



Avaya Solution & Interoperability Test Lab

Application Notes for configuring Amtelco Intelligent Soft Agent Version 4.0.4647 with Avaya Aura® Contact Center CCT Release 6.2 and Avaya Communication Server 1000 Release 7.5 – Issue 1.0

Abstract

These Application Notes describe the configuration steps required for Amtelco Intelligent Soft Agent to successfully interoperate with Avaya Aura® Contact Center Communication Control Toolkit (CCT) Release 6.2 and Avaya Communication Server 1000 Release 7.5.

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 solution comprised of Avaya Aura® Contact Center Communication Control Toolkit (CCT) Release 6.2, Avaya Communication Server 1000 Release 7.5, and Amtelco Intelligent Soft Agent (hereafter referred to as Soft Agent). The Soft Agent streamlines the activities of healthcare attendant console operators and call center agents by making any information available with just a few keystrokes. The Soft Agent is an integral component of the Amtelco Intelligent Series suite of applications.

The objective of this compliance test was to validate that Soft Agent successfully interacted with the Contact Center CCT server to control and monitor activities of physical agent phones on the Avaya CS 1000 switch.

2. General Test Approach and Test Results

The general test approach was to verify interoperability feature and serviceability test cases between Amtelco Soft Agent and Avaya Aura® Contact Center CCT using Avaya CS 1000. All test cases were executed manually.

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 compliance test concentrated on the CCT-based integration of Soft Agent with Contact Center CCT and CS 1000. The compliance test verified the ability for an operator to:

- Login, logout, and change agent states.
- Receive and answer ACD calls in queue and regular calls.
- Receive direct agent calls with identity of the calling party.
- Generate outgoing calls.
- Overdial DTMF on calls.
- Place calls on hold and reconnect.
- Perform blind and supervised transfers to any configured station or PSTN number.
- Perform call conferencing to any configured station or PSTN number.
- Serviceability: restart CCT services.

2.2. Test Results

All test cases were executed and passed. There is one note below:

- The CCT server doesn't have events to display name of calling party information; therefore, there is no calling party name displayed on the Soft Agent application but the calling number is still displayed on the Soft Agent.

4. Equipment and Software Validated

The following equipment and software were used for the compliance test.

Equipment	Software
Avaya S8800 server running Avaya Aura® Session Manager	6.2 (Build No 6.2.3.0.623006)
Avaya S8800 server running Avaya Aura® System Manager	6.2 (Build No: 6.2.0 Software Update Revision No: 6.2.12.1.1822)
Avaya Communication Server 1000E/CPPM	Avaya Communication Server Release 7.5 Q+ Deplist 1 (created: 2012-09-20) and Service Update 1 (Created: Sept 19, 2012)
Avaya IP 2050PC	3.4
Avaya IP Unistim Phone 1165E	0x25C8J
Avaya IP Unistim Phone 1150E	0x27C8J
Avaya IP Unistim Phone 2002P2	0604DCN
Avaya Digital 3905	-
Amtelco Dell Server	Windows 2008 64-bit R2 Standard SP1
Amtelco Intelligent Soft Agent Server	4.0.4647.
Amtelco Intelligent Soft Agent Client	4.0.4647.22731

5. Configure Avaya Communication Server 1000

This document assumes that the Avaya CS 1000 system was properly installed and configured as per the product documents. This section provides the steps on how to provision the CS 1000 to work with Contact Center and Amtelco Soft Agent. For more information about how to install and configure CS 1000, please refer to **Section 10 [1]**.

The following summarizes the tasks that need to be done on CS 1000. This section shows configurations provisioned by using overlay (LD) commands; the same configurations can be also done by using Element Manager.

- Verify Software packages for Contact Center Features.
- Configure ELAN and VAS for Contact Center.
- Configure ACD Queue.
- Configure CDN Number.
- Configure Agent Phone.

5.1. Verify Software Packages for Contact Center Feature

Use overlay 22 to print software packages required for Contact Center feature. Make sure the following software packages are equipped in the CS 1000 system.

```
>ld 22
PT2000
REQ  PRT
TYPE PKG
BACD          40
ACDB          41
ACDC          42
LMAN          43
MUS           44
ACDA          45
ACDD          50
NGCC          311
```

Use the same overlay 22 command to print out allowed numbers of ACD agents, AST and AML.

```
>LD 22
PT2000
REQ  SLT
ACD AGENTS      32767    LEFT 32737    USED    30
AST             32767    LEFT 32717    USED    50
AML              16     LEFT   10     USED     6
```

5.2. Configure ELAN and VAS for Contact Center application

Use overlay 17 to create an Application Module over Ethernet (ELAN) for Contact Center application.

```
>LD 17
CFN000
REQ  CHG
TYPE ADAN
ADAN NEW ELAN 19
CTYP ELAN
DES  AACC62
LCTL
```

Use overlay 17 to create a Value Added Server (VAS) to associate with the ELAN above.

```
>LD 17
CFN000
REQ   CHG
TYPE  VAS
VAS   NEW
VSID  19
ELAN  19
SECU  Yes
INTL
MCNT
```

5.3. Configure Automatic Call Distribution (ACD) Queue

Use overlay 23 to create an ACD queue for Contact Center agent. The important fields are displayed below, for other fields in the command, keep pressing the “Enter” key on the keyboard to use default value.

```
>LD 23
REQ   NEW
TYPE  ACD
CUST  0
ACDN  54900
MWC   NO
DSAC
MAXP  50 --> Maximum Agent Positions assigned to this queue, the number
range from 1-120
```

5.4. Configure Control Directory Number (CDN)

Use overlay 23 to create a CDN number for Contact Center. The important fields are displayed below, for other fields in the command, keep pressing the “Enter” key on the keyboard to use default value.

```
>LD 23
REQ   NEW
TYPE  CDN
CUST  0
CDN   54900
DFDN  54901 --> Local Default ACD Number
```

5.5. Configure Agent Phone

User overlay 11 to create or change the configuration for agent phones. The important fields are displayed below, for other fields in the command keep pressing the “Enter” key on the keyboard to use default values. In the compliance test, 9 agents from agent1 to agent9 created for different

phone types were used for testing purpose. This configuration below represents one agent phone type, 1150E.

```
>LD 11
REQ: NEW
TYPE: 1150
TN 96 0 2 5
DES Agent6
CUST 0
ZONE 1 --> Zone for phone, Zone number needs to be created before
AST 00 03 --> CCT will control key 0 and 3 for this agent phone
KEY 00 ACD 54901 0 1005
    AGN
    01 NRD
    02 MSB
    03 SCR 54405 0      MARP
        CPND
            CPND_LANG ROMAN
            NAME Agent6 54405
            XPLN 23
            DISPLAY_FMT FIRST, LAST
```

6. Configure Avaya Aura® Contact Center

This section provides steps on how to configure Contact Center to work with Avaya CS 1000 and the Amtelco Soft Agent. This section assumes that Contact Center system is already installed and operated, the section provides steps for configuring the following configurations:

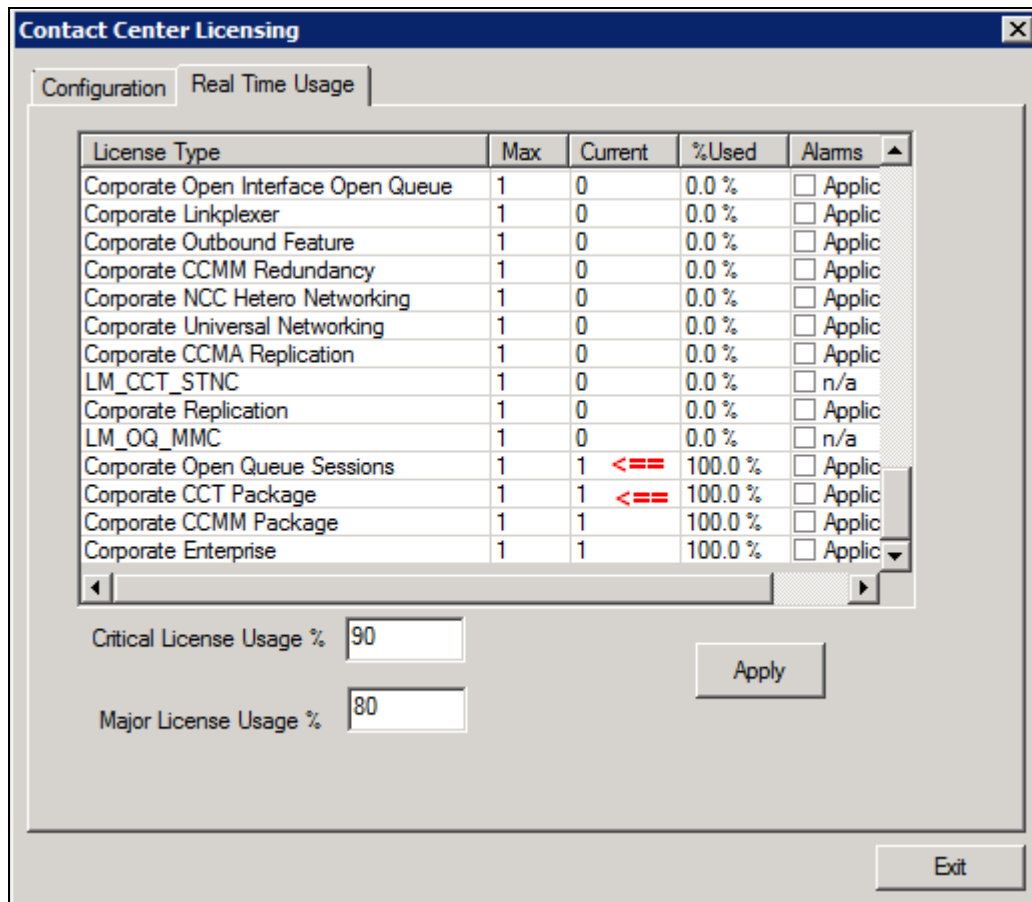
- Verify Contact Center License.
- Configure Contact Center Server Configuration.
- Configure Windows users for CCT Agent.
- Configure CCT Server.
- Configure CDN (Route Point).
- Configure Contact Center Phonesets.
- Configure Contact Center Skillset.
- Configure Contact Center Supervisor.
- Configure Contact Center Agent.
- Configure Scripting.
- Configure CCT Agent.

In the compliance test, the Contact Center system used is a co-resident system which consists of Contact Center Manager Server, Contact Center Manager Administrator, Contact Center Communication Control Toolkit, and Contact Center License Manager.

6.1. Verify Contact Center License

From the Contact Center server in which the License Manager server is installed, navigate to **Start → All Programs → Avaya → Contact Center → License Manger → Configuration**.

The **Contact Center Licensing** window is displayed; make sure **Corporate Open Queue Sessions** and **Corporate CCT Package** are presented in the table as shown below.



6.2. Configure Contact Center Manager Server

From the Contact Center Manager Server machine, navigate to **Start → All Programs → Avaya → Contact Center → Manager Server → Server Configuration**. The **Server Configuration** window is displayed, in the left navigation pane of the **Server Configuration** window, select **Local Settings**. The **Local Settings** window is displayed on the right, enter the following highlighted fields:

- **Site Name:** it should be matched with the computer name in CCMS server, e.g. "AMLAACC62".
- **RSM IP address:** enter the Real-Time Statistics Multicast IP address in the box, the IP address **234.5.6.10** is the default one in Contact Center when installed. Check with network administrator to assign a proper multicast IP for your contact center.
- **Avaya Server Subnet:** Enter the contact center subnet IP in the box, e.g. **10.10.97.51**.
- **Elan Subnet:** If Elan is used, select the "Enter the ELAN Subnet IP address" checkbox and provide the ELAN IP address of Contact Center in the **IP Address** textbox, e.g. **10.10.97.103**.

Server Configuration

AVAYA

Contact Center Server Configuration

Main Menu

- Local Settings
- Licensing
- Switch CS 1000
- CCT Server
- WS Open Interfaces
- SalesForce

Customer Information

Customer Name
Avaya

Company Name
DevConnect

Avaya Server Subnet

Enter the CLAN Subnet IP Address

IP Address
10.10.97.51

Site Name

AMLACC62

Elan Subnet

☒ Enter the ELAN Subnet IP Address

IP Address
10.10.97.103

RSM IP Address

Real-Time Statistics Multicast IP Address
234.5.6.10

Exit

Apply All

OK

Click on **Licensing** tab, the **License** window is displayed on the right. Depending on the CCMS license, select the proper CCMS package in the **CCMS Package** section, e.g. “**Corporate Enterprise**”. Select the “**Open Queue**” checkbox in the **Optional Packages** window.

Enter the serial number of the CS 1000 system in the **Serial Number** field. The serial number of CS 1000 system can be found by using overlay 22 with REQ ISSP. The **License Server IP Address** section is kept as default, if License Manager server is installed on the same server with CCMS.

Server Configuration

AVAYA Contact Center Server Configuration

Main Menu

- Local Settings
- Licensing**
- Switch CS 1000
- CCT Server
- WS Open Interfaces
- SalesForce

License Manager Package

CCMS Package
Corporate Enterprise <==

Optional Packages:

- ☐ Networking
- ☐ Web Based Statistics
- ☐ Multiplicity
- ☒ Open Queue <==
- ☐ OI Open Queue
- ☐ OI Universal Networking
- ☐ Off Site Agent

Serial Number
46379 <==

License Server IP Address

License Server IP: 10.10.97.51 Port: 3998

Optional Alternative License Server IP Address

License Server IP:

Exit Apply All OK

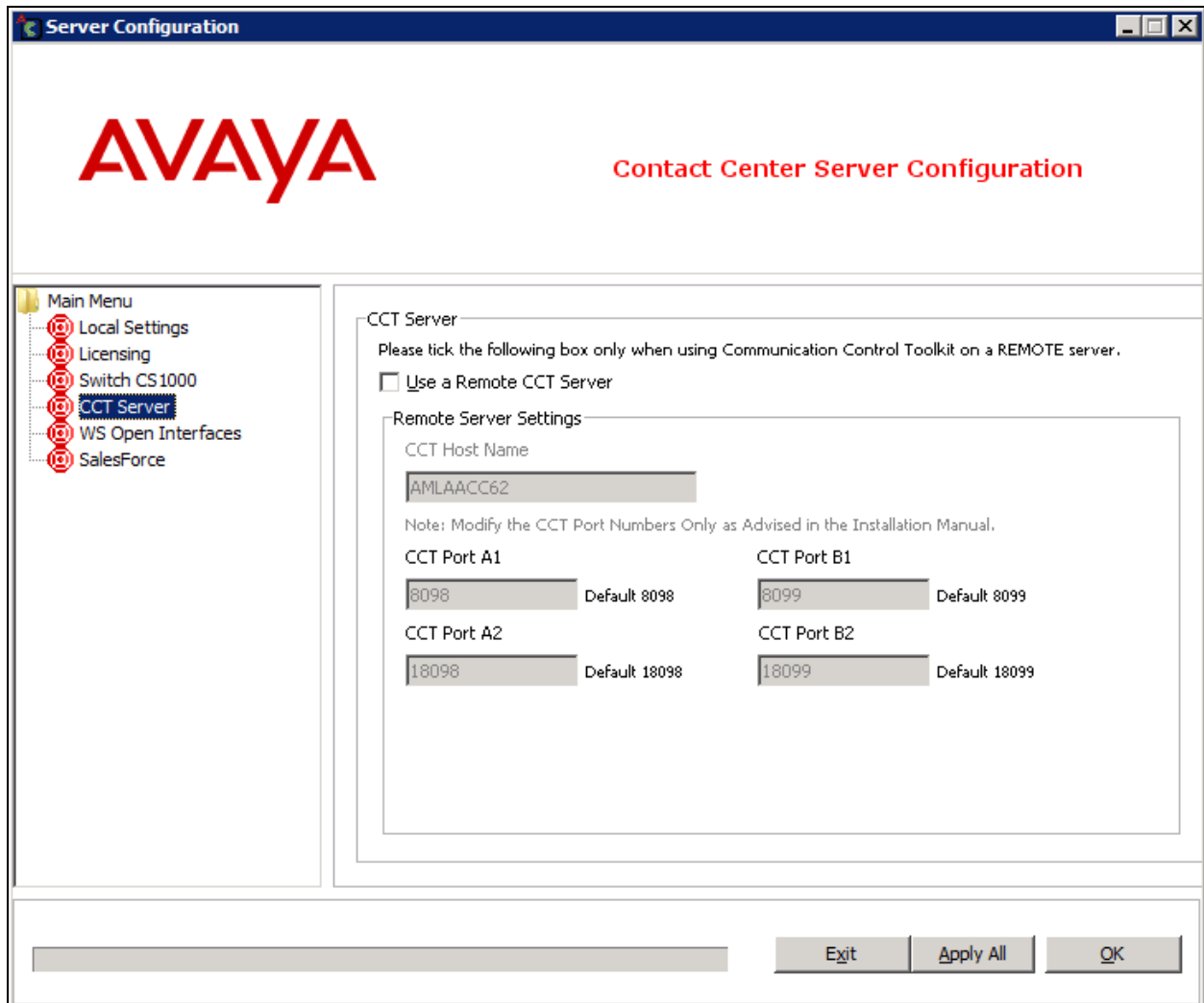
Click on the **Switch CS1000** option, the **Switch CS1000** window is displayed on the right. In the **CS1000 Switch Data** section, enter the name of the CS 1000 call server in the **Switch Name** field, e.g. “**cpppm3**”, an IP address in the **Switch IP**, e.g. “**10.10.97.78**”, and customer number in the **Switch Customer number**, e.g. “**0**”. Leave the **Voice Configuration Services** section as **None** if not used.

Note that the switch name must match the name of the call server. The switch name of CS 1000 system can be found out by using overlay 117 PRT HOST.

The screenshot shows the 'Server Configuration' window for Avaya. The title bar reads 'Server Configuration'. The main header features the 'AVAYA' logo in red and the text 'Contact Center Server Configuration' in red. On the left is a 'Main Menu' with icons and labels: 'Local Settings', 'Licensing', 'Switch CS1000' (highlighted with a blue background), 'CCT Server', 'WS Open Interfaces', and 'SalesForce'. The main area is divided into two panels. The left panel, titled 'CS1000 Switch Data', contains several text input fields: 'Switch Name' (containing 'cpppm3'), 'Switch IP' (containing '10.10.97.78'), 'Switch Customer Number' (containing '0'), 'Alternative Switch IP', 'Alternative Switch Customer Number', and 'Alternative Switch Serial ID'. The right panel, titled 'Voice Services Configuration', contains radio buttons for 'Call Pilot', 'AAEP', and 'None' (which is selected). Below these are text input fields for 'IP Address', 'Port' (containing '10008'), 'CPHA Managed CLAN IP (optional)', and 'Call Pilot CLAN IP Address'. At the bottom right are three buttons: 'Exit', 'Apply All', and 'OK'.

Click on **CCT Sever** option, and leave it as default since the CCT server is installed on the same server with CCMS.

Click **Apply All** button to apply configuration to **Contact Center Server Configuration** and click **Exit** to close the window. The Contact Center CCMS needs a reboot for the changes to take effect.

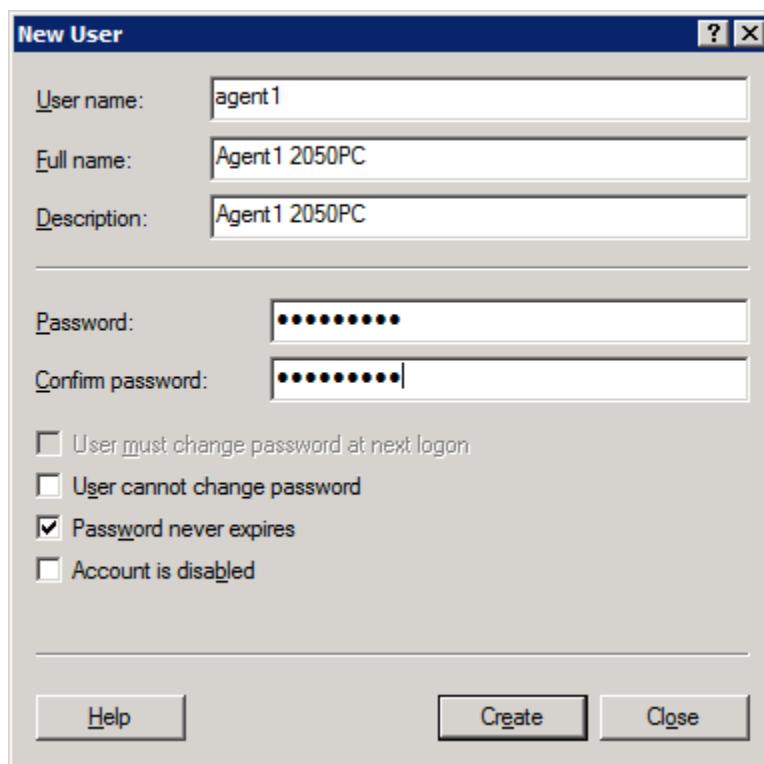


6.3. Configure Windows Users for CCT Agent

In the compliance test, the Contact Center CCT server is not joined to a Windows domain; therefore, the Windows User used for CCT user login will be created in the local CCT server. In case the CCT server joins a domain, the Windows User needs to be created in the domain controller.

From the Contact Center CCT server, navigate to menu **Start → Administrative Tools → Computer Management**. The **Computer Management** window is displayed. Right click on

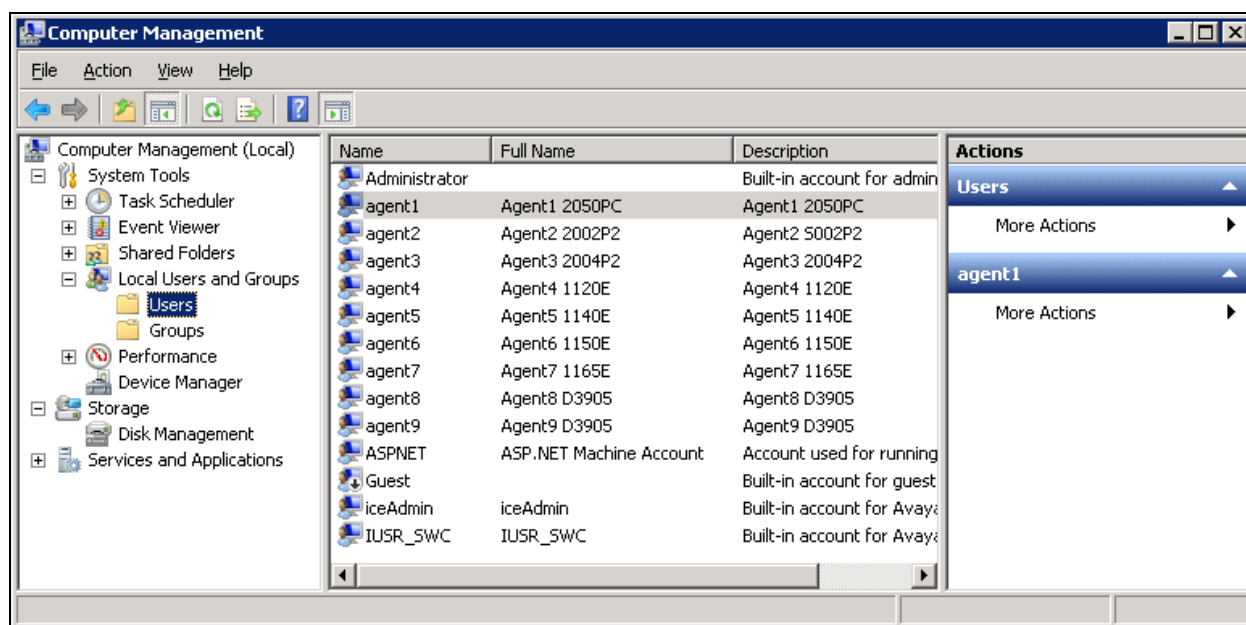
Users folder under **Local Users and Groups** and then select **New**. The **New User** window is displayed, enter information for user as shown below. Click **Create** button to complete.



The 'New User' dialog box contains the following fields and options:

- User name:** agent1
- Full name:** Agent1 2050PC
- Description:** Agent1 2050PC
- Password:** [masked with dots]
- Confirm password:** [masked with dots]
- ☐ User must change password at next logon
- ☐ User cannot change password
- ☒ Password never expires
- ☐ Account is disabled
- Buttons:** Help, Create, Close

The screen below shows the **Computer Management** window with nine Windows users created from **agent1** to **agent9**.



6.4. Configure CCT Server

The CCT server needs to be added into Contact Center, this can be accomplished by using the Contact Center Management Administrator (CCMA) webpage. Log into the CCMA webpage (not shown) and navigate to **Launch Pad** → **Configuration** → **Server** → **Add Server**.

The **Server Properties** window is displayed on the right, enter server name “**AMLACC62**” in the **Server Name** field, its IP address is automatically filled out in the **IP Address** field because this is a co-resident Contact Center system, enter a display name e.g. “**AMLACC62_CCT**” for CCT in the **Display Name** field, check on radio option **Associated CCMS Servers**, and keep other fields as default. Click **Submit** button to complete.

The screenshot shows the Avaya Configuration web interface. The top navigation bar includes 'Server', 'Download', 'Status', 'Launchpad', and 'Help'. The user is logged in as 'webadmin'. The left sidebar shows a tree view with 'AMLACC62' selected. The main content area is titled 'Server Properties' and contains the following fields:

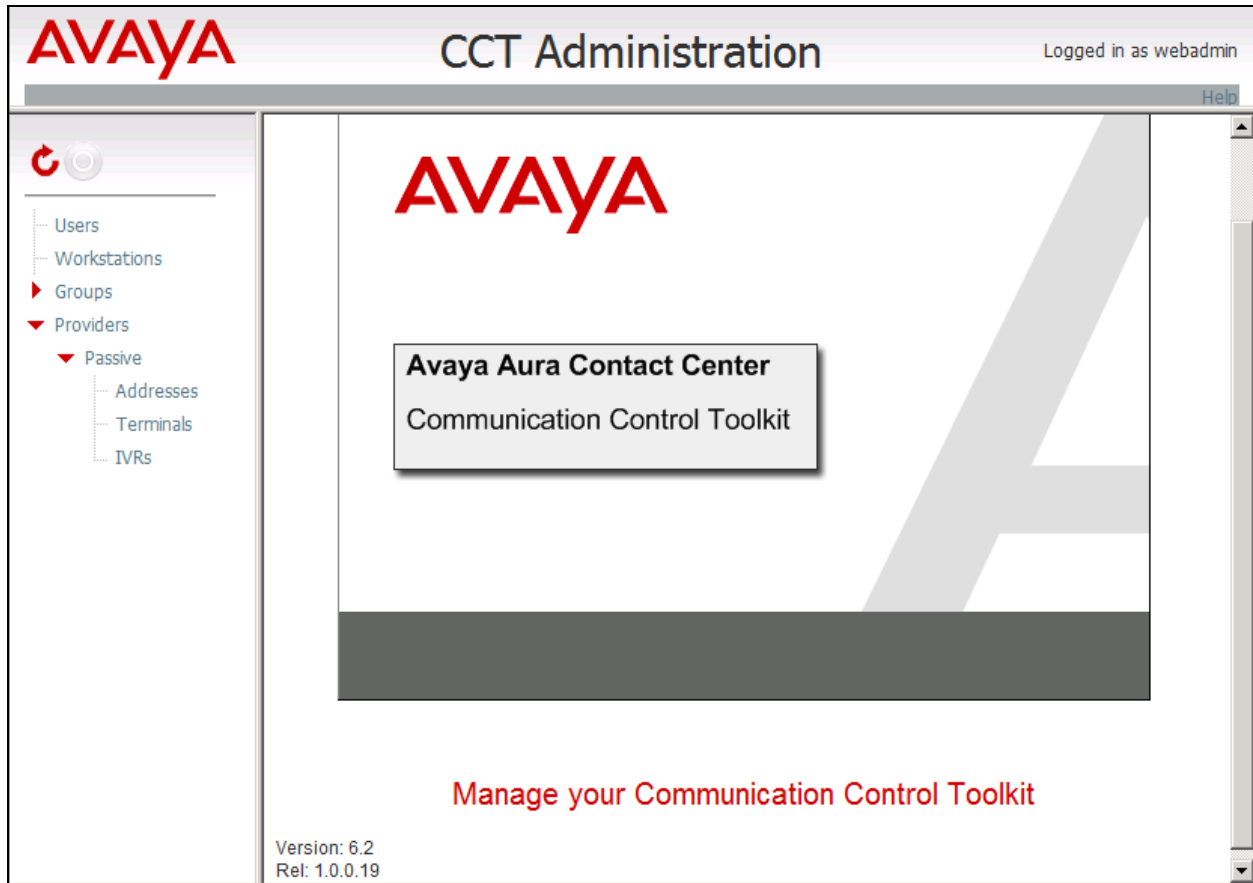
- Type: CCT (dropdown)
- Server Name: AMLACC62
- IP Address: 10.10.97.51
- Display Name: AMLACC62_CCT
- Login ID: (empty)
- Password: (empty)
- DSN Prefix: CCT
- Port Number: 8081
- CCT Website: URL: <http://AMLACC62:8081/WebAdmin/>

On the right side, there is a section titled 'Associated CCMS Servers' with a table showing 'Servers (1)' and 'AMLACC62'. A 'Clear Associations' button is located below the table. At the bottom of the form are 'Submit' and 'Reset' buttons.

The screen below shows the CCT server already added to the Contact Center system.

The screenshot shows the Avaya Configuration web interface with the 'CCT Administration' section selected. The left sidebar shows a tree view with 'AMLACC62' and 'AMLACC62_CCT' expanded, showing 'CCT Administration' as a sub-item. The main content area is titled 'CCT Administration' and shows the 'Server: AMLACC62'. The 'CCT Administration URL' is <http://AMLACC62:8081/WebAdmin/>. A 'Launch CCT Console' button is located at the bottom.

Click on **Launch CCT Console** in the screen above to open CCT Administration webpage. The **CCT Administration** page is displayed as shown below.



Click on **Passive** item in the left navigation pane. The **Update CCT Provider** is displayed on the right. In the **Basic Provider Name** section, enter the IP address of the CCT server **10.10.97.51** in the **IP Address** field, and keep other fields in this section as default. In the **Provider Configuration** section, select the latest release of CS 1000 in the **CS1000 Software Release** dropdown list, which is **Release 7.0**, and keep other fields in this section as default. Click **Save** button at the bottom to save changes.

Update CCT Provider

Basic Provider Information

Provider Name: Passive

IP Address: 10.10.97.51

Port: 3000

Provider Type: CS 1000 Contact Center

Provider Configuration

Transport: TCP

Customer Number: 0

CS1000 Software Release: Release 7.0

Call Data Life Span (minutes): 10

Disable Copy of Data to Consult Call: ☐

CS1000 Home Location Code (HLOC): 400

Network IVR Port: 2000

Initialization Timeout (seconds): 32

Command Timeout (seconds): 5

Save

6.5. Configure Contact Center CDN (Route Points)

Log into CCMA webpage and navigate to **Launch Pad → Configuration**. The **Configuration** page is displayed, expand the Contact Center CCMS “**AMLAACC62**” in the left navigation pane, and select **CDN (Route Points)**. The **CDN (Route Points)** page is displayed on the right. Enter CDN name in the **Name** field, e.g. “**CDN54800**”, CDN number in the **Number** field e.g. “**54800**”, and select the **Acquired?** checkbox, and click on next row to update the changes. The screen below shows two CDN numbers **54800** and **54900** are already acquired.

AVAYA Configuration Logged in user: webadmin | Logout

Server: AMLAACC62

CDNs	Open Queue	Refresh Status		
Name	Number	Call Type	Acquired?	Status
CDN54800	54800	Local	<input checked="" type="checkbox"/>	Acquired
CDN54900	54900	Local	<input checked="" type="checkbox"/>	Acquired
*				

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.

6.6. Configure Contact Center Phonesets

In the **Configuration** page, click **Phonestes and Voice Ports**. The **Phonesets/Voiceports** page is displayed on the right. Enter phoneset name in the **Name** field, e.g. “**Agent1150E**”, Terminal number of phoneset as configured in Section 5.5 in the **Address** field e.g. “**96-0-2-5**”, and select the **Acquired?** checkbox, and click on next row to update the changes. The screen below shows some phonesets that were already acquired.

AVAYA Configuration Logged in user: webadmin | Logout

Server: AMLAACC62

Name	Type	Address	Channel	IVR Name	Acquired?	Status
AgentD3905	Agent	4-0-3-0			<input checked="" type="checkbox"/>	Acquired
AgentD3905_2	Error	4-0-3-1			<input type="checkbox"/>	Not Acquired
Agent2050	Agent	96-0-2-0			<input checked="" type="checkbox"/>	Acquired
Agent2002P2	Agent	96-0-2-1			<input checked="" type="checkbox"/>	Acquired
Agent2004P2	Error	96-0-2-2			<input type="checkbox"/>	Not Acquired
Agent1120E	Error	96-0-2-3			<input type="checkbox"/>	Not Acquired
Agent1140E	Agent	96-0-2-4			<input checked="" type="checkbox"/>	Acquired
Agent1150E	Agent	96-0-2-5			<input checked="" type="checkbox"/>	Acquired
Agent1165E	Agent	96-0-2-6			<input checked="" type="checkbox"/>	Acquired
*						

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.

6.7. Configure Contact Center Skillset

In the **Configuration** page, click on **Skillsets** folder. The **Skillsets** page is displayed on the right. In the **Contact Type** column, select “**Voice**” and type skillset name e.g. “**Voice_SK1**” in the **Skillset Name** column and click on next row to update the changes.

The screenshot shows the Avaya Configuration web interface. The left sidebar contains a tree view of configuration folders, with 'Skillsets' selected under the 'AMLAACC62' server. The main area displays the 'Skillsets' table for server 'AMLAACC62'. The table has columns: Contact Type, Prefix, Skillset Name, Default Activity Code, and Threshold Class. A dropdown menu is open for the 'Voice' contact type, showing 'Voice_SK1' as the selected option. A green status message at the bottom left indicates 'Voice_SK1 updated successfully'.

Contact Type	Prefix	Skillset Name	Default Activity Code	Threshold Class
Voice_Mail	VM_	Default_Skillset	00, Skillset_Default_Activity_Code	Skillset_Template
SMS	SM_	Default_Skillset	00, Skillset_Default_Activity_Code	Skillset_Template
Fax	FX_	Default_Skillset	00, Skillset_Default_Activity_Code	Skillset_Template
Scanned_Document	SD_	Default_Skillset	00, Skillset_Default_Activity_Code	Skillset_Template
OpenQ	OQ_	Default_Skillset	00, Skillset_Default_Activity_Code	Skillset_Template
Predictive_Outbound	PR_	Default_Skillset	00, Skillset_Default_Activity_Code	Skillset_Template
Outbound	OB_	Default_Skillset	00, Skillset_Default_Activity_Code	Skillset_Template
Web_Communications	WVC_	Default_Skillset	00, Skillset_Default_Activity_Code	Skillset_Template
EMail	EM_	Default_Skillset	00, Skillset_Default_Activity_Code	Skillset_Template
Voice		Default_Skillset	00, Skillset_Default_Activity_Code	Skillset_Template
Voice		Voice_SK1	00, Skillset_Default_Activity_Code	Skillset_Template

6.8. Configure Contact Center Supervisor

Log into CCMA webpage and navigate to **Launch Pad** → **Contact Center Management**. The **Contact Center Management** page is displayed, navigate to menu **Add** → **Supervisor**.

The screenshot shows the Avaya Contact Center Management web interface. The left sidebar has a 'View/Edit' menu with 'Add' selected. The main area displays the 'Contact Center Management' page with instructions on how to manage users, supervisors, and agents. The instructions are as follows:

- Click a server name to log on to the server and manage users.
- Choose from the options in the View/Edit menu to load supervisors, agents, skillsets, or assignments. Then, log on to the desired server to manage this data.
- To add a user, log on to the desired server. Then, choose from the options in the Add menu to add new agents, supervisors, and

The **Supervisor** window is displayed on the right. In the **User Details** section, enter descriptive names in the **First Name** and **Last Name** fields, select **Supervisor** in **User Type** and enter a login ID in the **Login ID** field. In the **Supervisor Information** section, enter a telephone number in the **Telephony/Port** field (screen not shown). The screen below shows an example of Supervisor information.

The screenshot shows the Avaya Contact Center Management (CCM) web interface. The user is logged in as 'webadmin'. The left navigation pane shows 'CCM Servers (Supervisors)' with 'AMLACC62' selected. The main content area displays 'Supervisor Details: DevConnect Avaya'. The 'User Details' section includes fields for First Name (DevConnect), Last Name (Avaya), Title, Department (SIL Interop), Language (English), and Comment. The 'Supervisor Information' section includes User Type (Supervisor), Login ID (12345), Personal DN, ACD Queue, and ACD Queue Error. There is a checkbox for 'Create CCT Agent' and a link for 'CCMA Login Account Details'. At the bottom are buttons for 'Clear', 'Submit', 'Create New', and 'Create Many'.

6.9. Configure Contact Center Agent

Log into CCMA webpage and navigate to **Launch Pad** → **Contact Center Management**. The **Contact Center Management** page is displayed. In the left navigation pane, expand the Contact Center server “AMLACC62”, right-click on the supervisor “Avaya DevConnect” as created in **Section 6.8** and select **Add Agent** in the menu.

The screenshot shows the Avaya Contact Center Management (CCM) web interface. The user is logged in as 'webadmin'. The left navigation pane shows 'CCM Servers (Supervisors)' with 'AMLACC62' selected. A context menu is open over 'Avaya DevConnect' with the 'Add Agent' option selected. The main content area displays 'Supervisor: DevConnect Avaya'. The 'Assigned Agents' table is shown with columns for Login ID, Last Name, First Name, Department, and Agent Information. The table contains 9 agents. At the bottom are buttons for 'Create a new Agent', 'Create a new Supervisor', 'Create a new Supervisor/Agent', 'Add Many Users', 'Create a new Skillset', and a 'Submit' button. A note at the bottom says 'Double click an agent to view their details'.

Login ID	Last Name	First Name	Department	Agent Information
54403	1120E	Agent4		⚠️
54404	1140E	Agent5		⚠️
54405	1150E	Agent6		✅
54406	1165E	Agent7		⚠️
54401	2002P2	Agent2		⚠️
54402	2004P2	Agent3		⚠️

The **New Agent Details** window is displayed. In the **User Details** section, enter first and last name for the agent in the **First Name** and **Last Name** fields, select **Agent** in the **User Type** field, enter a login ID e.g. **54405** in the **Login ID** field, the Personal DN and ACD Queue fields are optional, and select the **Create CCT Agent** checkbox.

AVAYA Contact Center Management Logged in user: webadmin | Logout

View/Edit Add Status Launchpad Help

CCM Servers (Supervisors)
 AMLAACC62
 Avaya DevConnect
 Supervisor Default

New Agent Details: **Agent6 1150E** Server: **AMLAACC62**

User Details

First Name:
 Last Name:
 Title:
 Department:
 Language: English
 Comment:

User Type: Agent
 Login ID: 54405
 Personal DN: 54405
 ACD Queue: 54901
 ACD Queue Error:

Account Type:
☒ Create CCT Agent

CCT Agent Login Details

Domain: AMLAACC62
 User Name: agent6

After the **Create CCT Agent** field is checked, the **Associate User Account** field will be displayed. Expand the **Associate User Account**, select the **Search local operating system** radio button, and click on **List All** button. The list of windows users created in **Section 6.3** is displayed, select the **agent6** user.

AVAYA Contact Center Management Logged in user: webadmin | Logout

View/Edit Add Status Launchpad Help

CCM Servers (Supervisors)
 AMLAACC62
 Avaya DevConnect
 Supervisor Default

Account Type:
☒ Create CCT Agent

Associate User Account

☒ Search local operating system ☐ Search local security server ☐ Search domain users

Search all user accounts where:
 Full Name starts with and includes all users
 Search List All

User Name	Full Name (14)	Status
agent3	Agent3 2004P2	Available
agent4	Agent4 1120E	Available
agent5	Agent5 1140E	Available
agent6	Agent6 1150E	Available

In the **Agent Information** section, select the supervisor “**Avaya DevConnect**” as configured in **Section 6.8** and keep other fields at default. In the **Contact Types** section, select the **Voice** checkbox.

The screenshot shows the Avaya Contact Center Management web interface. The left sidebar displays a tree view of CCM Servers (Supervisors) with 'Avaya DevConnect' selected under 'AMLAACC62'. The main content area has two sections: 'Agent Information' and 'Contact Types'. In 'Agent Information', 'Primary Supervisor' is set to 'Avaya DevConnect', 'Call Presentation' is 'Call_Centre_Administrator', 'Agent Key' is empty, 'Threshold' is 'Agent_Template', 'Login Status' is 'Logged Out', and 'Trn Name' is empty. In 'Contact Types', a table lists various contact types with checkboxes. The 'Voice' checkbox is checked.

Contact Type	
Predictive_Outbound	<input type="checkbox"/>
Scanned_Document	<input type="checkbox"/>
SMS	<input type="checkbox"/>
Voice	<input checked="" type="checkbox"/>
Voice_Mail	<input type="checkbox"/>
Web_Communications	<input type="checkbox"/>

In the **Skillsets** section, click on the **Assign Skillsets** field, and click on the **List All** button. The list of Skillset Name is displayed below, select priority “**1**” in the **Priority** column for the **Voice_SK1** skillset as configured in **Section 6.7**.

Leave the **Partitions** section as default and click on the Submit button to save and create new contact center agent.

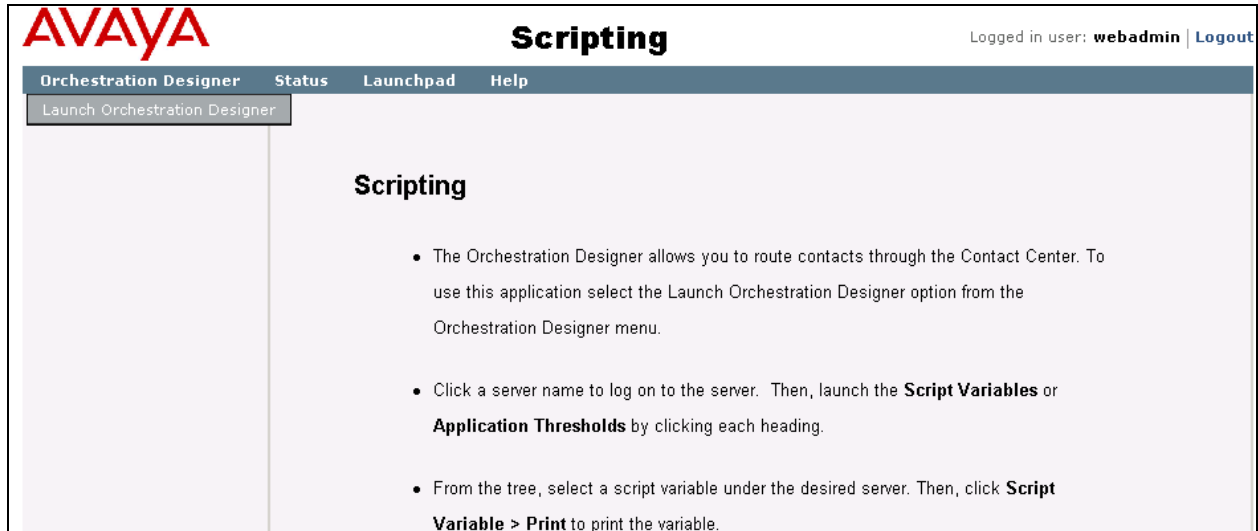
The screenshot shows the Avaya Contact Center Management web interface with the 'Skillsets' section active. The left sidebar is the same as the previous screenshot. The main content area shows the 'Assign Skillsets' section. It includes a search bar with 'Skillset name' set to 'contains' and an empty search field. Below the search bar are 'Search' and 'List All' buttons. A table lists skillsets with their contact types and priorities. The 'Voice_SK1' skillset is highlighted, and its priority is set to '1'.

Skillset Name	Contact Type	Priority
OQ_Default_Skillset	OpenQ	Unassigned
PR_Default_Skillset	Predictive_Outbound	Unassigned
SD_Default_Skillset	Scanned_Document	Unassigned
SM_Default_Skillset	SMS	Unassigned
VM_Default_Skillset	Voice_Mail	Unassigned
Voice_SK1	Voice	1
WC_Default_Skillset	Web_Communications	Unassigned

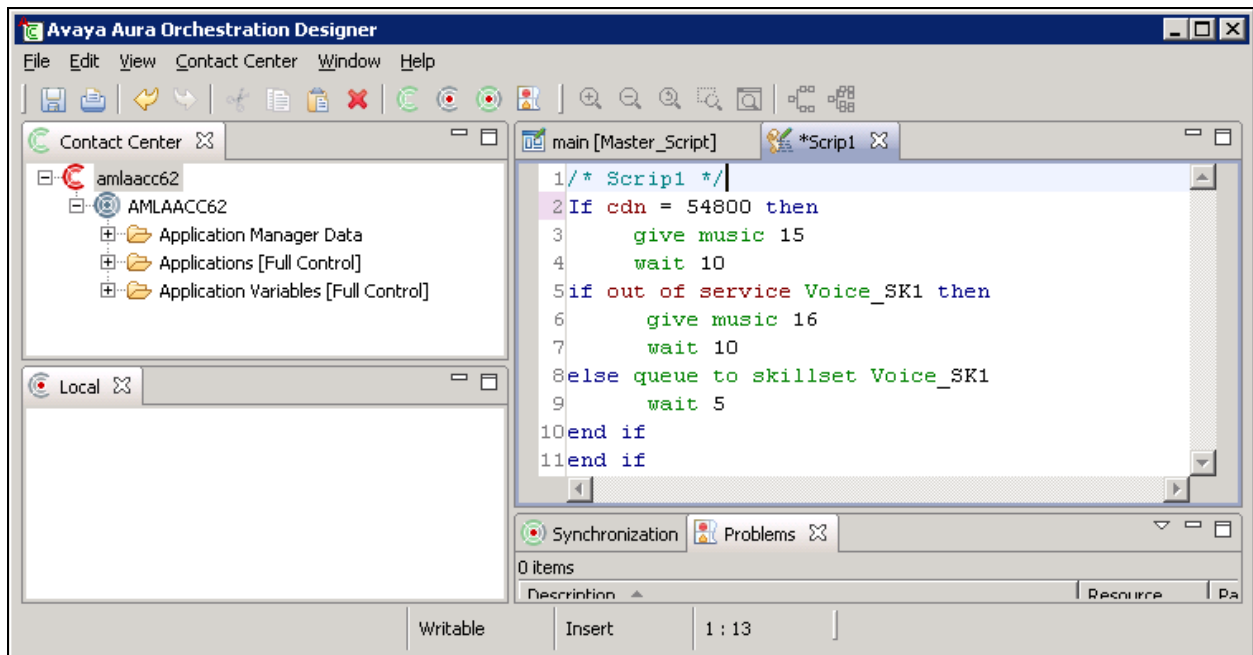
At the bottom of the interface, there are buttons for 'Clear', 'Submit', 'Create New', and 'Create Many'.

6.10. Configure Contact Center Scripting

Log into CCMA webpage and navigate to **Launch Pad → Scripting**. The Configuration page is displayed. Expand the Contact Center **AMLAACC62** in the left navigation pane, and select **Scripting**. Navigate to **Orchestration Designer → Launch Orchestration**.



A popup is displayed (not shown) to ask for installing the **Orchestration Designer** application if this is first time it is run. After the Orchestration Designer is installed, navigate again to **Orchestration Designer → Launch Orchestration Designer**. The **Avaya Aura® Orchestration Designer** window is displayed. Create a sample script as shown below. This script is configured to connect to Master script. Note that the music route 15 and 16 in the sample script needs to be configured in the **Script Variables** under **Route_Number** before it can be used in the script.



6.11. Configure CCT Agent

The terminal number (TN) of physical agent phone needs to be imported or manually added to the CCT database. This section shows the steps on how to imported CS 1000 data into the CCT database. Use overlay (LD) 20 in the call server to print all terminal numbers of CS 1000 call server and copy it to a text file e.g. “LD20.txt”.

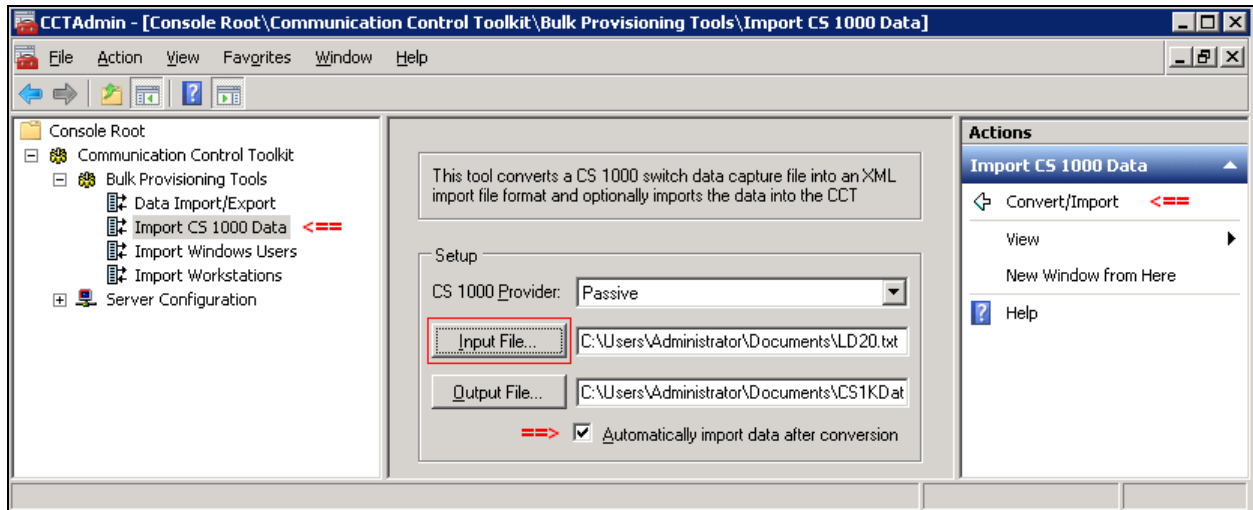
```
>LD 20
REQ: PRT
TYPE: TN
TYPE TNB
TN --> keep hitting "Enter" key until it is printed out
CDEN
```

In case of printing out a specific virtual card in which the agent phones reside, issue the same command but specify the specific virtual terminal number card.

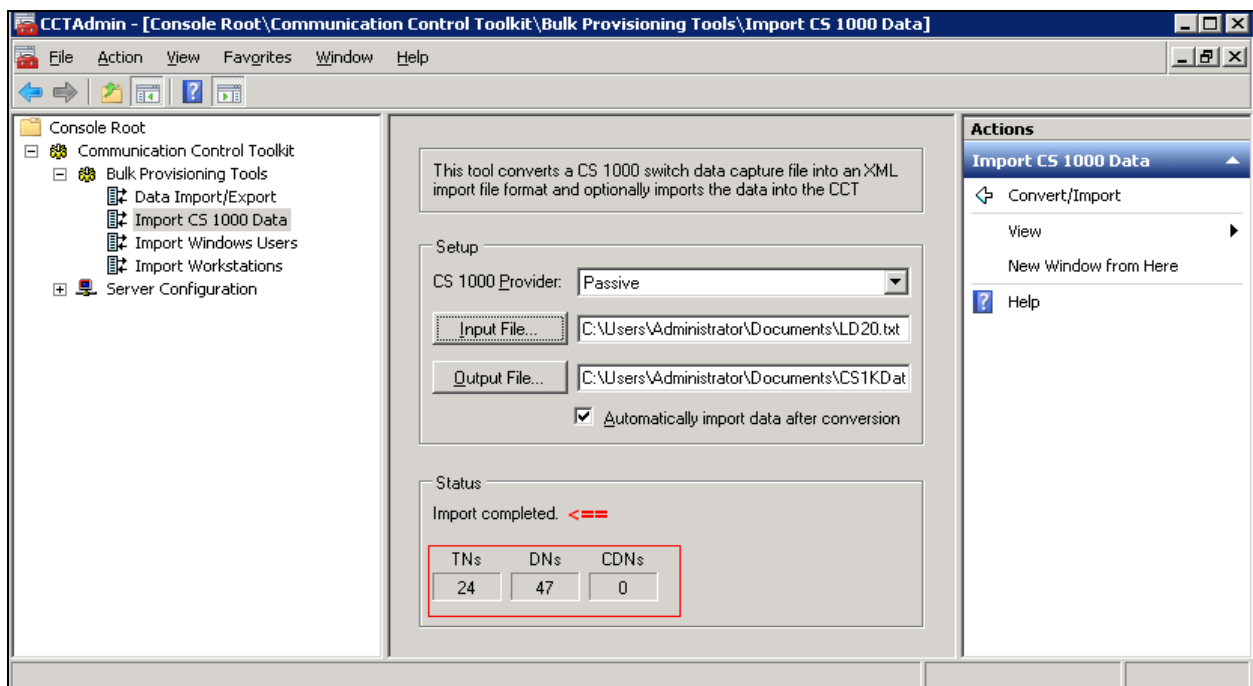
```
>LD 20
REQ: PRT
TYPE: TN
TYPE TNB
TN 96 0 2 --> will print out all 32 terminal numbers of the card
number 2
CDEN
```

In the CCT server, navigate to menu **Start → All Program → Avaya → Contact Center → Communication Control Toolkit → CCT Console**. The CCT Console window is displayed. In the left navigation, expand **Communication Control Toolkit → Bulk Provisioning Tools → Import CS 1000 Data**. The **Import CS 1000 Data** window is displayed in the middle. Click on

Input File, browser to the CS 1000 data file “**LD20.txt**” above, select the “**Automatically import data after conversion**” checkbox, and click on **Convert/Import** in the **Actions** window.



The screen below shows the **CCT Console** after the “**LD20.txt**” was successfully imported to CCT database. It shows that imported completed and 24 TNs and 47 DNs imported. Note that only Terminal Number (TN) with **AST** field set with **00 03** was imported.



Launch **CCT Administrator** webpage. In the left navigation pane, select **Users** tab. The **CCT Users** page is displayed on the right. Select the user name that needs to be configured, e.g. **agent6**.

7. Configure Amtelco Soft Agent

This document assumes that the Amtelco Soft Agent server and application were properly installed and configured by the Amtelco engineer. This section only provides the steps on how to configure the Soft Agent to work with Contact Center CCT.

7.1. Configure Amtelco Soft Agent Server

The Amtelco Soft Agent Server is installed and configured by an Amtelco Engineer. It uses the Intelligent Series Supervisor application as the administration tool. A number of settings in the system and agent settings need to be configured in the intelligent series supervisor application prior to configuring the soft agent.

7.2. Configure Intelligent Series Supervisor

This section provides the procedures for configuring the Intelligent Series Supervisor application. The procedures include the following areas:

- Launch Intelligent Series Supervisor
- Administer system settings
- Administer agent settings

Note: The following procedures are based on AMTELCO Infinity Intelligent Series software version 5.60.4647.01.

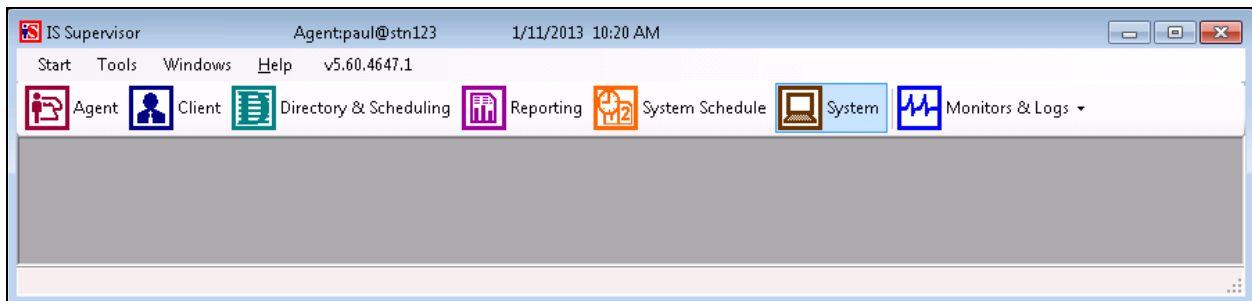
7.3. Launch Intelligent Series Supervisor

At a workstation or server running the Intelligent Series Supervisor, double-click on the **IS Supervisor** icon below, which is created as part of the software installation routine, or select **Start > All Programs > Amtelco > Intelligent Series Supervisor**.



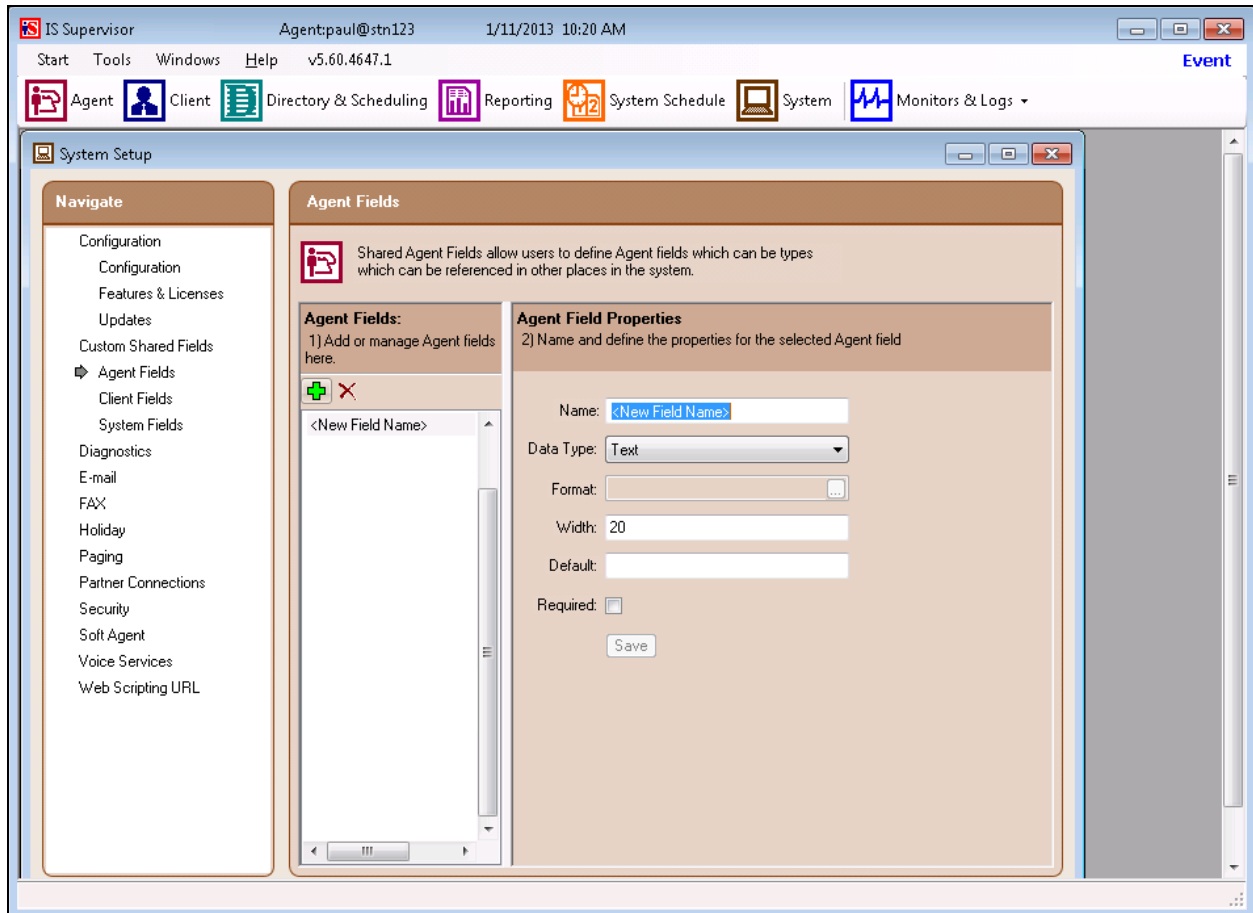
The **IS Supervisor Login** screen is displayed. Log into the Supervisor with the appropriate credentials.

At the **IS Supervisor** toolbar screen, click the **System** icon at the top of the screen.

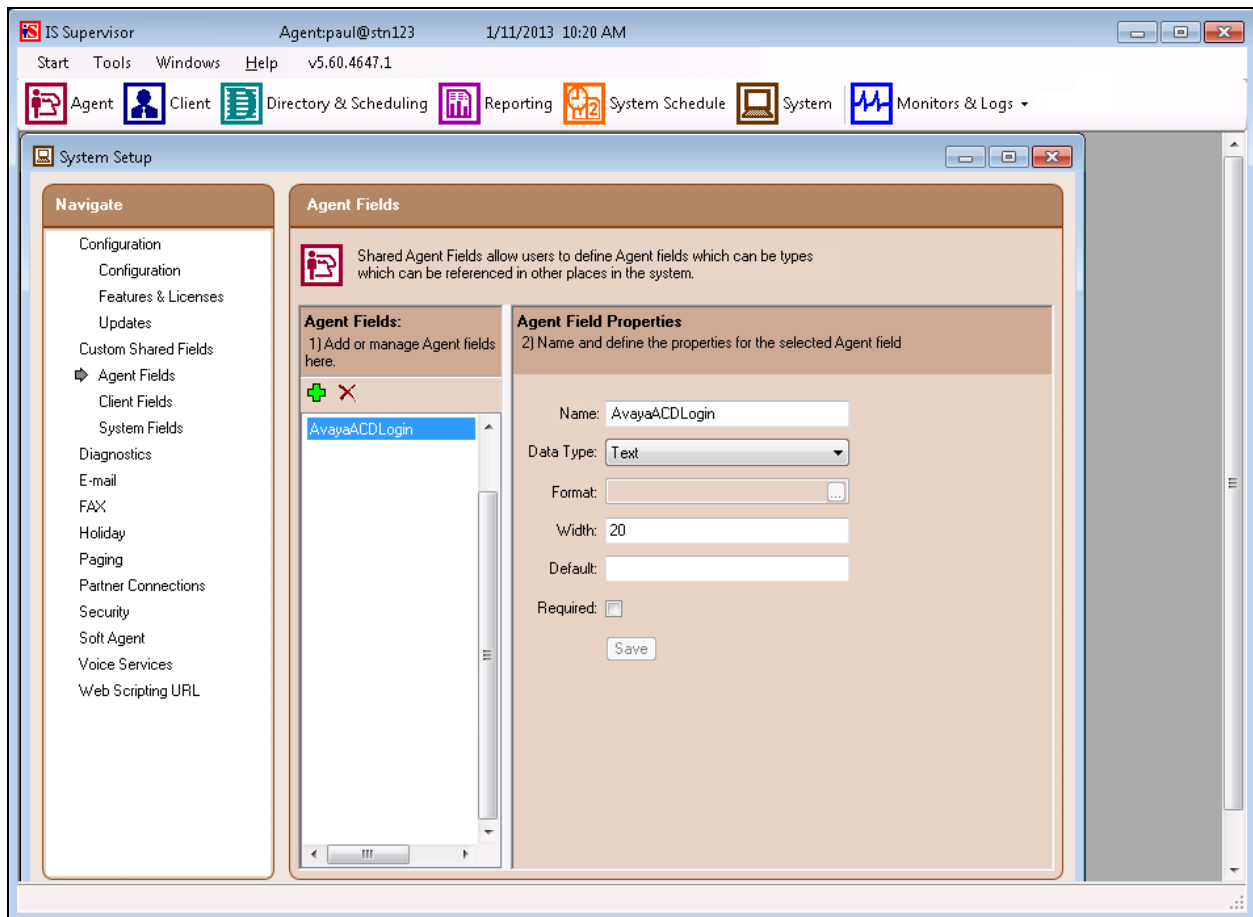


The **System Setup** screen is displayed in the lower pane.

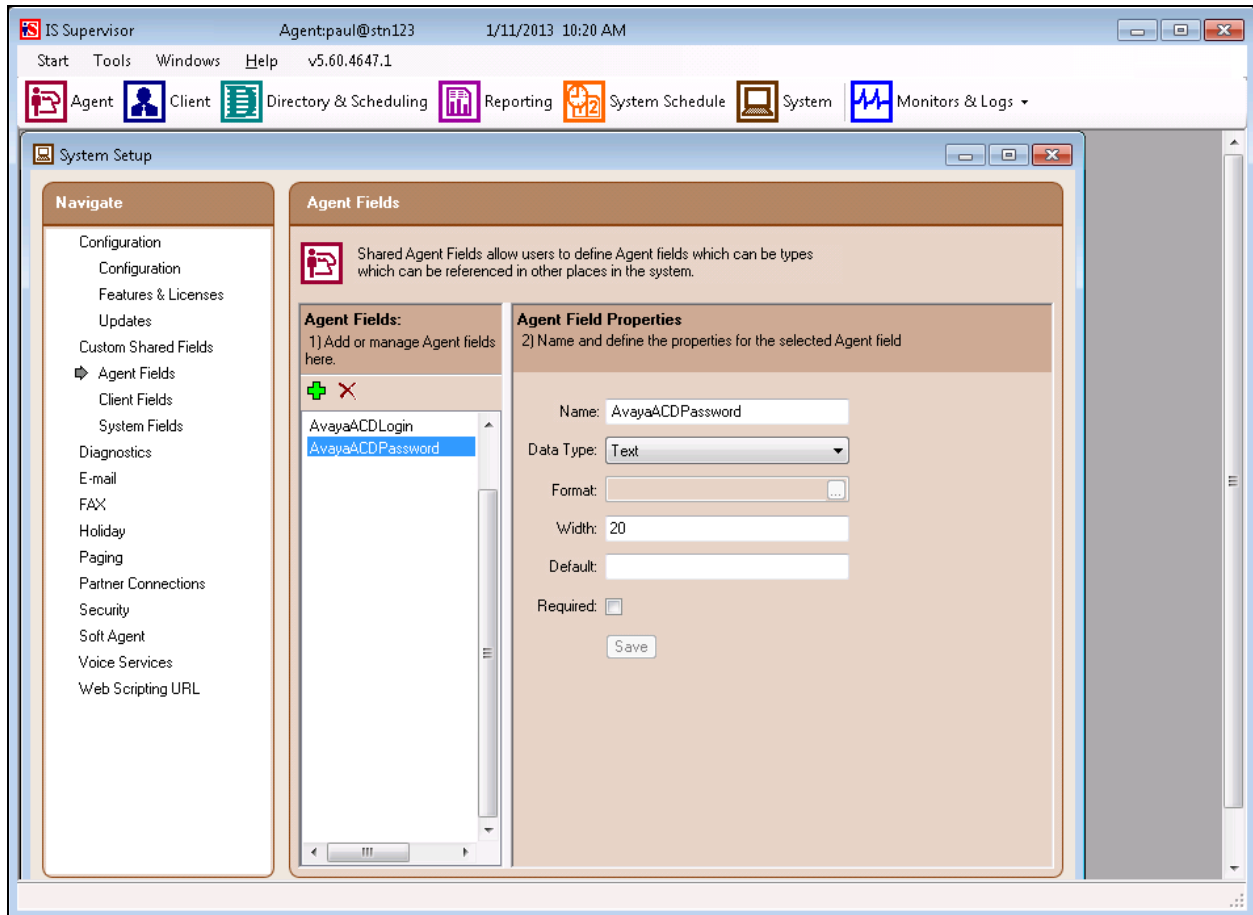
Select **Custom Shared Fields** → **Agent Fields** from the left pane, and then click the **Add Field** icon at the top of the middle pane.



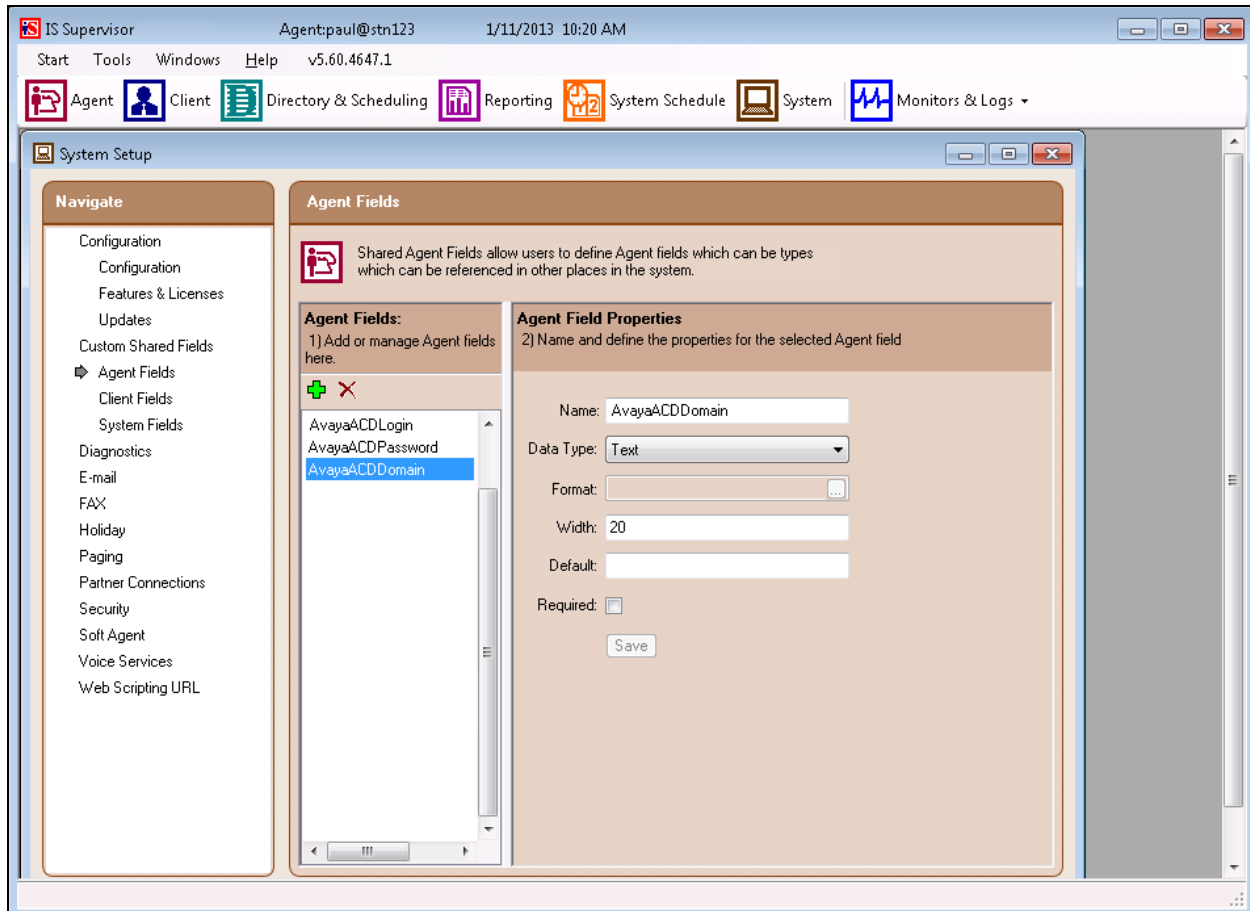
In the **Agent Field Properties** screen in the right pane, enter the name of the new Shared Agent Field that corresponds to the **Login ID** field previously established in the Contact Center Manager software. In this example, the new shared agent field is **AvayaACDLogin**. Retain the default values for the remaining fields. Click the **Save** button to write your entries to the Intelligent Series database.



Repeat this step to create a new shared agent field that corresponds to the **Password** field previously established in the Avaya Aura® Contact Center Manager software. In this example, the new shared agent field is **AvayaACDPassword**. Retain the default values for the remaining fields. Click the **Save** button to write your entries to the Intelligent Series database.

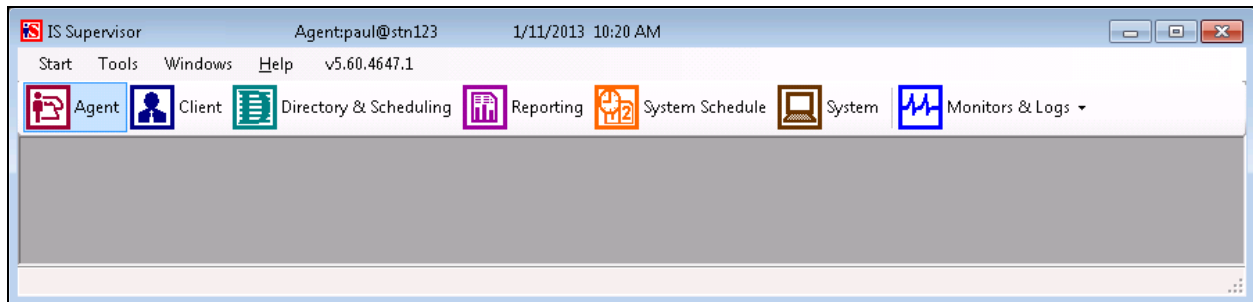


Repeat this step to create a new shared agent field that corresponds to the **Domain** field previously established in the Avaya Aura® Contact Center software. In this example, the new shared agent field is **AvayaACDDomain**. Retain the default values for the remaining fields. Click the **Save** button to write your entries to the Intelligent Series database.

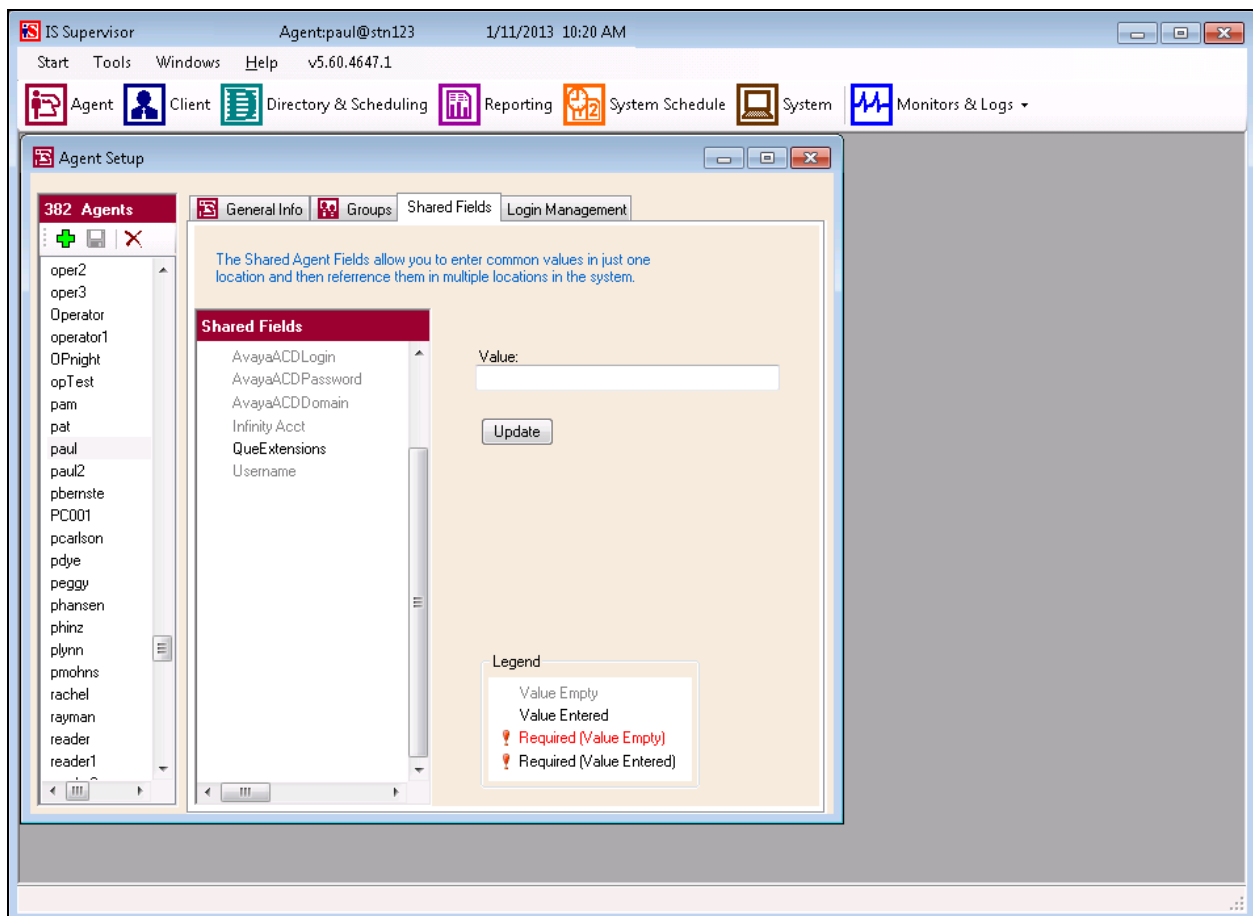


7.4. Administer Agent Settings

At the **IS Supervisor** toolbar screen, click the **Agent** icon at the top of the screen.

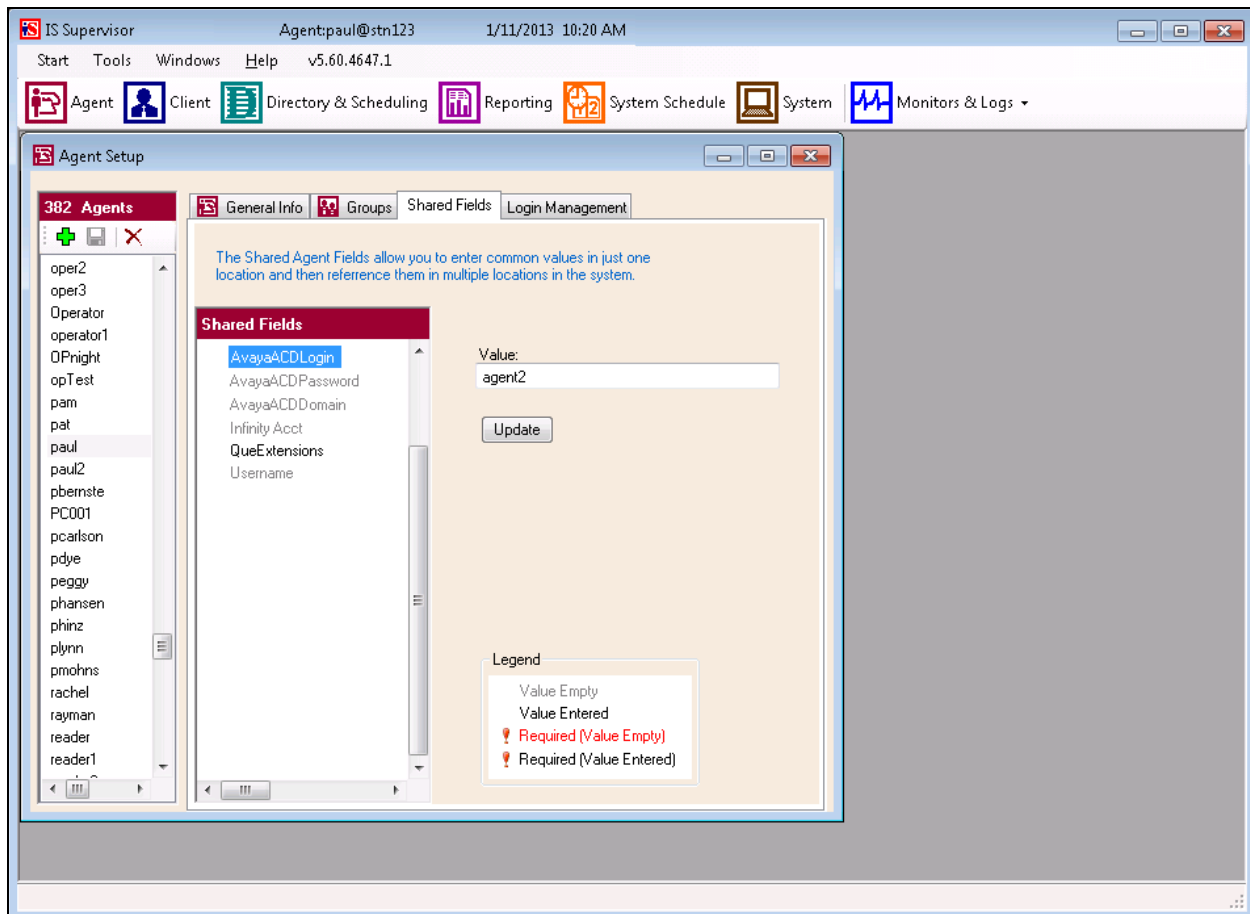


The **Agent Setup** screen is displayed in the lower pane. Select an **Agent** name from the left pane, and then turn to the **Shared Fields** tab at the top of the right pane.

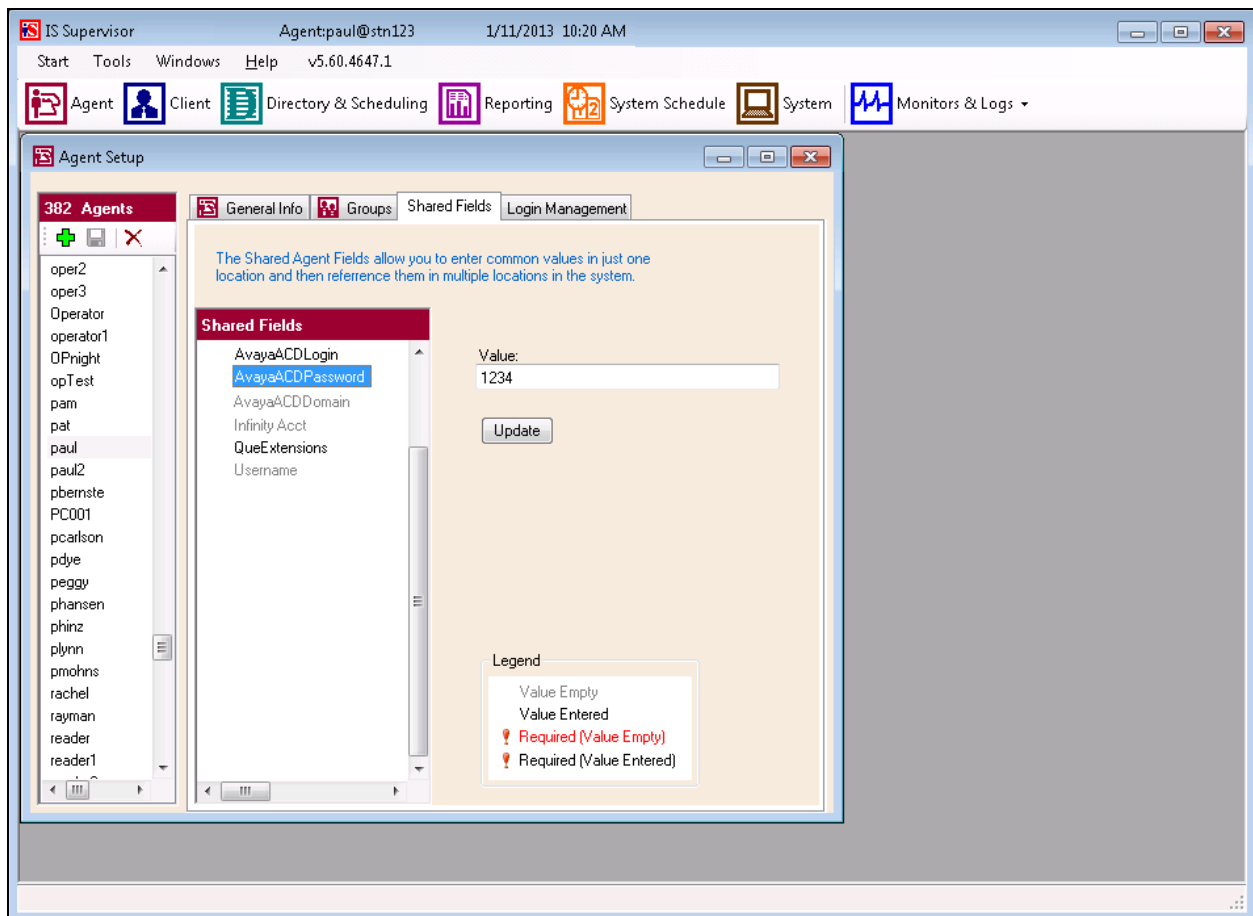


In the **Shared Fields** list in the right pane, click on the first of the new shared fields just created on the System Setup screen, in this example the field is **AvayaACDLogin**. In the **Value** field list in the right pane, enter the value the new Shared Agent Field that reflects the value of the **Login ID** field previously established in the Avaya Aura® Contact Center software. In this example, the value of the shared field is **agent2**.

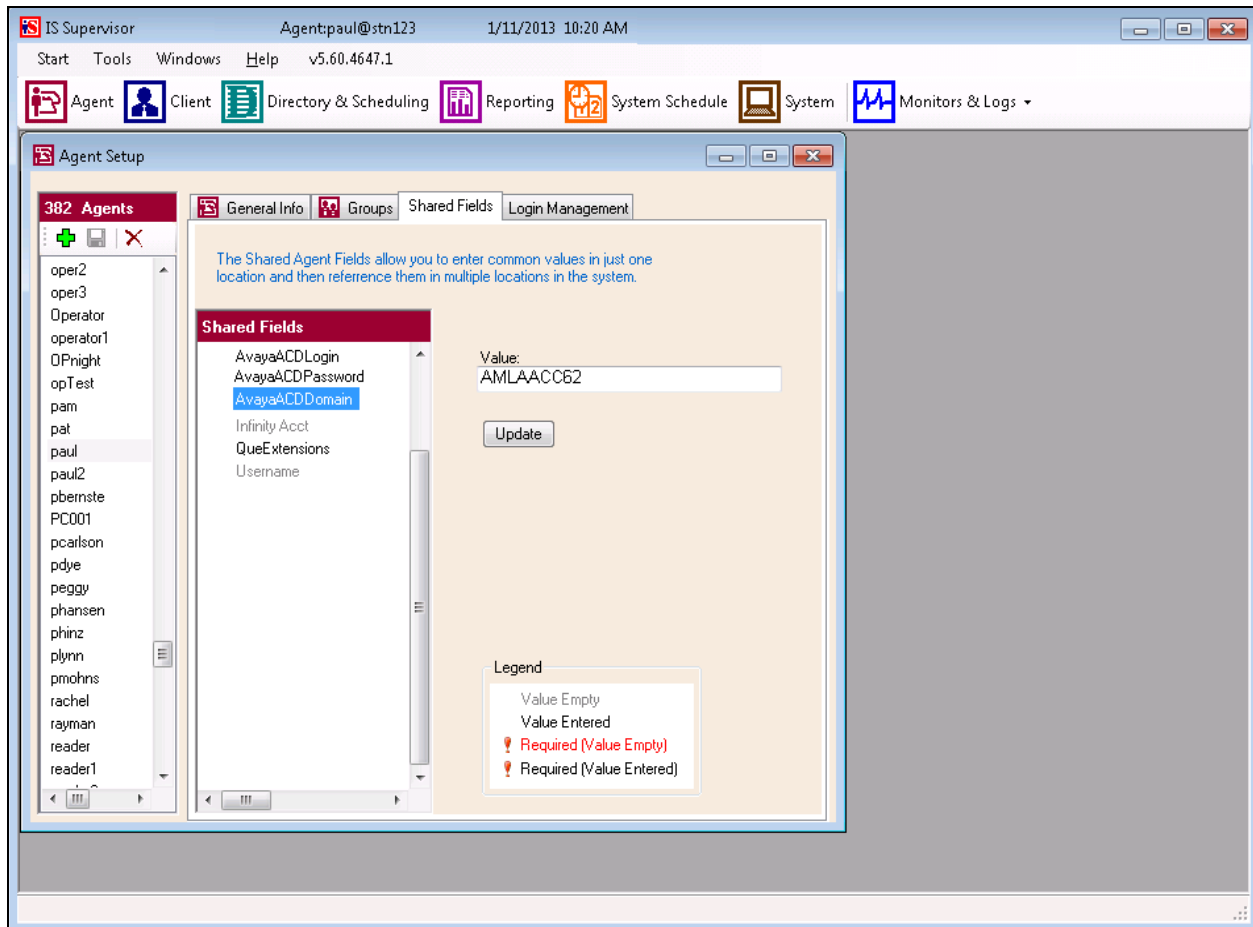
Retain the default values for the remaining fields. Click the **Update** button to write your entry to the Intelligent Series database.



In the **Shared Fields** list in the right pane, click on the second of the new shared fields just created on the System Setup screen, in this example the field is **AvayaACDPassword**. In the **Value** field list in the right pane, enter the value the new Shared Agent Field that reflects the value of the **Password** field previously established in the Avaya Aura® Contact Center Manager software. In this example, the value of the shared field is **1234**. Retain the default values for the remaining fields. Click the **Update** button to write your entry to the Intelligent Series database.



In the **Shared Fields** list in the right pane, click on the third of the new shared fields just created on the System Setup screen, in this example the field is **AvayaACDDomain**. In the **Value** field list in the right pane, enter the value the new Shared Agent Field that reflects the value of the **Domain** field established in the Avaya Aura® Contact Center Manager software. In this example, the value of the shared field is **AMLAACC62**. Retain the default values for the remaining fields. Click the **Update** button to write your entry to the Intelligent Series database.

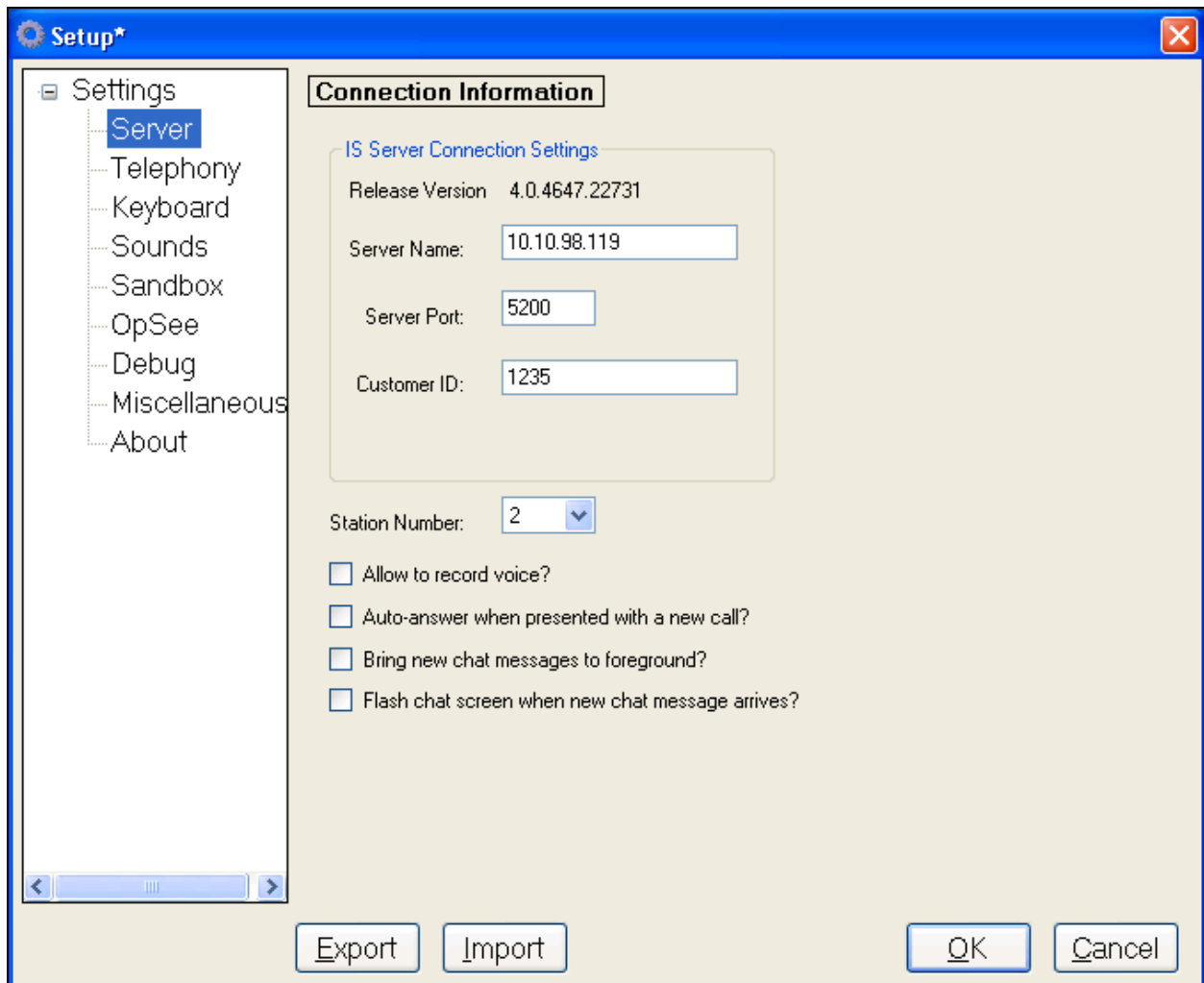


Note: This completes the necessary steps for configuring the Intelligent Series Supervisor application.

7.5. Configure Amtelco Soft Agent Client

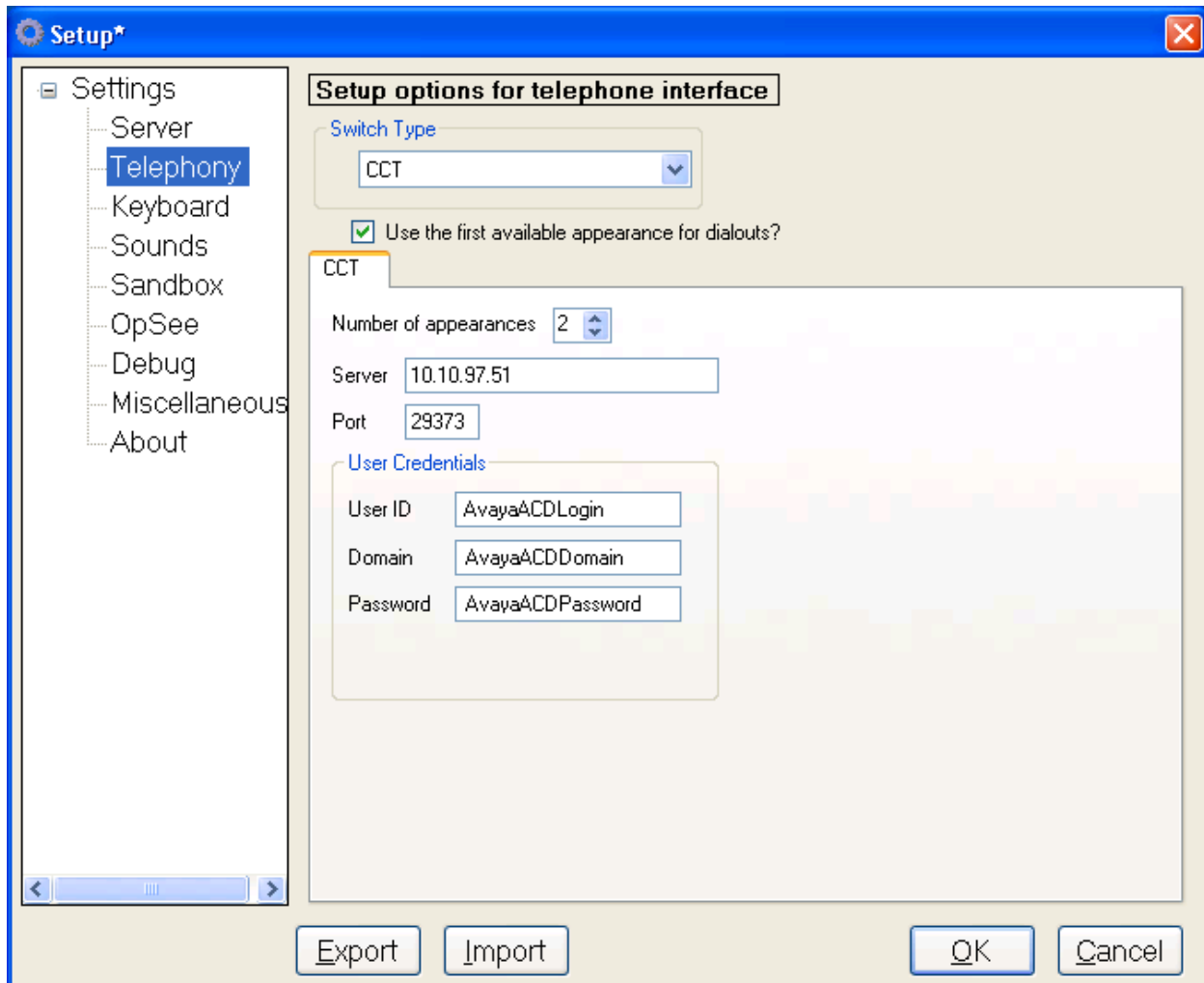
From workstation in which Amtelco Soft Agent application installed, navigate to menu **Start → All Programs → Amtelco → Soft Agent**. The Soft Agent application window is displayed.

Press combination key **Ctrl + F12** to open the **Setup** window. The **Setup** window is displayed. In the left navigation pane, select the **Server** tab. The **Connection Information** window is displayed in the right. In the **IS Server Connection Settings** section, enter IP address of Amtelco server **10.10.98.119** in the **Server Name** field, port **5200** in the **Server Port**, and a customer number **1235** in **Customer ID** field.



Click on the **Telephony** tab, the “**Setup option for telephone interface**” window is displayed in the right. Select **CCT** in the **Switch Type** dropdown menu. The **CCT** tab is displayed in below, enter IP address of CCT server **10.10.97.51** in the **Server** field and port **29373** in the Port field and keep other fields as default.

Press **OK** button to save changes and close the **Setup** window.



8. Verification Steps

The following are typical steps to verify that Amtelco Soft Agent works with Contact Center CCT in controlling the physical agent phone.

1. Use the Amtelco Soft Agent to log the physical agent phone in and change the status from Not Ready to Ready for the agent6 phone from Soft Agent.
2. Place a call to contact center CDN number. The call is queued to the skillset Voice_SK1 and come to available agent6.
3. Answer the call on the physical agent6 phone by using the Amtelco Soft Agent.
4. Hang up the call by using the Amtelco Soft Agent.
5. Make an outbound call from the second DN of agent by using Soft Agent. Answer the call. The Soft Agent then transfers/conferences the call with another agent. Answer the transfer/conference call on another agent.
6. Exit the Amtelco Soft Agent, the physical agent6 phone is logged out.

All steps above were executed on the Soft Agent, to make sure the Soft Agent application fully and properly controls physical agent phone, check on the agent phone reacts for each step that was done by the Soft Agent.

9. Conclusion

The compliance test between Amtelco Soft Agent application and Avaya Aura® Contact Center CCT was successfully completed. All test cases were executed and passed with observations noted in **Section 2.2**. The Amtelco Soft Agent is considered to be compliant with Avaya Aura® Contact Center CCT Release 6.2 and Avaya Communication Server 1000 Release 7.5.

10. Additional References

Product documentation for Avaya Aura® Contact Center and Avaya Communication Server 1000 may be found at <https://support.avaya.com>

Product documentation for Amtelco Soft Agent may be found at <http://www.amtelco.com>

[1] Avaya Communication Server 1000 Documents:

[Avaya Communication Server 1000E Installation and Commissioning](#)
[Avaya CS 1000 Co-resident Call Server and Signaling Server Fundamentals](#)
[Avaya CS 1000 Element Manager System Reference - Administration](#)

[2] Avaya Aura® Contact Center 6.2 documents:

[Avaya Aura® Contact Center Planning and Engineering](#)
[Avaya Aura® Contact Center Installation](#)
[Avaya Aura® Contact Center Server Administration](#)
[Avaya Aura® Contact Center Overview](#)
[Avaya Aura® Contact Center Fundamentals](#)
[Avaya Aura® Contact Center Manager Administration – Client Administration](#)

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