



Avaya Solution & Interoperability Test Lab

Application Notes for INTICUBE SPECTO-iView with Avaya Interaction Center - Issue 1.0

Abstract

These Application Notes describe the procedures for configuring INTICUBE SPECTO-iView to successfully interoperate with Avaya Interaction Center (IC).

INTICUBE SPECTO-iView is a call monitoring and statistic reporting solution that integrates with Avaya Interaction Center. This solution shows in a graphical fashion the current status of the contact center and the performance of the contact center from various perspectives. SPECTO-iView supports only the Voice channel in Avaya IC. Email and Chat channels are currently not supported. Feature functionality was validated and performance testing was conducted in order to verify operation under load.

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

1. Introduction

These Application Notes describe the compliance-tested configuration used to validate Avaya Interaction Center Release 7.0 with INTICUBE SPECTO-iView 2.0.

SPECTO-iView is a call monitoring and statistical reporting solution that integrates with Avaya Interaction Center. SPECTO-iView supports only the Voice channel in Avaya IC. Email and Chat channels are currently not supported.

SPECTO-iView provides the iStat server application for collecting the statistical data, iREALTIME client application for real-time data reporting, iHISTORICAL client application for historical data reporting and iADMIN client application for administering and creating the iView database on Microsoft SQL Server 2000. iStat monitors events from the Avaya IC Servers – Telephony Server (TS), Agent Data Unit (ADU) Server and Electronic Data Unit (EDU) Server – and creates the real-time data and historical data. It sends real-time data to iREALTIME using TCP/IP and stores historical data in the iView database. iHISTORICAL is used to generate the historical reports from the iView database.

This solution was tested using Avaya Interaction Center Release 7.0 and the S8500B Media Server running Avaya Communication Manager 3.0. The Avaya Interaction Center was deployed across three physical servers as shown in Figure 1. The iStat server application was loaded on the Avaya Interaction Center Secondary Server system. The iREALTIME, iHISTORICAL and iADMIN client applications were loaded onto three other PCs.

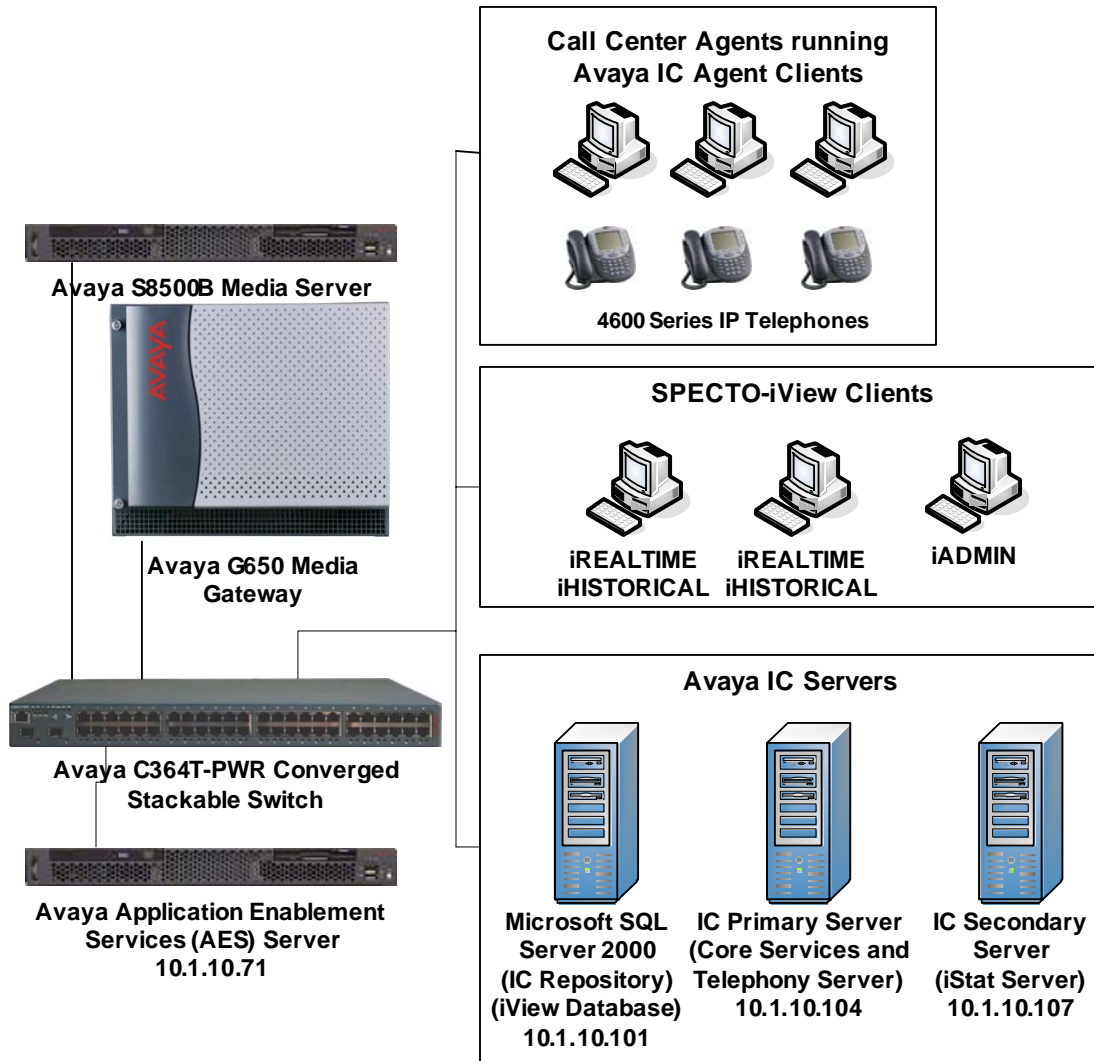


Figure 1: INTICUBE SPECTO-iView Compliance Test Sample Configuration

2. Equipment and Software Validated

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

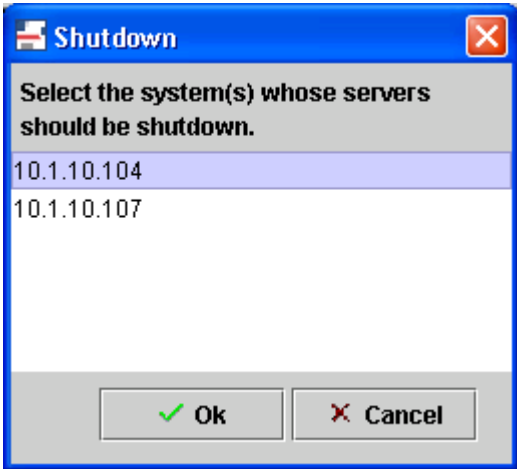
Equipment	Software
Avaya S8500B Media Server	3.0 (R013x.00.1.346.0)
Avaya G650 Media Gateway <ul style="list-style-type: none">• TN2312BP IP Server Interface• TN799DP C-LAN Interface• TN2302AP IP Media Processor	- HW07, FW022 HW01, FW015 HW20, FW107
Avaya Interaction Center	Release 7.0
Avaya Application Enablement Services	r3-0-0-build-50-1-0
Avaya C364T-PWR Converged Stackable Switch	4.3.12
INTICUBE SPECTO-iView	2.0

3. Configure the iStat Server and iView Clients

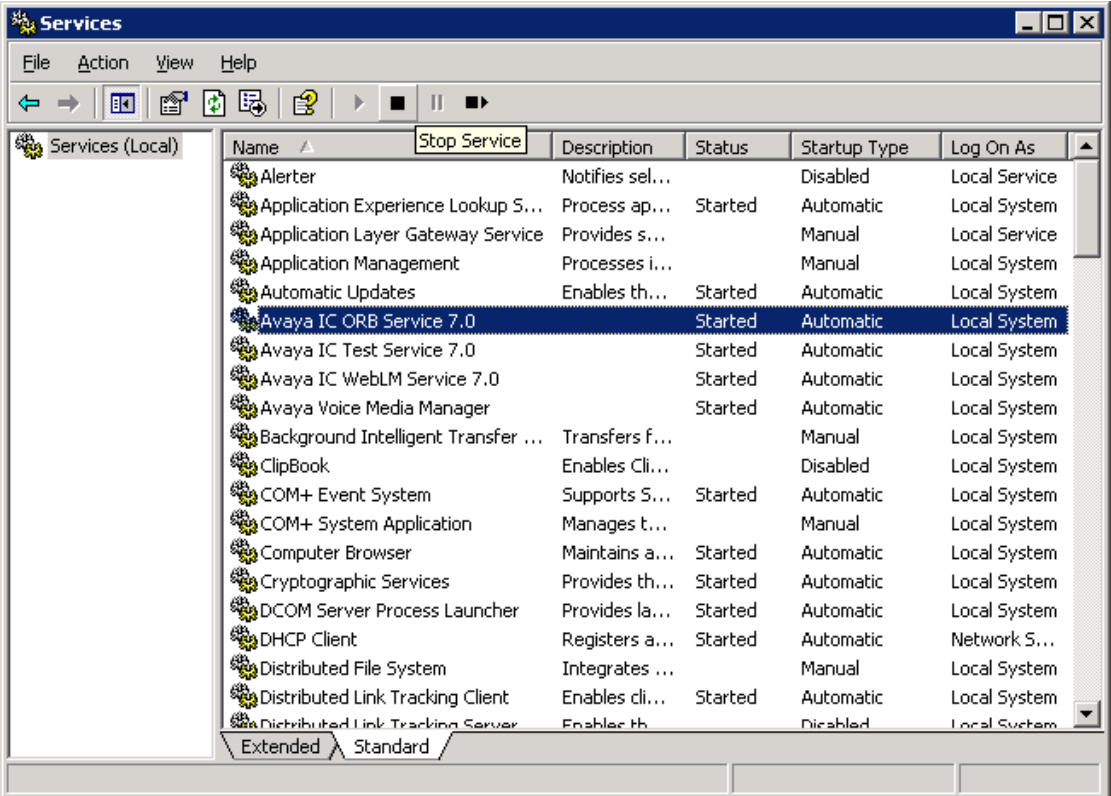
This section explains the file modifications and configuration necessary to support the SPECTO-iView iStat server application and iView client applications. The server was configured using IC Manager.

Note: SPECTO-iView includes the IC Server call MonGuard, which is used when there is more than one IC Telephony Server. In this sample configuration, MonGuard was not used.

Step	Description
	Install the iStat Server
1.	Insert the "SPECTO-iView Install CD" into the IC Secondary Server. Copy the following files from the CDROM path to Destination path shown below. CDROM path: \Server\ Destination path: %AVAYA_IC_HOME%\bin\ Files to be copied: iStat.exe, iStat.pdb, Monguard.exe, Monguard.pdb, BugslayerUtil.dll, stlport_vc646.dll

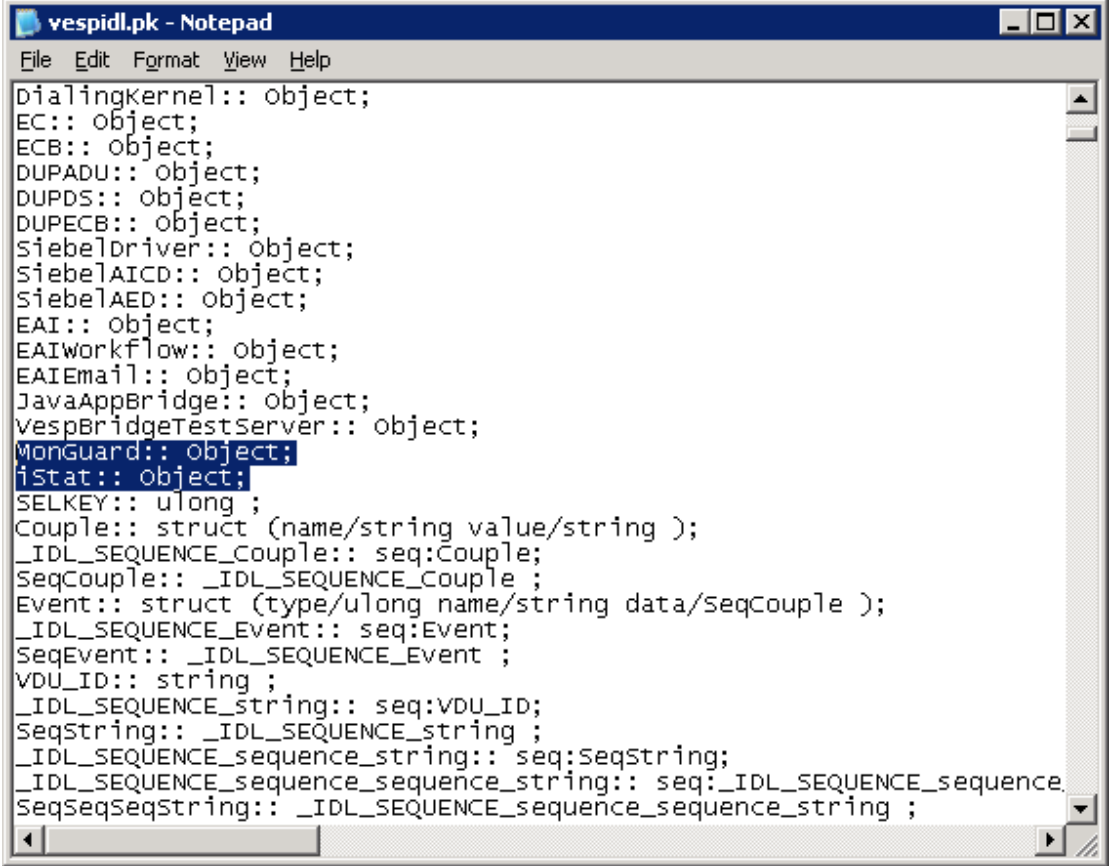
Step	Description
	Configure the iStat Server
2.	<p>Logout all Avaya IC Agent clients. Start IC Manager from Start → All Programs → Avaya Interaction Center 7.0. Log in to IC Manager to shutdown all the IC Servers. Select Server, Shutdown. Select the first system in the list and click Ok. Repeat again for the rest of the IC Server systems.</p> 

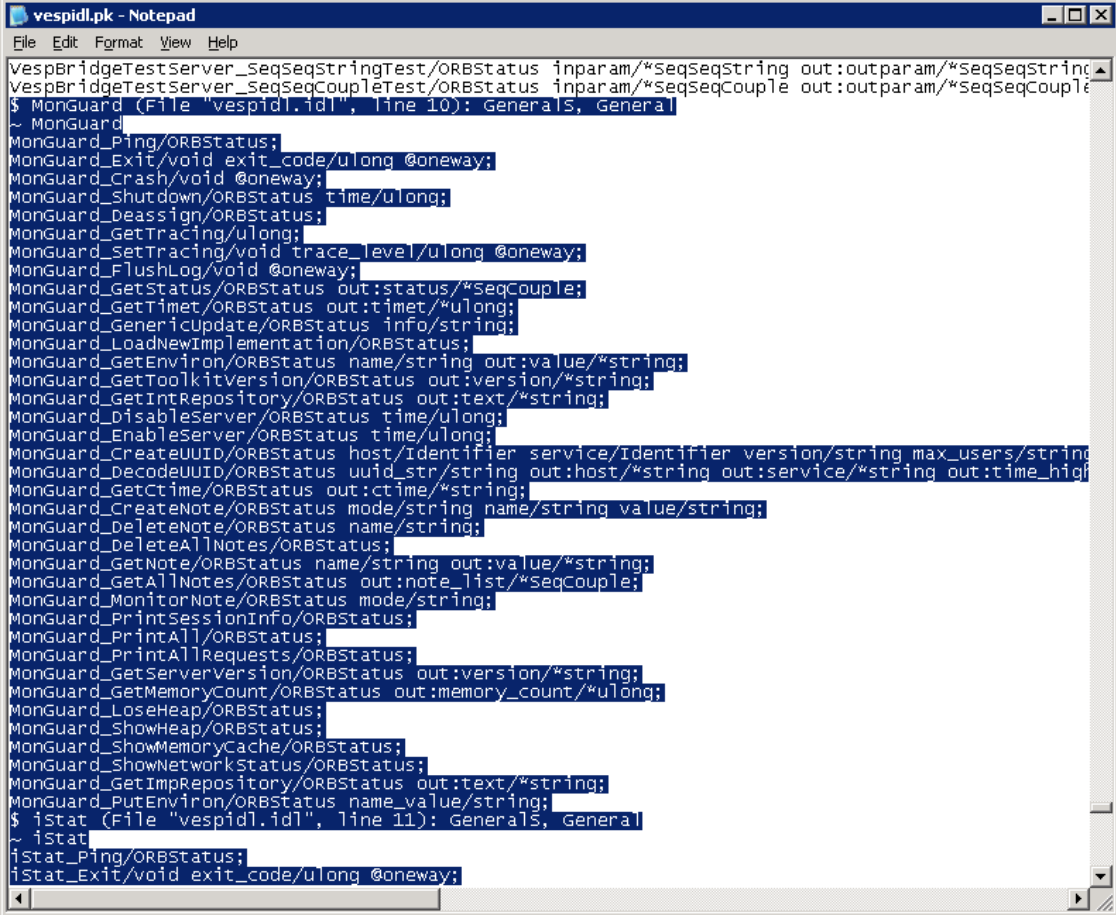
Step	Description
3.	Start Services from Start → All Programs → Administrative Tools . Stop the Avaya IC ORB Service 7.0 service. Repeat for all IC Server systems.

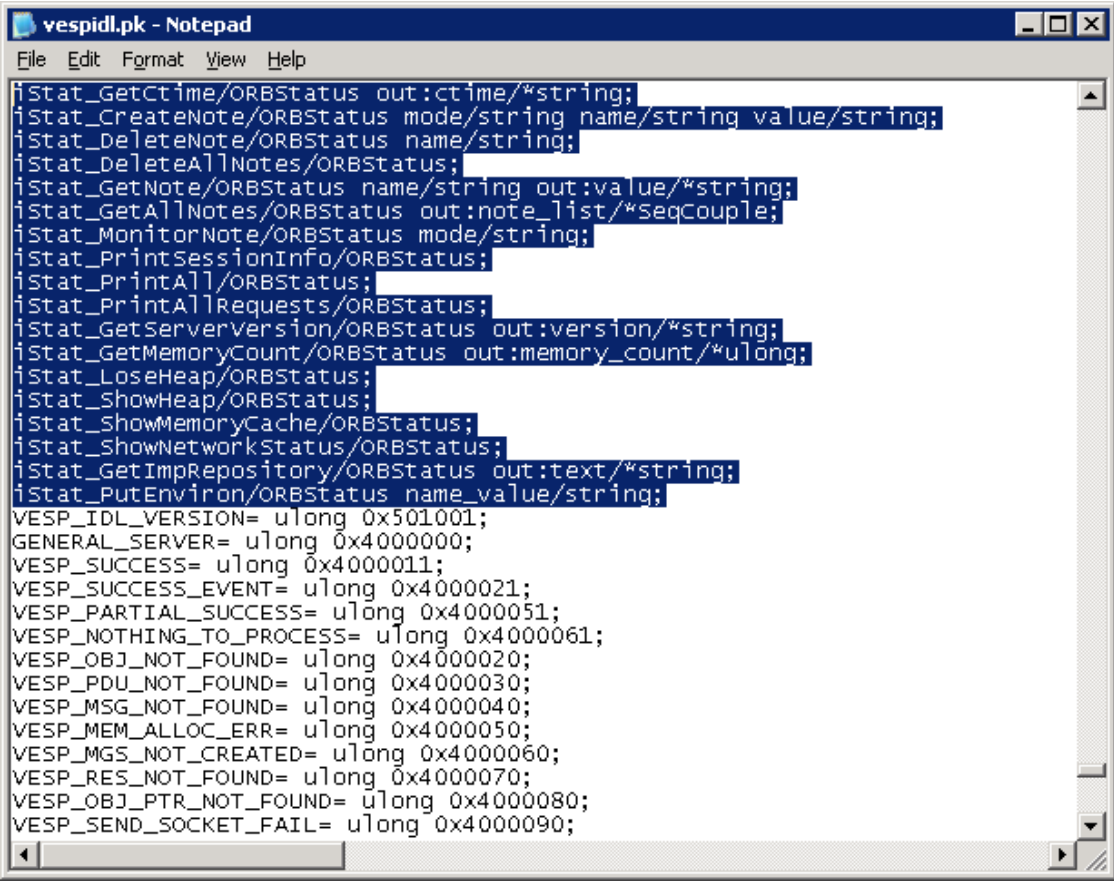


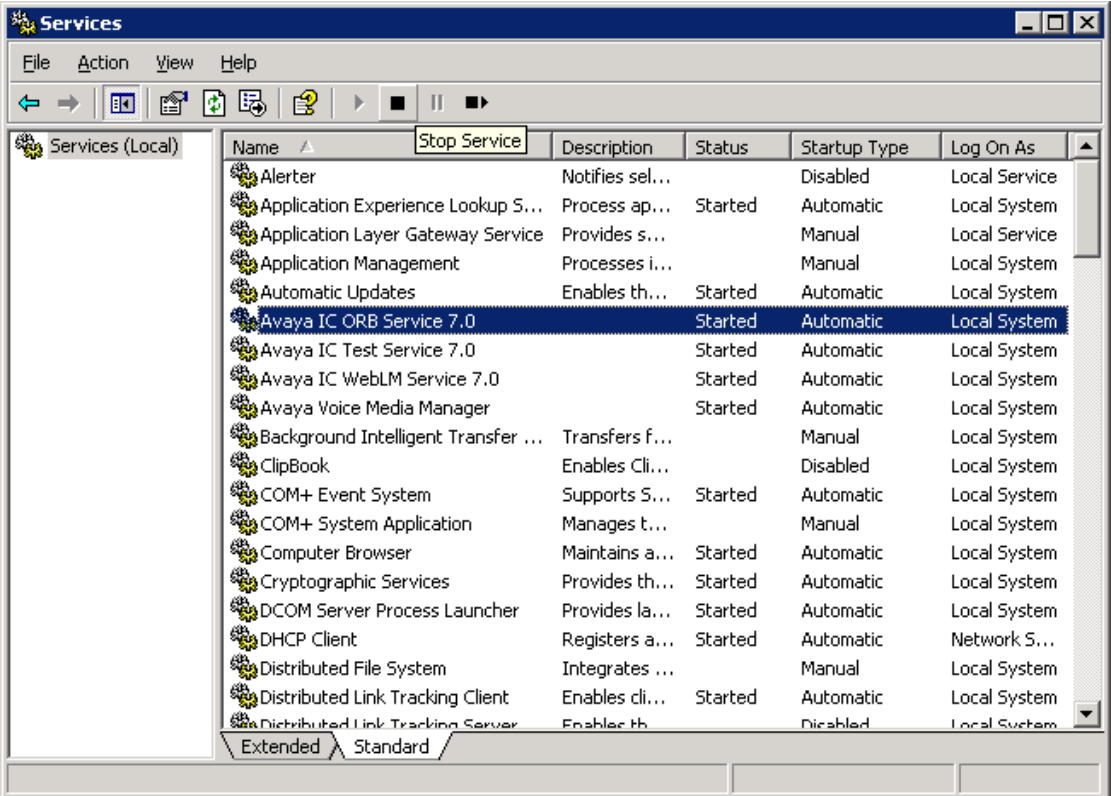
The screenshot shows the Windows Services console window. The 'Services (Local)' tree on the left is expanded. The main pane displays a list of services with columns for Name, Description, Status, Startup Type, and Log On As. The 'Avaya IC ORB Service 7.0' service is highlighted in blue. A 'Stop Service' button is visible above the list.

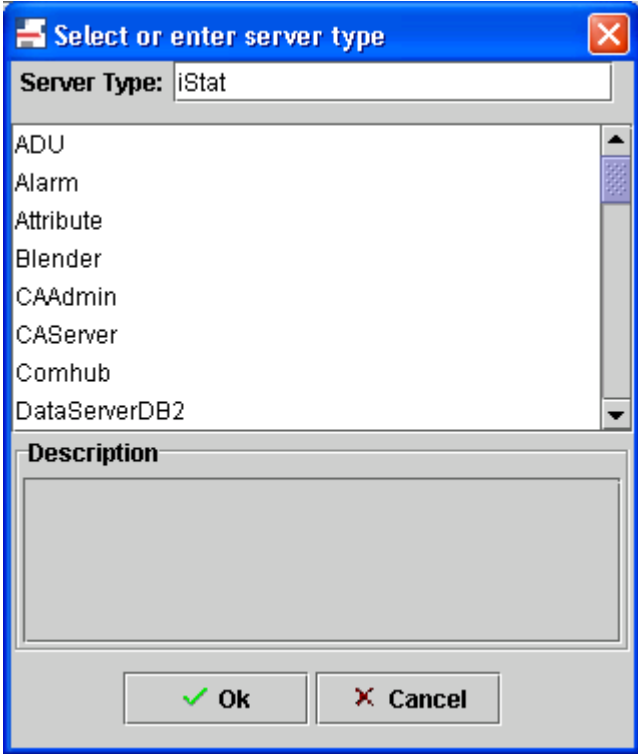
Name	Description	Status	Startup Type	Log On As
Alerter	Notifies sel...	Stopped	Disabled	Local Service
Application Experience Lookup S...	Process ap...	Started	Automatic	Local System
Application Layer Gateway Service	Provides s...	Stopped	Manual	Local Service
Application Management	Processes i...	Stopped	Manual	Local System
Automatic Updates	Enables th...	Started	Automatic	Local System
Avaya IC ORB Service 7.0		Started	Automatic	Local System
Avaya IC Test Service 7.0		Started	Automatic	Local System
Avaya IC WebLM Service 7.0		Started	Automatic	Local System
Avaya Voice Media Manager		Started	Automatic	Local System
Background Intelligent Transfer ...	Transfers f...	Stopped	Manual	Local System
ClipBook	Enables Cli...	Stopped	Disabled	Local System
COM+ Event System	Supports S...	Started	Automatic	Local System
COM+ System Application	Manages t...	Stopped	Manual	Local System
Computer Browser	Maintains a...	Started	Automatic	Local System
Cryptographic Services	Provides th...	Started	Automatic	Local System
DCOM Server Process Launcher	Provides la...	Started	Automatic	Local System
DHCP Client	Registers a...	Started	Automatic	Network S...
Distributed File System	Integrates ...	Stopped	Manual	Local System
Distributed Link Tracking Client	Enables cli...	Started	Automatic	Local System
Distributed Link Tracking Server	Enables th...	Stopped	Disabled	Local System

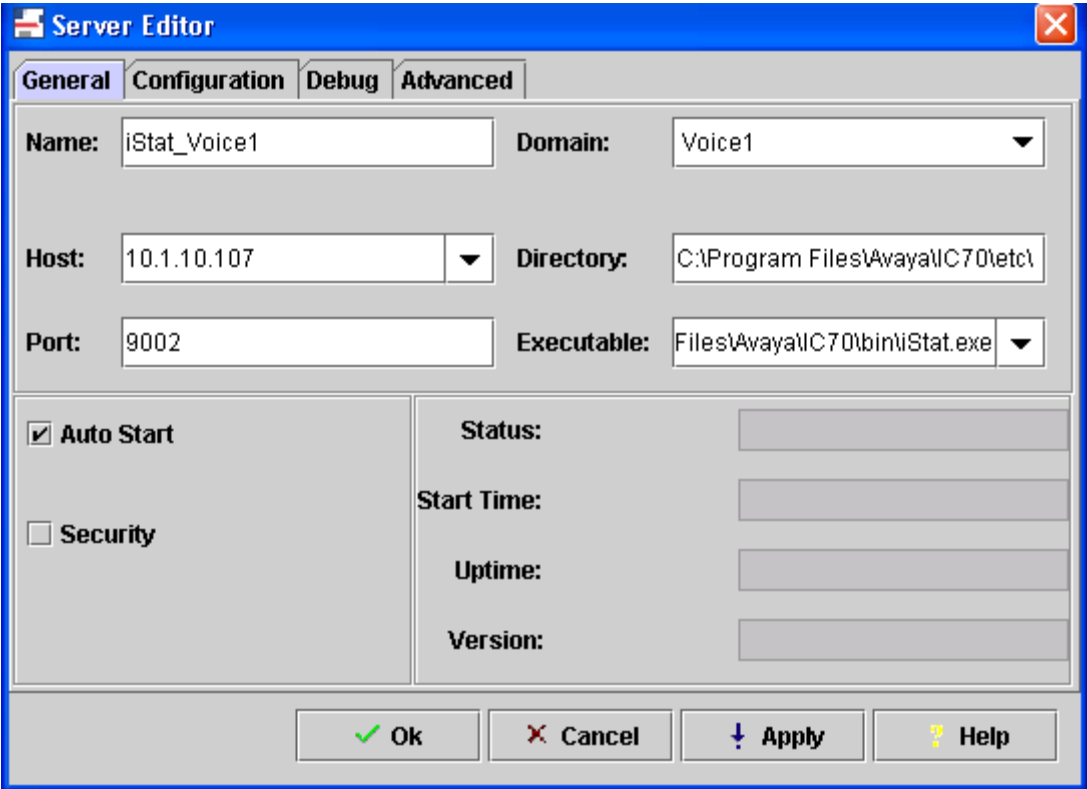
Step	Description
4.	<p>Edit the file vespidl.pk on the primary system located in the directory %AVAYA_IC_HOME%\etc\.</p> <p>Add the following lines to the end of the Object definition section of the file (after the last line of the format “XXXX:: Object”):</p> <pre> MonGuard:: Object; iStat:: Object; </pre>  <pre> Dialingkernel:: Object; EC:: Object; ECB:: Object; DUPADU:: Object; DUPDS:: Object; DUPECB:: Object; SiebelDriver:: Object; SiebelAICD:: Object; SiebelAED:: Object; EAI:: Object; EAIworkflow:: Object; EAIEmail:: Object; JavaAppBridge:: Object; VespBridgeTestserver:: Object; MonGuard:: Object; iStat:: Object; SELKEY:: ulong ; Couple:: struct (name/string value/string); _IDL_SEQUENCE_Couple:: seq:Couple; SeqCouple:: _IDL_SEQUENCE_Couple ; Event:: struct (type/ulong name/string data/seqCouple); _IDL_SEQUENCE_Event:: seq:Event; SeqEvent:: _IDL_SEQUENCE_Event ; VDU_ID:: string ; _IDL_SEQUENCE_string:: seq:VDU_ID; SeqString:: _IDL_SEQUENCE_string ; _IDL_SEQUENCE_sequence_string:: seq:SeqString; _IDL_SEQUENCE_sequence_sequence_string:: seq:_IDL_SEQUENCE_sequence SeqSeqSeqString:: _IDL_SEQUENCE_sequence_sequence_string ; </pre>

Step	Description
5.	<p>Add the lines that describe the capabilities of the IC servers MonGuard and iStat to the end of the Interface definition section (See below for example). The lines to be added can be found in the SPECTO-iView Installation and Administration Guide, Chapter 3.1, Section B-2.</p>  <pre> VespBridgeTestserver_SeqSeqStringTest/ORBstatus inparam/*seqseqstring out:outparam/*seqseqstring VespBridgeTestserver_SeqSeqCoupleTest/ORBstatus inparam/*seqseqcouple out:outparam/*seqseqcouple \$ MonGuard (File "vespidl.idl", line 10): Generals, General ~ MonGuard MonGuard_Ping/ORBstatus; MonGuard_Exit/void exit_code/ulong @oneway; MonGuard_Crash/void @oneway; MonGuard_Shutdown/ORBstatus time/ulong; MonGuard_Deassign/ORBstatus; MonGuard_GetTracing/ulong; MonGuard_SetTracing/void trace_level/ulong @oneway; MonGuard_FlushLog/void @oneway; MonGuard_GetStatus/ORBstatus out:status/*seqcouple; MonGuard_GetTimet/ORBstatus out:timet/*ulong; MonGuard_GenericUpdate/ORBstatus info/string; MonGuard_LoadNewImplementation/ORBstatus; MonGuard_GetEnviron/ORBstatus name/string out:value/*string; MonGuard_GetToolkitVersion/ORBstatus out:version/*string; MonGuard_GetIntRepository/ORBstatus out:text/*string; MonGuard_DisableServer/ORBstatus time/ulong; MonGuard_EnableServer/ORBstatus time/ulong; MonGuard_CreateUUID/ORBstatus host/Identifier service/Identifier version/string max_users/string MonGuard_DecodeUUID/ORBstatus uuid_str/string out:host/*string out:service/*string out:time_high MonGuard_GetCtime/ORBstatus out:ctime/*string; MonGuard_CreateNote/ORBstatus mode/string name/string value/string; MonGuard_DeleteNote/ORBstatus name/string; MonGuard_DeleteAllNotes/ORBstatus; MonGuard_GetNote/ORBstatus name/string out:value/*string; MonGuard_GetAllNotes/ORBstatus out:note_list/*seqcouple; MonGuard_MonitorNote/ORBstatus mode/string; MonGuard_PrintSessionInfo/ORBstatus; MonGuard_PrintAll/ORBstatus; MonGuard_PrintAllRequests/ORBstatus; MonGuard_GetServerVersion/ORBstatus out:version/*string; MonGuard_GetMemoryCount/ORBstatus out:memory_count/*ulong; MonGuard_LoseHeap/ORBstatus; MonGuard_ShowHeap/ORBstatus; MonGuard_ShowMemoryCache/ORBstatus; MonGuard_ShowNetworkStatus/ORBstatus; MonGuard_GetImpRepository/ORBstatus out:text/*string; MonGuard_PutEnviron/ORBstatus name_value/string; \$ iStat (File "vespidl.idl", line 11): Generals, General ~ iStat iStat_Ping/ORBstatus; iStat_Exit/void exit_code/ulong @oneway; </pre>

Step	Description
	<p>The end of the added lines should be before the line starting with “VESP_IDL_VERSION”.</p>  <pre> iStat_GetCtime/ORBStatus out:ctime/*string; iStat_CreateNote/ORBStatus mode/string name/string value/string; iStat_DeleteNote/ORBStatus name/string; iStat_DeleteAllNotes/ORBStatus; iStat_GetNote/ORBStatus name/string out:value/*string; iStat_GetAllNotes/ORBStatus out:note_list/*seqCouple; iStat_MonitorNote/ORBStatus mode/string; iStat_PrintSessionInfo/ORBStatus; iStat_PrintAll/ORBStatus; iStat_PrintAllRequests/ORBStatus; iStat_GetServerVersion/ORBStatus out:version/*string; iStat_GetMemoryCount/ORBStatus out:memory_count/*ulong; iStat_LoseHeap/ORBStatus; iStat_ShowHeap/ORBStatus; iStat_ShowMemoryCache/ORBStatus; iStat_ShowNetworkStatus/ORBStatus; iStat_GetImpRepository/ORBStatus out:text/*string; iStat_PutEnviron/ORBStatus name_value/string; VESP_IDL_VERSION= ulong 0x501001; GENERAL_SERVER= ulong 0x4000000; VESP_SUCCESS= ulong 0x4000011; VESP_SUCCESS_EVENT= ulong 0x4000021; VESP_PARTIAL_SUCCESS= ulong 0x4000051; VESP_NOTHING_TO_PROCESS= ulong 0x4000061; VESP_OBJ_NOT_FOUND= ulong 0x4000020; VESP_PDU_NOT_FOUND= ulong 0x4000030; VESP_MSG_NOT_FOUND= ulong 0x4000040; VESP_MEM_ALLOC_ERR= ulong 0x4000050; VESP_MGS_NOT_CREATED= ulong 0x4000060; VESP_RES_NOT_FOUND= ulong 0x4000070; VESP_OBJ_PTR_NOT_FOUND= ulong 0x4000080; VESP_SEND_SOCKET_FAIL= ulong 0x4000090; </pre> <p>Select File → Save to save the file.</p>
6.	Copy the modified vespidl.pk file to the directory %AVAYA_IC_HOME%\etc\ on all the IC Secondary Server systems.

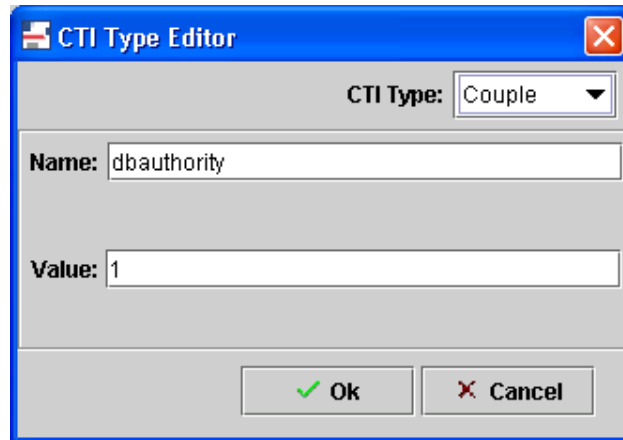
Step	Description
7.	<p>Start Services from Start → All Programs → Administrative Tools. Start the Avaya IC ORB Service 7.0 service. Repeat for all IC Server systems.</p>  <p>The screenshot shows the Windows Services console window. The 'Services (Local)' tree on the left is expanded. The main pane displays a list of services with columns for Name, Description, Status, Startup Type, and Log On As. The 'Avaya IC ORB Service 7.0' service is highlighted in blue. Its status is 'Started', its startup type is 'Automatic', and it is configured to run as 'Local System'. Other services listed include Alerter, Application Experience Lookup S..., Application Layer Gateway Service, Application Management, Automatic Updates, Avaya IC Test Service 7.0, Avaya IC WebLM Service 7.0, Avaya Voice Media Manager, Background Intelligent Transfer ..., ClipBook, COM+ Event System, COM+ System Application, Computer Browser, Cryptographic Services, DCOM Server Process Launcher, DHCP Client, Distributed File System, Distributed Link Tracking Client, and Distributed Link Tracking Server.</p>

Step	Description
8.	<p>Log in to IC Manager. To create the iStat Server, select Server → New in IC Manager. Type iStat for Server Type. Click Ok.</p> 

Step	Description
9.	<p>In the General tab, specify a Name, select Voice1 for Domain, select the IC Secondary Server IP Address for Host, specify the full path to the iStat.exe file for Executable and check Auto Start. Click Apply.</p> 

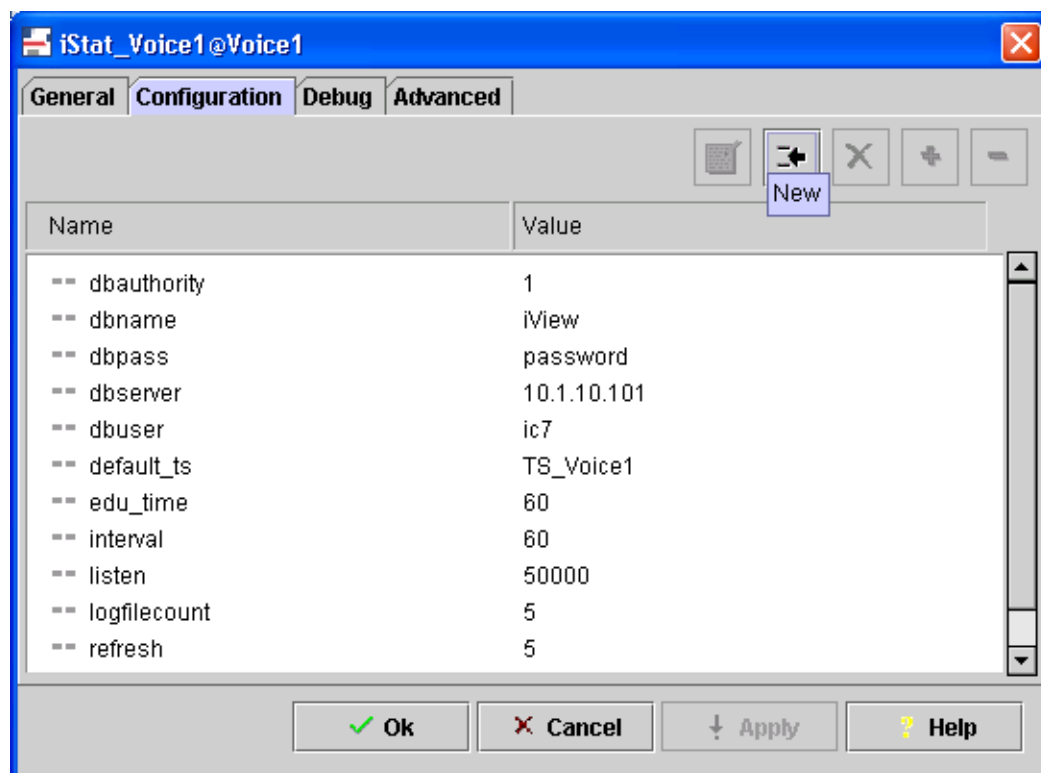
Step	Description
------	-------------

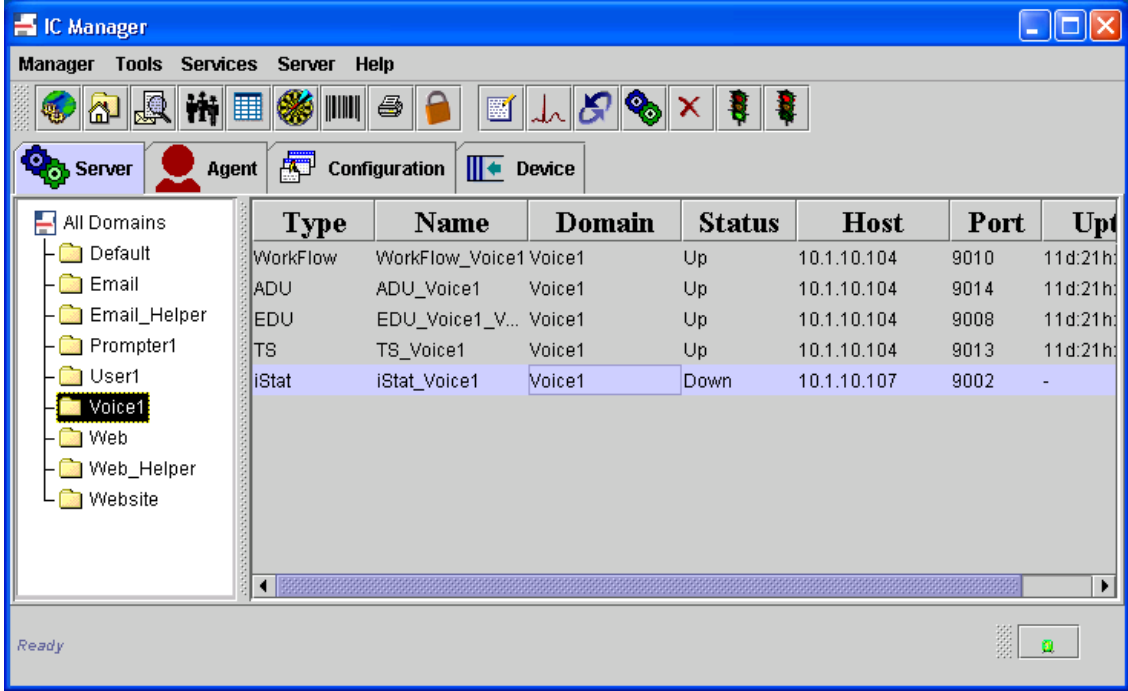
10.	<p>In the Configuration tab, add the parameters for the iStat server. Click on the New button. In the CTI Type Editor window, select Couple for CTI Type. Set Name to the dbauthority and Value to 1. Click Ok.</p>
-----	--



Set **dbname** to **iView**, **dbserver** to the SQL Server IP Address and specify a valid login and password for the SQL Server using **dbuser** and **dbpassword**. Set **default_ts** to the **Name** of the TS server. Set **edu_time** to **60**, **interval** to **60**, **listen** to **50000**, **logfilecount** to **5** and **refresh** to **5**. Click **Ok**.

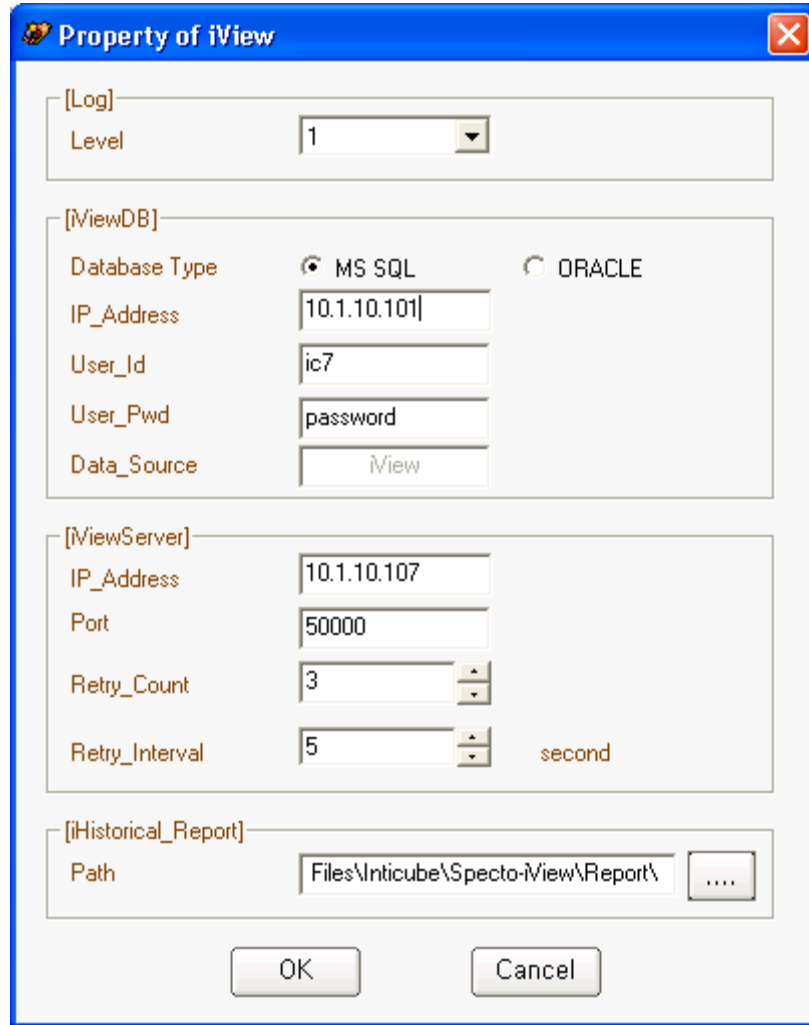
Note: Please refer to the SPECTO-iView Installation and Administration Guide for the explanation of the fields.



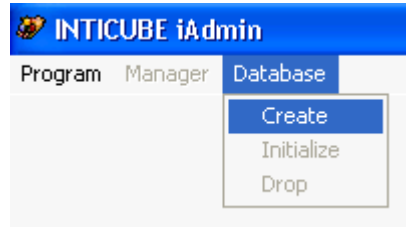
Step	Description																																										
11.	<p>Select the iStat server in IC Manager. Click Server → Start to start the iStat server.</p>  <p>The screenshot shows the IC Manager application window. The 'Server' tab is selected. A tree view on the left shows a hierarchy of domains, with 'Voice1' selected. The main pane displays a table of server configurations:</p> <table border="1" data-bbox="537 499 1406 898"> <thead> <tr> <th>Type</th> <th>Name</th> <th>Domain</th> <th>Status</th> <th>Host</th> <th>Port</th> <th>Upt</th> </tr> </thead> <tbody> <tr> <td>WorkFlow</td> <td>WorkFlow_Voice1</td> <td>Voice1</td> <td>Up</td> <td>10.1.10.104</td> <td>9010</td> <td>11d:21h</td> </tr> <tr> <td>ADU</td> <td>ADU_Voice1</td> <td>Voice1</td> <td>Up</td> <td>10.1.10.104</td> <td>9014</td> <td>11d:21h</td> </tr> <tr> <td>EDU</td> <td>EDU_Voice1_V...</td> <td>Voice1</td> <td>Up</td> <td>10.1.10.104</td> <td>9008</td> <td>11d:21h</td> </tr> <tr> <td>TS</td> <td>TS_Voice1</td> <td>Voice1</td> <td>Up</td> <td>10.1.10.104</td> <td>9013</td> <td>11d:21h</td> </tr> <tr style="background-color: #e6f2ff;"> <td>iStat</td> <td>iStat_Voice1</td> <td>Voice1</td> <td>Down</td> <td>10.1.10.107</td> <td>9002</td> <td>-</td> </tr> </tbody> </table>	Type	Name	Domain	Status	Host	Port	Upt	WorkFlow	WorkFlow_Voice1	Voice1	Up	10.1.10.104	9010	11d:21h	ADU	ADU_Voice1	Voice1	Up	10.1.10.104	9014	11d:21h	EDU	EDU_Voice1_V...	Voice1	Up	10.1.10.104	9008	11d:21h	TS	TS_Voice1	Voice1	Up	10.1.10.104	9013	11d:21h	iStat	iStat_Voice1	Voice1	Down	10.1.10.107	9002	-
Type	Name	Domain	Status	Host	Port	Upt																																					
WorkFlow	WorkFlow_Voice1	Voice1	Up	10.1.10.104	9010	11d:21h																																					
ADU	ADU_Voice1	Voice1	Up	10.1.10.104	9014	11d:21h																																					
EDU	EDU_Voice1_V...	Voice1	Up	10.1.10.104	9008	11d:21h																																					
TS	TS_Voice1	Voice1	Up	10.1.10.104	9013	11d:21h																																					
iStat	iStat_Voice1	Voice1	Down	10.1.10.107	9002	-																																					

Create the iView Database

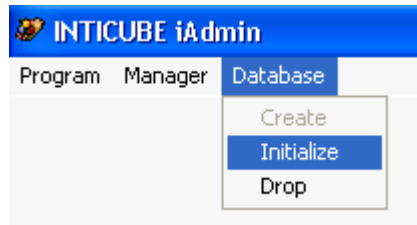
12. Start the program **iAdmin** from **Start** → **All Programs** → **inticube** → **Specto-iView**. Click **Program** → **Property**. In the **iViewDB** section, select **MS SQL** for **Database Type**, specify the IP Address of the SQL Server, the **User_Id** and **User_Pwd**. In the **iViewServer** section, set **IP_Address** to the IP address of the iStat server and **Port** to **50000**. The settings should match the iStat server configuration in Step 10. In the **iHistorical_Report** section, set **Path** to **C:\Program Files\Inticube\Specto-iView\Report** where the historical reports are stored. Click **Ok**.



13. Select **Database** → **Create** to create the iView Database and tables.

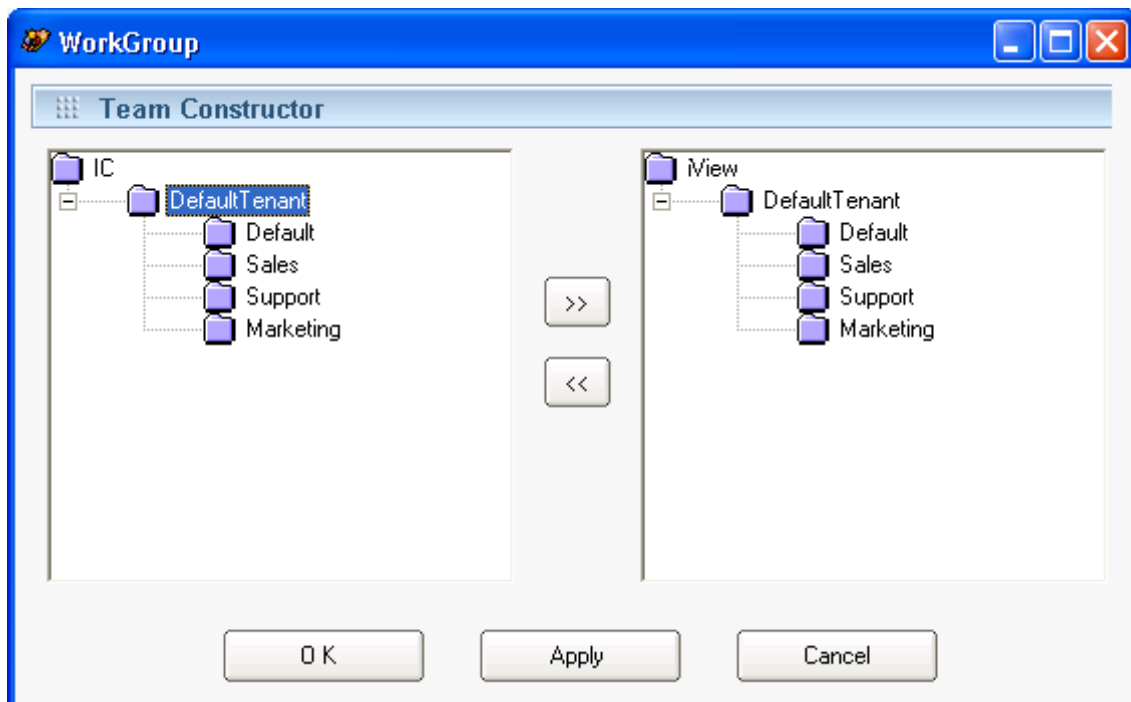


14. Select **Database** → **Initialize** to initialize the tables in the iView database.

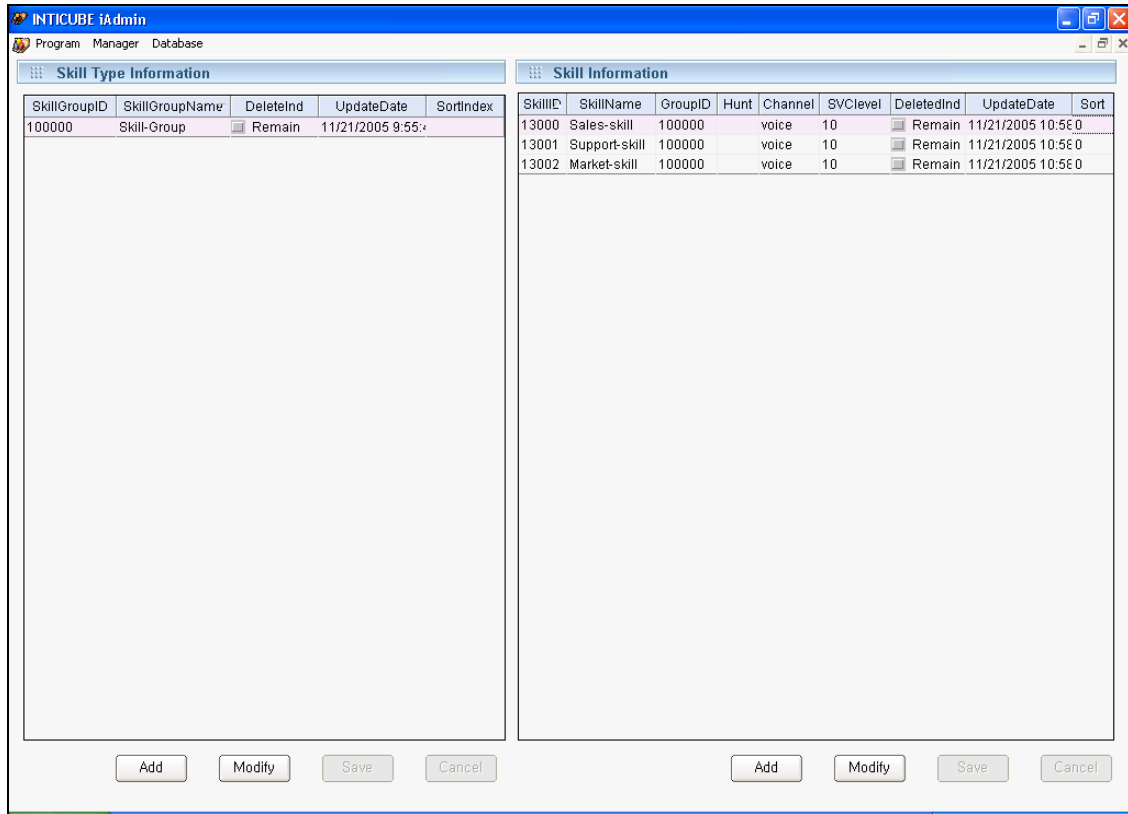


Configure the iView Server

15. Start the program **iAdmin** from **Start** → **All Programs** → **inticube** → **Specto-iView**. Select **Program** → **Workgroup**. Click on **DefaultTenant** on the left Tree View and select the >> button to map the workgroups in IC to iView. Click **OK**.



16. Select **Manager** → **Skill Manager** in the **iAdmin** program. Enter all the agent skills that will be monitored by SPECTO-iView. Click **Add** for **Skill Type Information** on the left-hand side. Specify a value for **SkillGroupID** and a name for **SkillGroupName**. For each agent skill to be monitored, click **Add** for **Skill Information** on the right-hand side. Set **SkillID** to the **Group Extension** of the Hunt Group. Specify a name for **SkillName** and select **voice** for **Channel**. Set **SVClevel** to the required service level for this skill.



17. Select **Manager** → **Device Manager** in **iAdmin** program. Enter all the phone extensions used by the agents and all the Vector Directory Numbers (VDNs) that route calls to the agent skill group specified in Step 16 as DeviceIDs.

The screenshot shows the 'iAdmin' application window with the 'Device Management' tab selected. The main area contains a table with the following data:

Pkey	DeviceID	DeviceType	DeletedInd	UpdateDate	SkillName	Description
1	10001	station	Remain	11/21/2005 9:57:		
2	10002	station	Remain	11/21/2005 9:57:		
3	10003	station	Remain	11/21/2005 9:57:		
4	10004	station	Remain	11/21/2005 9:57:		
5	10005	station	Remain	11/21/2005 9:57:		
6	10006	station	Remain	11/21/2005 9:57:		
10	10007	station	Remain	11/23/2005 9:35:		
11	10008	station	Remain	11/23/2005 9:35:		
12	10009	station	Remain	11/23/2005 9:35:		
13	10010	station	Remain	11/23/2005 9:35:		
7	14000	vdn	Remain	11/21/2005 9:57:	Sales-skill	
8	14001	vdn	Remain	11/21/2005 9:57:	Support-skill	
9	14002	vdn	Remain	11/21/2005 9:57:	Market-skill	

To the right of the table is an 'Add/Delete' form with the following fields and controls:

- Multi Add/Delete
- DeviceID: [] ~ []
- Type: station (dropdown)
- Skill: Sales-skill (dropdown)
- Buttons: Add, Remove

At the bottom of the window, there are buttons for 'Modify', 'Save', and 'Cancel', along with a 'DeviceID' search field and a 'Search' button.

18. To find out the skills assigned to each agent, log in to Avaya Communication Manager and enter the command **display agent-loginID <login ID of agent>**. For example, Alice with agent-loginID 11001 has the skills 100 and 102 assigned to her.

```

Telnet 10.1.10.21
display agent-loginID 11001
Page 2 of 2
AGENT LOGINID 11001
Direct Agent Skill: 100
Call Handling Preference: skill-level
Local Call Preference? n
SN      SL      SN      SL      SN      SL      SN      SL
1: 100    1      16:     17:     31:     32:     46:     47:
2: 102    1      18:     19:     33:     34:     48:     49:
3:      20:     35:     36:     50:     51:
4:      21:     37:     38:     52:
5:      22:     38:     39:     53:
6:      23:     39:     40:     54:
7:      24:     40:     41:     55:
8:      25:     41:     42:     56:
9:      26:     42:     43:     57:
10:     27:     43:     44:     58:
11:     28:     44:     45:     59:
12:     29:     45:     60:
13:     30:
14:
15:
ESC-x=Cancel Esc-e=Submit Esc-p=Prev Pg Esc-n=Next Pg Esc-h=Help Esc-r=Refresh

```

19. To check the description of a skill, enter the command **display hunt-group <skill number>**. Note down the **Group Extension** field for each skill assigned to each agent. They must match the **SkillID** field in Step 21.

```

Telnet 10.1.10.21
display hunt-group 100
Page 1 of 3
HUNT GROUP
Group Number: 100
Group Name: IC7 - Sales
Group Extension: 130000
Group Type: ead-mia
TN: 1
COR: 1
Security Code:
ISDN/SIP Caller Display:
Queue Limit: unlimited
Calls Warning Threshold: Port:
Time Warning Threshold: Port:
ACD? y
Queue? y
Vector? y
MM Early Answer? n
Local Agent Preference? n
ESC-x=Cancel Esc-e=Submit Esc-p=Prev Pg Esc-n=Next Pg Esc-h=Help Esc-r=Refresh

```

20. Select **Manager** → **Agent Manager** in **iAdmin** program. The upper left window shows the agent information retrieved from IC Repository. Click on **DefaultTenant** and click **Open Tree**.

The screenshot shows the iAdmin application window with the following components:

- Team/Part/Agent Information:** A tree view on the left shows a hierarchy starting with 'DefaultTenant'. Under 'DefaultTenant', there are folders for 'Default', 'Marketing', 'Sales', and 'Support'. The 'Sales' folder is expanded, showing agents 'A, Alice' and 'B, Belinda'. A table on the right lists agent details:

AgentID	AgentName	Extension	WorkGroupID	ICLoginID	PBXLoginID	EmployeeID	Role	DeletedInd	UpdateDate
100006	A, Alice	10001	100003	ic11001	11001		0	Remain	12/28/2005 3:38
100007	B, Belinda	10002	100003	ic11002	11002		0	Remain	12/28/2005 3:38
- Agent Skill Information:** This section contains three tables and several buttons.
 - Skill Type Table:**

SkillGroupID	SkillGroupName	UpdateDate
100000	Skill-Group	11/21/2005 9:55
 - Skill Table:**

SkillID	SkillName	SkillGroupID	SkillHunt
13000	Sales-skill	100000	
13001	Support-skill	100000	
13002	Market-skill	100000	
 - Agent Skill Table:**

AgentID	SkillID	DeletedInd	UpdateDate
100006	13000	Remain	11/21/2005 9:58
	13002	Remain	11/21/2005 9:58
 - Buttons: 'Add', 'Remove', 'Modify', 'Cancel', 'Save', 'Open Tree', 'Close Tree', and a search field.

21. Click on an agent in the tree. Use the procedures in Steps 18 and 19 to find out the skill assignment on Avaya Communication Manager. In the **Agent Skill Information** section, select the matching skills to be assigned to the agent and click **Add**.

This close-up view of the 'Agent Skill Information' section shows the following:

- Skill Table:**

SkillID	SkillName	SkillGroupID	SkillHunt
13000	Sales-skill	100000	
13001	Support-skill	100000	
13002	Market-skill	100000	
- Agent Skill Table:**

AgentID	SkillID	DeletedInd	UpdateDate
- Buttons:** 'Add' and 'Remove' buttons are visible between the two tables.

4. Interoperability Compliance Testing

The Interoperability Compliance Testing included both feature and performance testing.

The real-time data reporting capability of iREALTIME client application was verified against the Basic Call Management System (BCMS) reports for accuracy. Testing was performed manually, such as logging in and out the agents, putting the agents into different work modes such as After Call Work (ACW) and Auxiliary Work (AUX), and placing calls to the agents through the VDNs. The real-time reports from iREALTIME were then verified against the BCMS real-time reports.

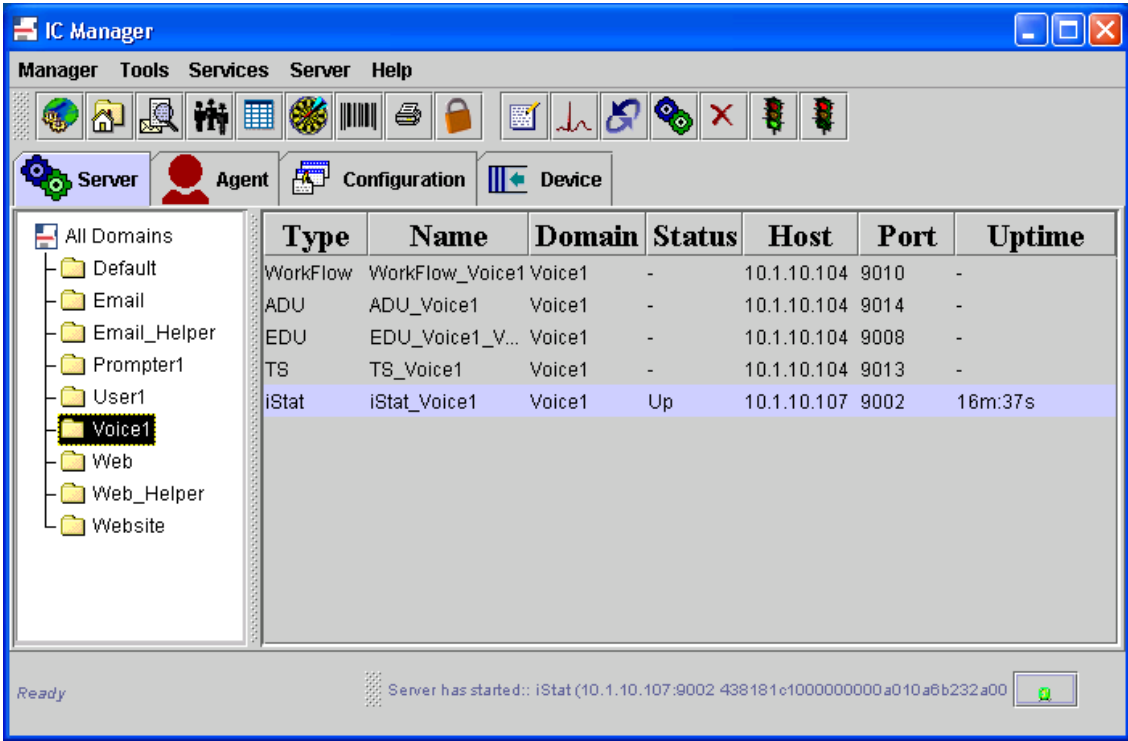
To test the accuracy of the iHISTORICAL historical reports, a call generator was used to place 200 calls to the agents. At the end of the report interval, the iHISTORICAL client application was then used to generate the historical reports for the interval. The reports were then verified against the Avaya Call Management System (CMS) historical reports for the same interval.

4.1. Test Results

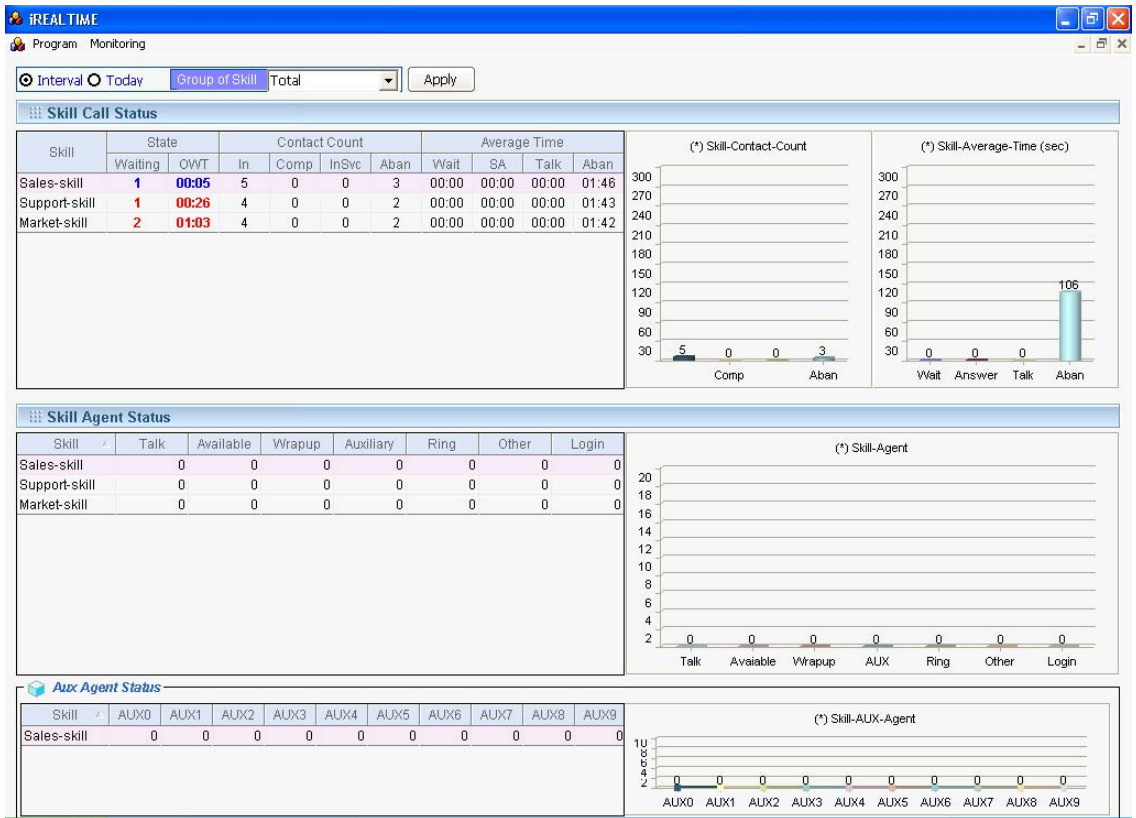
All test cases passed successfully.

5. Verification Steps

The following steps can be used to verify system operation after a field installation:

Step	Description																																										
1.	<p>Select the iStat server in IC Manager, click Server → Start. Verify that the iStat server Status is Up. Click Tools → Alarm Monitor and check that there are no errors.</p>  <p>The screenshot shows the IC Manager application window. The 'Server' tab is active, displaying a tree view on the left with 'Voice1' selected. The main pane shows a table of server components:</p> <table border="1" data-bbox="548 709 1398 1136"> <thead> <tr> <th>Type</th> <th>Name</th> <th>Domain</th> <th>Status</th> <th>Host</th> <th>Port</th> <th>Uptime</th> </tr> </thead> <tbody> <tr> <td>WorkFlow</td> <td>WorkFlow_Voice1</td> <td>Voice1</td> <td>-</td> <td>10.1.10.104</td> <td>9010</td> <td>-</td> </tr> <tr> <td>ADU</td> <td>ADU_Voice1</td> <td>Voice1</td> <td>-</td> <td>10.1.10.104</td> <td>9014</td> <td>-</td> </tr> <tr> <td>EDU</td> <td>EDU_Voice1_V...</td> <td>Voice1</td> <td>-</td> <td>10.1.10.104</td> <td>9008</td> <td>-</td> </tr> <tr> <td>TS</td> <td>TS_Voice1</td> <td>Voice1</td> <td>-</td> <td>10.1.10.104</td> <td>9013</td> <td>-</td> </tr> <tr style="background-color: #e0e0ff;"> <td>iStat</td> <td>iStat_Voice1</td> <td>Voice1</td> <td>Up</td> <td>10.1.10.107</td> <td>9002</td> <td>16m:37s</td> </tr> </tbody> </table> <p>At the bottom of the window, a status bar shows 'Ready' and a message: 'Server has started:: iStat (10.1.10.107:9002 438181c1000000000a010a6b232a00)'.</p>	Type	Name	Domain	Status	Host	Port	Uptime	WorkFlow	WorkFlow_Voice1	Voice1	-	10.1.10.104	9010	-	ADU	ADU_Voice1	Voice1	-	10.1.10.104	9014	-	EDU	EDU_Voice1_V...	Voice1	-	10.1.10.104	9008	-	TS	TS_Voice1	Voice1	-	10.1.10.104	9013	-	iStat	iStat_Voice1	Voice1	Up	10.1.10.107	9002	16m:37s
Type	Name	Domain	Status	Host	Port	Uptime																																					
WorkFlow	WorkFlow_Voice1	Voice1	-	10.1.10.104	9010	-																																					
ADU	ADU_Voice1	Voice1	-	10.1.10.104	9014	-																																					
EDU	EDU_Voice1_V...	Voice1	-	10.1.10.104	9008	-																																					
TS	TS_Voice1	Voice1	-	10.1.10.104	9013	-																																					
iStat	iStat_Voice1	Voice1	Up	10.1.10.107	9002	16m:37s																																					

- Step** **Description**
2. Start iREALTIME. Click **Monitoring** → **Skill Monitor**. Click **Apply**. Place calls to the VDNs and verify that the real-time status display is updated.



6. Support

For technical support on INTICUBE SPECTO-iView, contact the INTICUBE Support Team at:

- Phone: +82 (2) 6005-3481 or +82 (2) 6005-3814
- Fax: +82 (2) 6005-3838
- Email: lubina@inticube.com

7. Conclusion

These Application Notes describe the required configuration steps for INTICUBE SPECTO-iView 2.0 to successfully interoperate with Avaya Interaction Center (IC) Release 7.0. All test cases were completed successfully.

8. Additional References

The following documents can be found at <http://support.avaya.com>:

- [1] Avaya Interaction Center Release 7.0 Installation and Configuration, 07-300100, Issue 3, July 2005

The following documents are available from INTICUBE:

- INTICUBE SPECTO-iVIEW 2.0 Installation and Administration Guide
- INTICUBE SPECTO-iVIEW 2.0 iREALTIME User Guide
- INTICUBE SPECTO-iVIEW 2.0 iHISTORICAL User Guide

©2006 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 Developer*Connection* Program at devconnect@avaya.com.