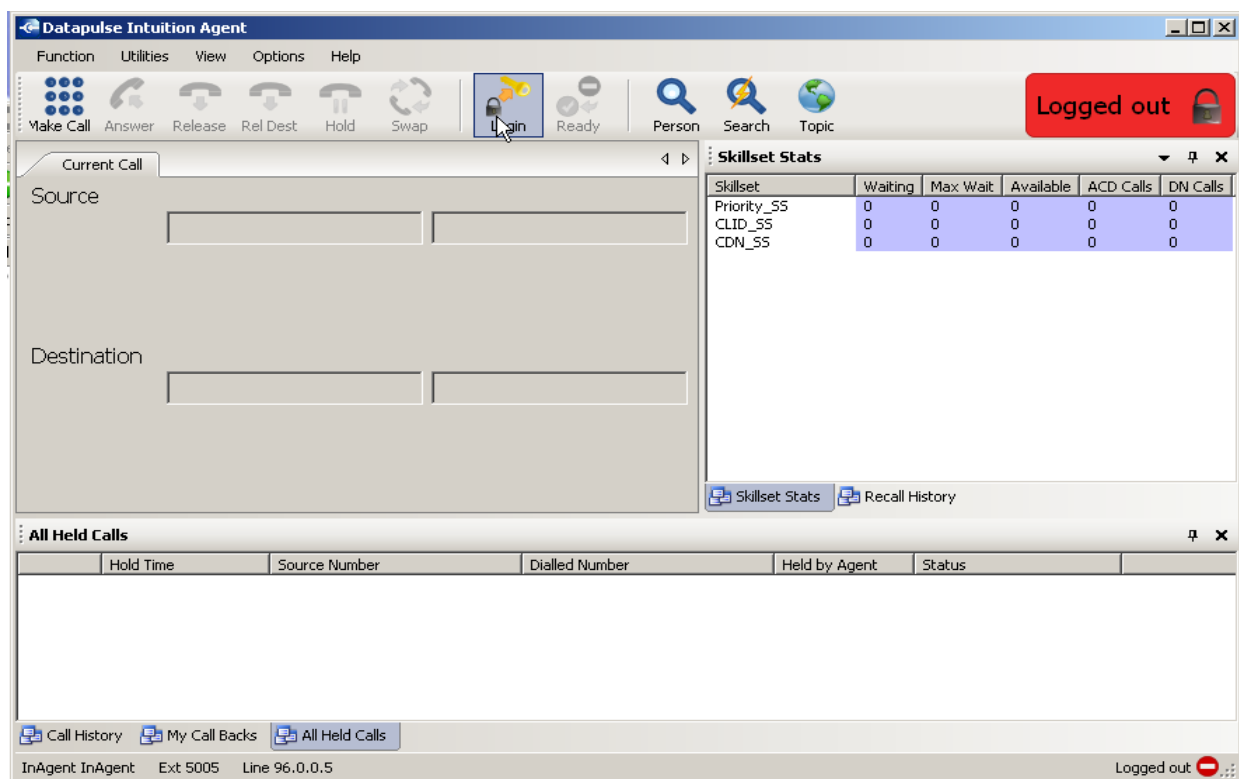
On the Intuition Agent Client PC, go to **Start → All Programs → Datapulse → Intuition Agent**.



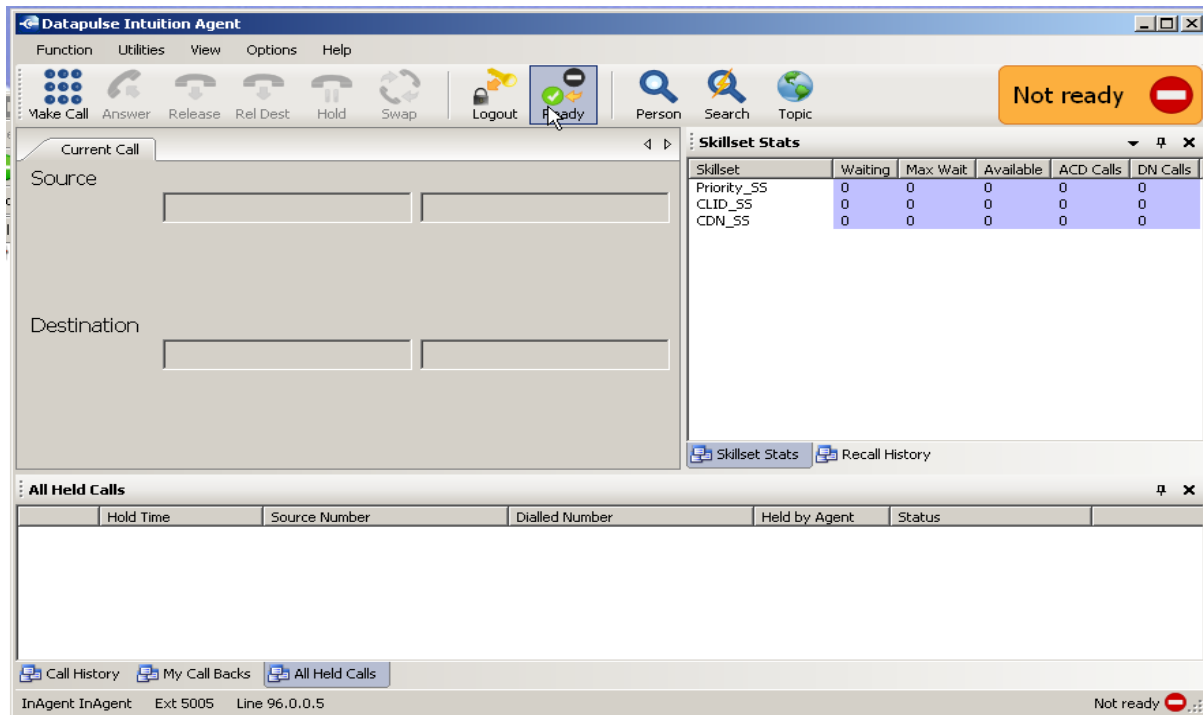
The **CCT Credentials** window will appear. Enter the login details. Note that the **Username** is the Windows user that was created in **Section 6.4** and was configured in the Intuition Agent Server in **Section 7.1**. The **Domain** name is the name of the Avaya CCT Server or in the case of a co-resident server it is the name of the AACC 6.1 Server. Click **Login**.



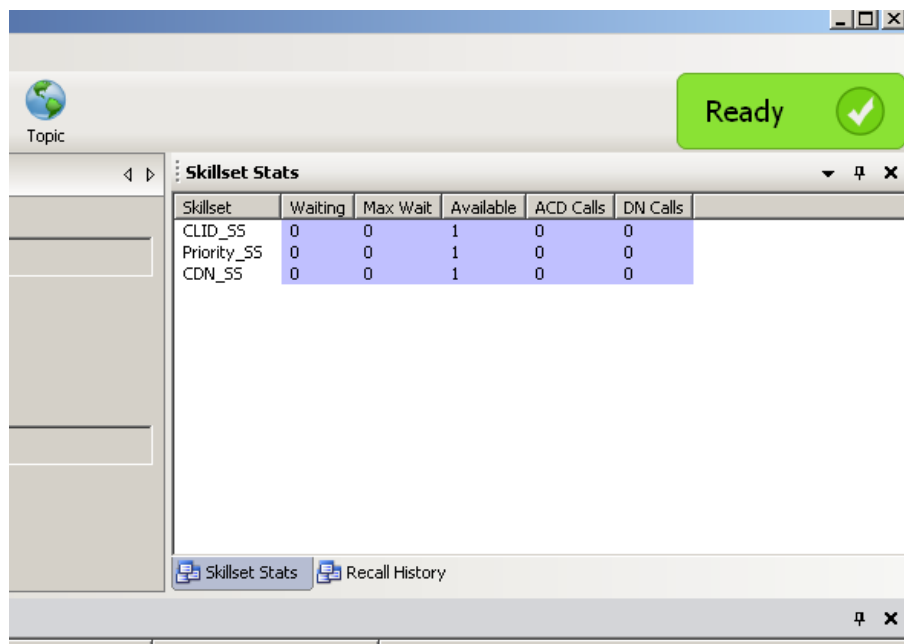
The Datapulse Intuition Agent console window is displayed. The agent is in a Logged out state. Click the **Login** button.



The agent is logged in and is now in **Not ready** status. Click **Ready** as shown.



The agent is now in a logged in **Ready** state and is ready to receive calls. In the **Skillset Stats** pane, note the skillsets that are assigned to this agent and that this agent is available to accept calls that arrive to this skillset.

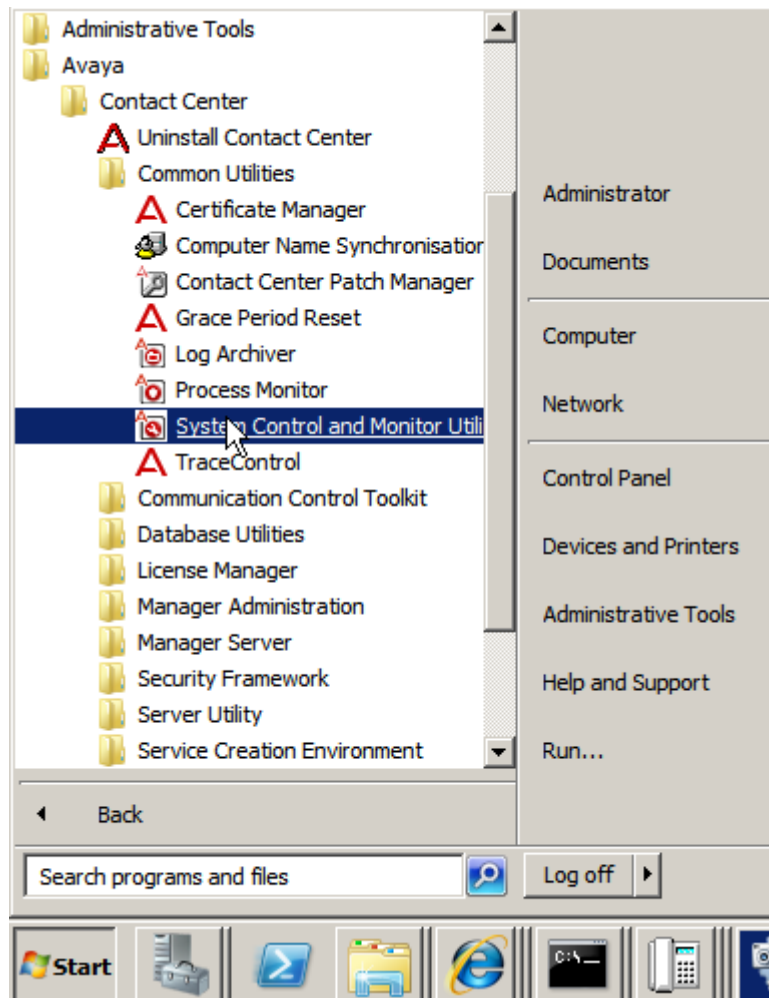


8. Verification Steps

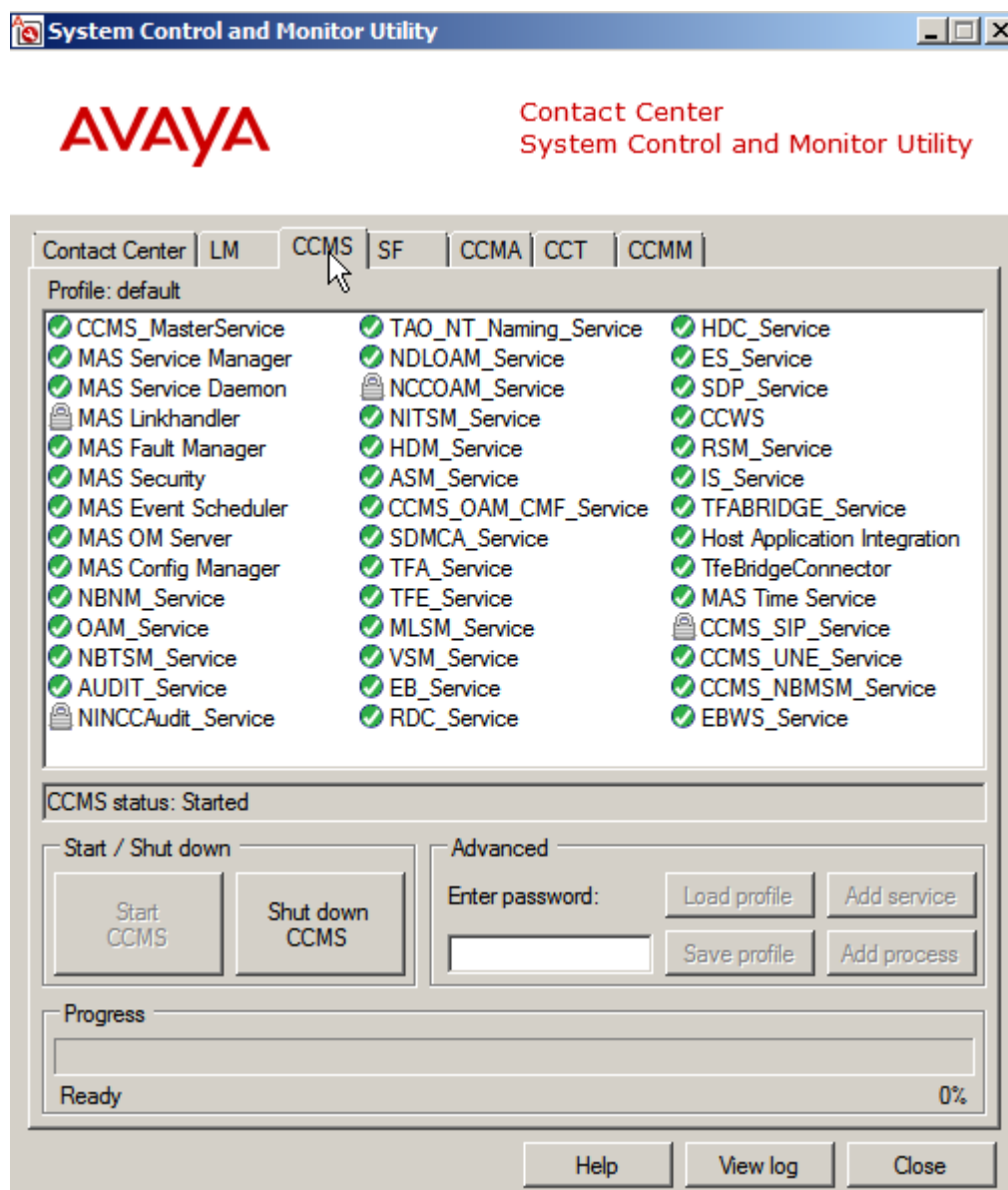
There are a number of ways to verify the correct installation.

8.1. Check that All Services on Avaya Aura® Contact Center are Running

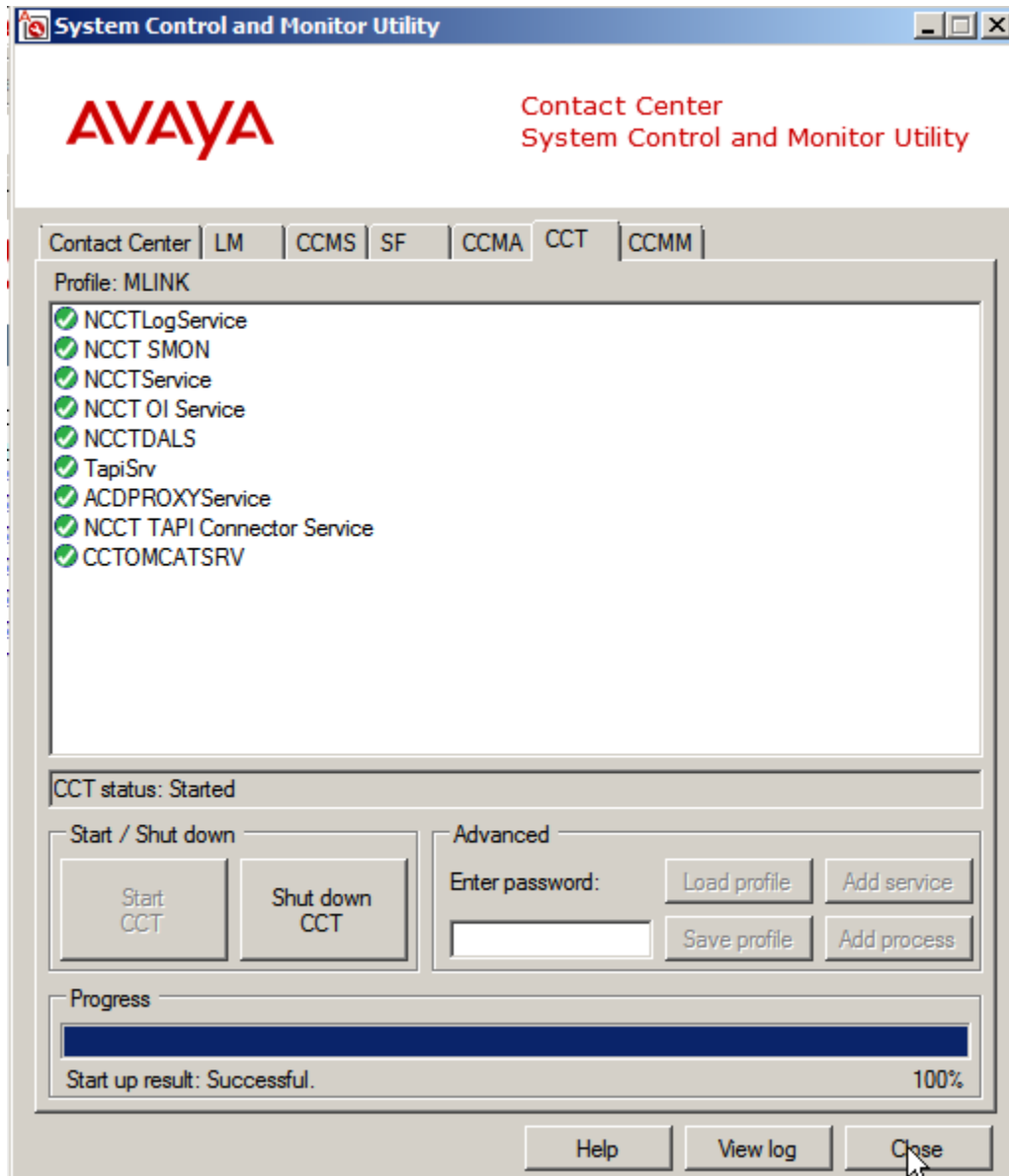
To check that all the services on the AACC server are running, go to **Start → All Programs → Avaya → Contact Center → Common Utilities → System Control and Monitor Utility**.



The System Control and Monitor Utility is displayed. Go to the **CCMS** tab. All Services should be displayed with a green icon. Those with locks in the screen require separate licenses. If the service is down, it will be indicated by a red icon. Although all services are required for complete functioning of the contact center, CCMS and CCT are the ones of primary interest for Intuition Agent.



Select the **CCT** tab. All Services should be up and marked with a green icon.



8.2. Check that an incoming call is handled by Intuition Agent

To ensure that Intuition Agent, CS1000E and AACC6.1 have been integrated successfully, open the AACC 6.1 Real Time Display to monitor the successful login of the agent from the Intuition Agent console. Make a call to a Control Directory Number (CDN) and ensure that the agent logged into the Intuition Agent console is presented with the call and has the correct skillset displayed.

Datapulse Intuition Agent

Function Utilities View Options Help

Make Call Answer Release Rel Dest Hold Swap Logout Ready Person Search Topic

Current Call

Source
5015 Rupert Adair

Destination

Skillset Stats

Skillset	Waiting	Max Wait	Available	ACD Calls	DN Calls
Priority_SS	0	0	1	0	0
CLID_SS	0	0	1	0	0
CDN_SS	0	0	1	0	0

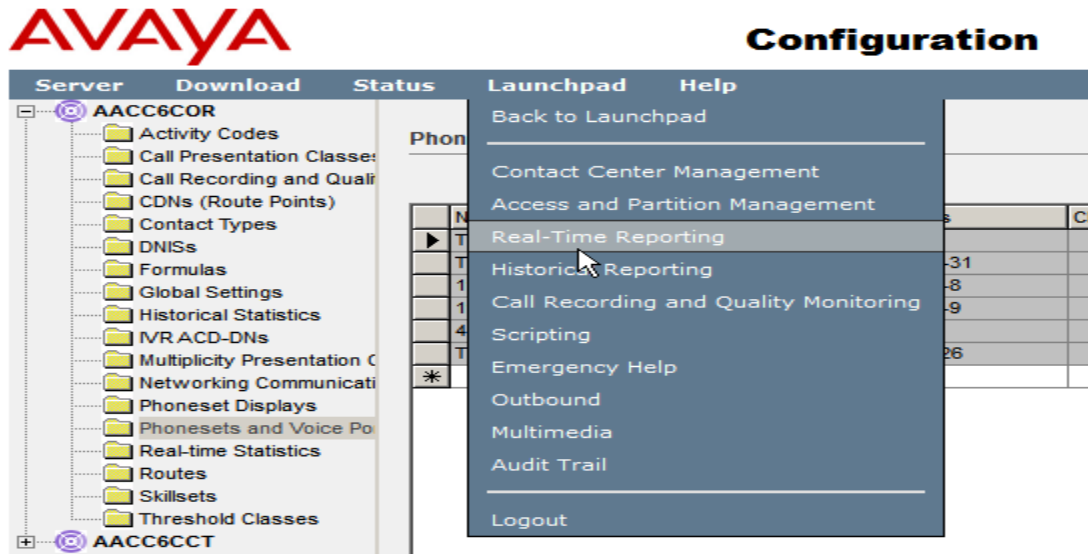
All Held Calls

Hold Time	Source Number	Dialed Number	Held by Agent	Status
-----------	---------------	---------------	---------------	--------

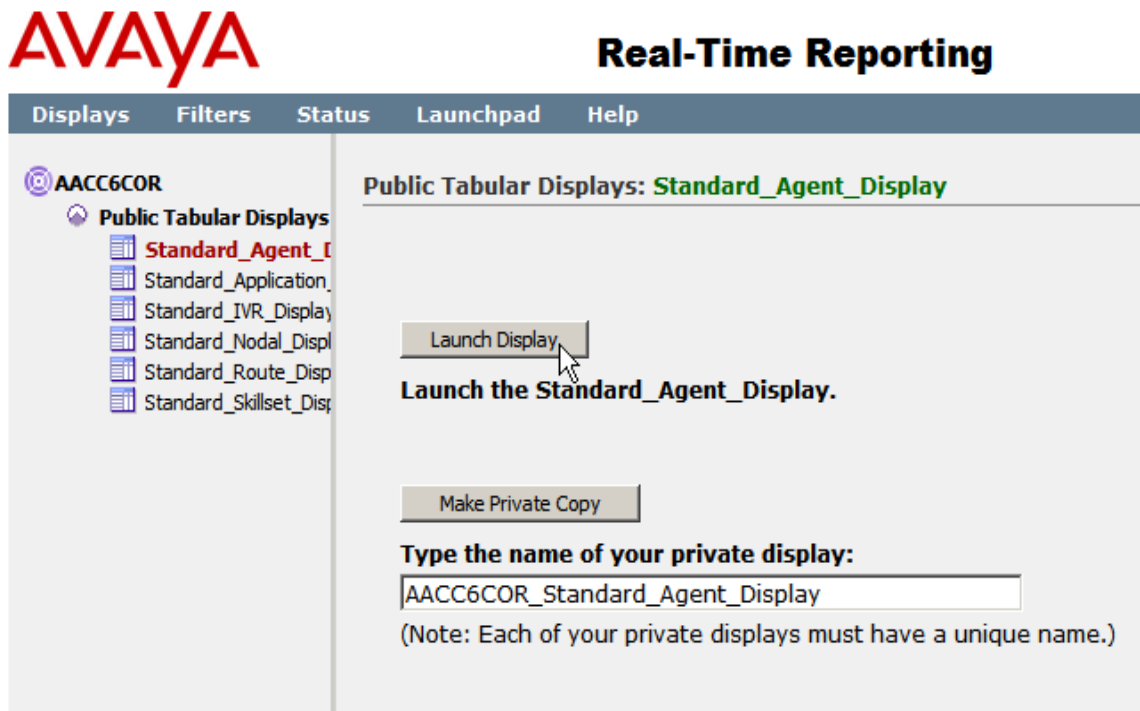
Call History My Call Backs All Held Calls

InAgent InAgent Ext 5005 Line 96.0.0.5 Ready

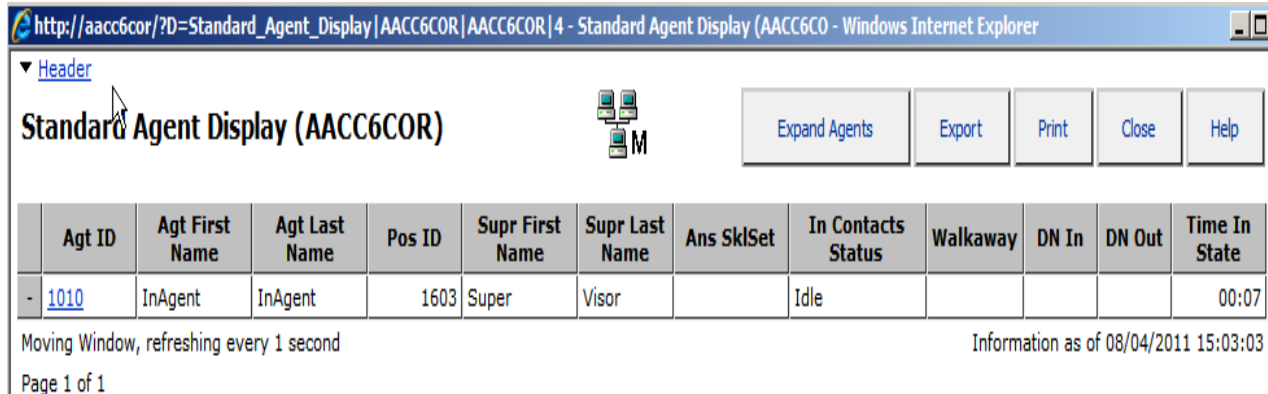
Open the **Real Time Reporting** by selecting it from the **Launchpad** menu.



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



The RTD for the **Standard Agent Display** is displayed showing the status of the agent.

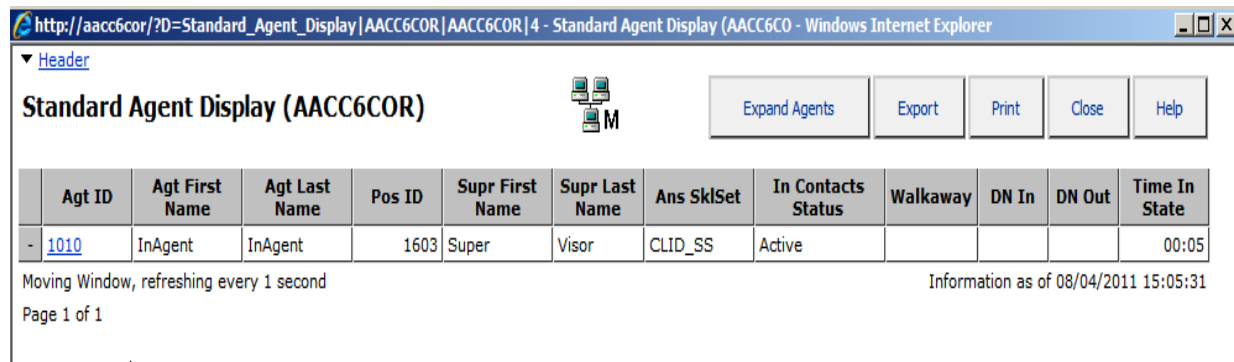


Standard Agent Display (AACC6COR)

Agt ID	Agt First Name	Agt Last Name	Pos ID	Supr First Name	Supr Last Name	Ans SklSet	In Contacts Status	Walkaway	DN In	DN Out	Time In State
1010	InAgent	InAgent	1603	Super	Visor		Idle				00:07

Moving Window, refreshing every 1 second
Information as of 08/04/2011 15:03:03
Page 1 of 1

Make a call into the contact center and answer that call by the Intuition Agent. The AACC 6.1 Contact Center shows the detail for **Ans Sklset**, **In Contacts Status** and **Time In State**.

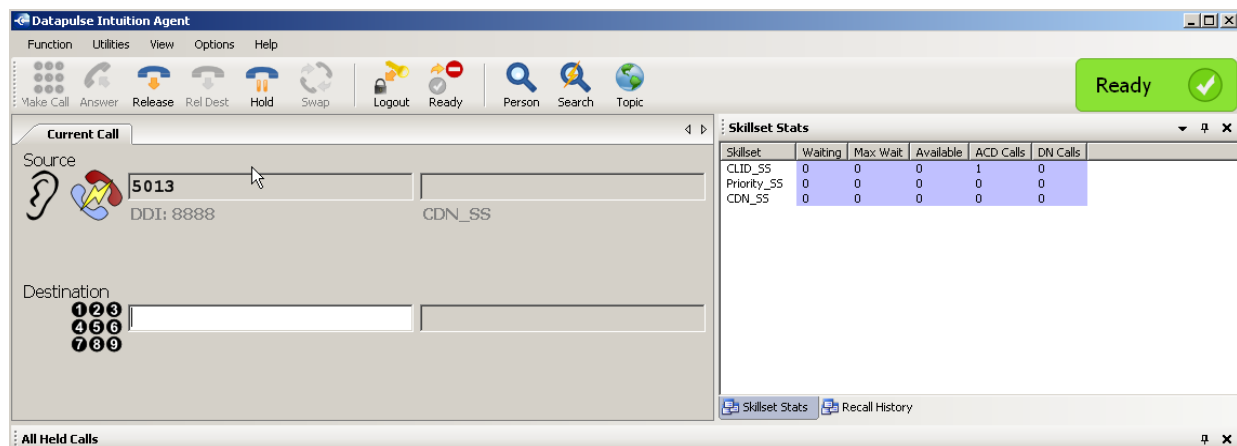


Standard Agent Display (AACC6COR)

Agt ID	Agt First Name	Agt Last Name	Pos ID	Supr First Name	Supr Last Name	Ans SklSet	In Contacts Status	Walkaway	DN In	DN Out	Time In State
1010	InAgent	InAgent	1603	Super	Visor	CLID_SS	Active				00:05

Moving Window, refreshing every 1 second
Information as of 08/04/2011 15:05:31
Page 1 of 1

Compare this to the Intuition Agent display. Look at the **Skillset Stats** information.



Datapulse Intuition Agent

Function Utilities View Options Help

Make Call Answer Release Rel Dest Hold Swap Logout Ready Person Search Topic

Ready

Current Call

Source: 5013
DDI: 8888
CDN_SS

Destination: 8888

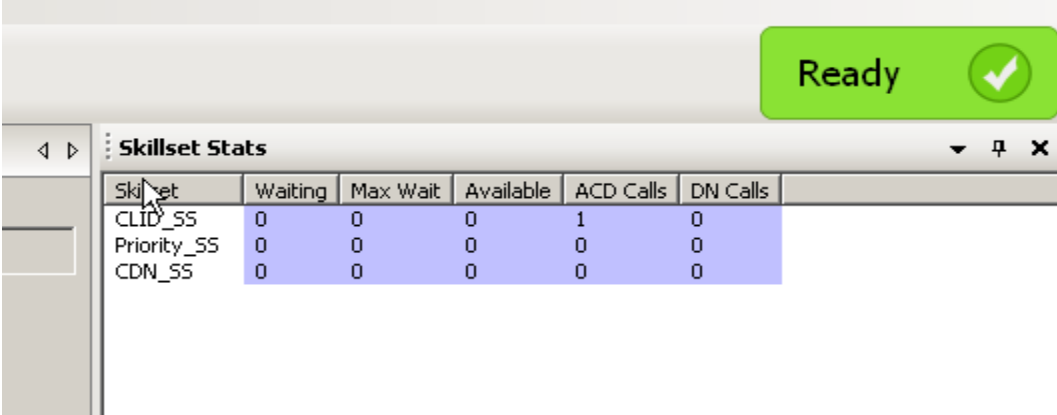
Skillset Stats

Skillset	Waiting	Max Wait	Available	ACD Calls	DN Calls
CLID_SS	0	0	0	1	0
Priority_SS	0	0	0	0	0
CDN_SS	0	0	0	0	0

Skillset Stats Recall History

All Held Calls

The information can be seen more clearly in the following screen which shows that **Skillset Stats** in greater detail. Note the display contains the call for the correct CLIS_SS skillset and is pegged as an ACD call in the **ACD Calls** column.



Skillset	Waiting	Max Wait	Available	ACD Calls	DN Calls
CLIS_SS	0	0	0	1	0
Priority_SS	0	0	0	0	0
CDN_SS	0	0	0	0	0

9. Conclusion

These Application Notes describe the configuration steps required to successfully integrate the Datapulse™ Intuition 1000 V5.0.0.6 with Avaya Aura® Contact Center 6.1 and Avaya Communication Server 1000E R7.5. All feature tests that were carried out indicate successful interoperability between the products.

10. Additional References

These suggested documents form part of the Avaya official technical reference documentation suite. Further information may be had from <http://support.avaya.com> or from your Avaya representative.

- [1] *Software Input Output Reference — Administration (see ATT_DATA and LDN_DATA)* Avaya Communication Server 1000, NN43001-611, 05.02 December 2010
- [2] *Telephones and Consoles Fundamentals* Avaya Communication Server 1000, NN43001-567, 05.01, November 2010
- [3] *Avaya Aura® Contact Center Configuration – Avaya Aura™ Unified Communications Platform Integration*, Doc ID NN44400-521 -- <https://support.avaya.com/css/P8/documents/100093213>
- [4] *Avaya Aura® Contact Center Commissioning*, Doc ID NN44400-312, <https://support.avaya.com/css/P8/documents/100093189>
- [5] *Avaya Aura® Contact Center Overview*, Doc ID NN44400-111 -- <https://support.avaya.com/css/P8/documents/100093163>
- [6] *Avaya Aura® Contact Center Fundamentals*, Doc ID NN44400-110 -- <https://support.avaya.com/css/P8/documents/100093161>
- [7] *Avaya Aura® Contact Center Installation*, Doc ID NN44400-311 -- <https://support.avaya.com/css/P8/documents/100093186>

Documentation for Intuition 1000 may be requested from Datapulse at <http://www.datapulse.com>

Appendix 1 – Call Server Patches

```
ld 143
CCBR000
.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      SPECIN
S
000  wi00688505     ISS1:1OF1    p30595_1  31/03/2011  p30595_1.cpl  NO
001  wi00835294     ISS1:1OF1    p30565_1  31/03/2011  p30565_1.cpl  NO
002  wi00832106     ISS1:1OF1    p30550_1  31/03/2011  p30550_1.cpl  NO
003  wi00837618     ISS1:1OF1    p30594_1  31/03/2011  p30594_1.cpl  NO
004  wi00852365     ISS1:1OF1    p30707_1  31/03/2011  p30707_1.cpl  NO
005  wi00843623     ISS1:1OF1    p30731_1  31/03/2011  p30731_1.cpl  YES
006  wi00839255     ISS1:1OF1    p30591_1  31/03/2011  p30591_1.cpl  NO
007  wi00832626     ISS2:1OF1    p30560_2  31/03/2011  p30560_2.cpl  NO
008  wi00857566     ISS1:1OF1    p30766_1  31/03/2011  p30766_1.cpl  NO
009  wi00841980     ISS1:1OF1    p30618_1  31/03/2011  p30618_1.cpl  NO
010  wi00837461     ISS1:1OF1    p30597_1  31/03/2011  p30597_1.cpl  NO
011  wi00839821     ISS1:1OF1    p30619_1  31/03/2011  p30619_1.cpl  NO
012  wi00842409     ISS1:1OF1    p30621_1  31/03/2011  p30621_1.cpl  NO
013  wi00838073     ISS1:1OF1    p30588_1  31/03/2011  p30588_1.cpl  NO
014  wi00850521     ISS1:1OF1    p30709_1  31/03/2011  p30709_1.cpl  YES
015  wi00860722     ISS1:1OF1    p30784_1  31/03/2011  p30784_1.cpl  YES
016  wi00839134     ISS1:1OF1    p30698_1  31/03/2011  p30698_1.cpl  YES
017  wi00836981     ISS1:1OF1    p30613_1  31/03/2011  p30613_1.cpl  NO
```

Appendix 2 – Linux Patches

```
[admin@cores3 ~]$ pstat
Product Release: 7.50.17.00
In system patches: 0

In System service updates: 10


| PATCH# | IN_SERVICE | DATE     | SPECINS | REMOVABLE | NAME                                       |
|--------|------------|----------|---------|-----------|--------------------------------------------|
| 0      | Yes        | 30/03/11 | NO      | YES       | cs1000-linuxbase-7.50.17.04-00.i386.000    |
| 1      | Yes        | 30/03/11 | NO      | YES       | cs1000-baseWeb-7.50.17.01-1.i386.000       |
| 2      | Yes        | 31/03/11 | NO      | YES       | cs1000-sps-7.50.17-01.i386.000             |
| 3      | Yes        | 31/03/11 | NO      | YES       | cs1000-shared-pbx-7.50.17-01.i386.000      |
| 4      | Yes        | 31/03/11 | NO      | YES       | cs1000-dbcom-7.50.17-02.i386.000           |
| 5      | Yes        | 31/03/11 | NO      | YES       | cs1000-bcc-7.50.17.03-00.i386.000          |
| 6      | Yes        | 31/03/11 | NO      | YES       | cs1000-Jboss-Quantum-7.50.17.01-1.i386.000 |
| 7      | Yes        | 31/03/11 | NO      | YES       | cs1000-dmWeb-7.50.17.04-00.i386.001        |
| 8      | Yes        | 31/03/11 | NO      | YES       | cs1000-emWeb_6-0-7.50.17.01-1.i386.000     |
| 9      | Yes        | 31/03/11 | NO      | YES       | cs1000-vtrk-7.50.17.16-01.i386.000         |


[admin@cores3 ~]$
```


Appendix 3 – Software Version

```
[admin@cores3 ~]$ swVersionShow
Product Release: 7.50.17.00
Base Applications
  base                7.50.17      [patched]
  NTAFS               7.50.17
  sm                  7.50.17
  cs1000-Auth          7.50.17
  Jboss-Quantum        7.50.17      [patched]
  lhmmonitor           7.50.17
  baseAppUtils         7.50.17
  dfoTools             7.50.17
  nnnm                 7.50.17
  cppmUtil            7.50.17
  oam-logging          7.50.17
  dmWeb               n/a          [patched]
  baseWeb              n/a          [patched]
  ipsec               7.50.17
  Snmp-Daemon-TrapLib  7.50.17
  ISECSH              7.50.17
  patchWeb            7.50.17
  EmCentralLogic       7.50.17
Application configuration: CS+SS+EM
Packages:
CS+SS+EM
Configuration version: 7.50.17-00
  cs                  7.50.17
  dbcom              7.50.17      [patched]
  cslogin            7.50.17
  sigServerShare      7.50.17      [patched]
  csv                7.50.17
  tps                7.50.17
  vtrk               7.50.17.16 [patched]
  pd                 7.50.17
  sps                7.50.17      [patched]
  ncs                7.50.17
  gk                 7.50.17
  EmConfig           7.50.17
  emWeb_6-0          7.50.17      [patched]
  emWebLocal_6-0      7.50.17
  csmWeb             7.50.17
  bcc                7.50.17      [patched]
  ftrpkg            7.50.17
  cs1000WebService_6-0 7.50.17
  managedElementWebService 7.50.17
  mscAnnnc           7.50.17
  mscAttn            7.50.17
  mscConf            7.50.17
  mscMusc            7.50.17
  mscTone            7.50.17
[admin@cores3 ~]$
```

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