



## **Avaya Solution & Interoperability Test Lab**

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# **Application Notes for DATEL Call SWEET! Live with Avaya IP Office 8.0 – Issue 1.0**

### **Abstract**

These Application Notes describe the configuration steps required for DATEL Call SWEET! Live 7.10 to interoperate with Avaya IP Office 8.0.

DATEL Call SWEET! Live is a contact center management solution. In the compliance testing, DATEL Call SWEET! Live used the TFTP service and DevLink interface from Avaya IP Office to obtain configuration and real-time data to produce measurements and reports on agents and hunt groups.

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 the configuration steps required for DATEL Call SWEET! Live 7.10 to interoperate with Avaya IP Office 8.0.

DATEL Call SWEET! Live is a contact center management solution. In the compliance testing, DATEL Call SWEET! Live used the TFTP service and DevLink interface from Avaya IP Office to obtain configuration and real-time data to produce measurements and reports on agents and hunt groups.

The TFTP service was used to obtain hunt groups and agent user data from Avaya IP Office, and the DevLink interface was used to obtain real-time call events for the hunt groups and agent users. The produced real-time measurements and reports were accessed using the DATEL Call SWEET! Live Widgets portal.

## **2. General Test Approach and Test Results**

The feature test cases were performed both automatically and manually. Upon start of the DATEL Call SWEET! Live application, the application automatically sends TFTP requests to obtain configured agent users, hunt groups, and hunt group memberships from Avaya IP Office.

For the manual part of the testing, calls were made from the PSTN and from local users to the hunt groups and agents. Necessary user actions such as answer/transfer were performed from the agent user telephones to generate events for the different call scenarios.

The serviceability test cases were performed manually by disconnecting and reconnecting the Ethernet cable to DATEL Call SWEET! Live.

## 2.1. Interoperability Compliance Testing

The interoperability compliance test included feature and serviceability testing.

The feature testing focused on verifying the following on DATEL Call SWEET! Live:

- Handling of TFTP responses for configured users, hunt groups, and hunt group membership information during application startup.
- Handling of TFTP responses for users and calls on regular intervals to determine agent state changes such as logged in/out, busy on personal/hunt group calls, and busy on wrap-up.
- Handling of DevLink real-time events for various call scenarios including internal, external, inbound, outbound, drop, blind/attended transfer, blind/attended conference, voicemail coverage, hunt group queue, and hunt group overflow.
- Reporting of data in various Agent States, Queue Status, and Speed of Answer reports.

The serviceability testing focused on verifying the ability of DATEL Call SWEET! Live to recover from adverse conditions, such as disconnecting and reconnecting the Ethernet cable to DATEL Call SWEET! Live.

## 2.2. Test Results

All test cases were executed and passed.

## 2.3. Support

Technical support on DATEL Call SWEET! Live can be obtained through the following:

- **Phone:** (724) 940-0400
- **Email:** [support@datel-group.com](mailto:support@datel-group.com)

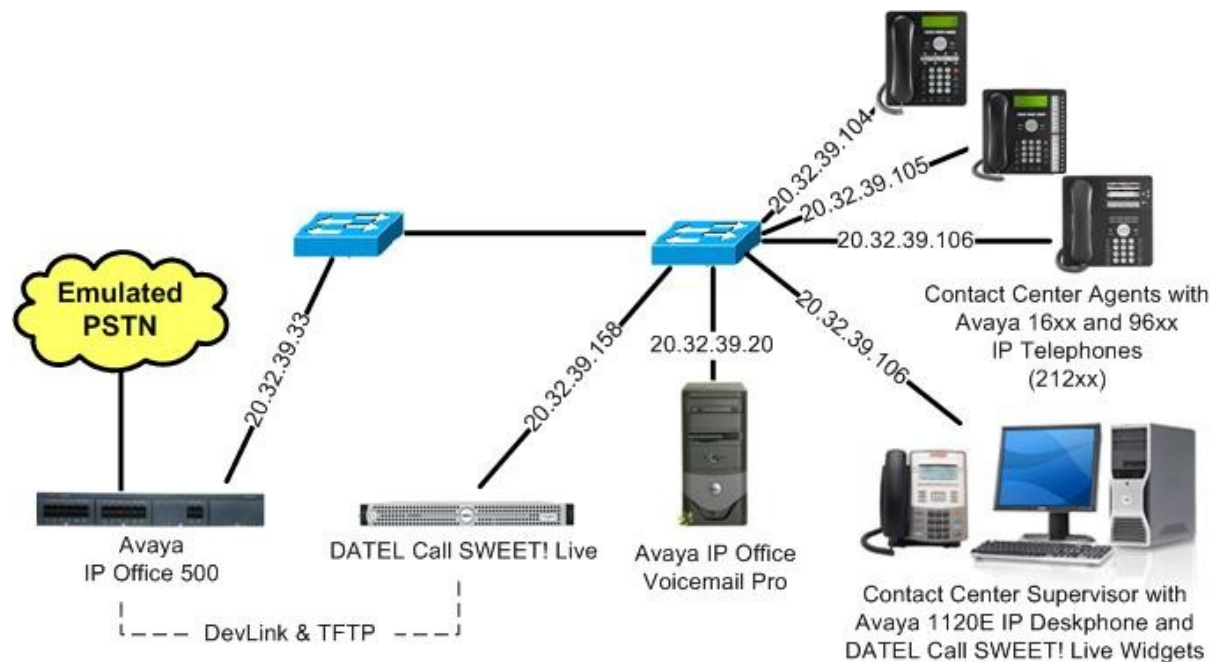
### 3. Reference Configuration

The configuration used for the compliance testing is shown below. The DATEL Call SWEET! Live server contains the Call SWEET! Live Widgets application, which can run on the server and/or any supervisor/agent PC. In the compliance testing, the DATEL Call SWEET! Live Widgets was running on the supervisor PC, and used to access the produced measurements and reports.

Avaya IP Office Voicemail Pro was used for the voicemail call scenarios. The detailed administration of general contact center devices such as hunt groups and agents are assumed to be in place, and are not covered in these Application Notes.

In the compliance testing, DATEL Call SWEET! Live monitored and reported on the hunt groups and agent user extensions shown in the table below.

Device Type	Extension
Hunt Groups	21000, 22000
Agent Users	21251, 21252, 21253



## 4. Equipment and Software Validated

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

Equipment	Software
Avaya IP Office 500	8.0 (13)
Avaya 16xx Series IP Telephones (H.323)	1.300B
Avaya 9650 Series IP Telephone (H.323)	3.186a
Avaya 1120E IP Deskphone (SIP)	04.03.09.00
DATEL Call SWEET! Live on Windows 2008 Server with Service Pack 2 <ul style="list-style-type: none"><li>• Avaya DevLink</li></ul>	7.10.10.206 1.0.0.5
DATEL Call SWEET! Live Widgets	7.10.5.206

## 5. Configure Avaya IP Office

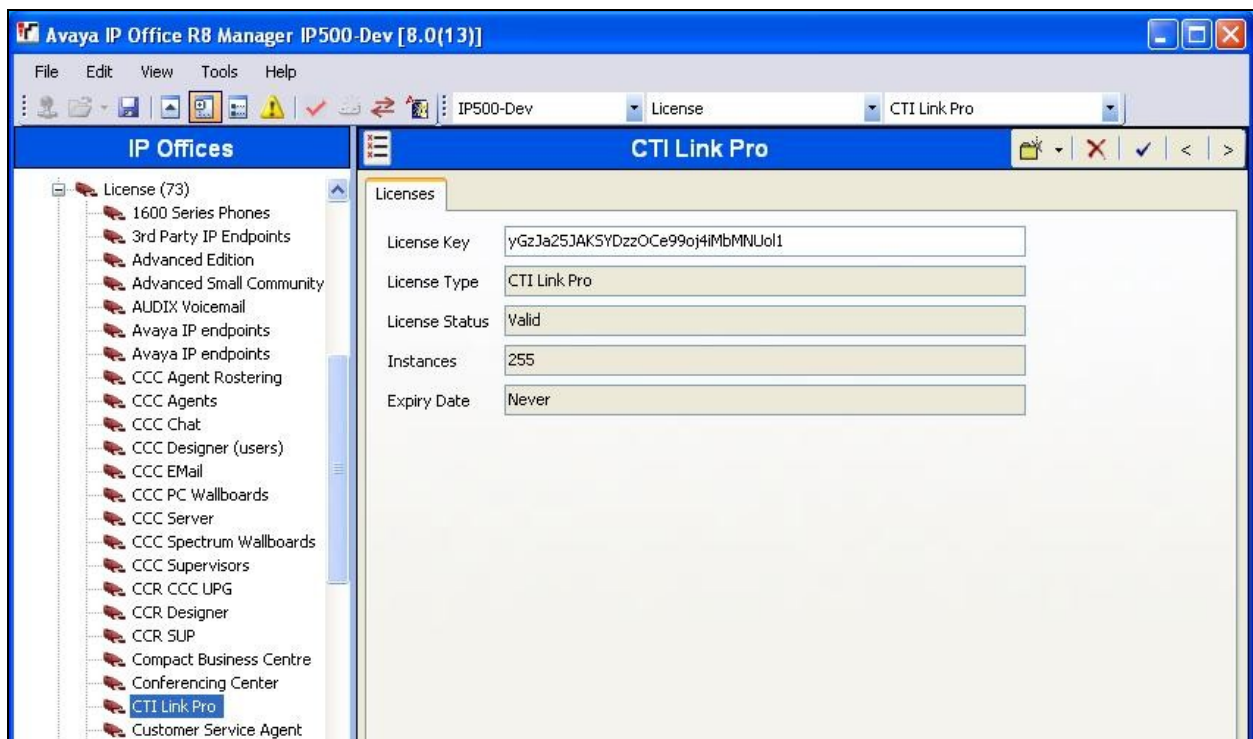
This section provides the procedures for configuring Avaya IP Office. The procedures include the following areas:

- Verify IP Office license
- Obtain hunt group ring mode
- Administer agent users

### 5.1. Verify IP Office License

From a PC running the Avaya IP Office Manager application, select **Start > Programs > IP Office > Manager** to launch the Manager application. Select the proper IP Office system, and log in with appropriate credentials.

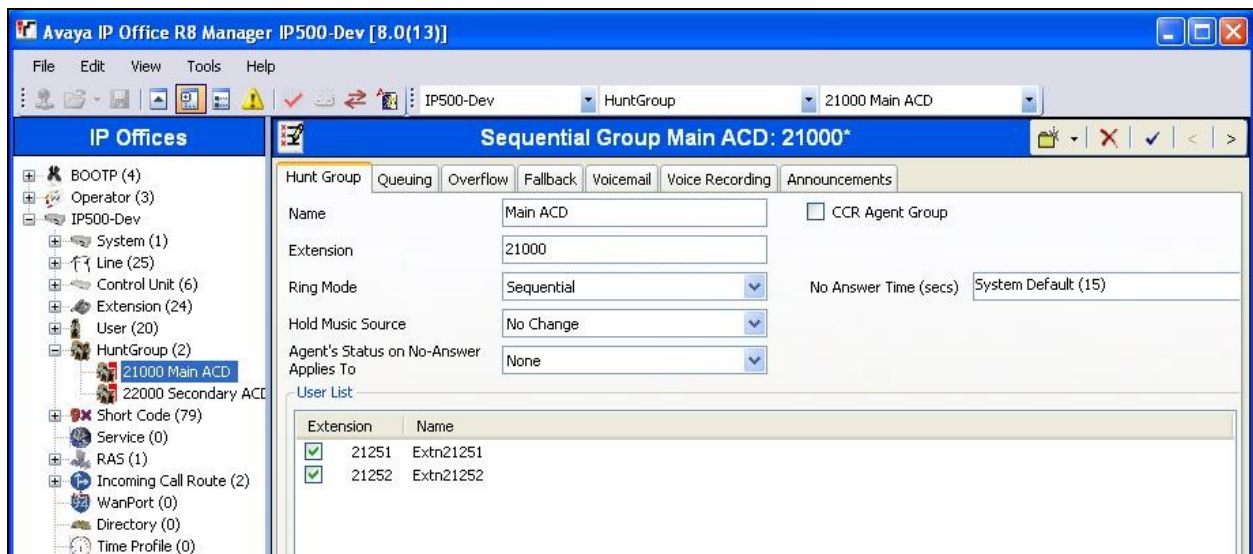
The **Avaya IP Office R8 Manager** screen is displayed. From the configuration tree in the left pane, select **License > CTI Link Pro** to display the **CTI Link Pro** screen in the right pane. Verify that the **License Status** is “Valid”.



## 5.2. Obtain Hunt Group Ring Mode

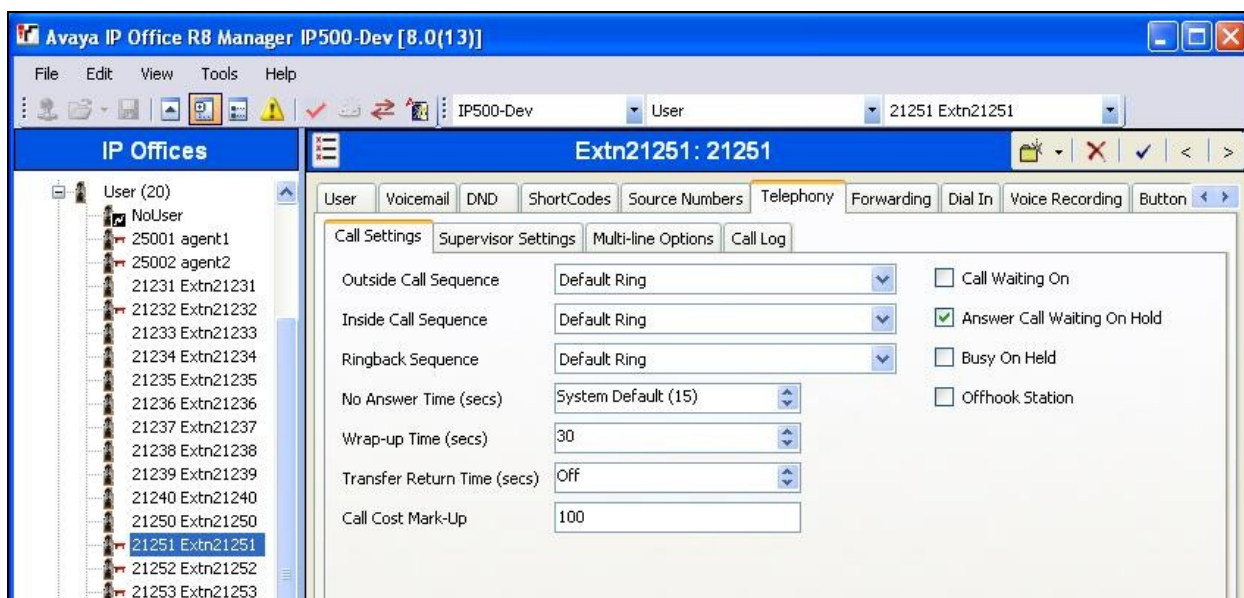
From the configuration tree in the left pane, select the first hunt group from **Section 3**, in this case “21000”. Make a note of the **Ring Mode**, which will be used later to configure DATEL.

Repeat this section for all hunt groups. In the compliance testing, hunt groups “21000” and “22000” were both configured with “Sequential” for **Ring Mode**.

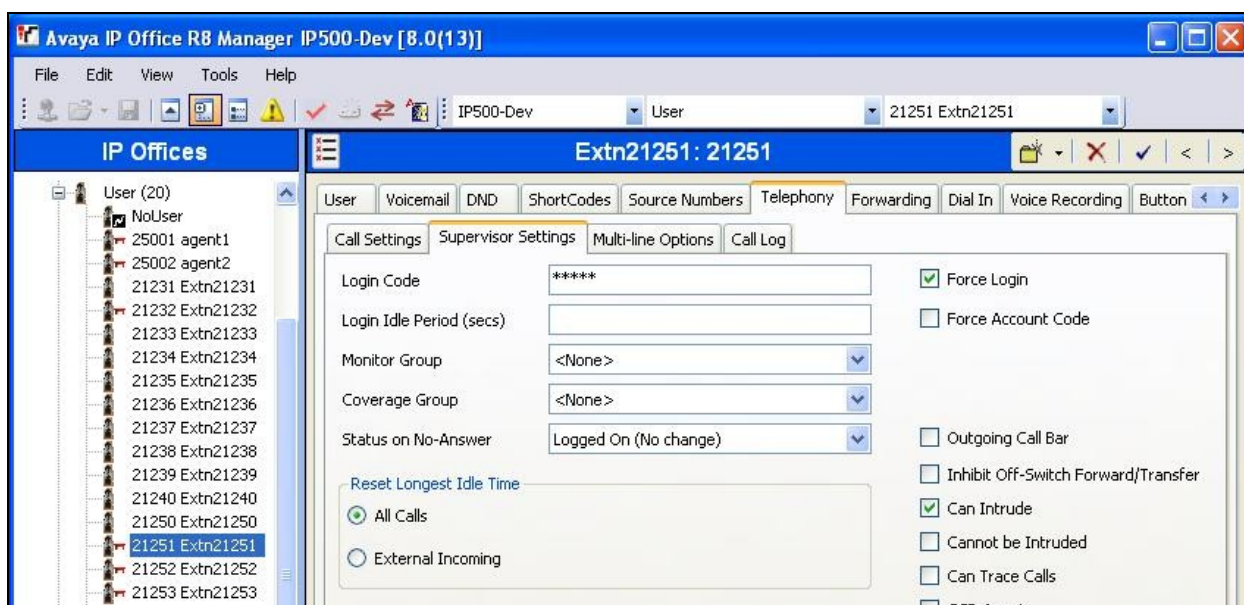


### 5.3. Administer Agent Users

From the configuration tree in the left pane, select the first agent user from **Section 3**, in this case “21251”. Select the **Telephony** tab, followed by the **Call Settings** sub-tab. Make a note of the **Wrap-up Time (secs)** value, which will be used later to configure DATEL.



Select the **Supervisor Settings** sub-tab. If reporting of agent user login and logout is desired from DATEL, then check **Force Login** and enter a desired **Login Code**. Repeat this section for all agent users. In the compliance testing, agent users “21251-21253” were configured.





## 6. Configure DATEL Call SWEET! Live

This section provides the procedures for configuring DATEL Call SWEET! Live. The procedures include the following areas:

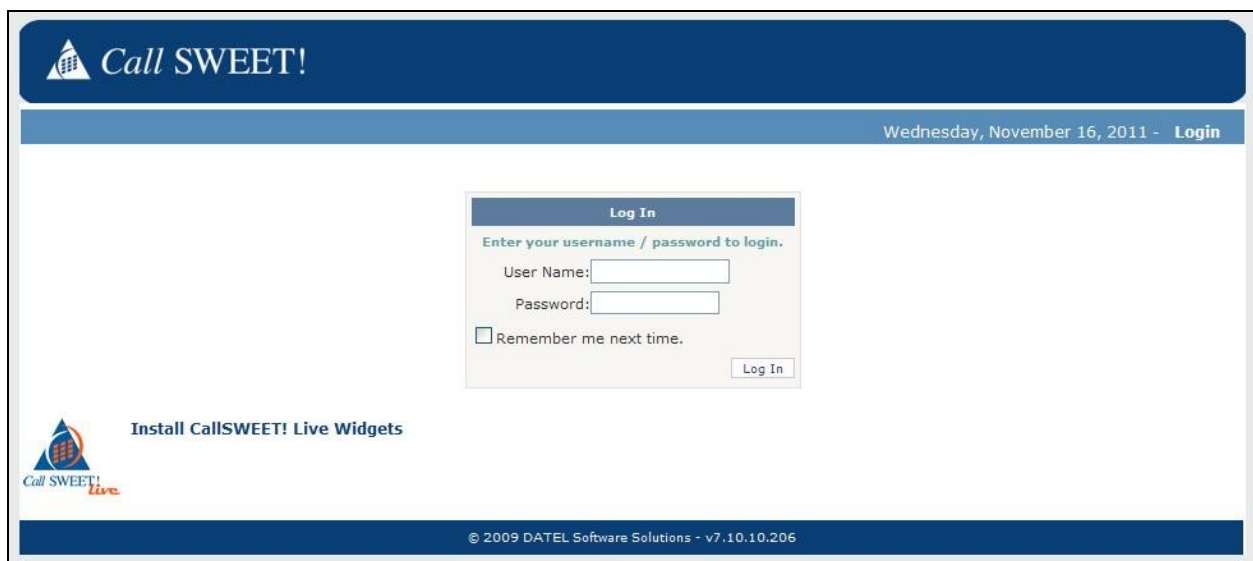
- Launch Call SWEET! Live
- Administer hunt groups
- Administer agents

The configuration of Call SWEET! Live is typically performed by DATEL support technicians or DATEL business partners. The procedural steps are presented in these Application Notes for informational purposes.

Note that the IP address of the Avaya IP Office server, and the password for the Avaya IP Office Monitor and Call Status application was entered as part of the Call SWEET! Live installation procedure, used for subsequent TFTP and DevLink connectivity to Avaya IP Office.

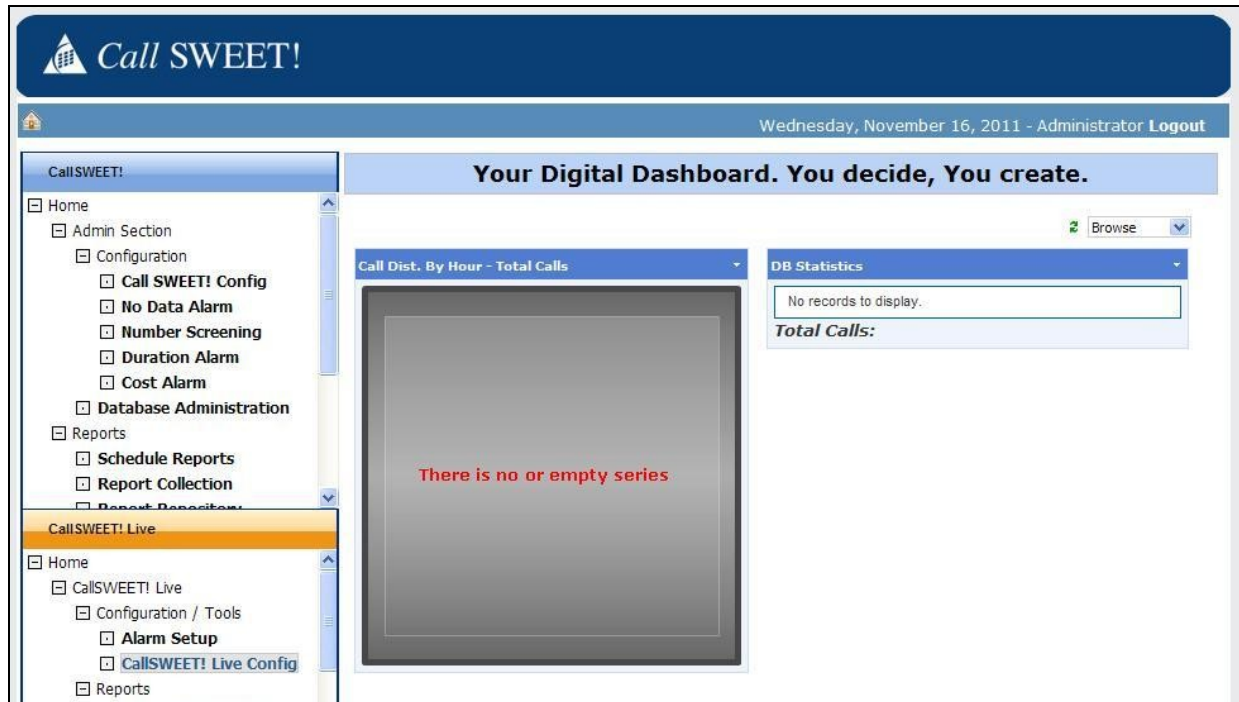
### 6.1. Launch Call SWEET! Live

Access the Call SWEET! Live web based interface by using the URL “http://ip-address/callsweet” in an Internet browser window, where “ip-address” is the IP address of Call SWEET! Live. The **Log In** screen is displayed as shown below. Log in using the appropriate credentials.



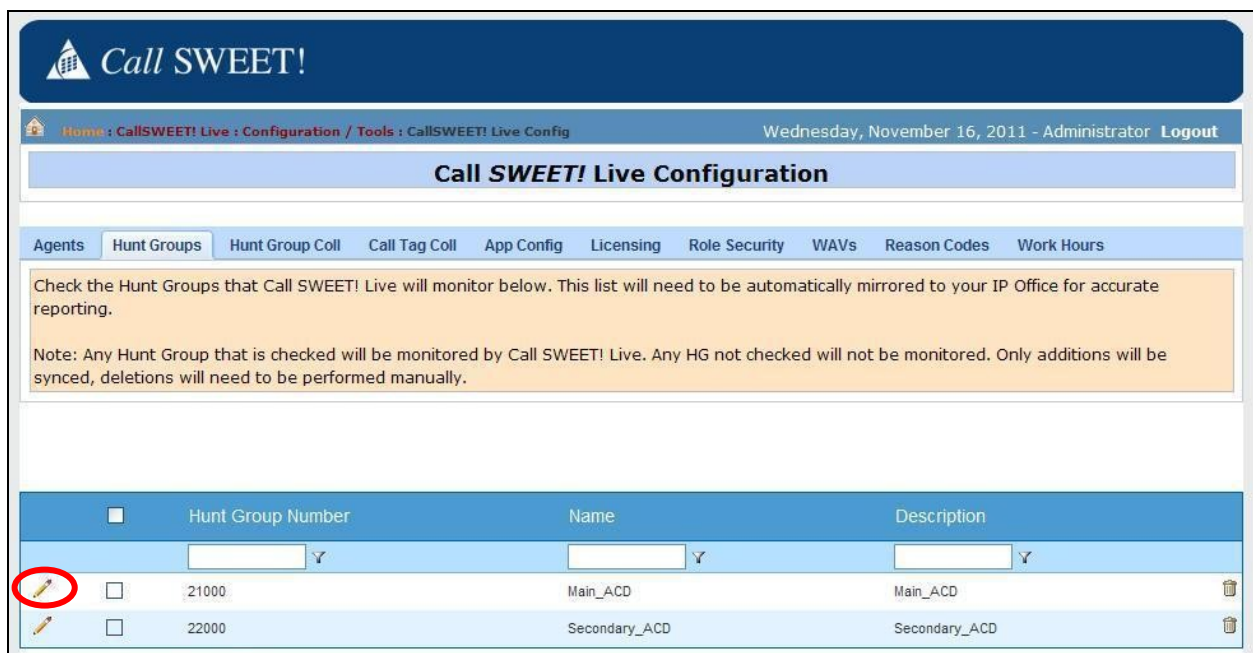
The screenshot displays the Call SWEET! Live web interface. At the top, a dark blue header bar contains the Call SWEET! logo and the text "Call SWEET!". Below this, a lighter blue bar shows the date "Wednesday, November 16, 2011" and a "Login" link. The main content area is white and features a central "Log In" form. The form has a title "Log In", a prompt "Enter your username / password to login.", and two input fields for "User Name:" and "Password:". Below these fields is a checkbox labeled "Remember me next time." and a "Log In" button. In the bottom left corner of the main area, there is a logo for "Call SWEET! Live" and a link that says "Install CallSWEET! Live Widgets". At the very bottom, a dark blue footer bar contains the copyright notice "© 2009 DATEL Software Solutions - v7.10.10.206".

Expand **CallSWEET! Live** in the left pane, and select **Home > CallSWEET! Live > Configuration / Tools > CallSWEET! Live Config** as shown below.



## 6.2. Administer Hunt Groups

The **Call SWEET! Live Configuration** screen is displayed. Select the **Hunt Groups** tab to display a list of hunt groups automatically picked up from Avaya IP Office via the TFTP service. Click the pencil icon associated with the first hunt group from **Section 3**, in this case "21000".



The **Call SWEET! Live Configuration** screen is updated with the **Modify Hunt Groups** section.

For **HG Type**, select “Other” if the corresponding hunt group ring mode from **Section 6.2** is any value other than “Collective”.

Repeat this step for all hunt groups. In the compliance testing, hunt groups “21000” and “22000” were configured.

The screenshot displays the 'Call SWEET! Live Configuration' web application. The top navigation bar includes the 'Call SWEET!' logo and a breadcrumb trail: 'Home : CallSWEET! Live : Configuration / Tools : CallSWEET! Live Config'. The date and user information 'Thursday, November 17, 2011 - Administrator Logout' are shown on the right. The main title 'Call SWEET! Live Configuration' is centered below the navigation bar. A secondary navigation bar contains tabs for 'Agents', 'Hunt Groups', 'Hunt Group Coll', 'Call Tag Coll', 'App Config', 'Licensing', 'Role Security', 'WAVs', 'Reason Codes', and 'Work Hours'. The 'Hunt Groups' tab is selected. Below the tabs, an orange informational box states: 'Check the Hunt Groups that Call SWEET! Live will monitor below. This list will need to be automatically mirrored to your IP Office for accurate reporting. Note: Any Hunt Group that is checked will be monitored by Call SWEET! Live. Any HG not checked will not be monitored. Only additions will be synced, deletions will need to be performed manually.' Below this box is a table with columns 'Hunt Group Number', 'Name', and 'Description'. The table contains one entry: '21000', 'Main\_ACD', and 'Main\_ACD'. Below the table, a 'Modify Hunt Groups:' section is visible. It shows 'Current Mode: [Hunt Group Edit]'. The form fields are: 'HG Number:' with value '21000', 'HG Name:' with value 'Main\_ACD', 'HG Description:' with value 'Main\_ACD', and 'HG Type:' with a dropdown menu set to 'Other'. At the bottom of the form are 'Save' and 'Cancel' buttons.

Hunt Group Number	Name	Description
21000	Main_ACD	Main_ACD

Modify Hunt Groups:

Current Mode: [Hunt Group Edit]

HG Number: 21000

HG Name: Main\_ACD

HG Description: Main\_ACD

HG Type: Other

Save Cancel

Check the hunt groups to monitor from **Section 3**, and click **Start / Stop Monitoring Hunt Group** to start the monitoring and reporting, as shown below.

**Call SWEET!**

Home : CallSWEET! Live : Configuration / Tools : CallSWEET! Live Config Wednesday, November 16, 2011 - Administrator Logout

### Call SWEET! Live Configuration

Agents Hunt Groups Hunt Group Coll Call Tag Coll App Config Licensing Role Security WAVs Reason Codes Work Hours

Check the Hunt Groups that Call SWEET! Live will monitor below. This list will need to be automatically mirrored to your IP Office for accurate reporting.

Note: Any Hunt Group that is checked will be monitored by Call SWEET! Live. Any HG not checked will not be monitored. Only additions will be synced, deletions will need to be performed manually.

<input type="checkbox"/>	Hunt Group Number	Name	Description
<input checked="" type="checkbox"/>	21000	Main_ACD	Main_ACD
<input checked="" type="checkbox"/>	22000	Secondary_ACD	Secondary_ACD

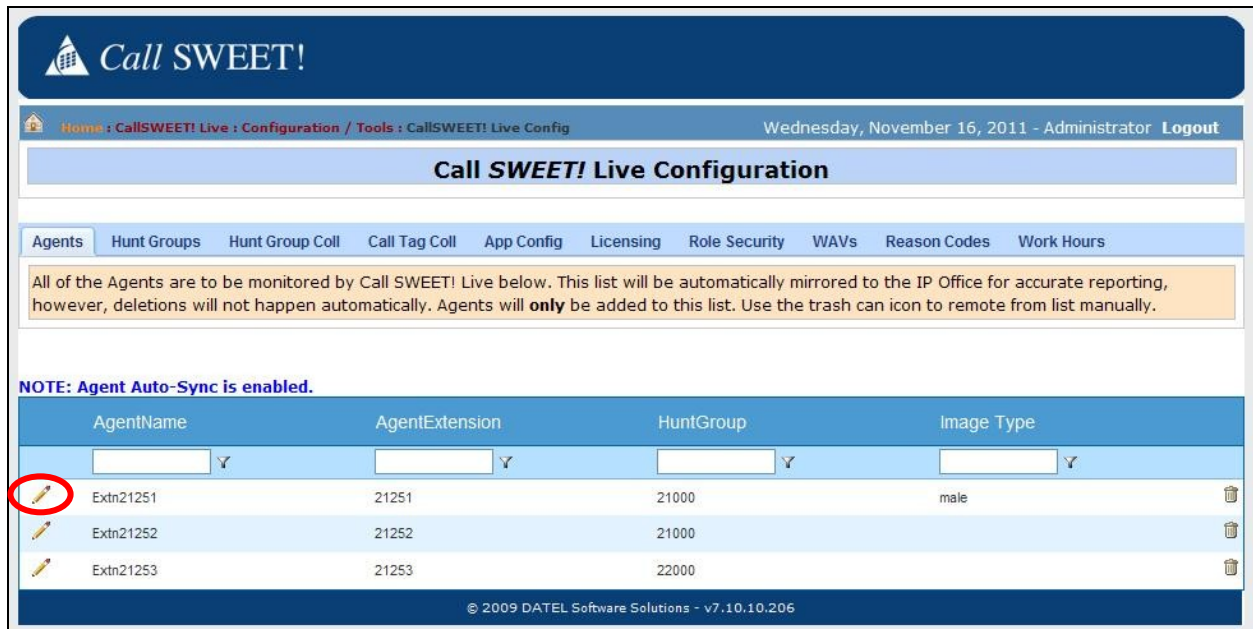
**Start / Stop Monitoring Hunt Group**

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### 6.3. Administer Agents

From the **Call SWEET! Live Configuration** screen, select the **Agents** tab to display a list of agents associated with the monitored hunt groups from **Section 6.2**.

Click the pencil icon for the first agent, as shown below.



**Call SWEET!**




Home : CallSWEET! Live : Configuration / Tools : CallSWEET! Live Config Wednesday, November 16, 2011 - Administrator Logout

**Call SWEET! Live Configuration**

Agents Hunt Groups Hunt Group Coll Call Tag Coll App Config Licensing Role Security WAVs Reason Codes Work Hours

All of the Agents are to be monitored by Call SWEET! Live below. This list will be automatically mirrored to the IP Office for accurate reporting, however, deletions will not happen automatically. Agents will **only** be added to this list. Use the trash can icon to remote from list manually.

**NOTE: Agent Auto-Sync is enabled.**

AgentName	AgentExtension	HuntGroup	Image Type
<input type="text"/> Y	<input type="text"/> Y	<input type="text"/> Y	<input type="text"/> Y
 Extn21251	21251	21000	male
 Extn21252	21252	21000	
 Extn21253	21253	22000	

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The **Call SWEET! Live Configuration** screen is updated with the **Modify Agent Information** section.

For **Wrap-Up Time**, enter the corresponding agent wrap-up time from **Section 5.3**. Note that this configuration is only necessary when the agent wrap-up time on Avaya IP Office is being used and set to a value other than the default “2” seconds.

Repeat this section for all agents.

**Call SWEET!**

Home : CallSWEET! Live : Configuration / Tools : CallSWEET! Live Config Wednesday, November 16, 2011 - Administrator Logout

### Call SWEET! Live Configuration

Agents Hunt Groups Hunt Group Coll Call Tag Coll App Config Licensing Role Security WAVs Reason Codes Work Hours

All of the Agents are to be monitored by Call SWEET! Live below. This list will be automatically mirrored to the IP Office for accurate reporting, however, deletions will not happen automatically. Agents will **only** be added to this list. Use the trash can icon to remote from list manually.

**NOTE: Agent Auto-Sync is enabled.**

AgentName	AgentExtension	HuntGroup	Image Type
Extn21251	21251	21000	male

Modify Agent Information:

Agent ID: Extn21251

Hunt Group: 21000 - Main\_ACD

Agent Name: Extn21251

Agent Extension: 21251

Sex: Male

Site Code: 1 - Demo Corporation - 1

Wrap-Up Time: 30

Save Cancel



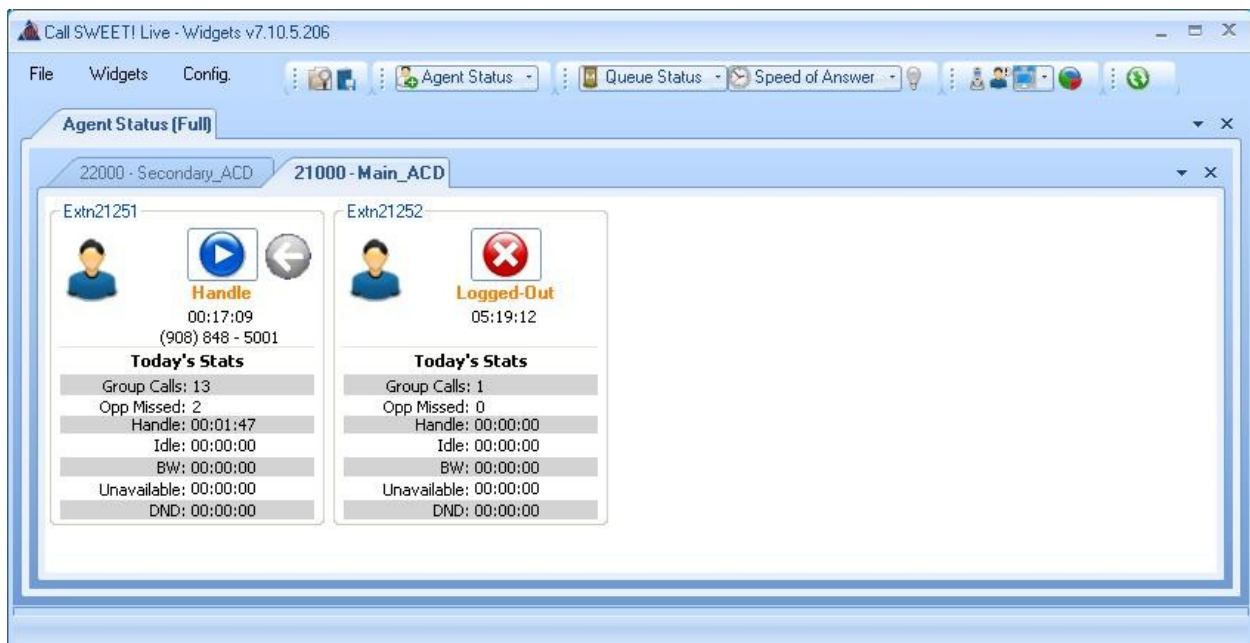
## 7. Verification Steps

This section provides the tests that can be performed to verify proper configuration of Avaya IP Office and DATEL Call SWEET! Live.

From the supervisor PC running DATEL Call SWEET! Live Widgets, select **Start > All Programs > CallSWEET! Live – Widgets > Call SWEET! Live – Widgets** to launch the application and log in with the appropriate credentials.



The **Call SWEET! Live – Widgets** screen is displayed. Establish an incoming hunt group call from the PSTN with an available agent. On the **Call SWEET! Live – Widgets** screen, select **Agent Status > Full** from the top menu to create the **Agent Status (Full)** tab and sub-tabs. Click on the sub-tab corresponding to the appropriate hunt group, and verify that the grid associated with the answering agent shows the proper status, as shown below for “Extn21251”.



## 8. Conclusion

These Application Notes describe the configuration steps required for DATEL Call SWEET! Live 7.10 to successfully interoperate with Avaya IP Office 8.0. All feature and serviceability test cases were completed.

## 9. Additional References

This section references the product documentation relevant to these Application Notes.

1. *IP Office 8.0 Documentation CD*, November 2011, available at <http://support.avaya.com>.
2. *Call SWEET! Live User's Guide*, available upon request to DATEL Support.



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