



Avaya Solution & Interoperability Test Lab

Application Notes for AMC Application Adapter for Salesforce.com with Avaya Communication Control Toolkit – Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate Advanced Multi-Channel (AMC) Technology's Application Adapter for third-party business applications with Avaya (formerly Nortel) Communication Control Toolkit (CCT) 7.0. The AMC Multi-Channel Integration Suite (MCIS), which includes the Application Adapter, provides call control, agent session control and screen pop to help contact center agents be efficient and to realize higher levels of customer satisfaction. The AMC adapter provides computer telephony integration (CTI) to business applications from Microsoft, Oracle, Salesforce and SAP. For this compliance test, the AMC Adapter was used to integrate AMC Application Adapter for Salesforce.com with Avaya Communication Control Toolkit.

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

1. Introduction

These Application Notes describe the configuration steps to integrate third-party business applications using AMC Application Adapter with Salesforce.com for Avaya (formerly Nortel) Communication Control Toolkit 7.0 (hereafter referred to as CCT). The Multi-Channel Integration Suite (MCIS), which includes the connector, provides call control, agent session control and screen pop. The AMC connector provides CTI integration (through the CCT SDK) to business applications from Microsoft, Oracle, Salesforce.com and SAP.

1.1. Interoperability Compliance Testing

The interoperability compliance test verified the following features that are available to agents with the AMC connector for Salesforce.com with CCT.

- Logging in and out.
- Monitoring agent states (e.g. Ready or Not Ready).
- Agent state synchronization with agent telephones.
- Establish calls with other agents and non-monitored devices and verifying the correct call states
- Basic telephony features such as call hold, transfer and conference.
- Restarting ACM connector.

1.2. Support

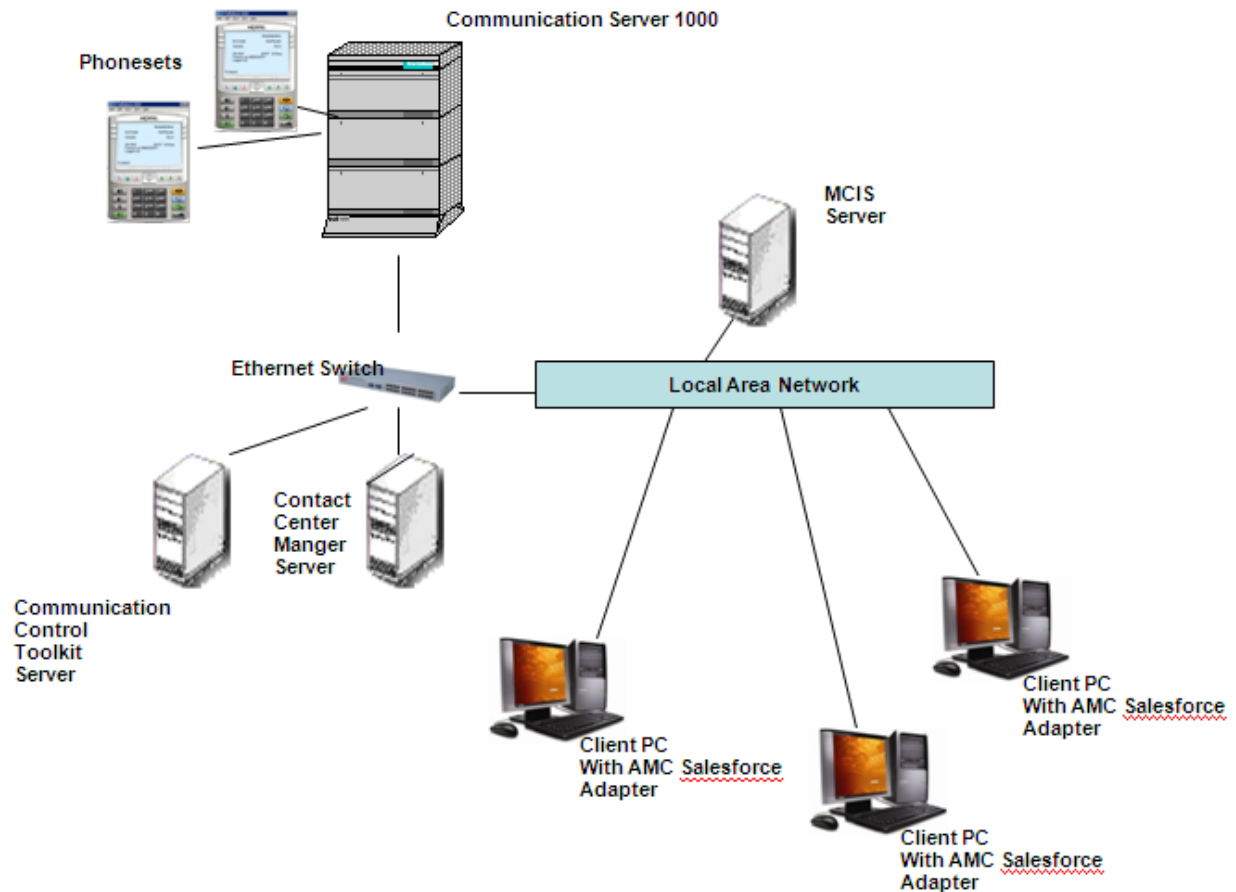
Technical support from AMC can be obtained through the following:

- **Phone:** +1 (800) 390-4866
- **Email:** support@amctechnology.com

2. Reference Configuration

The following diagram illustrates a sample configuration of a contact center environment with CCT integrated with MCIS server and AMC Application Adapter for Salesforce.com.

Figure 1: Reference Configuration



3. Equipment and Software Validated

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

Equipment	Software version
Avaya Contact Center Manager Server running on Windows 2003 Server	7.0 (SU_02/SUS_0201)
Avaya Communication Control Toolkit running on Windows 2003 Server	7.0 (SU_02/SUS_0201)
Avaya Communication Server 1000	Release 6.0
Avaya i2050 IP Softphones	2.0
AMC MCIS server running on Windows 2003 server	5.3
AMC Application Adapter for Sales Force running on client PCs.	(AMCCTIAdapter.dll HF: 5.3.0.7)

4. Configure Avaya Communication Server

This section provides the procedure for configuring the Communication Server. The procedure is limited to the phoneset configuration, and is limited to what is necessary for CCT integration with the Communication Server.

4.1. Phone Set configuration

Log into the Communication Server. In Overlay 11, list phone configuration and confirm AST is configured for the agent keys.

```
>ld 11
SL1000
MEM AVAIL: (U/P): 2523910      USED U P: 408503 115010      TOT: 3047423
DISK RECS AVAIL: 1152
TNS                          AVAIL: 32390      USED: 377      TOT: 32767

REQ: prt
TYPE: i2050

TN 72 0 0 0
DATE
PAGE
DES

DES SCCS
TN 072 0 00 00 VIRTUAL
TYPE I2050
```

CDEN 8D
 CUST 0
 ZONE 001
 FDN
 TGAR 1
 LDN NO
 NCOS 3
 SGRP 0
 RNPG 1
 SCI 0
 SSU
 XLST
 SCPW
 SFLT NO
 CAC_CIS 3
 CAC_MFC 0
 CLS UNR FBD WTA LPR PUA MTD FND HTD TDD HFA CRPD
 MWD LMPN RMMD SMWD AAD IMD XHD IRD NID OLD VCE DRG1
 POD DSX VMD CMSD SLKD CCSD SWD LND CNDA
 CFTD SFD MRD DDV CNID CDCA MSID DAPA BFED RCB
 ICDD CDMD LLCN MCTD CLBD AUTU
 GPUA DPUD DNDA CFXD ARHD CNTD CLTD ASCD
 CPFA CPTA HSPD ABDD CFHD FICD NAID DNAA RDLA BUZZ AGRD MOAD
 UDI RCC HBT
 DRDD EXR0
 USMD USRD ULAD CCB
 FDS
 CPND_LANG ENG
 HUNT
 PLEV 02
 CSDN
 SPID NONE
AST 00 03
 IAPG 0
 AACS YES
 ACQ AS: AST-DN,AST-POSID
 ASID 17
 SFNB 1 2 3 4 5 6 11 12 13 18 22 24 25 26
 SFRB
 USFB 1 2 3 4 5 6 7 9 10 11 12 13 14 15
 CALB 0 1 3 4 5 6 8 9 10 11 12
 FCTB
 ITNA NO
 DGRP
 PRI 01
 MLWU_LANG 0
 DNDR 0
KEY 00 ACD 7203 0 720100
 AGN
 ANIE 0
 01 NRD
 02 MSB
03 MCR 720200 0 MARP
 ANIE 0

```

04
05
06
07
08
09
10
11
12
13
14
15
16
17 TRN
18 A06
19 CFW 16
20 RGA
21 PRK
22 RNP
23
24 PRS
25 CHG
26 CPN
27
28
29
30
31
DATE 26 JUN 2009

```

- Terminal name is identified as “TN 072 00 00 00” above. This information will be needed to configure a Terminal in Section 5.1.1.
- Key 00 above is the ACD (Automatic Call Distribution) key configured on the agent phoneset. “720100” is the PositionID assigned to the phoneset. This will be needed to configure an Address in Section 5.1.2. “7203” is the ACD queue configured for this phoneset. This will be needed for Agent configuration on Salesforce.
- Key 03 above is the personal DN (Directory Number) key configured on the agent phoneset. “720200” is the DN value assigned to the phoneset. This will be needed to configure an Address in Section 5.1.2.

If AST is not configured, then follow this procedure to configure it on the two keys (i.e. Key 0 and Key 3). Items in bold below need to be typed in, and followed by a carriage return.

```

>ld 11
SL1000
MEM AVAIL: (U/P): 2523910      USED U P: 408503 115010      TOT: 3047423
DISK RECS AVAIL: 1152
TNS                          AVAIL: 32390      USED: 377      TOT: 32767

```

```
REQ: chg
TYPE: i2050
TN 72 0 0 0
ECHG yes
ITEM ast 0 3
ITEM
```

```
MEM AVAIL: (U/P): 2523908    USED U P: 408503 115012    TOT: 3047423
DISK RECS AVAIL: 1152
TNS                AVAIL: 32390    USED: 377    TOT: 32767
```

```
REQ:
```

Any phones currently supported by Contact Center Manager Server can be used for integration with Communication Control Toolkit. For the purpose of this compliance testing, i2050 IP Softphones were used.

5. Configure Contact Center

The compliance test environment consisted of a Contact Center Manager Server (CCMS), Contact Center Manager Administrator (CCMA), and a Communication Control Toolkit (CCT) server. A call center agent needs to be created on CCMA to enable agents to login to the call center through the Salesforce.com interface.

This section describes a procedure for configuring:

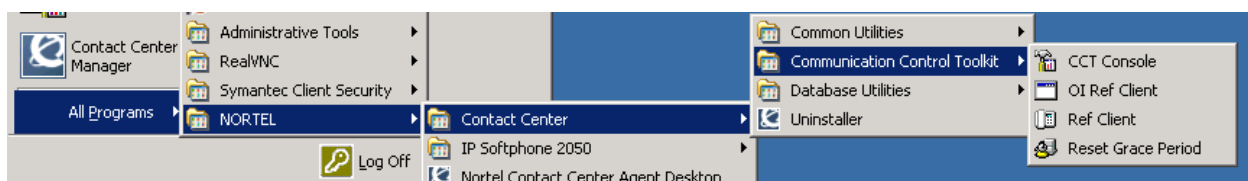
- Phone sets on CCT
- Importing Windows Users from CCT Domain
- Creating Agents on CCMA.

5.1. Configure phone set on Communication Control Toolkit

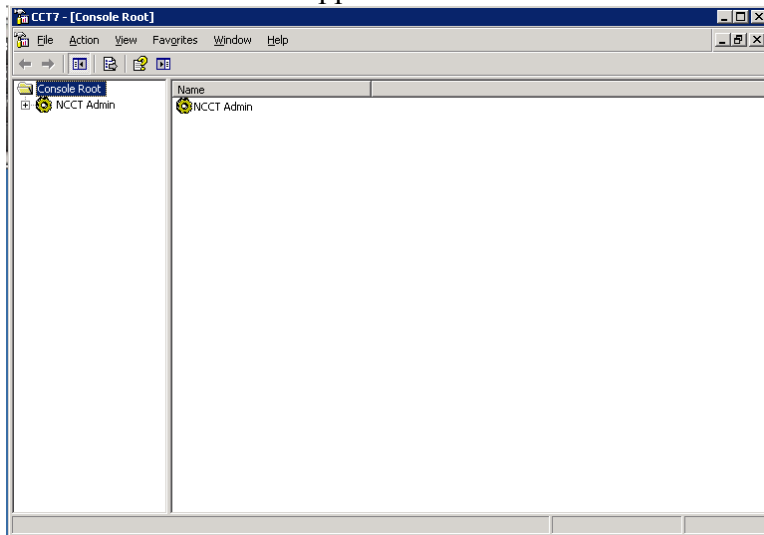
A phone set consists of one Terminal mapped to up to two Addresses. The following sections describe how to configure Addresses, Terminals, and how to map them to each other.

5.1.1. Configure Terminal

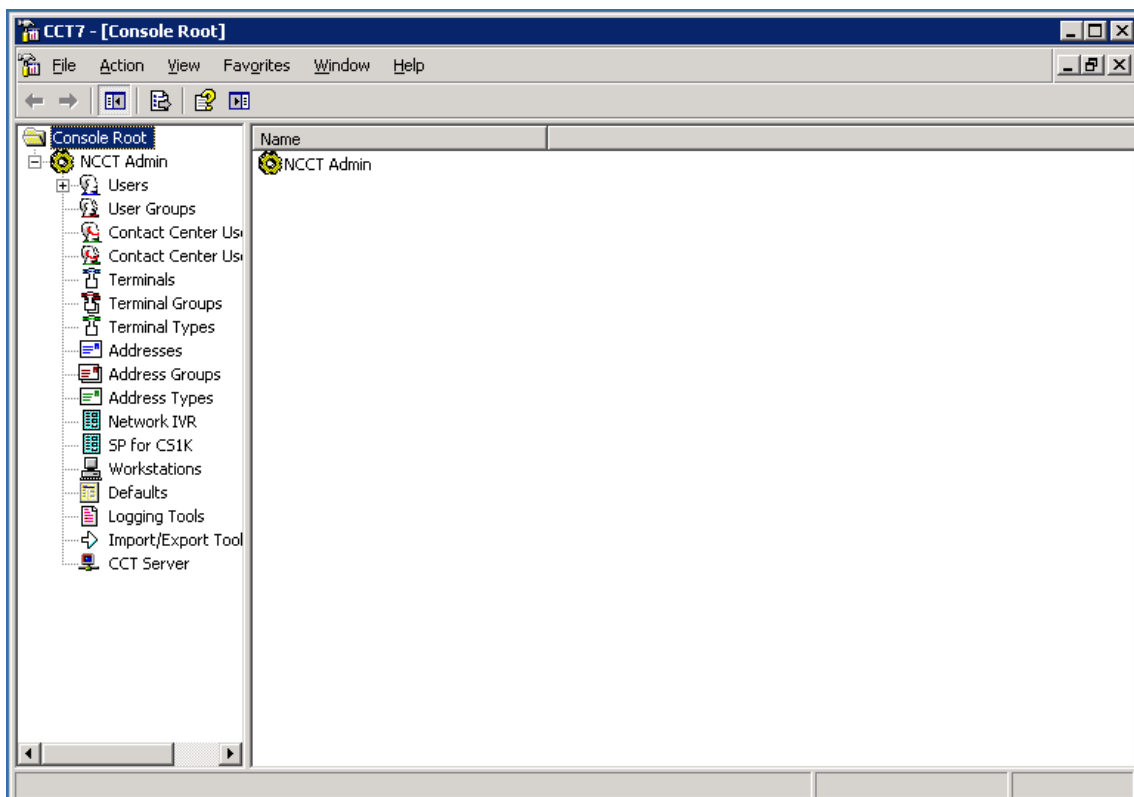
To configure a Terminal on CCT navigate to **Start→Programs → Nortel → Contact Center →Communication Control Toolkit → CCT Console**.



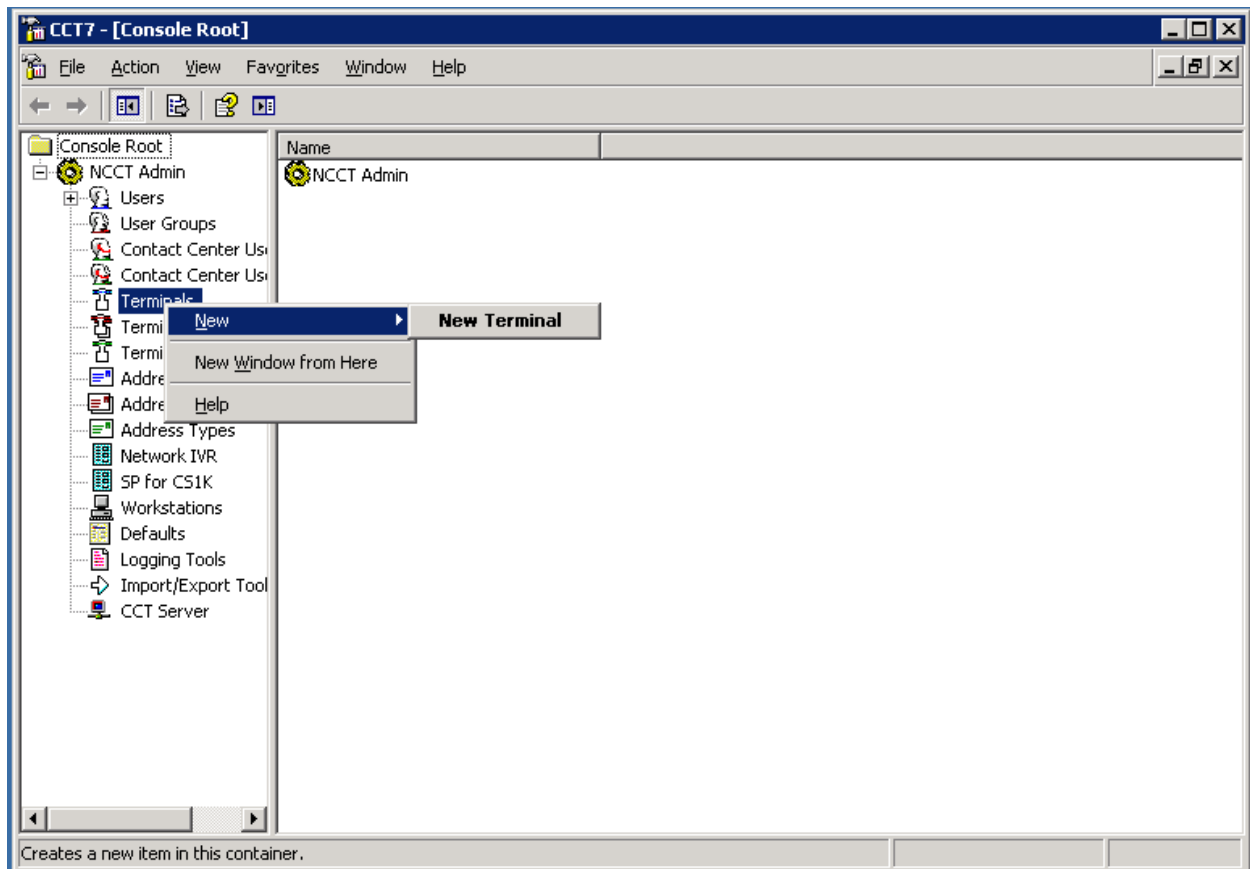
The CCT Console will appear:



Click on '+' next to **NCCT Admin** in the left hand pane of the console.



Right-Click on **Terminals** and navigate to **New → New Terminal**.



In the **Terminal Details** tab, enter the Phoneset information. The **Terminal Name** field must include the word 'Line' in the beginning with the terminal name as configured in section 4.1. All checkboxes should also be enabled. **Phone Type** should be chosen as appropriate. For this compliance test i2050 phones were used.

The screenshot shows the 'New Terminal Properties' dialog box with the 'Terminal Details' tab selected. The 'Terminal Name' field contains 'Line 72.0.0.0' with a placeholder 'Loop.Shelf.Card.Unit' below it. The 'Enabled' checkbox is checked. The 'Provider' dropdown is set to 'Passive'. The 'Terminal Type' dropdown is set to 'Agent'. The 'Phone Type' dropdown is set to 'I2050'. The 'Line Features' section contains four checked checkboxes: '3-party conference (A03)', '6-party conference (A06)', 'Call Transfer (TRN)', and 'Call Forward (CFW)'. At the bottom are 'OK', 'Cancel', and 'Apply' buttons.

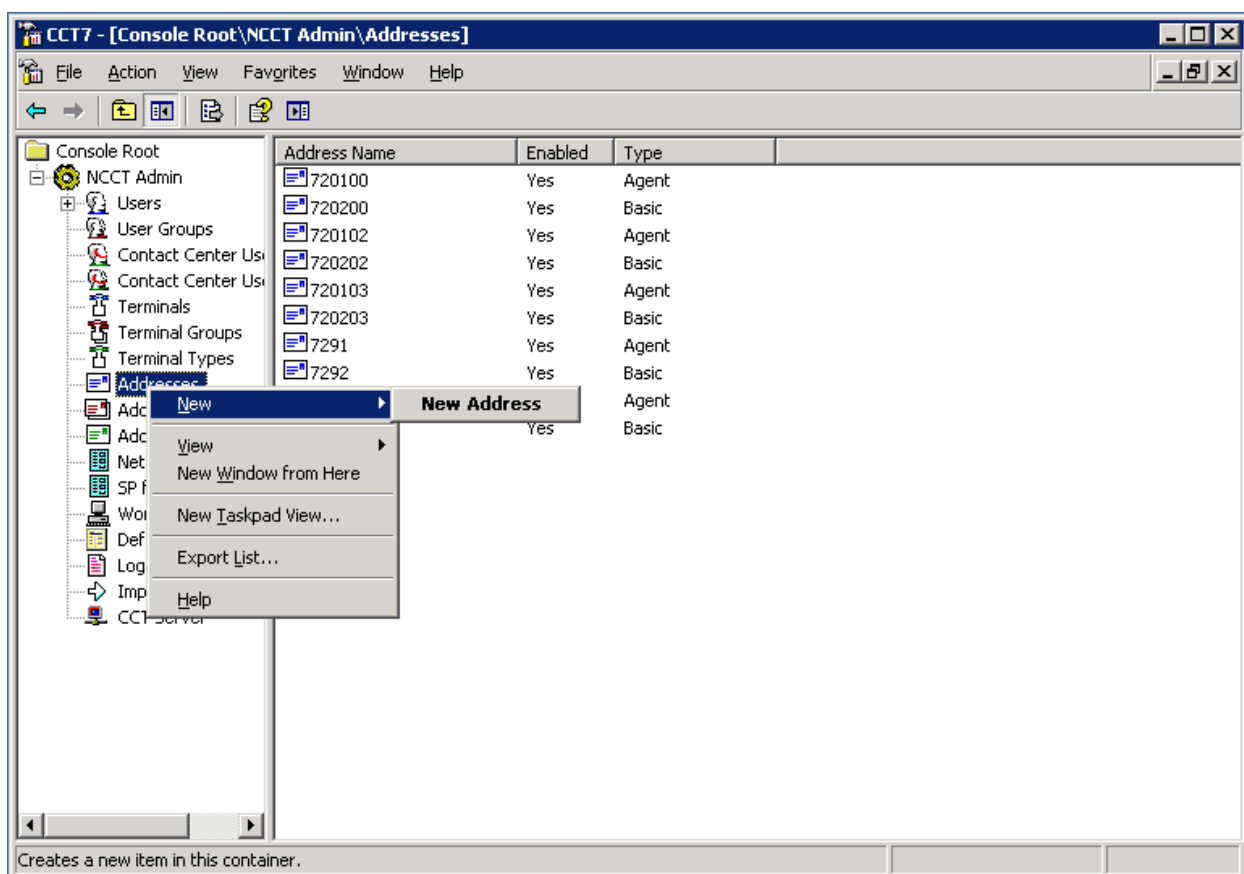
Field	Value
Terminal Name	Line 72.0.0.0
Enabled	<input checked="" type="checkbox"/>
Provider	Passive
Terminal Type	Agent
Phone Type	I2050
Line Features	<input checked="" type="checkbox"/> 3-party conference (A03), <input checked="" type="checkbox"/> 6-party conference (A06), <input checked="" type="checkbox"/> Call Transfer (TRN), <input checked="" type="checkbox"/> Call Forward (CFW)

Click **Apply** and **OK** to close the window. Continue to the next section to configure Addresses

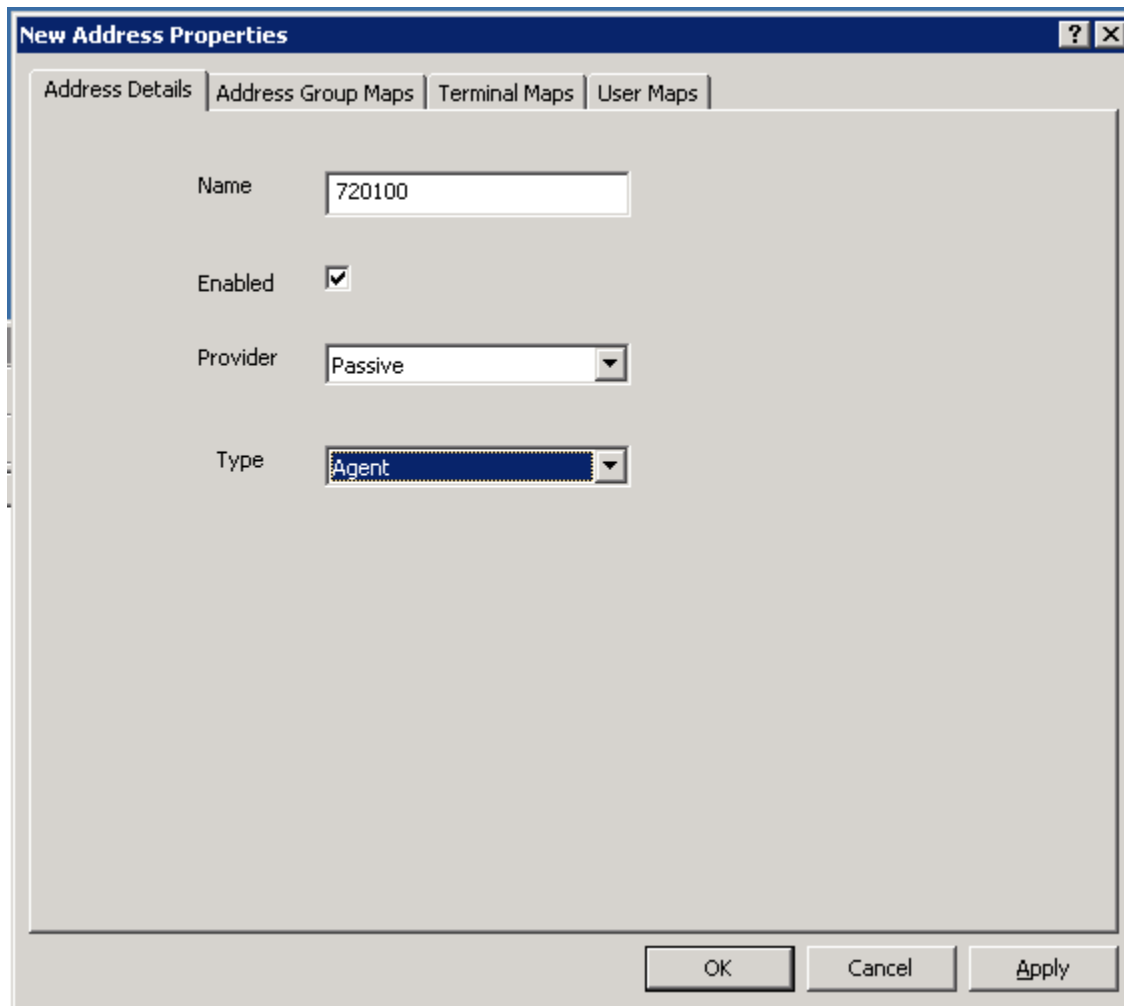
5.1.2. Configure Address

Configure an Address for each AST enabled DN on the phoneset in Section 4.1 (maximum 2).

On CCT Console, right-click on **Addresses** and navigate to **New**→ **New Address**.



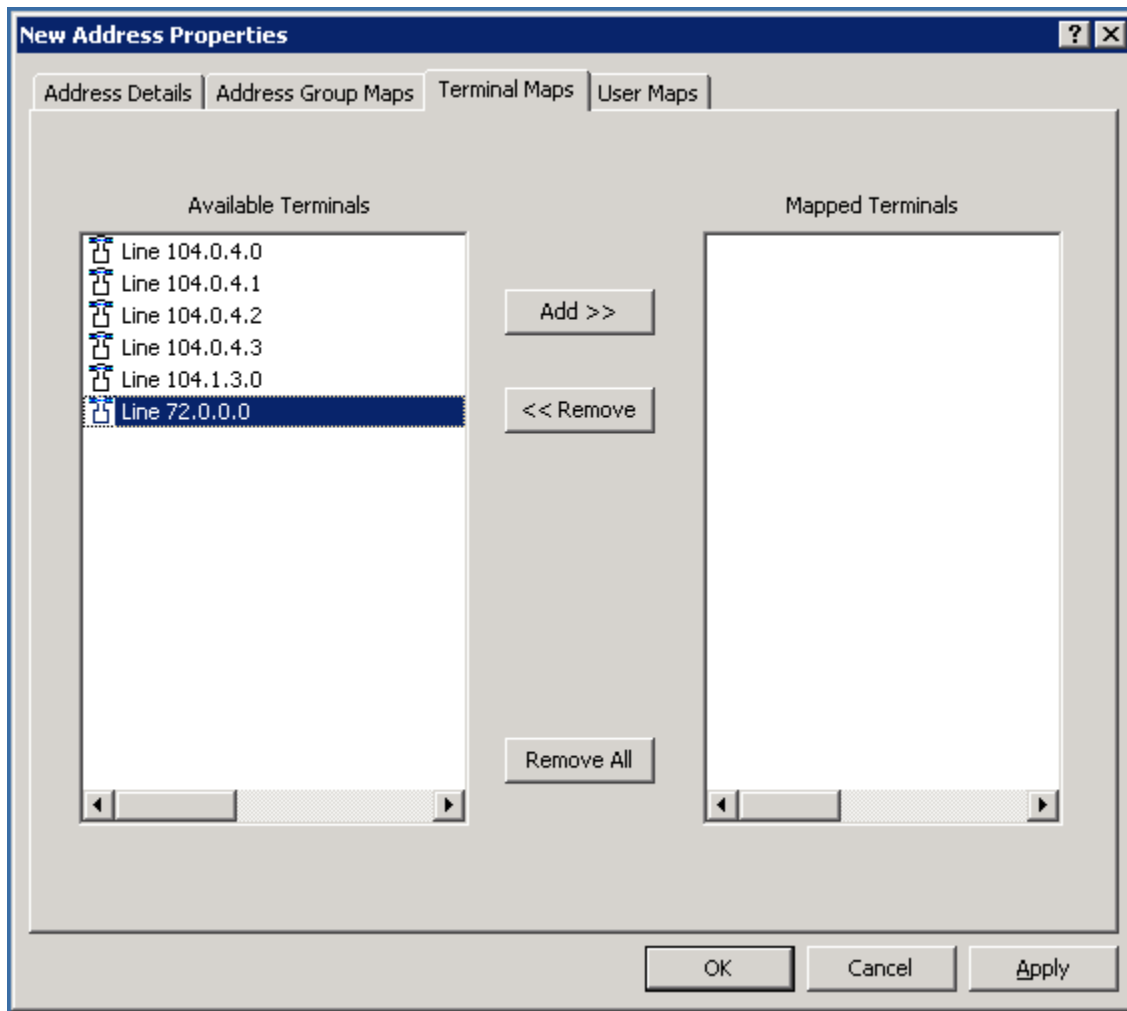
In the Address Details tab, enter the PositionID configured in Section 4.1 in the **Name** field. Select Type as “Agent”. All other fields can be left as default:

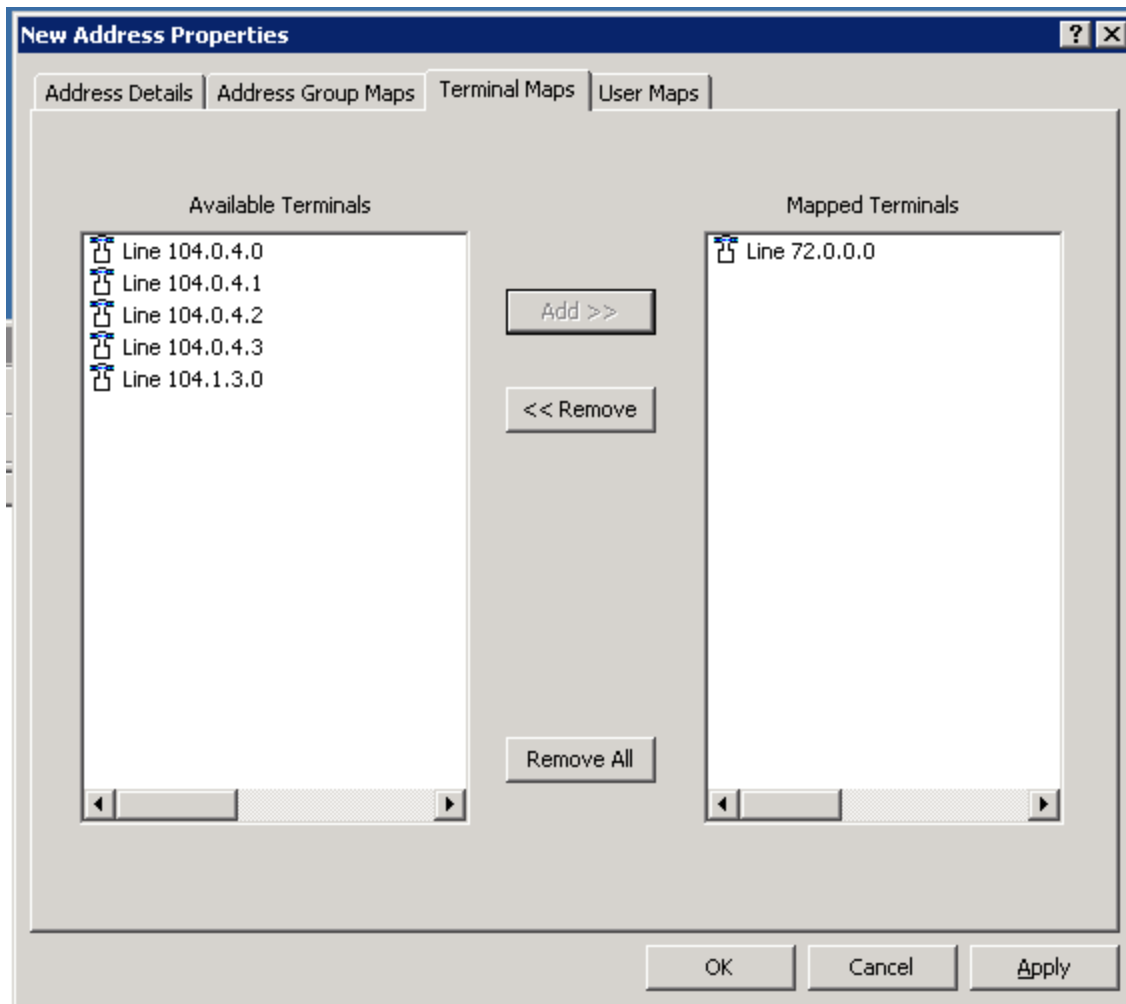


The image shows a 'New Address Properties' dialog box with four tabs: 'Address Details', 'Address Group Maps', 'Terminal Maps', and 'User Maps'. The 'Address Details' tab is selected. It contains four fields: 'Name' with the value '720100', 'Enabled' with a checked checkbox, 'Provider' with a dropdown menu showing 'Passive', and 'Type' with a dropdown menu showing 'Agent'. At the bottom right are three buttons: 'OK', 'Cancel', and 'Apply'.

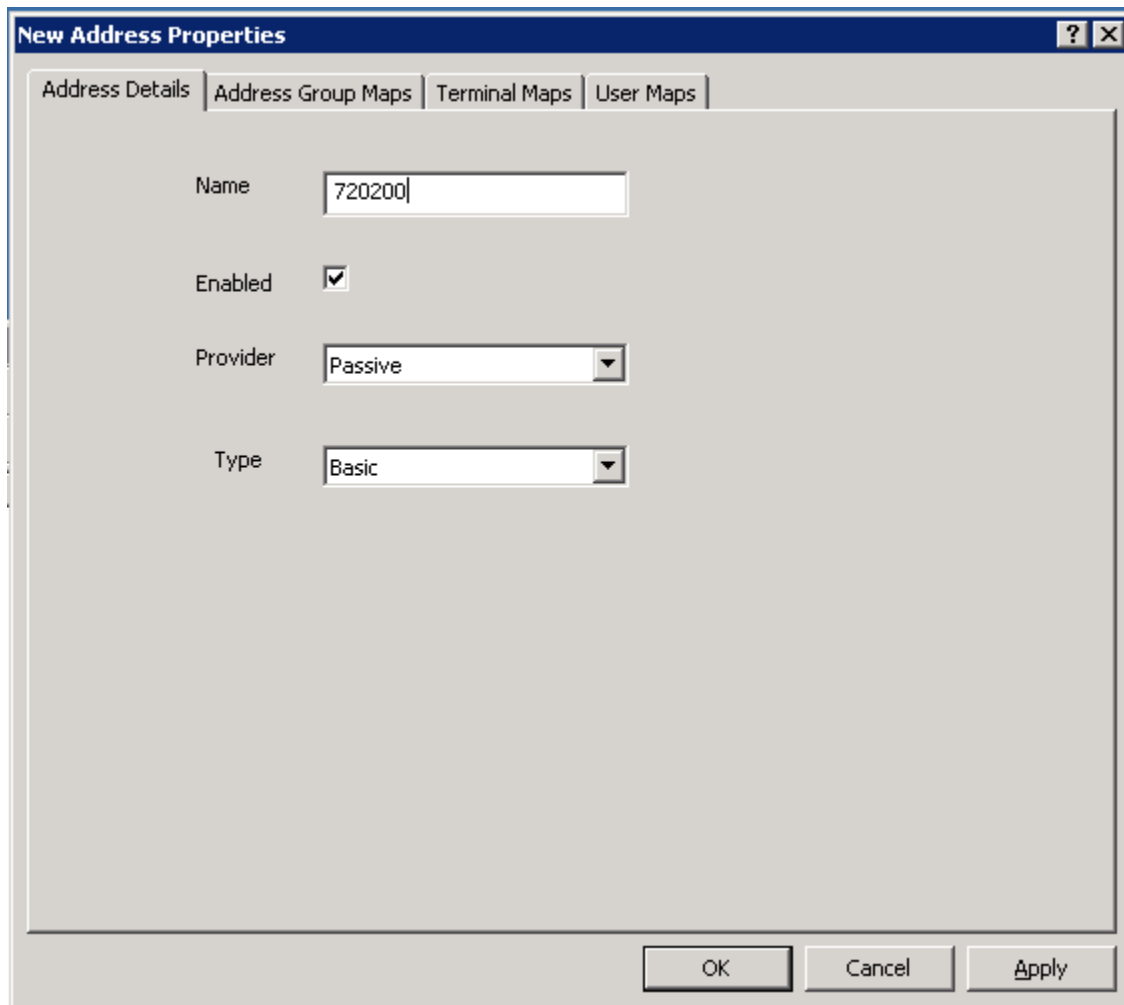
Field	Value
Name	720100
Enabled	<input checked="" type="checkbox"/>
Provider	Passive
Type	Agent

In the **Terminal Maps** tab, map the newly created Address to the Terminal created in **Section 5.1.1**. Select the previously configured terminal in “**Available Terminals**” box and click on **Add** to complete the mapping. Click **Apply** to apply the changes and **OK** to close window.





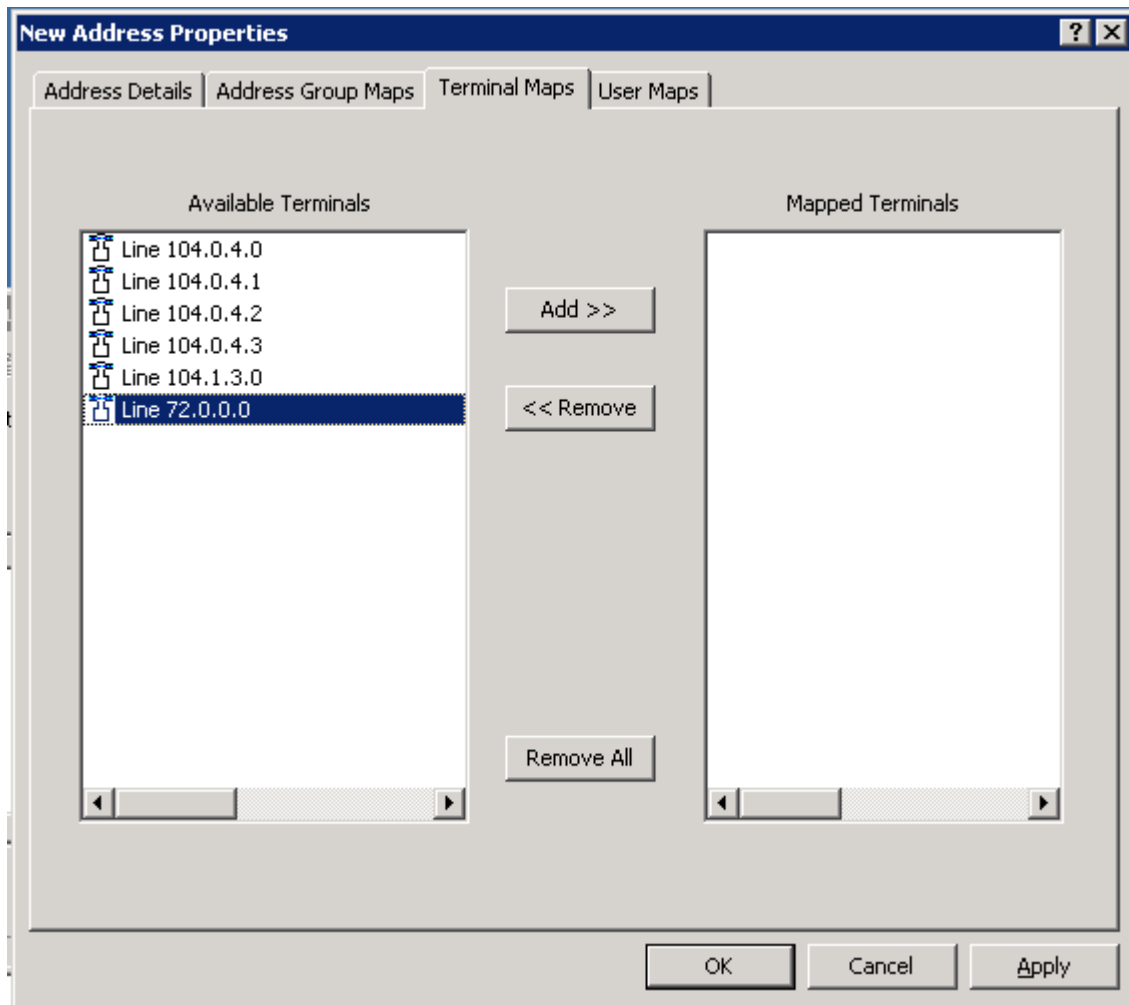
To create Address for Personal DN (Key 03), right-click on **Addresses** on the CCT Console and navigate to **New→ New Address**. In the **Address Details** tab, enter the Personal DN as configured in Section 4.1 for the **Name** field. All other fields can be left as default.

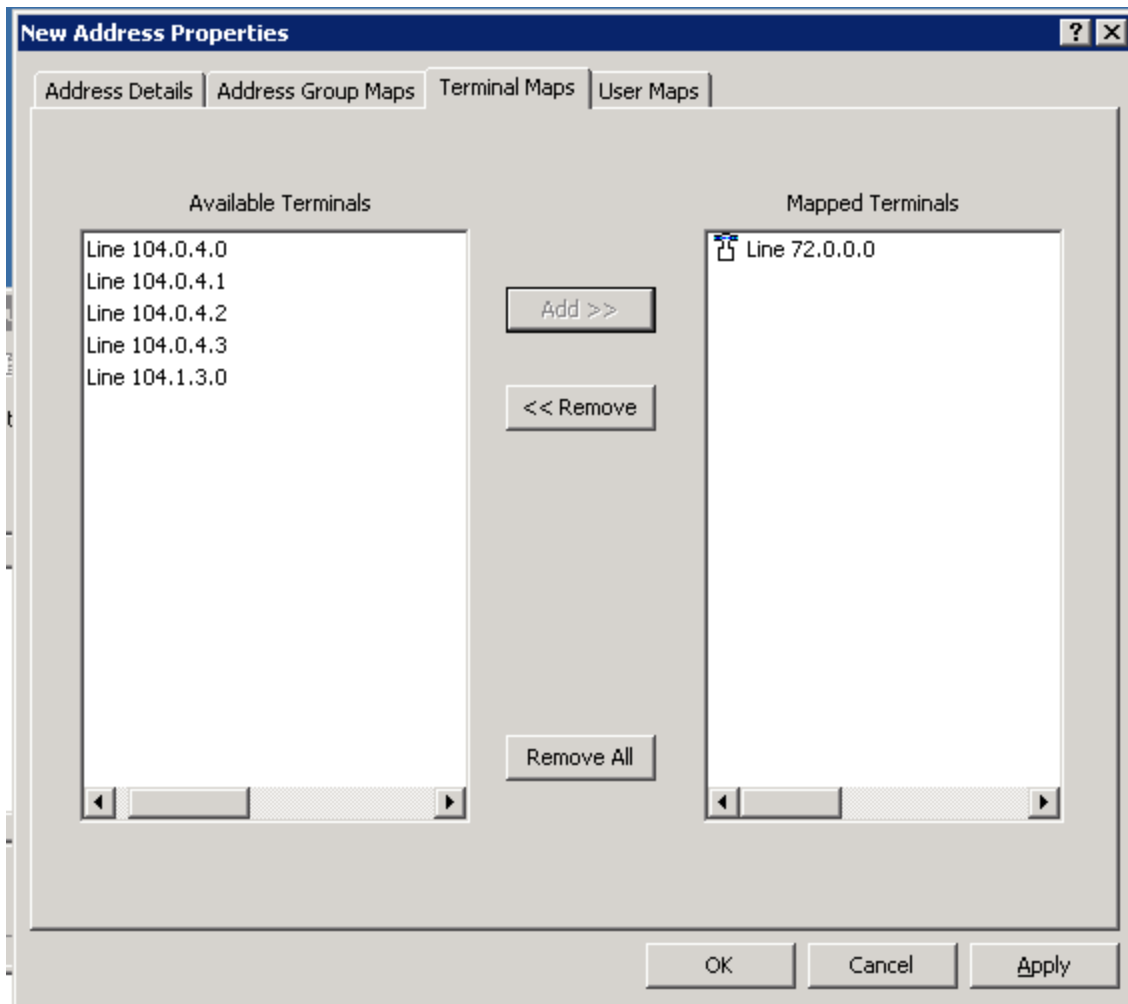


The image shows a 'New Address Properties' dialog box with a blue title bar and standard window controls. It features four tabs: 'Address Details' (selected), 'Address Group Maps', 'Terminal Maps', and 'User Maps'. The 'Address Details' tab contains four fields: 'Name' with the text '720200', 'Enabled' with a checked checkbox, 'Provider' with a dropdown menu showing 'Passive', and 'Type' with a dropdown menu showing 'Basic'. At the bottom right, there are three buttons: 'OK', 'Cancel', and 'Apply'.

Field	Value
Name	720200
Enabled	<input checked="" type="checkbox"/>
Provider	Passive
Type	Basic

In the **Terminal Maps** tab, map the newly created Address to the Terminal created in **Section 5.1.1**. Select the previously configured terminal in **Available Terminals** box, and click on **Add** to complete the mapping. Click **Apply** to apply the changes and **OK** to close window.





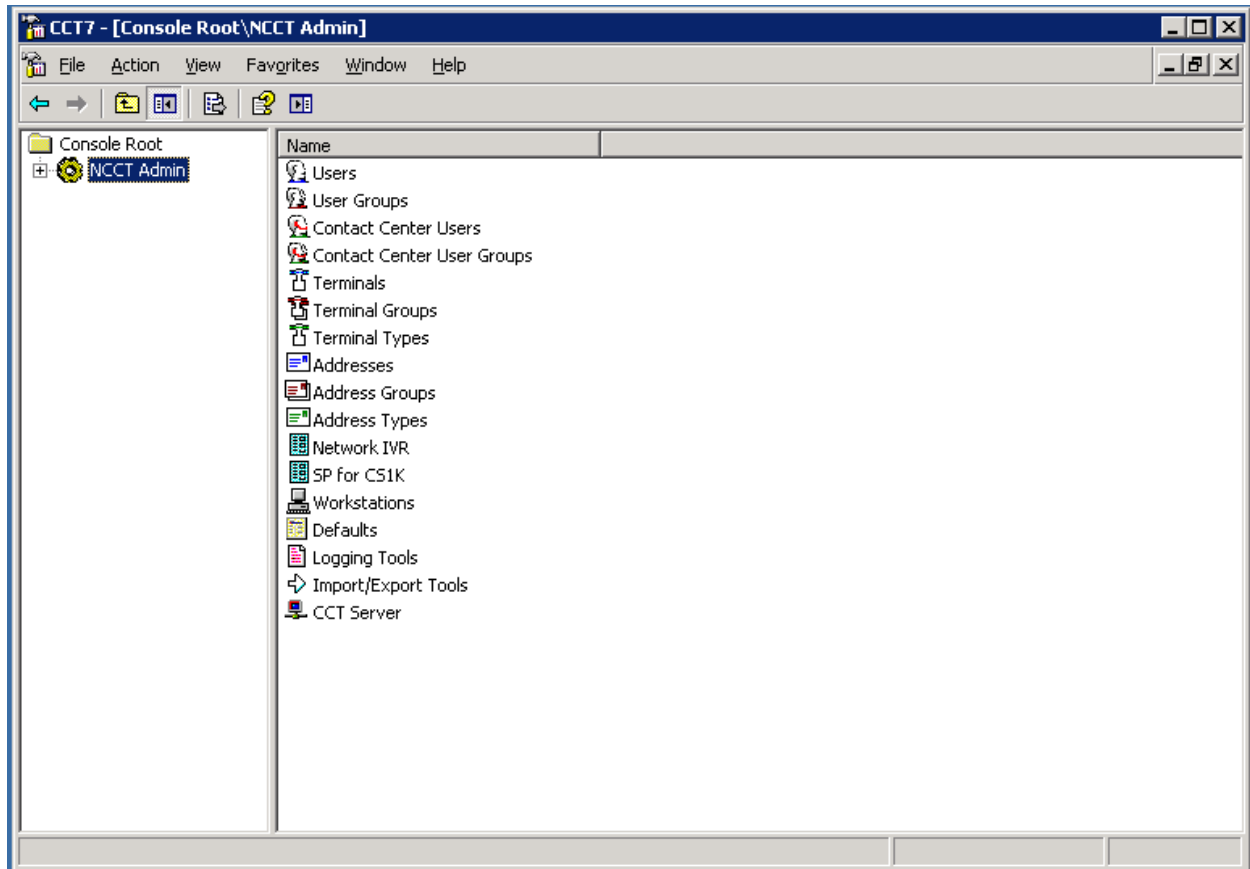
5.2. Import Windows users from CCT Domain and map to Terminal

This section describes the steps required to import Windows users from the server to the Communication Control Toolkit administration tool using the Import Windows Users tool. These Windows users are then mapped to the Terminal configured in Section 5.1.1.

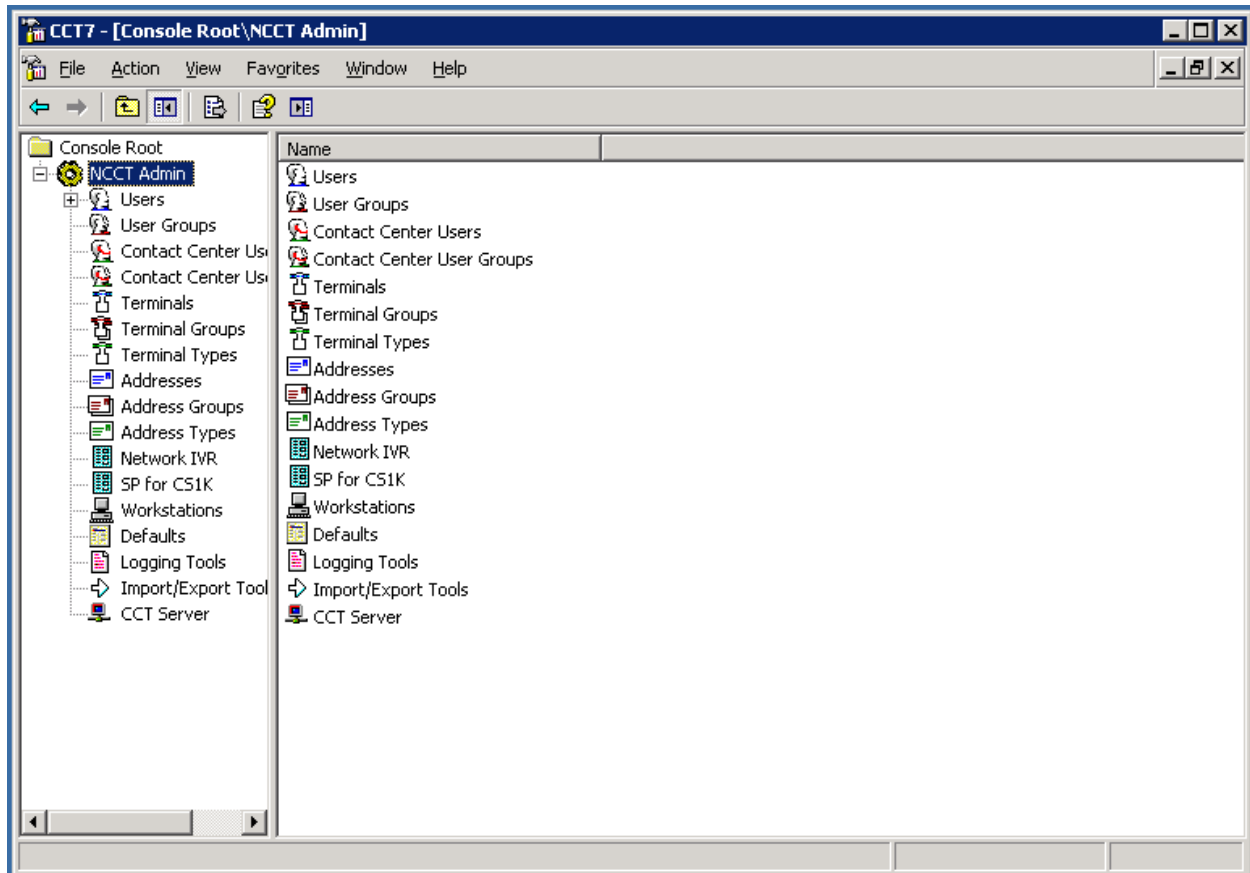
CCT services should be stopped before importing new users:

1. Log on to the Communication Control Toolkit server.
2. Navigate to **Administrative Tools → Services**.
3. Stop the **NCCT SMON** service to stop all of the services on the Communication Control Toolkit server.
4. Start the **NCCT Data Access Layer** service.
5. Close the Services window.

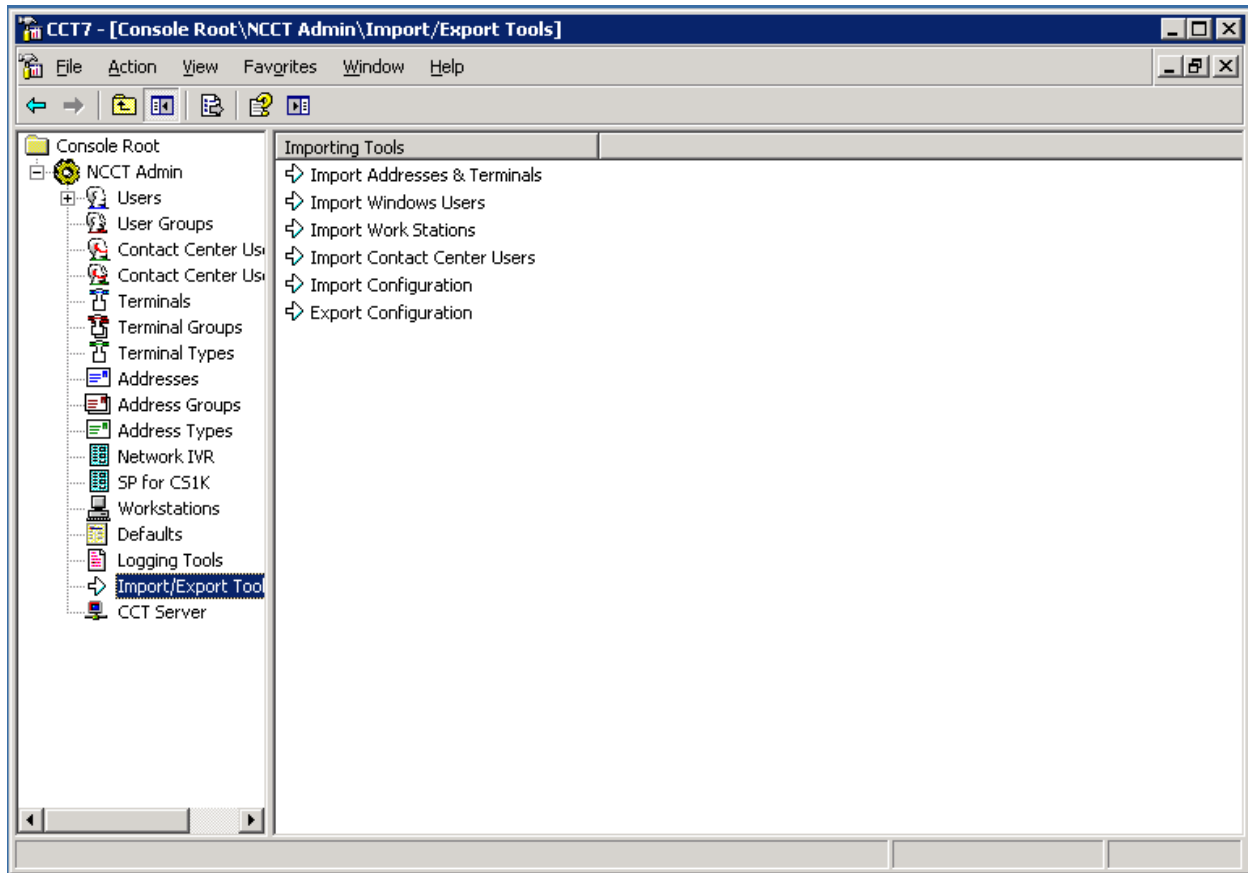
Open the CCT Console by navigating to **All Programs**→ **Nortel**→ **Contact Center**→ **Communication Control Toolkit**→ **CCT Console**.



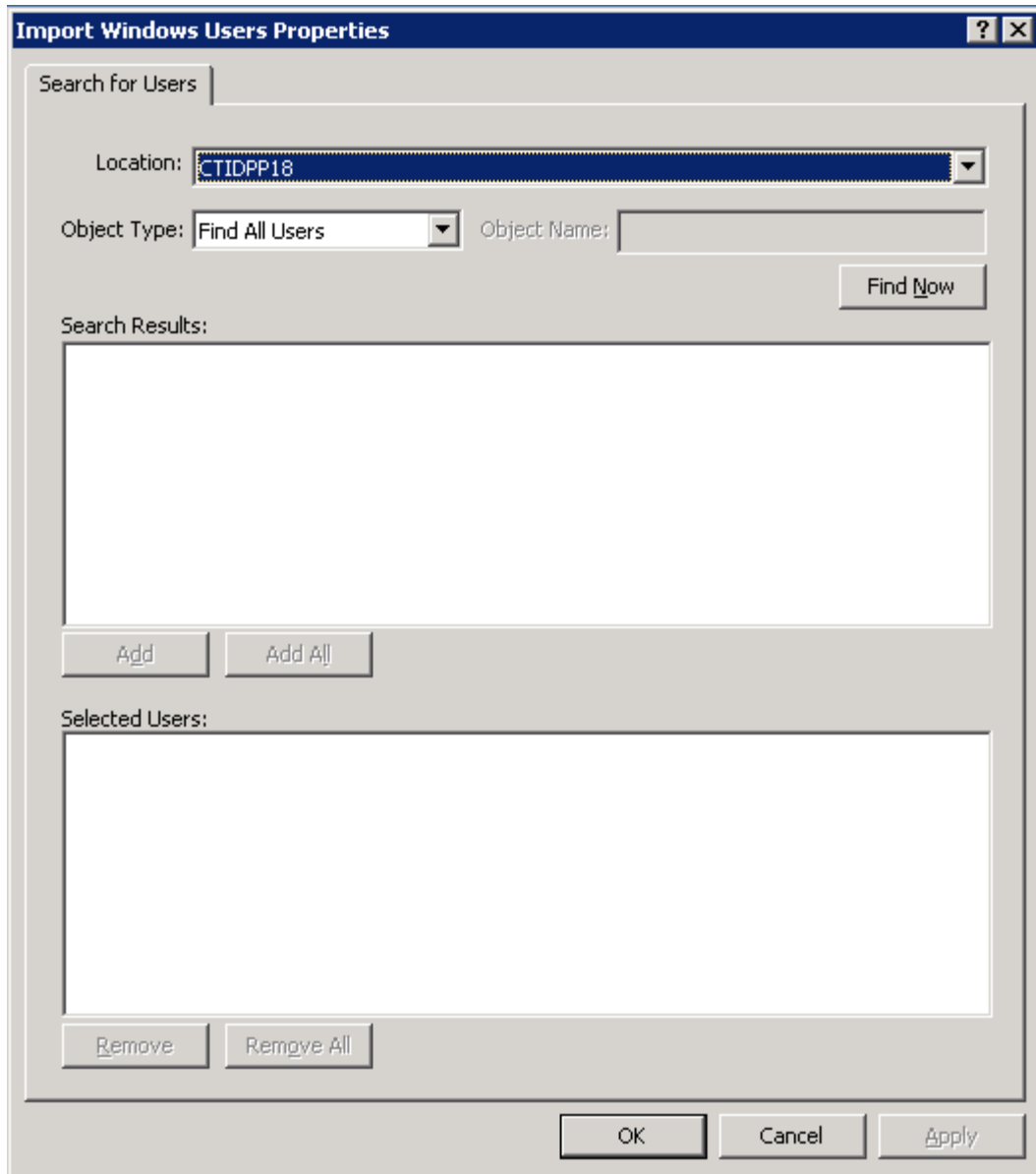
Expand NCCT Admin.



In the left pane of the CCT console, click **Import/Export Tools**.



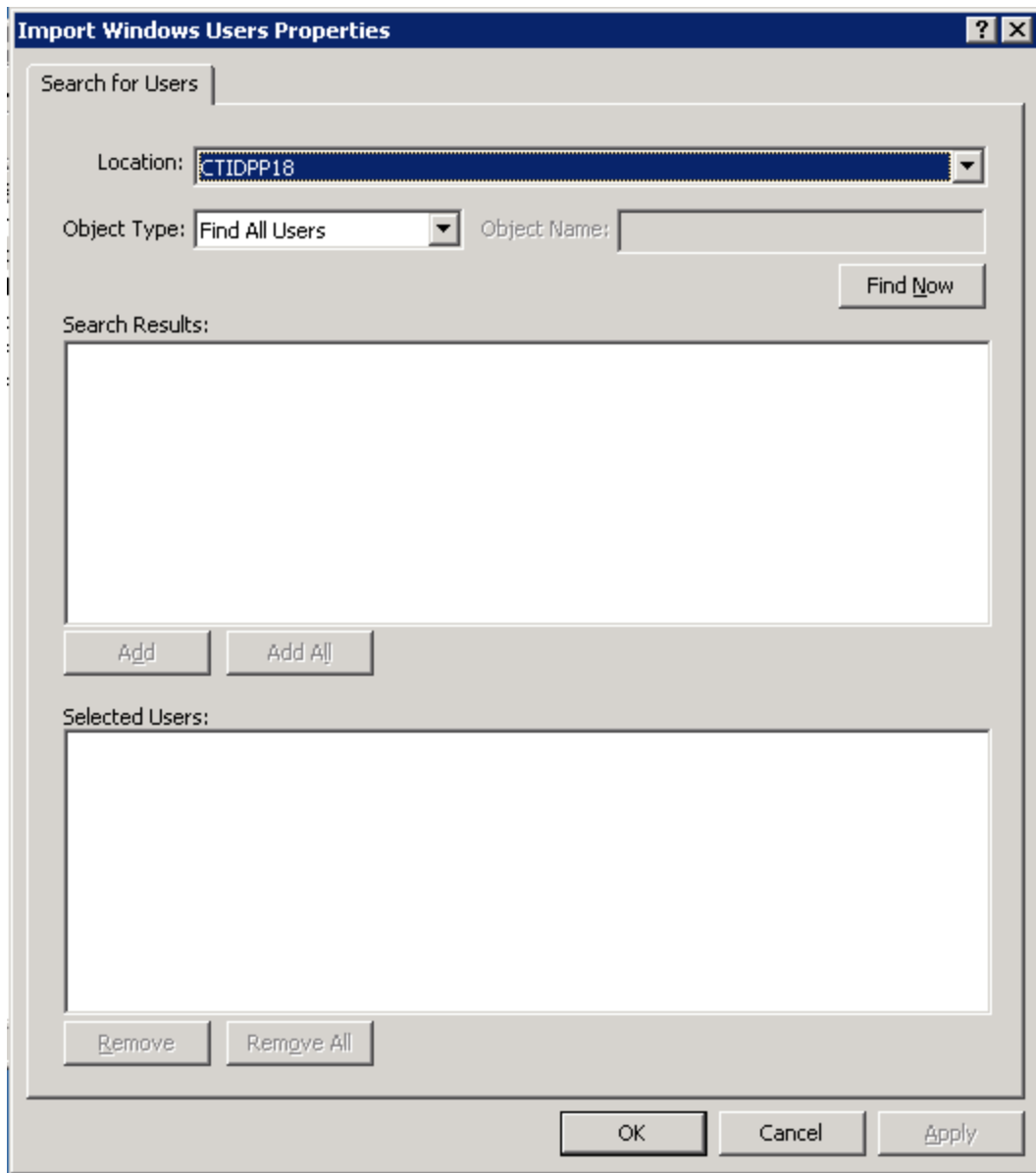
In the right pane of the CCT console, double-click **Import Windows Users**.



The image shows a Windows-style dialog box titled "Import Windows Users Properties". It has a standard title bar with a question mark and a close button. The dialog is divided into several sections. At the top, there is a tab labeled "Search for Users". Below this, there is a "Location:" label followed by a dropdown menu currently showing "CTIDPP18". To the right of this is an "Object Type:" label with a dropdown menu showing "Find All Users", and further right is an "Object Name:" label followed by an empty text input field. A "Find Now" button is located to the right of the "Object Name" field. Below these fields is a section labeled "Search Results:" which contains a large, empty rectangular area. Underneath the "Search Results" area are two buttons: "Add" and "Add All". Below these is another section labeled "Selected Users:" which also contains a large, empty rectangular area. Underneath the "Selected Users" area are two buttons: "Remove" and "Remove All". At the bottom of the dialog, there are three buttons: "OK", "Cancel", and "Apply".

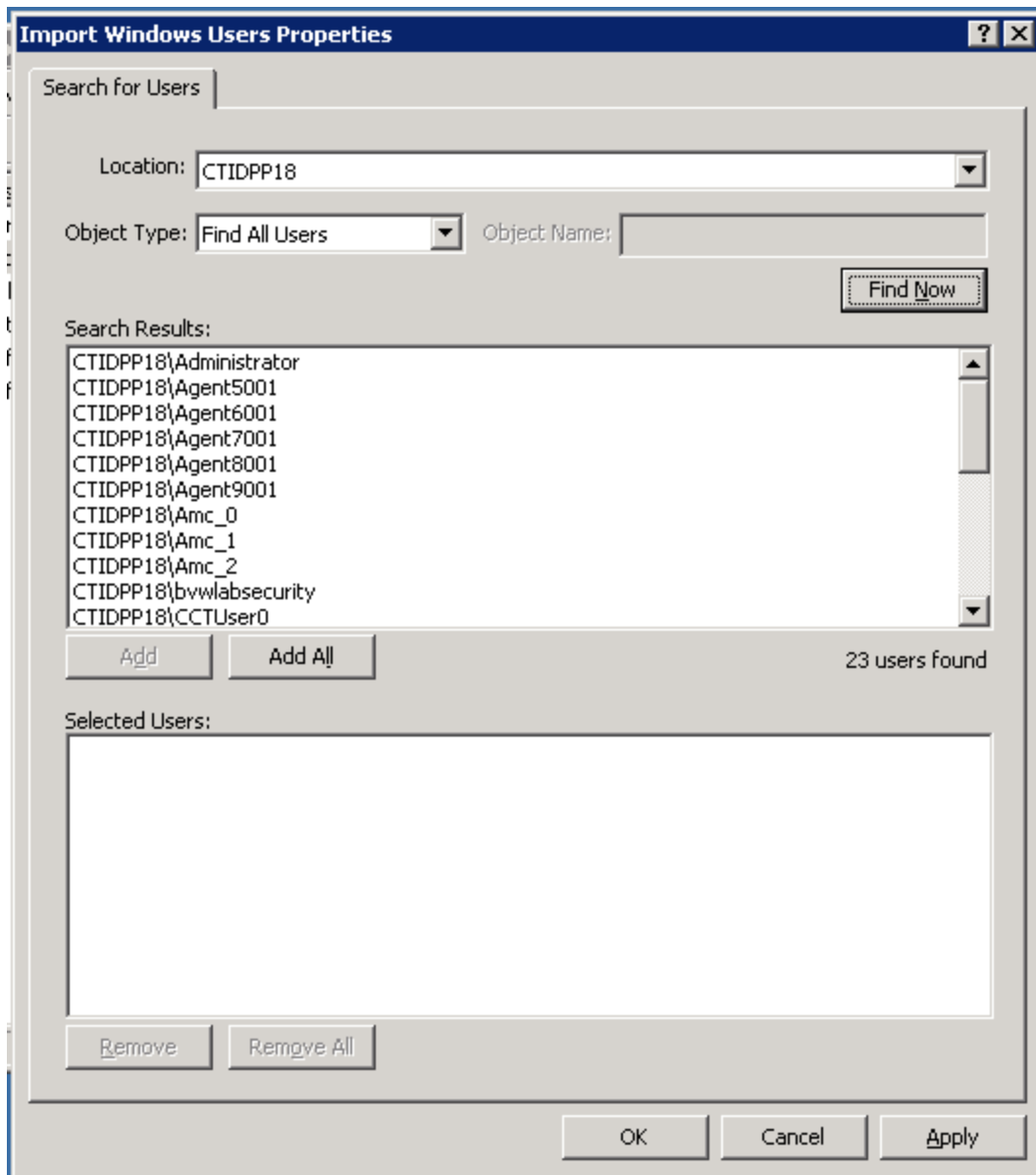
In the **Location** box, select the domain or server from which to search for Windows users. In the **Object Type** box, select the group of users to display. In the **Object Name** box, type the text to use in a search for Windows Users.

The screenshot shows a Windows-style dialog box titled "Import Windows Users Properties". It has a tab labeled "Search for Users". Inside the dialog, there is a "Location:" dropdown menu currently showing "CTIDPP18". Below it, there is an "Object Type:" dropdown menu showing "Find All Users" and an "Object Name:" text box which is empty. To the right of the "Object Name" box is a "Find Now" button. Below these fields is a large empty rectangular area labeled "Search Results:". Underneath the search results area are two buttons: "Add" and "Add All". Below these is another large empty rectangular area labeled "Selected Users:". Underneath the selected users area are two buttons: "Remove" and "Remove All". At the bottom of the dialog are three buttons: "OK", "Cancel", and "Apply".

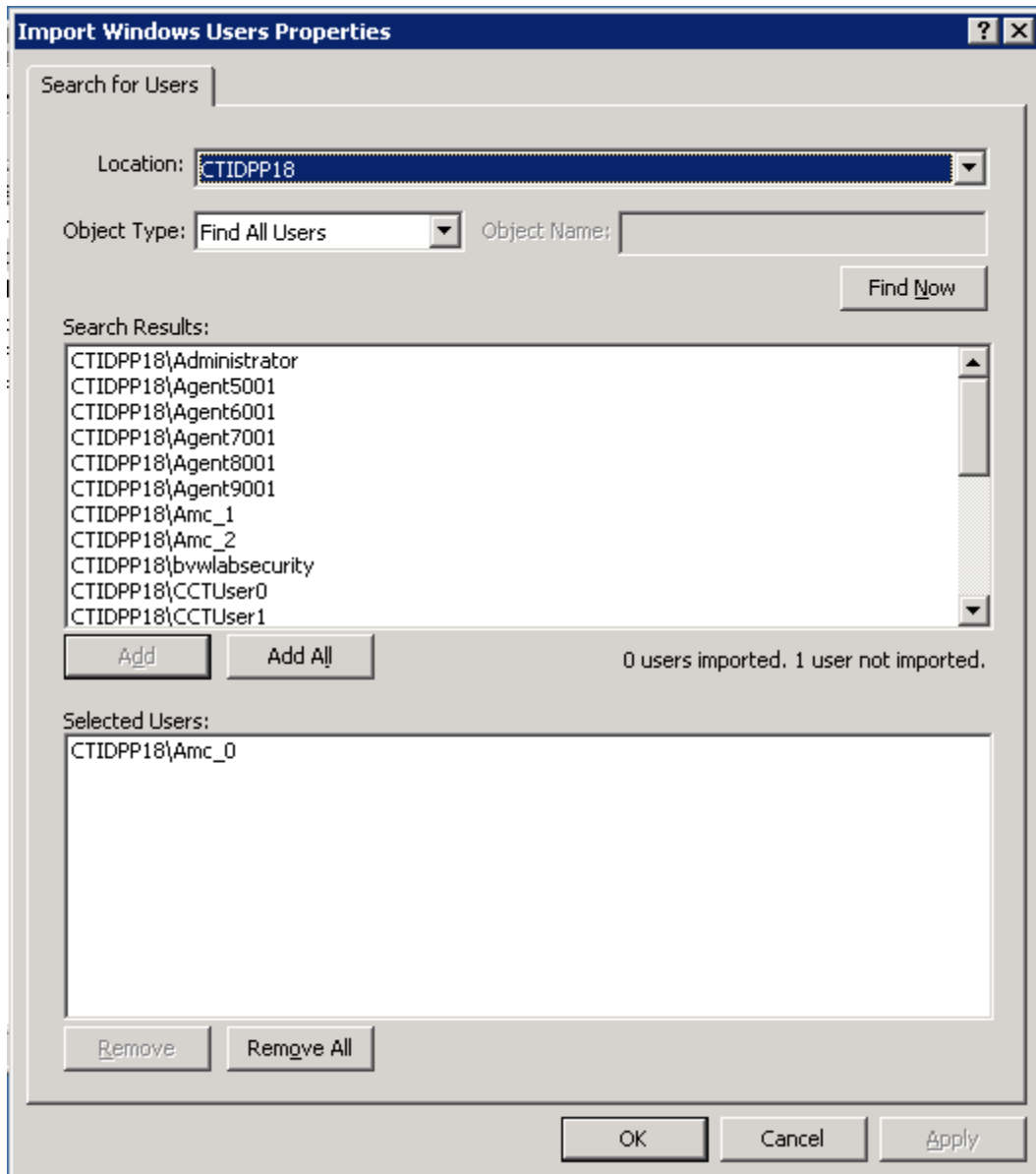


The image shows a Windows-style dialog box titled "Import Windows Users Properties". It has a standard title bar with a question mark and a close button. The dialog is divided into several sections. At the top, there is a tab labeled "Search for Users". Below this, there is a "Location:" label followed by a dropdown menu currently showing "CTIDPP18". To the right of the location is an "Object Type:" label followed by a dropdown menu showing "Find All Users". Further right is an "Object Name:" label followed by an empty text input field. A "Find Now" button is located to the right of the "Object Name" field. Below these fields is a section labeled "Search Results:" which contains a large, empty rectangular box. Underneath the "Search Results" box are two buttons: "Add" and "Add All". Below these is another section labeled "Selected Users:" which also contains a large, empty rectangular box. Underneath the "Selected Users" box are two buttons: "Remove" and "Remove All". At the bottom of the dialog, there are three buttons: "OK", "Cancel", and "Apply".

Click **Find Now**.



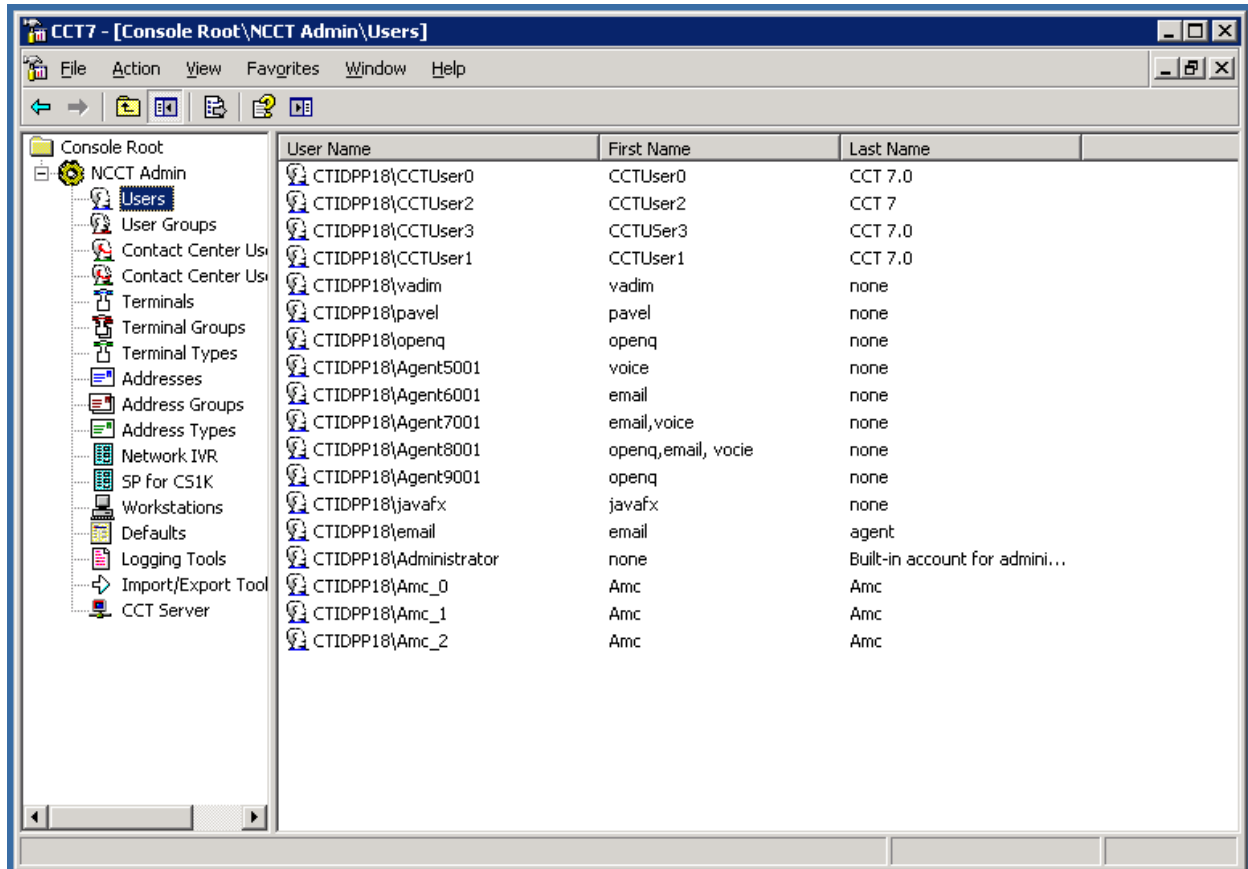
In the **Search Results** box, select the Windows users to import. To select multiple users, press the **Ctrl** key while selecting each user. To select all Windows users, click **Add All**. For the purpose of this compliance test, user AMC_0 was imported.



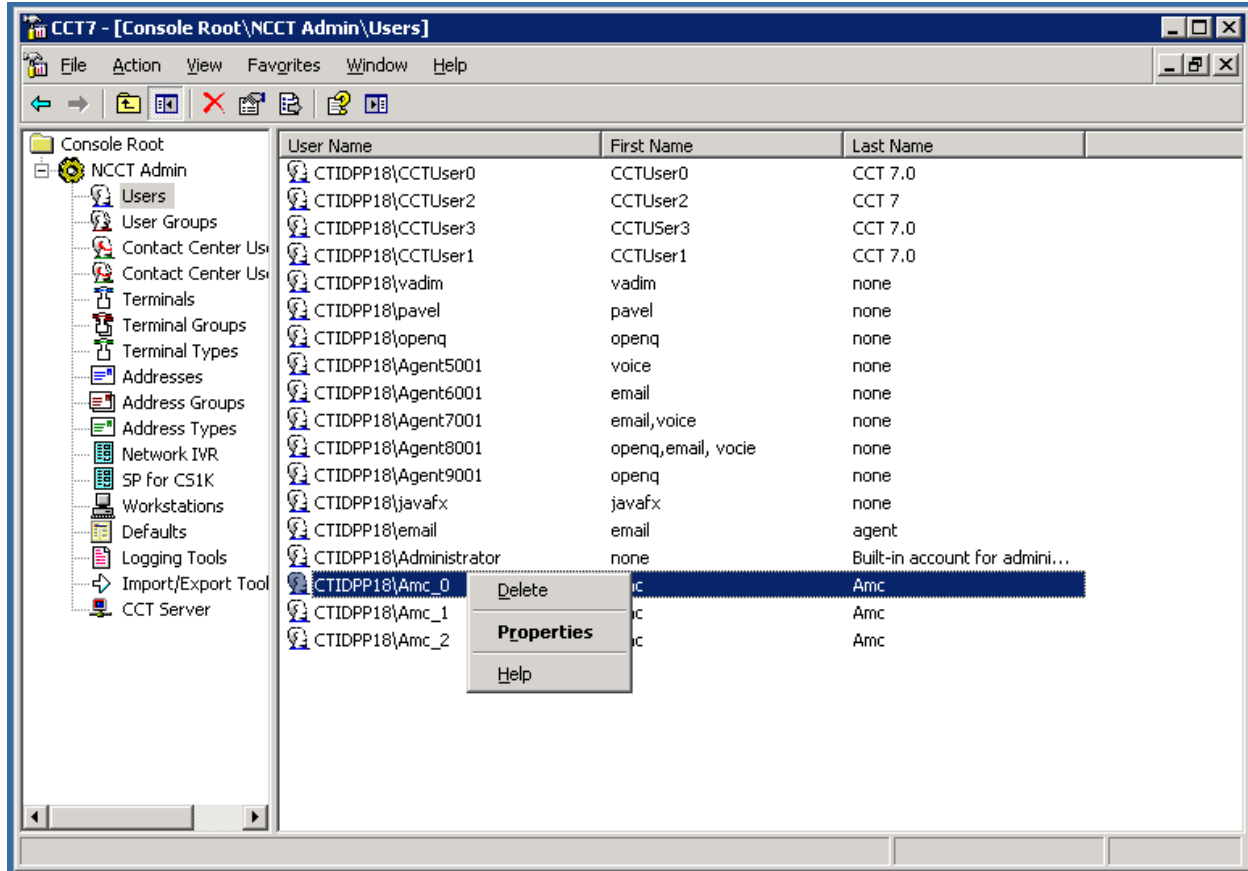
Click **Add**. Click **Apply** to complete the addition of the user. Click **OK** to close the window.

Start the **NCCT SMON** service to start all of the Communication Control Toolkit services.

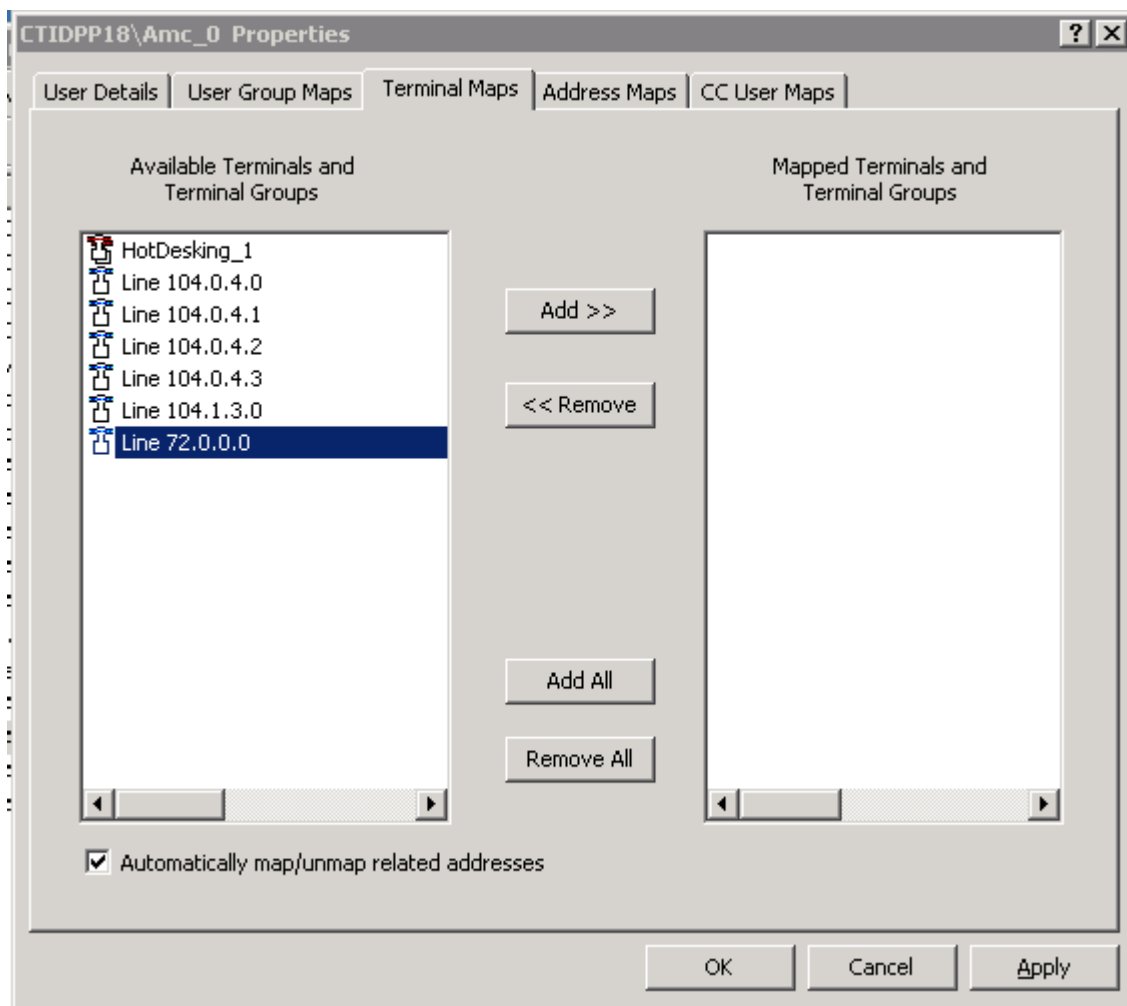
To map a Terminal to the imported user navigate to the CCT Console. Expand NCCT **Admin**. Select **Users**.

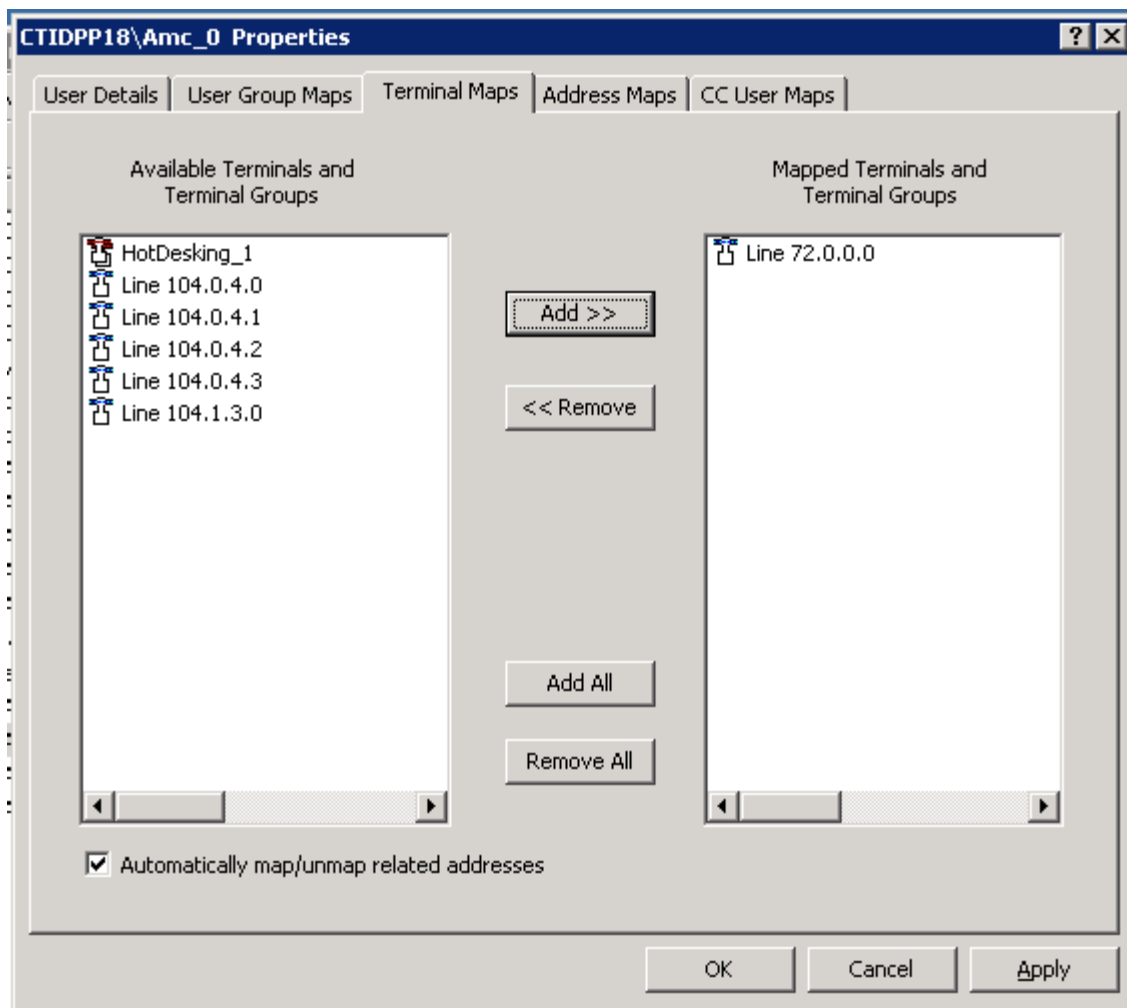


Right click on the user imported previously and navigate to **Properties**.



In the **Terminal Maps** tab, select the terminal configured in Section 5.1.1. Click **Add**.

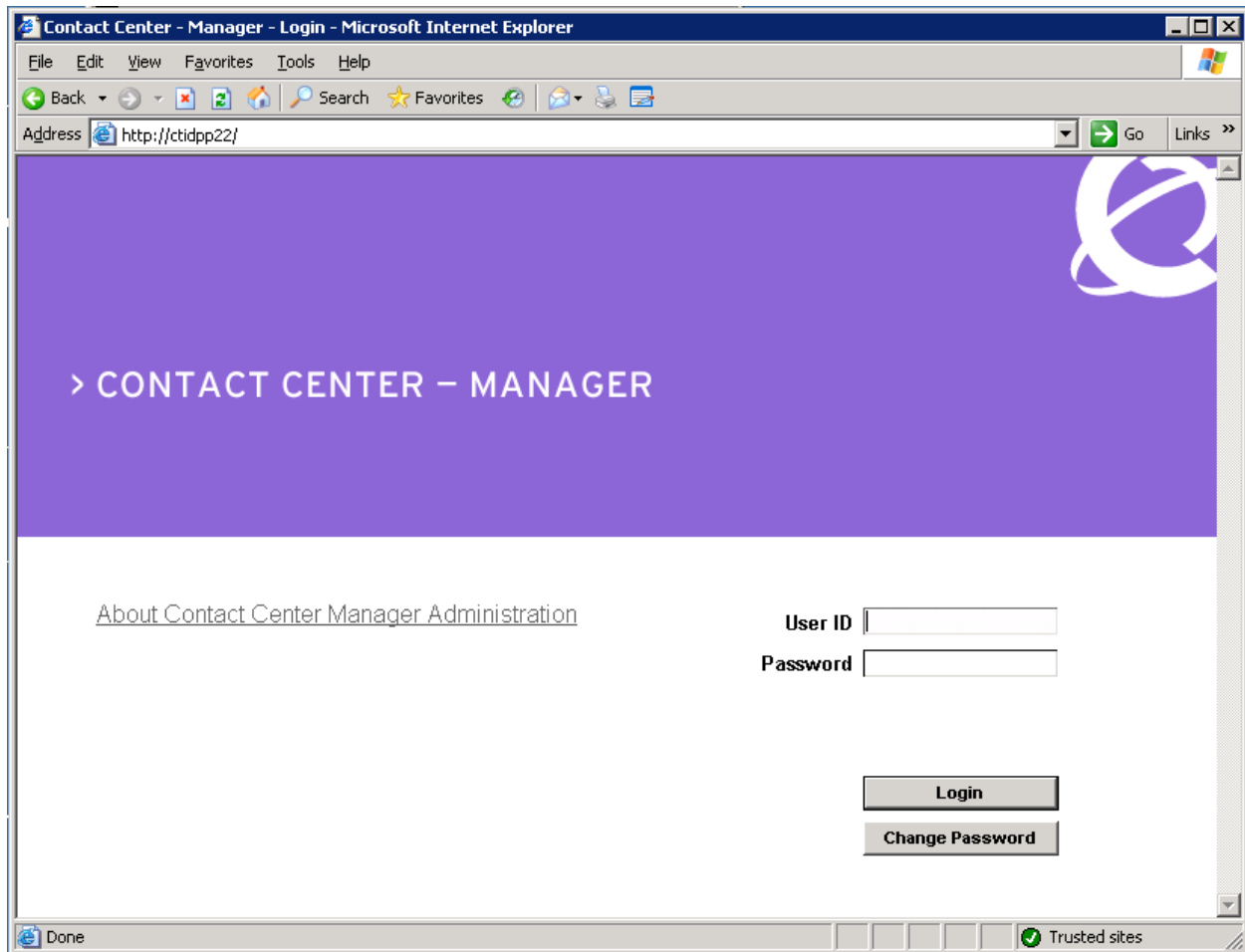




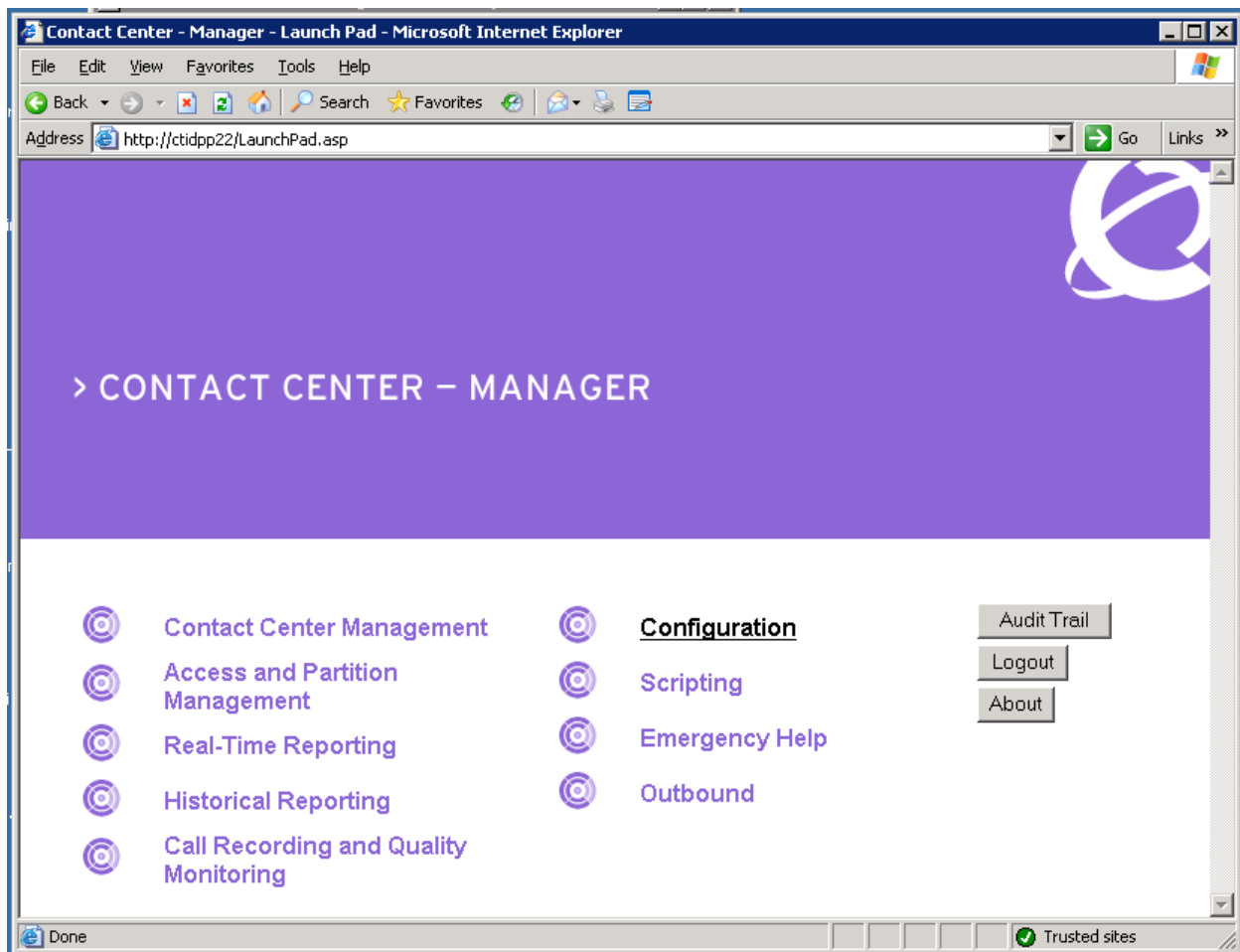
Complete the configuration of the user by clicking **Apply**. Click **OK** to close the window.

5.3. Create Contact Center Agent on CCMA

This section describes the procedure to create a call center agent on CCMA. Launch CCMA GUI on Internet Explorer by typing in the CCMA URL.



Login using the default user: webadmin (pw: webadmin).



Go to Contact Center Management. Select the CCMS server configured, and navigate to **Add → Agent**. Enter Agent Name information and Login ID. This Login ID will be used in the configuration of the Agent on MS CRM in **Section 6.3**. Assign a Supervisor.

The screenshot shows the 'CONTACT CENTER MANAGEMENT' web interface in Microsoft Internet Explorer. The address bar shows 'http://ctidpp22/Ccm/'. The user is logged in as 'webadmin'. The left sidebar shows a tree view of 'CCM Servers (Supervisors)' with 'ctidpp22' selected. The main content area is titled 'New Agent Details : AMC Agent' and 'Server: ctidpp22'. It contains two sections: 'User Details' and 'Agent Information'.

User Details:

- First Name: * AMC
- Last Name: * Agent
- Title:
- Department:
- Language: English
- Comment:
- User Type: Agent
- Login ID: * 4003
- Personal DN:
- ACD Queue:
- ACD Queue Error:

Agent Information:

- Primary Supervisor: Super AMC
- Agent Key:
- Login Status:
- Call Presentation: Call_Centre_Administrator
- Threshold: Agent_Template
- Tn Name:

Assign **Skillset Type** “Voice” and the skillset required by the call center.

Click on the **Contact Type** link and choose Voice out of the options given.

The screenshot shows the 'Contact Types' section of the web interface. It contains a table with the following data:

Contact Type	
Email	<input type="checkbox"/>
OpenQ	<input type="checkbox"/>
Outbound	<input type="checkbox"/>
Predictive_Outbound	<input type="checkbox"/>
Voice	<input checked="" type="checkbox"/>
Web_Communications	<input type="checkbox"/>

Click on the **Skillsets** link and choose the skillset to be assigned to this agent. For the purpose of the certification testing, skillset Default_Skillset was chosen.

▼ [Skillsets](#)

Skillset Name	Contact Type	Priority
---------------	--------------	----------

▼ [Assign Skillsets](#)

Show all skillsets on server ctidpp22 where:

Skillset name

Skillset Name (23) ▼	Contact Type	Priority
Default_Skillset	Voice	1 ▼
EM_Default_Skillset	Email	Unassigned ▼
LabTestSkillset	Voice	Unassigned ▼

6. Configure MCIS server and AMC Application Adapter for Salesforce.com

6.1. Modifying config.ini on MCIS server

This section covers the procedure for configuring the AMC Connector and integrating it with Communication Control Toolkit.

- Modify the **config.ini** in the **C:\Program Files\AMC Technology\MCIS** directory on the MCIS server as follows. Note that the complete file is not shown below.

```
#####
# MCIS Configuration file: Config.ini (Sample File)
#
# MCIS Release 5.3
# File Version 1.0
#
# This file should contain all the potential keys for every module.
# Refer to the MCIS Implementation Guide, Adapter Implementation Guide,
# and Connector Implementation Guide for more information.
#
# It is recommended you create a copy of this file for Backup
#
# It is also recommended you create system specific ini files and copy
```

```

# the contents of those files to the config.ini file using the MCIS
# Administration Tool or Manually.
#
#####

###
# Global Keys
#     Applies to every module that does not explicitly set their local value
###

### MCIS CORE ###

ModuleClass=AgentManagerClass,AgentManager.AMCAgentManagerModule
ModuleClass=DataStoreClass,DataStore.AMCMemoryDataStore
ModuleClass=EventManagerClass,AMCEventManagerModule.AMCEventManagerModule
ModuleClass=LicenseManagerClass,LicenseManager.AMCLicenseManagerModule
ModuleClass=WorkManagerClass,WorkManager.AMCWorkManager
ModuleClass=StandardizedClass,AMCMultiChannelInterface.AMCApplication
ModuleClass=CMGatewayClass,CMGateway.CMGatewayModule

Module=AgentManager,AgentManagerClass
Module=DataStore,DataStoreClass
Module=EventManager,EventManagerClass
Module=LicenseManager,LicenseManagerClass
Module=WorkManager,WorkManagerClass
Module=StandardizedInterface,StandardizedClass
Module=CMGateway,CMGatewayClass

### ADAPTER SPECIFIC ###

### SOAP Adapter
ModuleClass=SoapAdapter4DotNet_ProgID,SoapAdapter4DotNet.SoapAdapterModule
# Module=SoapAdapter,SoapAdapter4DotNet_ProgID

### Remoting Endpoints
ModuleClass=RemotingEndpointClass,AMCDotNetAdapterRemotingLibrary.RemotingModule
Module=RemotingEndpoint,RemotingEndpointClass

### SAP Win Client Adapter
ModuleClass=MultichannelRfcClass,MultichannelRfc.AMCMultichannelRfcModule
ModuleClass=RfcClientClass,RfcClient.AMCRfcClientModule
ModuleClass=RfcServerClass,RfcServer.AMCRfcServer
ModuleClass=SAPphoneClass,SAPphone.SAPphone5Module

# Module=MultiChannelRfc,MultichannelRfcClass
# Module=RfcClient,RfcClientClass
# Module=RfcServer,RfcServerClass

```

```

# Module=SAPphone,SAPphoneClass

### SAP Win Client Adapter - Agent Dashboard
ModuleClass=AgentDashboardClass,AgentDashboardModule.AMCAgentDashboardModule
# Module=AgentDashboardManager,AgentDashboardClass

### SAP Web Client Adapter
ModuleClass=ICIAdapterClass,ICIAdapter.ICIAdapterModule
# Module=IciAdapter,ICIAdapterClass

### ARG (Application Routing Gateway)
ModuleClass=RoutingEngineModule_ProgID,AMCRoutingEngine.RoutingEngineModule
ModuleClass=RoutingAddIn_ProgID,RoutingAddIn.SAPRoutingModule
# Module=RoutingEngine,RoutingEngineModule_ProgID
# Module=RoutingAddIn,RoutingAddIn_ProgID

### VB Adapter
ModuleClass=EventAdapterClass,EventAdapter.AMCEventAdapterModule
# Module=EventAdapter,EventAdapterClass
# Module=ClientEventManager,EventManagerClass

### CHANNEL SPECIFIC ###

### NULL Connector
ModuleClass=CTINullClass,CTI_NULL.AMC_CTI_NULL
# Module=CTIModule,CTINullClass

### Avaya CT/AES
ModuleClass=CentreVuCTI,CentreVuCTI.CentreVuCTIModule
ModuleClass=ARGRouterClass,CentreVuRouterDLL.AMCCentreVuRouter
# Module=CTIModule,CentreVuCTI
# Module=ARGRouter,ARGRouterClass

### Nortel CCT
ModuleClass=NortelCCTClass,NortelCCT7Connector.TelephonyConnector
Module=CTIModule,NortelCCTClass

### Cisco CTI
ModuleClass=CiscoCTI,Cisco.AMC_Cisco
# Module=CTIModule,CiscoCTI

### Aspect UIP CTI
ModuleClass=AspectUIP,AspectCTI.AspectConnector
# Module=CTIModule,AspectUIP

### CT Connect CTI
ModuleClass=NetMerge_ProgID,NetMerge.AmcNetMerge
# Module=CTIModule,NetMerge_ProgID

```

```

////////////////////////////////////
//
// Telephony Connector for Nortel CCT 7
//
////////////////////////////////////
TraceLevel=6
Channel=CTI1
InitialLoginState=NotReady
SetStateOnLogin=True
UseLoginWorkaround=False
CCTServer=47.249.66.148
CCTDomain=47.249.66.148
CCTUserName=Amc_2
CCTPassword=amc123
CCTEncryptionLevel=None
DataStore=DataStore
KnownQueues=7000
CCTDataStoreFormat=STR
CompressAdditionCAD=true
UseLegacyCADFormat=true
DefaultObjectName=KEYVALUE

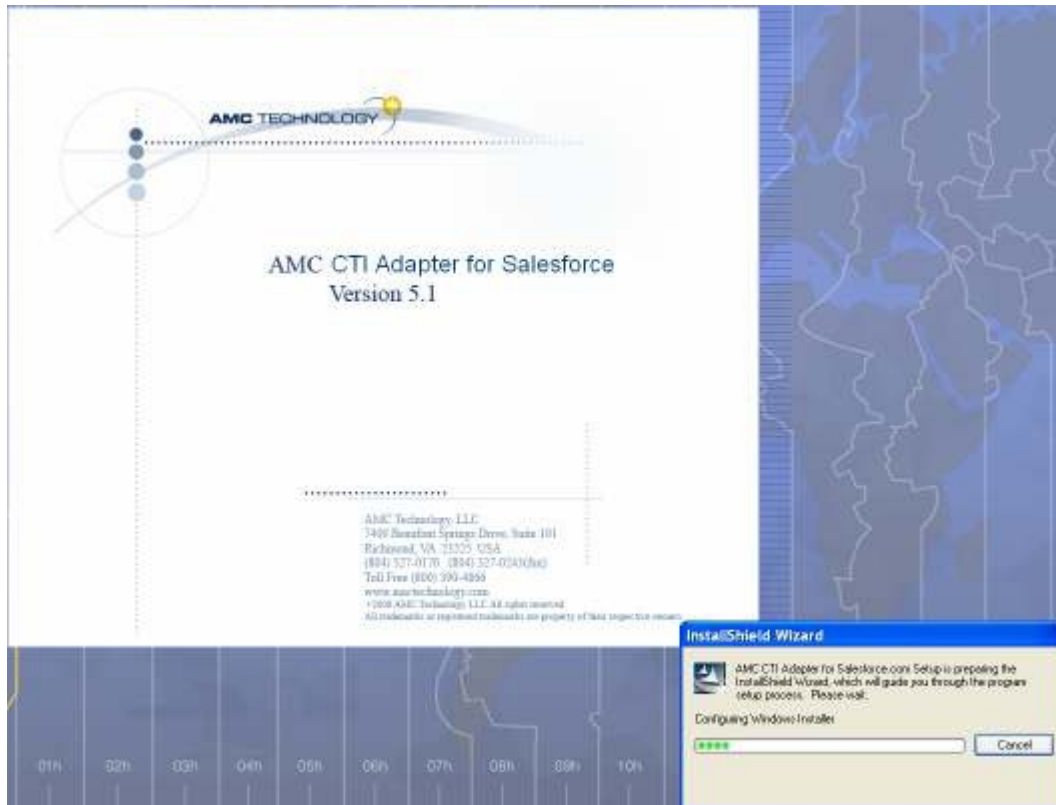
###
# Admin Tool
#
###
[AdministrationTool]
AdminToolHost=<admintoolhost>
WebServiceHost=<WebserviceHost>
MCISName=MCIS
AdminRemotingPort=65372
SMTPServer=<smtpserver>
TraceLevel =5
TraceMaxSize =1000000
TracePath =C:\Program Files\AMC Technology\MCIS\Server\Logs\
TraceFileName=AdministrationTool.log

```

The “CCTServer” and “CCTDomain” fields are configured with the IP address of the Communication Control Toolkit. The “CCTUserName” and “CCTPassword” fields are configured with the username and password of the user imported into CCT in **Section 5.2**. The value contained in the “RemotingPort” field is used to complete the AMC Application adapter configuration.

6.2. Configuring Salesforce.com Server for MCIS

The AMC Adapter runs on each agent's PC and therefore has to be installed separately on every agent. Upon the start of installation, a splash screen will display the Adapter information followed by the first screen of the installation.





Click **Next** to continue. The installation can be continued as default since the MCIS information will be entered after installation.

In order to communicate with the MCIS server, the application adapter for Salesforce.com needs to be configured to connect with the remote module in MCIS. The configuration can be imported in Salesforce.com. This can be done by importing the information in an XML file (provided by AMC) with the configuration information contained within it (Note this is an extract of the actual XML file).

```
<?xml version="1.0" encoding="UTF-8" ?>
<callCenter>
  <section sortOrder="0" name="reqGeneralInfo" label="General Information">
    <item sortOrder="0" name="reqInternalName" label="Internal
Name">AMCSalesForceCallCenter</item>
    <item sortOrder="1" name="reqDisplayName" label="Display Name">AMC Salesforce Call
Center Adapter</item>
    <item sortOrder="2" name="reqDescription" label="Description">AMC Salesforce Call
Center Adapter</item>
    <item sortOrder="3" name="reqProgId" label="CTI Connector
ProgId">AMCCTIAdapter.AMCCTIAdapter.1</item>
    <item sortOrder="4" name="reqVersion" label="Version">2.0</item>
  </section>
  <section sortOrder="1" name="MCISInfo" label="AMC CRM Connector Information">
    <item sortOrder="0" name="Server" label="CRM Connector Server">Server Name or
```

IP</item>

<item sortOrder="1" name="RemotePort" label="Remote Port">5666</item>

<item sortOrder="2" name="EventPort" label="Event Port">5558</item>

<item sortOrder="3" name="ChannelID" label="ChannelID">CTI1</item>

<item sortOrder="4" name="Queue" label="Queue">62</item>

.
.
.

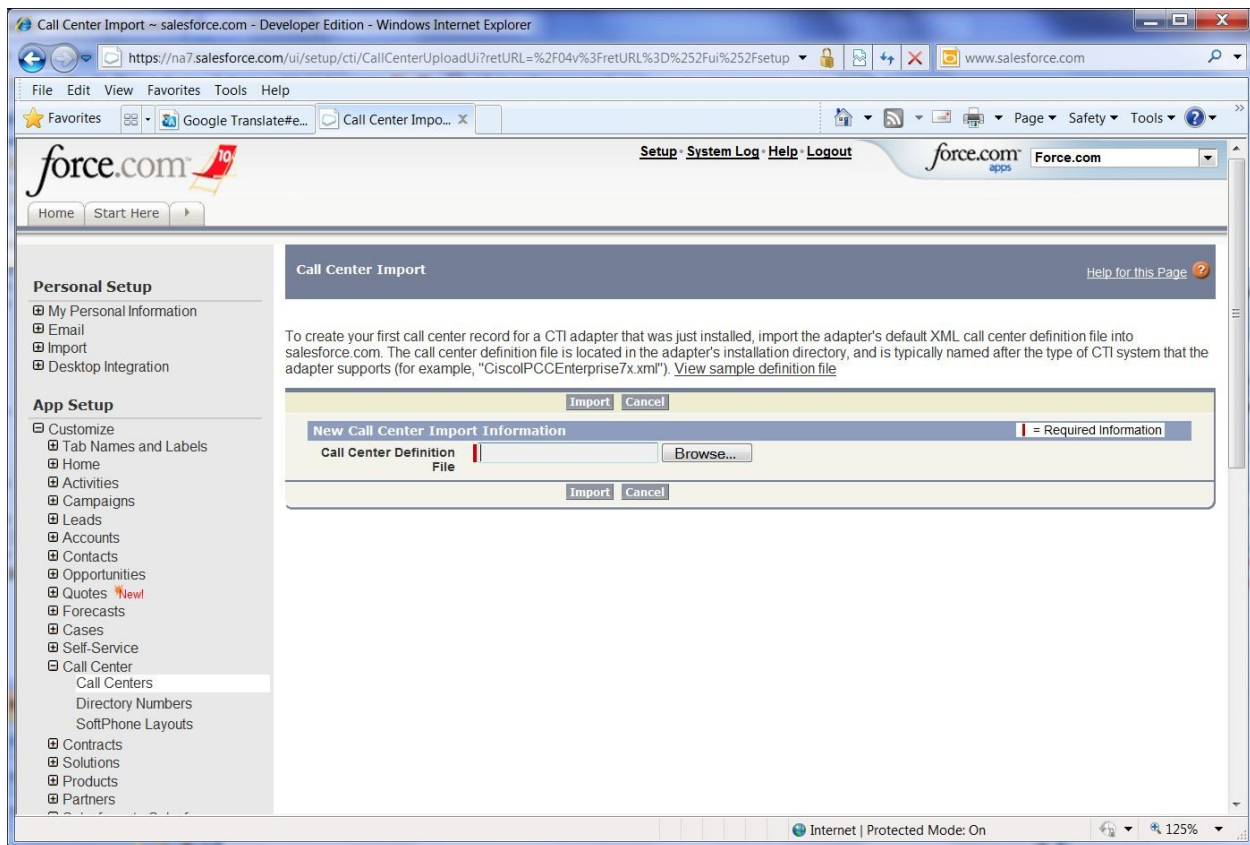
</section>

</callCenter>

Items that need to be configured are as follows:

1. Tag: “Server” – Value should contain the Server Name or IP of the MCIS server.
2. Tag: “RemotePort” – Value should contain the Remote Port configured on the MCIS server. This is defaulted to 5666 on both the MCIS server and the default XML provided, However if it is change on any of these locations, it needs to be changed on the other.

Import the XML file on Salesforce.com. Navigate to **App Setup → Call Center → Call Centers**.



Call Center: AMC Salesforce Call Center Adapter JZ ~ Developer Edition - Windows Internet Explorer

https://na7.salesforce.com/_ui/cti/callcenter/CallCenter/d?id=04vA0000000Gmp9&retURL=%2F04v%3FretURL%3F... www.salesforce.com

File Edit View Favorites Tools Help

Google Translate e... Call Center: AMC... X

force.com 10

Home Start Here

Setup System Log Help Logout force.com apps Force.com

Help for this Page

Personal Setup

- My Personal Information
- Email
- Import
- Desktop Integration

App Setup

- Customize
 - Tab Names and Labels
 - Home
 - Activities
 - Campaigns
 - Leads
 - Accounts
 - Contacts
 - Opportunities
 - Quotes New!
 - Forecasts
 - Cases
 - Self-Service
- Call Center
 - Call Centers
 - Directory Numbers
 - SoftPhone Layouts
- Contracts
- Solutions
- Products
- Partners

Call Center
AMC Salesforce Call Center Adapter JZ

All Call Centers » AMC Salesforce Call Center Adapter JZ

Call Center Detail Edit Delete Clone

General Information

Internal Name	AMCSalesforceCallCenterAdapterJZ
Display Name	AMC Salesforce Call Center Adapter JZ
Description	AMC Salesforce Call Center Adapter James
CTI Connector ProgId	AMCCTIAdapter.AMCCTIAdapter.1
Version	2.0

AMC CRM Connector Information

CRM Connector Server	192.168.0.220
Remote Port	5666
Event Port	5558
ChannelID	CTI1
Queue	7000

AMC Trace Information

Using AMC Log	True
Trace Path	C:\Program Files\AMC Technology\Application Adapters\Salesforce.com Adapter\logs\
Trace Level	5

Dialing Options

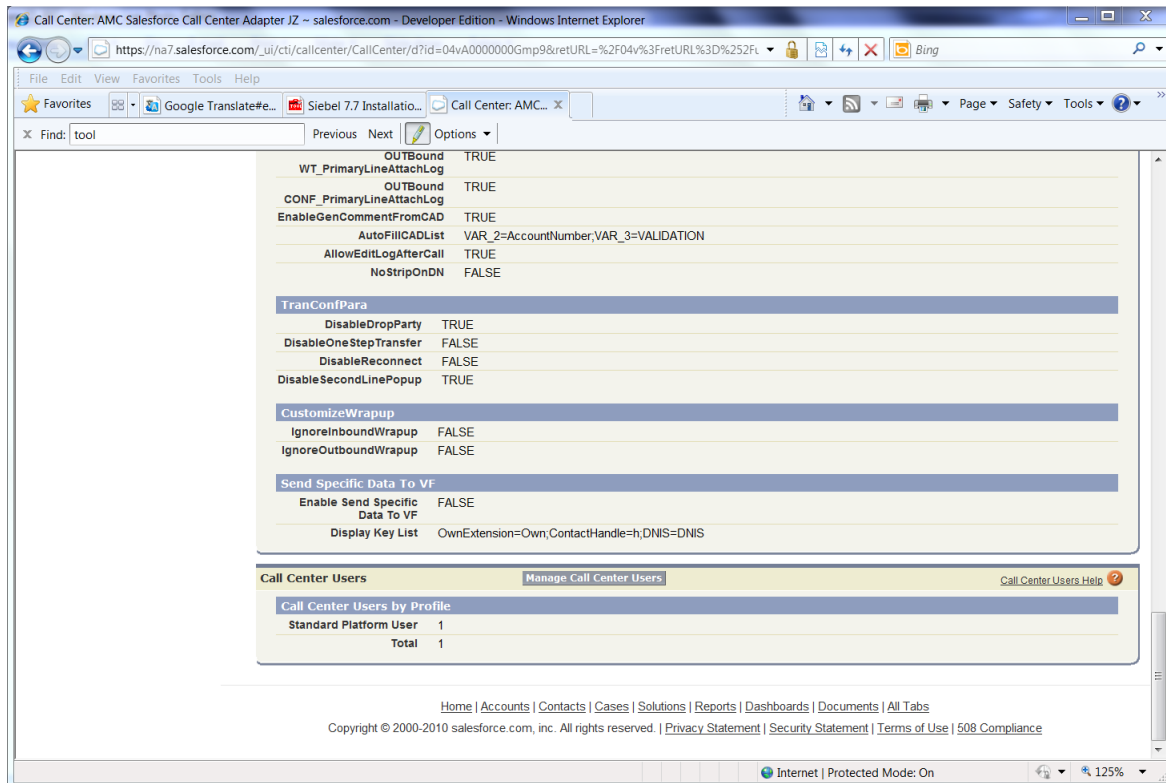
Outside Prefix	9
Long Distance Prefix	1
International Prefix	01

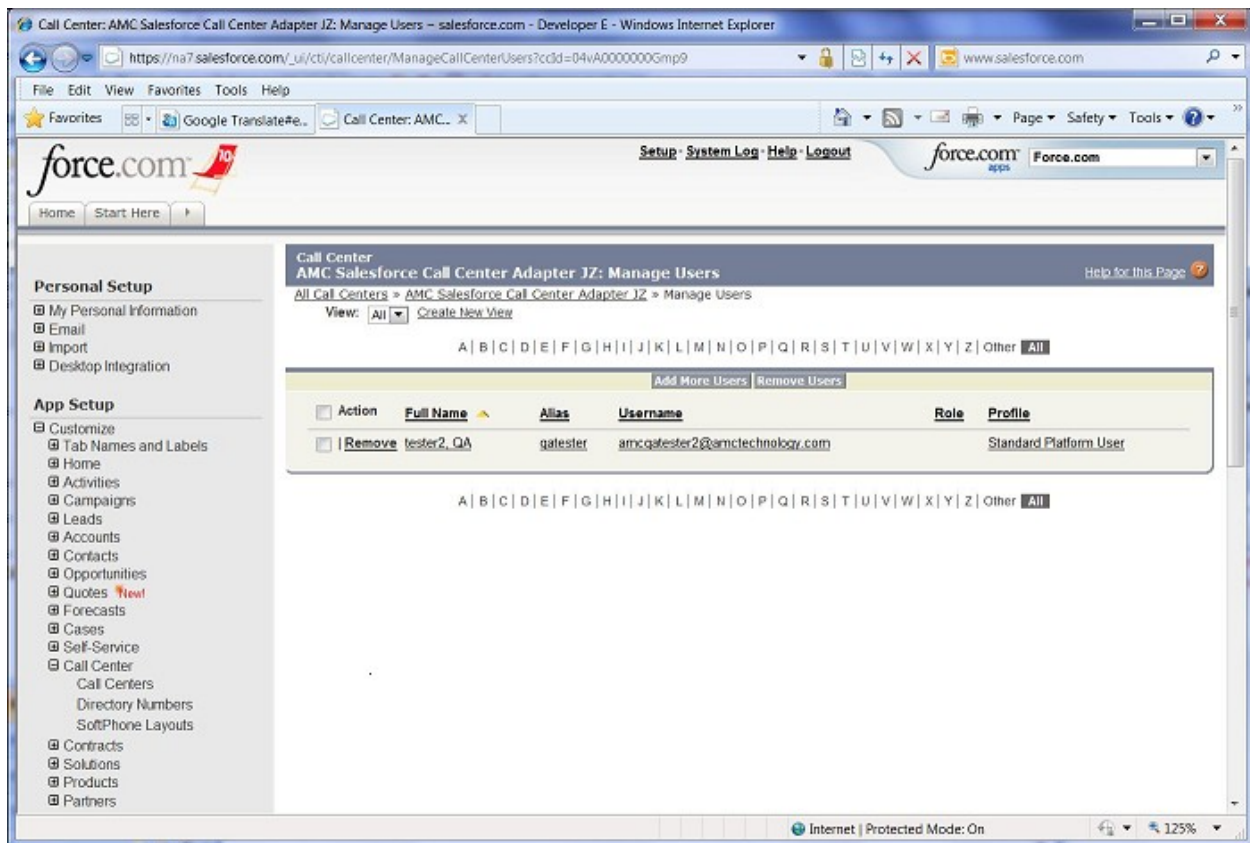
Internet | Protected Mode: On 125%

6.3. Configuring new agents on Salesforce.com

On the Salesforce.com page, navigate to **Call Centers**. From here choose the previously configured Call Center in section 6.2. Here navigate to **Manage Users**.

At the bottom of the window, click on **Manage Call Center Users**.





Click on **Add More Users** to create new users.

General Information

First Name

Last Name

Alias

Email

Username

Community Nickname

Title

Company

Department

Division

User License **Salesforce**

Profile **--None--**

Active ☒

Mobile User ☐

Mobile Configuration

Accessibility Mode ☐

Checkout Enabled ☐

Phone

Extension

Fax

Mobile

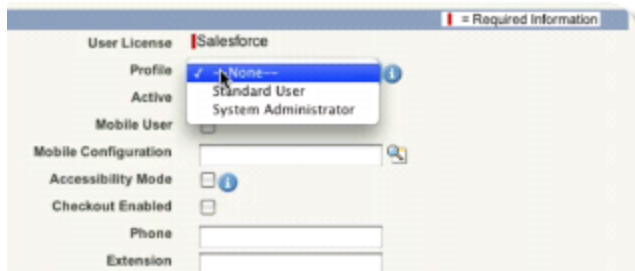
Email Encoding **General US & Western Euro**

Employee Number

Mailing Address

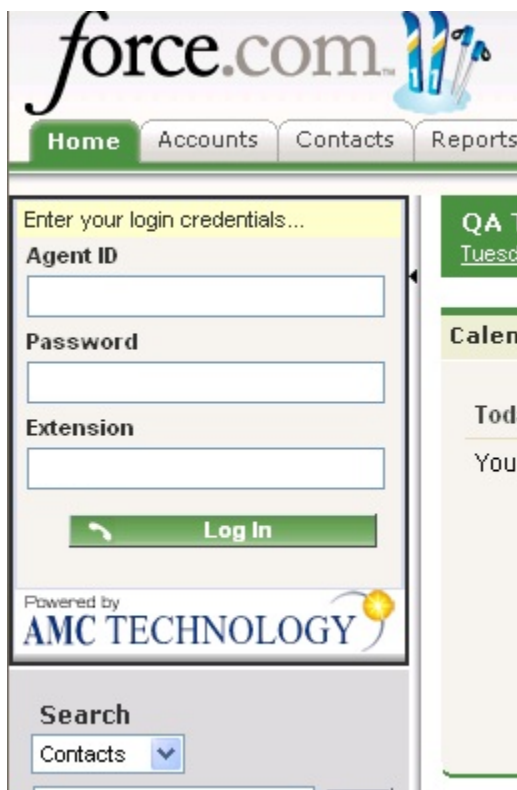
Street

Enter agent information in the relevant fields.



Under **Profile** choose **Standard User**. Click **Save** to complete the action.

An agent will login to Salesforce using the above credentials. Once logged in, they can login to the AMC application by going to the **Home** tab. When the agent logs in, they will need to input the Login ID configured in Section 5.3 for the **Agent ID** field and the Personal DN configured in Section 4.1 for **Extension**.



7. General Test Approach and Test Results

A test plan developed by AMC and DevConnect was implemented. The test plan included testing of various call flows and agent states. Agent and call states shown on AMC agent console were visually inspected for verification against actual call states on the physical phone sets.

8. Verification Steps

Agent and call states shown on the AMC agent console were compared against the physical phone sets for verification.

9. Conclusion

These Application Notes describe the configuration steps required for AMC Application adapter with Salesforce.com to integrate with Communication Control Toolkit to successfully control and monitor agent and call states.

10. Additional References

The following Avaya product documentation was used for the setup of the test bed:

- [1] Contact Center Installation (NN44400-311)
- [2] Contact Center Commissioning (NN44400-312)
- [3] Contact Center Configuration – CS 1000 Integration (NN44400-512)

All Avaya product documentation for Contact Center Manager Server can be found at <http://support.avaya.com/>.

The following documentation was provided by AMC:

- [1] AMC Application Adapter for Salesforce.com Implementation Guide

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