



Avaya Solution & Interoperability Test Lab

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

Abstract

These Application Notes describe the configuration steps required for DATEL Call SWEET! Live to interoperate with Avaya IP Office. DATEL Call SWEET! Live is a web-based contact center management solution that uses the real-time data from Avaya IP Office 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

DATEL Call SWEET! Live is a web-based contact center management solution that uses the real-time data from Avaya IP Office to produce measurements and reports on agents and hunt groups. DATEL Call SWEET! Live enables users to design personalized homepage from a collection of widgets and alarms, to capture and report on the real-time call center dynamics.

The interoperability of DATEL Call SWEET! Live with Avaya IP Office is accomplished through the DevLink interface. The real-time event streams associated with the monitored agents and hunt groups on Avaya IP Office are used by DATEL Call SWEET! Live to produce real-time measurements and reports that are accessible via the web using the DATEL CallSWEET! Live Widgets portal.

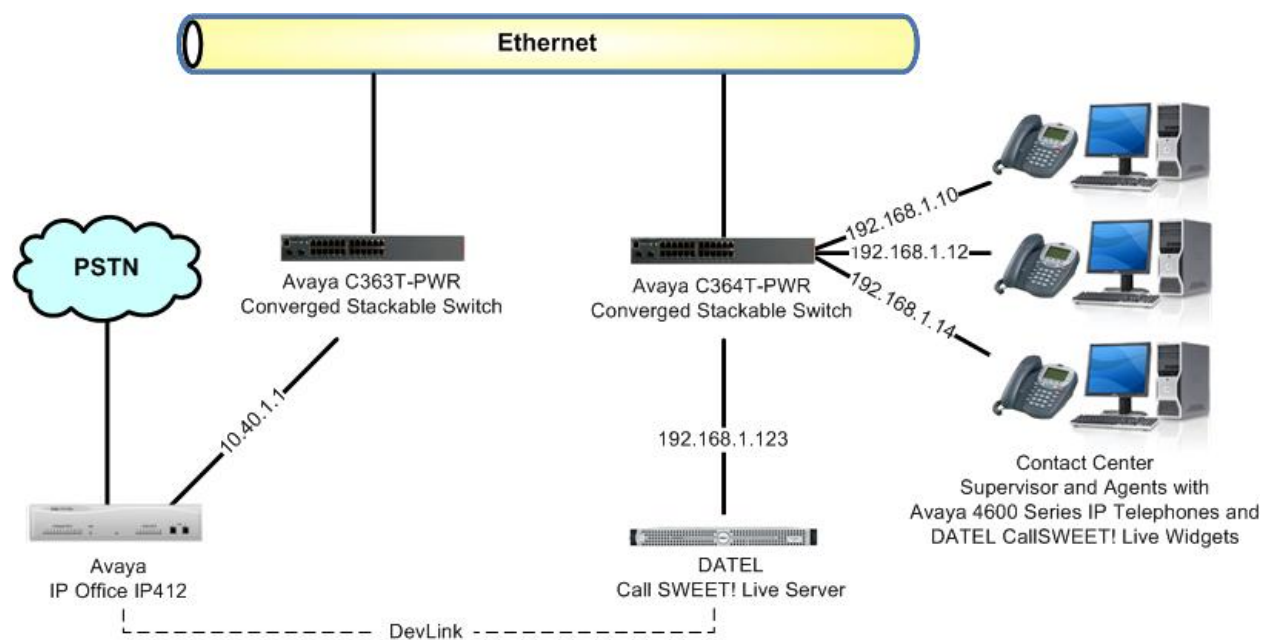


Figure 1: DATEL Call SWEET! Live with Avaya IP Office

2. Equipment and Software Validated

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

Equipment	Software
Avaya IP Office IP412	4.2 (4)
Avaya 4600 Series IP Telephones (H.323)	2.8
DATEL Call SWEET! Live <ul style="list-style-type: none">• Avaya DevLink• DATEL CallSWEET! Live Widgets	2.0 1.0.0.5 1.0.0

3. Configure Avaya IP Office

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

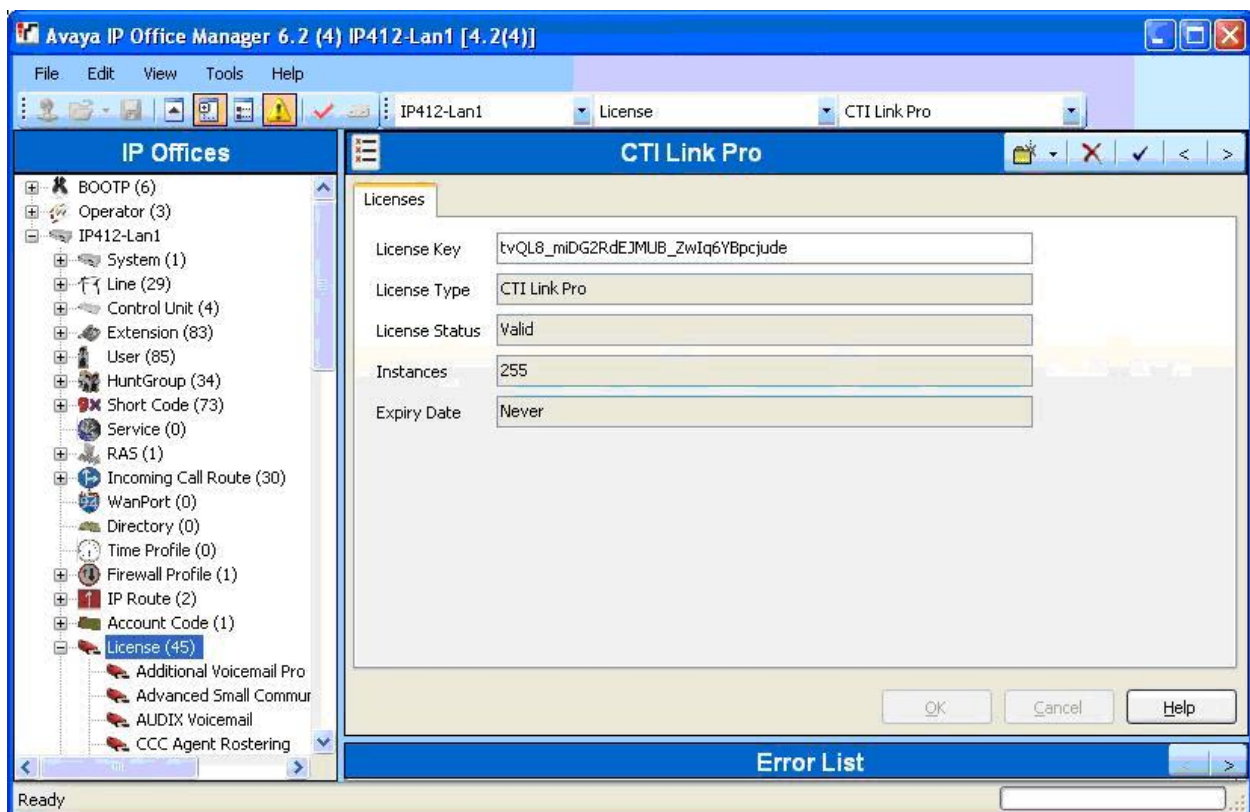
- Verify IP Office license
- Administer short codes

The detailed administration of contact center devices such as hunt groups and agents are assumed to be in place and are not covered in these Application Notes.

3.1. 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 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”.



3.2. Administer Short Codes

For contact centers using the Busy Wrap-Up feature, two short codes are required by DATEL Call SWEET! Live to be administered on Avaya IP Office. The agents need to use the HuntGroup Enable and HuntGroup Disable short codes to manually enter and exit the wrap-up state, so that the DATEL Call SWEET! Live server can become aware of the activation and deactivation via the associated event streams.

From the configuration tree in the left pane, right-click on **Short Code** and select **New** from the pop-up list to add a new short code for HuntGroup Enable. Configure the fields as shown below in the right pane. Repeat this section and add a new short code for HuntGroup Disable, as shown below.

Avaya IP Office Manager 6.2 (4) IP412-Lan1 [4.2(4)]

File Edit View Tools Help

IP412-Lan1 Short Code *95*N#

IP Offices

- BOOTP (6)
- Operator (3)
- IP412-Lan1
 - System (1)
 - Line (29)
 - Control Unit (4)
 - Extension (85)
 - User (87)
 - HuntGroup (29)
 - Short Code (77)
 - Service (0)
 - RAS (1)
 - Incoming Call R...
 - WanPort (0)
 - Directory (0)
 - Time Profile (0)

<Short Code:0>: Dial*

Short Code

Code *95*N#

Feature HuntGroup Enable

Telephone Number N

Line Group Id 0

Locale

Force Account Code ☐

Force Authorization Code ☐

OK Cancel Help

Avaya IP Office Manager 6.2 (4) IP412-Lan1 [4.2(4)]

File Edit View Tools Help

IP412-Lan1 Short Code *95*N#

IP Offices

- BOOTP (6)
- Operator (3)
- IP412-Lan1
 - System (1)
 - Line (29)
 - Control Unit (4)
 - Extension (85)
 - User (87)
 - HuntGroup (29)
 - Short Code (77)
 - Service (0)
 - RAS (1)
 - Incoming Call R...
 - WanPort (0)
 - Directory (0)
 - Time Profile (0)

<Short Code:0>: Dial*

Short Code

Code *94*N#

Feature HuntGroup Disable

Telephone Number N

Line Group Id 0

Locale

Force Account Code ☐

Force Authorization Code ☐

OK Cancel Help

4. Configure DATEL Call SWEET! Live

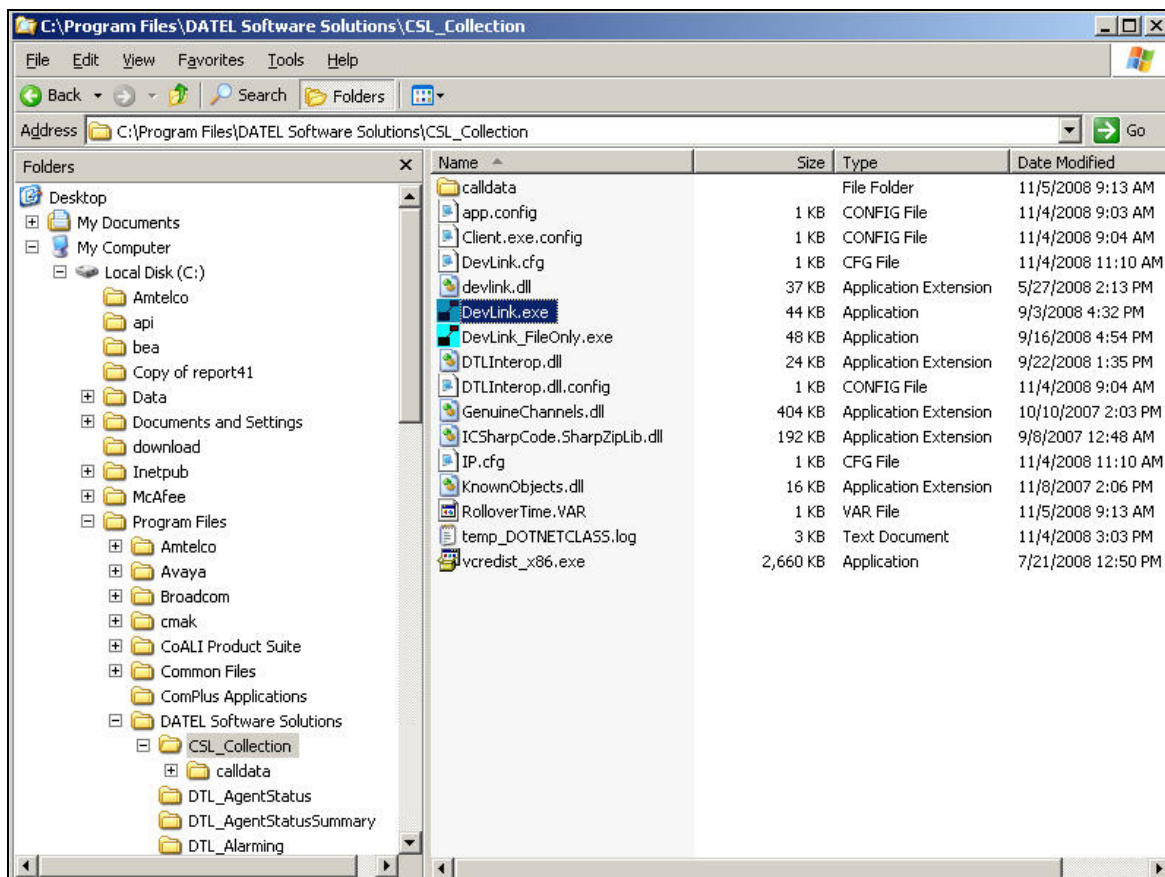
This section provides the procedures for configuring DATEL Call SWEET! Live. The procedures include the following areas:

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

The configuration of DATEL 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.

4.1. Launch DevLink

From the Call SWEET! Live server, open a Windows Explorer window, and navigate to the directory **C:\Program Files\DATEL Software Solutions\CSL_Collection**, as shown below. Double-click on **DevLink.exe**.



The **CallSWEET! Live Collection Service** screen is displayed. Enter the IP address of the Avaya IP Office server, and the password for the Avaya IP Office Monitor and Call Status application. Click **Start**.

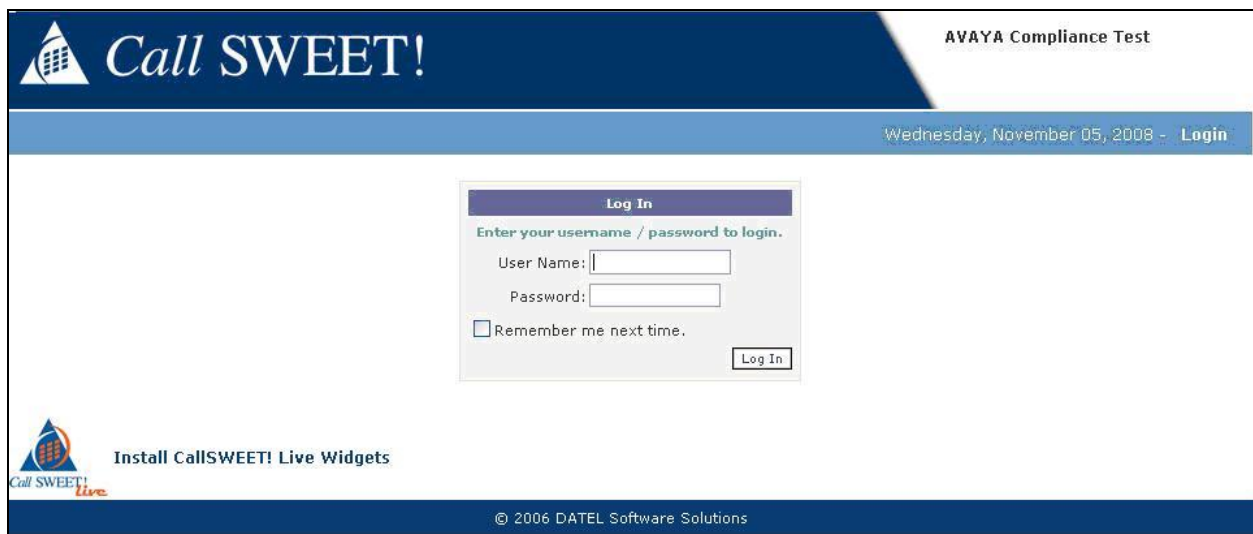


The image shows a Windows-style application window titled "CallSWEET! Live Collection Service". It has a standard title bar with minimize, maximize, and close buttons. The main area is light gray. In the top right corner, there are two buttons: "Start" and "Stop". Below these, there are two input fields. The first is labeled "IP Address:" and contains the text "10 . 40 . 1 . 1". The second is labeled "Password:" and contains a series of asterisks "xxxxxxx". Below these fields is a long, empty rectangular box. At the bottom left, there is a button labeled "Save and Exit".

4.2. 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 the Call SWEET! Live server. The **Log In** screen is displayed as shown below. Log in using the appropriate credentials.

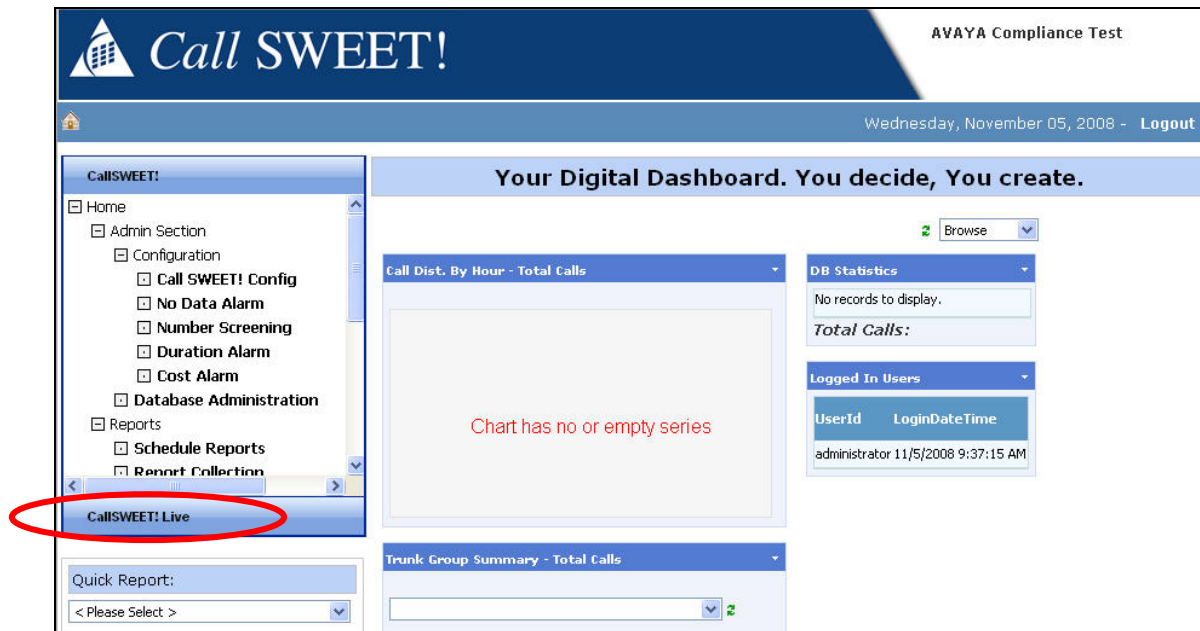
Note that the “AVAYA Compliance Test” customer name shown in the upper right corner was pre-configured as part of installation.



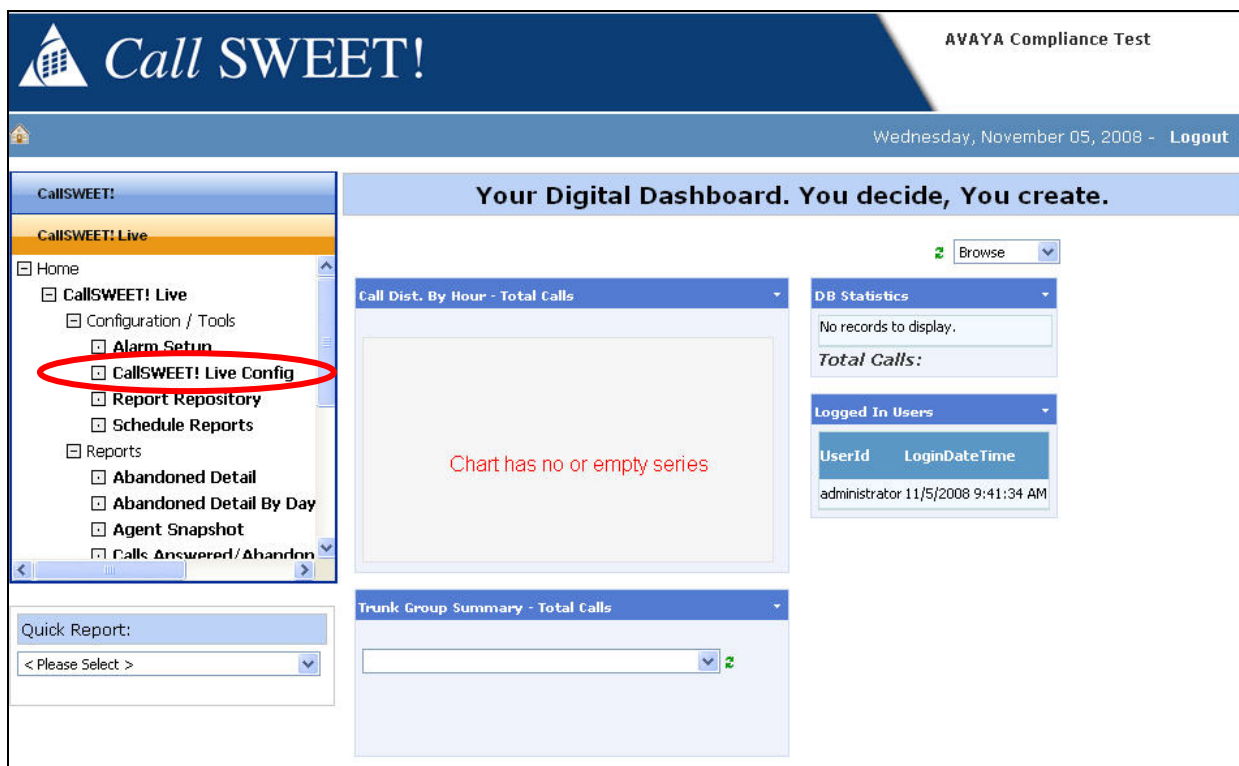
The image shows a web browser window displaying the Call SWEET! Live interface. The top header is dark blue with the "Call SWEET!" logo on the left and "AVAYA Compliance Test" on the right. Below the header is a light blue banner with the date "Wednesday, November 05, 2008" and a "Login" link. The main content area is white. In the center, there is a "Log In" box with a purple header. Inside the box, it says "Enter your username / password to login." followed by "User Name:" and "Password:" labels, each with a text input field. Below these is a checkbox labeled "Remember me next time." and a "Log In" button. At the bottom left of the main area, there is a small logo and the text "Install CallSWEET! Live Widgets". The footer is dark blue with the copyright notice "© 2006 DATEL Software Solutions".

4.3. Administer Hunt Groups

Upon logging in, select **CallSWEET!Live** from the left pane.



In the subsequent screen, select **Home > CallSWEET! Live > Configuration / Tools > CallSWEET! Live Config** from the left pane, as shown below.



The **Call SWEET! Live Configuration** screen is displayed next. Select the **Hunt Groups** tab, and click **Add new record** to add a new hunt group.

Call SWEET! Live Configuration

Agents Hunt Groups Hunt Group Collection App. Config. Licensing Role Security WAV Files

Add new record Refresh

Hunt Group Number	Name	Description
<input type="text"/>	<input type="text"/>	<input type="text"/>

The **Modify Hunt Groups** screen is displayed. For **HG Number** and **HG Name**, enter the hunt group extension and name from Avaya IP Office respectively. For **HG Description**, enter a desired description.

Modify Hunt Groups:

Current Mode: [Hunt Group Insert]

HG Number: 55801

HG Name: DATEL Hunt 1

HG Description: DATEL Hunt Group 1

Save Cancel

Repeat this section to add the remaining hunt groups. For the compliance testing, two hunt groups with extensions “55801” and “55802” were created, as shown below.

Call SWEET! Live Configuration

Agents Hunt Groups Hunt Group Collection App. Config. Licensing Role Security WAV Files

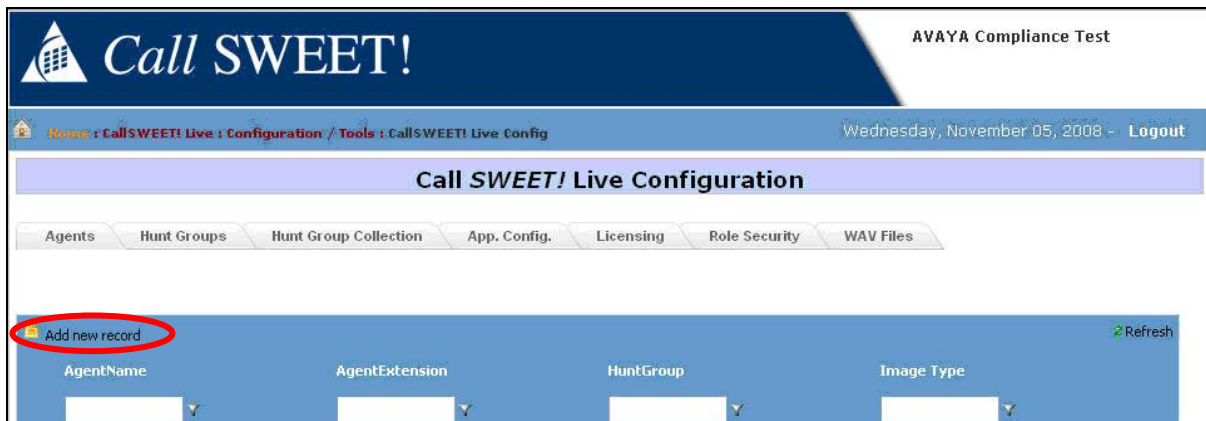
Add new record Refresh

Hunt Group Number	Name	Description
<input type="text"/>	<input type="text"/>	<input type="text"/>
55801	DATEL Hunt 1	DATEL Hunt Group 1
55802	DATEL Hunt 2	DATEL Hunt Group 2

© 2006 DATEL Software Solutions

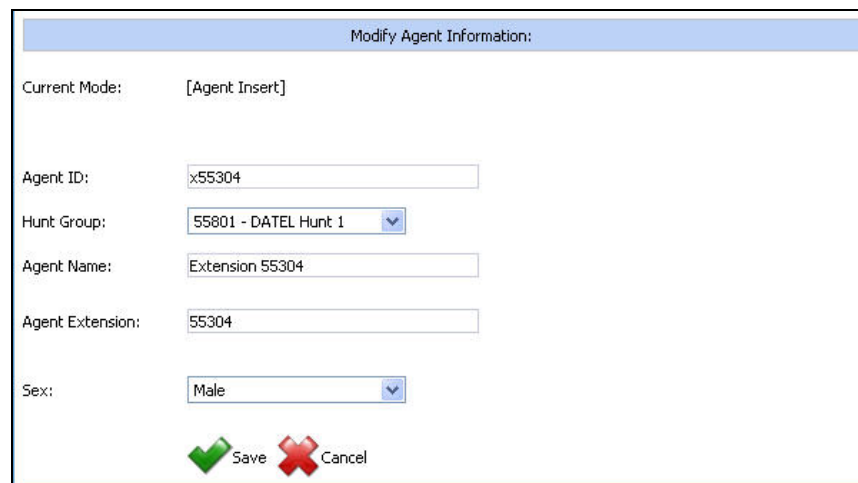
4.4. Administer Agents

Select the **Agents** tab, and click **Add new record** to add a new agent.



The screenshot shows the 'Call SWEET! Live Configuration' interface. The top navigation bar includes 'Home', 'CallSWEET! Live', 'Configuration', and 'Tools'. The 'Configuration' section is active, showing tabs for 'Agents', 'Hunt Groups', 'Hunt Group Collection', 'App. Config.', 'Licensing', 'Role Security', and 'WAV Files'. The 'Agents' tab is selected. Below the tabs, there is a blue bar with the 'Add new record' button circled in red. To the right of this bar is a 'Refresh' button. Below the blue bar, there are four input fields: 'AgentName', 'AgentExtension', 'HuntGroup', and 'Image Type', each with a dropdown arrow.

The **Modify Agent Information** screen is displayed. For **Agent ID** and **Agent Extension**, enter the agent user name and extension from Avaya IP Office respectively. Enter a desired **Agent Name**. For the **Hunt Group** field, select the appropriate hunt group from the drop-down list to match the configuration on Avaya IP Office.



The screenshot shows the 'Modify Agent Information' screen. The 'Current Mode' is '[Agent Insert]'. The form fields are: 'Agent ID' (x55304), 'Hunt Group' (55801 - DATEL Hunt 1), 'Agent Name' (Extension 55304), 'Agent Extension' (55304), and 'Sex' (Male). At the bottom, there are 'Save' and 'Cancel' buttons.

Repeat this section to add the remaining agents. In the compliance testing, agent “55304” is in hunt group “55801”, and agents “55265” and “55325” are in hunt group “55802”, as shown below.

Call SWEET! Live Configuration

Agents | Hunt Groups | Hunt Group Collection | App. Config. | Licensing | Role Security | WAV Files

Add new record Refresh

AgentName	AgentExtension	HuntGroup	Image Type
Extension 55625	55265	55802	Female
Extension 55304	55304	55801	Male
Extension 55325	55325	55802	Male

© 2006 DATEL Software Solutions

5. Interoperability Compliance Testing

The interoperability compliance test included feature and serviceability testing.

The feature testing focused on verifying DATEL Call SWEET! Live's ability to receive and parse real-time data from Avaya IP Office, and the use of the data in various widget and alarm 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 the DATEL Call SWEET! Live server.

5.1. General Test Approach

The feature test cases were performed manually. Various calls were placed including incoming ACD calls to the hunt groups, and incoming and outgoing personal calls from the agents.

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

The verification of tests included manually checking of agent and hunt group status from the various widget and alarm reports using the DATEL CallSWEET! Live Widgets portal.

5.2. Test Results

All test cases were executed and passed.

6. 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 agent PC running the DATEL CallSWEET! Live Widgets portal, select **Start > Programs > DATEL Software Solutions > CallSWEET! Live Widgets**. Log in with the appropriate credentials.

Make an incoming call to hunt group “55801” with available agent “55304”. Verify that the call is ringing at the agent’s telephone. On the **CallSWEET! Live – Widgets** screen, verify that the **Live Viewer** tab pops up a new entry with proper values in the fields shown below.

Continue to let the call ring for more than one minute, and verify that the entry in the **Calls in Queue – Alarm** tab turns into yellow, as the wait time for this hunt group is now over the pre-administered interval threshold of one minute.

The screenshot displays the CallSWEET! Live - Widgets application window. The top menu bar includes options like Live Viewer, Chat, Queue Calls Summary, Agent Status (Full/Compact), Speed of Answer, Wallboards, Alarms / Alerts, Admin Config, Preferences, and Threshholds / Service Levels. The main content area is divided into several sections:

- Live Viewer:** A table showing call details for a call from (732) 852 - 2770 to hunt group 55801. The call is in a 'Ringing' state.
- Agent Status (Full):** A section for agent 55304, showing they are 'Idle' with a timer at 00:01:32. It also includes 'Today's Stats' for the group.
- Calls in Queue - Alarm:** A table showing a call from (732) 852 - 2770 with a duration of 00:01:01, highlighted in yellow to indicate it has exceeded the one-minute threshold.
- Summary for Day:** A summary of call statistics for the day, including Presented (6), Handled (0), Voicemail (0), and Abandoned (5).

A large red circular graphic is visible in the bottom right corner of the interface.

Answer the call on agent 55304. Verify that the entry in the **Live Viewer** tab is updated, as shown below.

Also verify that the state of agent “55304” in the **Agent Status (Full)** tab is updated to **Handle**, and that the connected calling party number is displayed.

The screenshot displays the CallSWEET! Live - Widgets application interface. The top navigation bar includes tabs for Live Viewer, Agent Status (Full), Wallboards, Speed of Answer, Service Level Handle Time, Queue Calls, Preferences, Thresholds / Service Levels, and Wallboard Config. The main content area is divided into several sections:

- Live Viewer:** A table showing call details for agent 55304. The table has columns: Calling, Calling Agent, Called, Called Agent, AState, BState, Direction, Leg Duration, and Tot. Duration. The data row shows: (732) 852 - 2770, 55304, x55304, Connected, Connected, In, 00:00:11, 00:01:48.
- Agent Status (Full):** A section for agent 55304, showing a 'Handle' button and a timer. Below this is a 'Today's Stats' section with the following data:

Category	Value
Group Calls	2
Handle	00:00:13
Idle	10:49:38
BW	00:00:00
Unavailable	00:00:00
- Calls in Queue - Alarm:** A section showing a list of calls in queue, with columns for CallingNumber and Duration.
- Summary for Day:** A section showing a summary of call statistics for the day, including a pie chart. The data is as follows:

Category	Count
Presented	6
Handled	1
Voicemail	0
Abandoned	5

7. Support

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

- **Phone:** (722) 744-1380
- **Email:** support@datel-group.com

8. Conclusion

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

9. Additional References

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

- *IP Office 4.2 Documentation CD*, August 2008, available at <http://support.avaya.com>.
- *Call SWEET! Live User's Guide*, V2.3, available via request to support@datel-group.com.

©2008 Avaya Inc. All Rights Reserved.

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

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