



Avaya Solution and Interoperability Test Lab

Application Notes for AMC Application Adapter for Oracle Siebel Version 8.1.1 with Avaya Communication Control Toolkit Release 7 – Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate AMC Technology 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 more 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 Oracle Siebel with Communication Control Toolkit.

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

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

2. General Test Approach and Test Results

Interoperability compliance testing included testing 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.

2.1. Interoperability Compliance Testing

The interoperability compliance test verified hotdesking feature enabled and implemented along with the following features that are available to agents with the AMC connector for Oracle Siebel 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/retrieve, transfer and conference.
- Verification of restarting CCMS, CCT Service and AMC connector.

2.2. Test Results

The compliance testing was successful and all objectives were verified and met. All test cases were executed and passed.

Observations:

- When closing the Siebel CTI Toolbar web session controlling agent phone, the agent phone will be logged out.
- When logging in the Siebel CTI Toolbar web session, agent phone will be logged in and set to “Not Ready” status. This feature is set in AMC application.
- AMC application is only able to use the same password for all CCT users.

2.3. Support

For technical support from AMC can be obtained through the following:

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

3. Reference Configuration

Figure 1 illustrates the network diagram configuration used during the compliance testing between the Avaya Communication Control Toolkit Server and AMC Siebel Application.

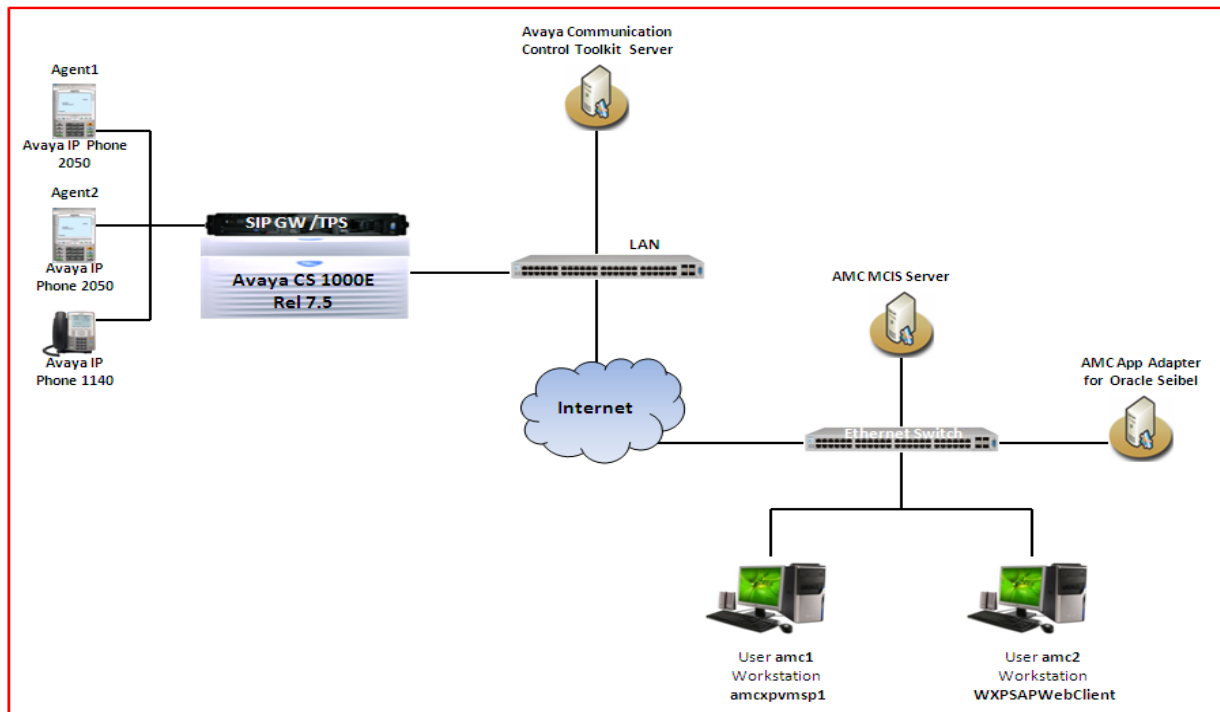


Figure 1: Network Diagram Configuration

4. Equipment and Software Validated

The following equipment and software were used during the lab testing:

System	Software Version
Avaya Communication Server 1000E	Call Server (CPPM): 7.50 Q Signaling Server (CPPM): 7.50 Q
Avaya NES Communication Control Toolkit	Release 7.0 with Service Patches: SU_03, SUS_0301, CCT_DP_030101, 030102, 030103, 030104, and CCT_DP_030105
Avaya NES Contact Center Manager Server	Release 7.0 with Service Patches: SU_03 and SUS 0301, 0302, 0303, and 0304
Avaya IP 2050 PC Soft Phone	4.3
MCIS Version	5.4
CRM Adapter	AMC Application Adapter for Oracle Siebel (AMCSiebelAdapter.dll HF: 5.4.901.9)
Oracle Siebel	8.1.1
CTI Connector	AMC Telephony Connector for CCT 7 (NortelCCT7Connector.dll HF: 5.4.901.9), co-resident with MCIS (out of process DLL)

The testing used the table below for configuring agent phone in the CS 1000, CCT users in CCT Console, and in AMC Siebel Connector application.

#	TN	Phone Type	ACD Queue	Second DN	Login ID	CCT User	Password	Workstation
1	96-0-2-0	2050PC	54901	54400	1001	amc1	Amc_123	amcxpvmsp1
2	96-0-2-1	2050PC	54901	54401	1002	amc2	Amc_123	WXPSAPWebClient
3	96-0-2-2	2050PC	54901	54402	1003	amc-123	Amc_123	Amcxpvmsp2
4	96-0-2-3	2004P1	54901	54403	1004	amc_123	Amc_123	Amcxpvmsp3
5	96-0-2-4	1140	54901	54404	1005	123amc	Amc_123	Amcxpvmsp4
6	96-0-2-5	2050PC	54901	54405	1006	amc123	Amc_123	Amcxpvmsp5
7	96-0-2-6	2050PC	54901	54406	1007	fx123amc1234567	Amc_123	Amcxpvmsp6
8	96-0-2-7	2050PC	54901	54407	1008	Am12C-435w	Amc_123	Amcxpvmsp7
9	96-0-2-8	2050PC	54901	54408	1009	fq456	Amc_123	Amcxpvmsp8
10	96-0-2-9	2050PC	54901	54409	1010	st167	Amc_123	Amcxpvmsp9
11	96-0-2-10	2050PC	54901	54410	1011	sx485	Amc_123	Amcxpvmsp10
12	96-0-2-11	2050PC	54901	54411	1012	ja127	Amc_123	Amcxpvmsp11
13	96-0-2-12	2050PC	54901	54412	1013	jp459	Amc_123	amcxpvmsp12
14	96-0-2-13	2050PC	54901	54413	1014	qt123x	Amc_123	amcxpvmsp13
15	96-0-2-14	2050PC	54901	54414	1015	qwx123	Amc_123	amcxpvmsp14
16	96-0-2-15	2050PC	54901	54415	1016	sk1234	Amc_123	amcxpvmsp15
17	96-0-2-16	2050PC	54901	54416	1017	jn1234	Amc_123	amcxpvmsp16
18	96-0-2-17	2050PC	54901	54417	1018	kro-123	Amc_123	amcxpvmsp17
19	96-0-2-18	2050PC	54901	54418	1019	hvo424	Amc_123	amcxpvmsp18
20	96-0-2-19	2050PC	54901	54419	1020	ibf173	Amc_123	amcxpvmsp19
21	96-0-2-20	2050PC	54901	54420	1021	fq192	Amc_123	Amcxpvmsp20
22	96-0-2-21	2050PC	54901	54421	1022	ws287	Amc_123	Amcxpvmsp21
23	96-0-2-22	2050PC	54901	54422	1023	jj367	Amc_123	Amcxpvmsp22
24	96-0-2-23	2050PC	54901	54423	1024	sc128	Amc_123	Amcxpvmsp23
25	96-0-2-24	2050PC	54901	54424	1025	kp161	Amc_123	Amcxpvmsp24

5. Configure Avaya Communication Server 1000

This document assumes that the Avaya Communication Sever 1000 system was properly installed and configured as per the product documentation. The procedure is limited to phone set configuration required for CCT integration with Communication Server. For more information on how to install, configure and administer Communication Server 1000, please refer to **Section 10[1]**.

To configure agent phone set, log into the Call Server, use the overlay LD 20 to list agent phone configuration and confirm AST is configured for the agent keys as shown in **Figures 2, 3, and 4** below.

```
>ld 20

PT0000
REQ: prt
TYPE: 2050pc
TN 96 0 2 0
DATE
PAGE
DES
MODEL_NAME
EMULATED
KEM_RANGE

DES AGENT1
TN 096 0 02 00 VIRTUAL
TYPE 2050PC
CDEN 8D
CTYP XDLC
CUST 0
NUID
NHTN
CFG_ZONE 00001
CUR_ZONE 00001
MRT
ERL 0
ECL 0
FDN
TGAR 1
LDN NO
NCOS 0
SGRP 0
RNPG 0
SCI 0
SSU
XLST
SCPW
```

Figure 2: Sample of Agent Phone Configuration with AST Set

```

CAC_MFC 0
CLS_CTD FBD WTA LPR MTD FND HTD TDD HFA CRPD
  MWD LMPN RMMD SMWD AAD IMD XHD IRD NID OLD VCE DRG1
  POD SLKD CCSD SWD LND CNDA
  CFTD SFD MRD DDV CNID CDCA MSID DAPA BFED RCBF
  ICDD CDMD LLCN MCTD CLBD AUTU
  GPUD DPUD DNDA CFXD ARHD CNTD CLTD ASCD
  CPFA CPTA ABDD CFHD FICD NAID BUZZ AGRD MOAD
  UDI RCC HBTB AHD IPND  DDGA NAMA MIND PRSD NRWD NRCD NROD
  DRDD EXRD
  USMD USRD ULAD CCBD RTDD RBDD RBHD PGND FLXD FTTC DNDY DNO3 MCBN
  FDSD NOVD VOLA VOUD CDMR PRED RECD MCDD T87D SBMD
  KEM3 MSNV FRA  PKCH MUTA MWTD DVLD CROD ELCD
CPND_LANG ENG
HUNT
PLEV 02
PUID
UPWD
DANI NO
SPID NONE
AST 00 03
IAPG 0
AACS YES
ACQ AS: TN,AST-DN,AST-POSID
ASID 16
SFNB 1 2 3 4 5 6 7 8 9 10 11 12 13 15 16 17 18 19 22 24 25 26 28 29 31 33 34
35 36 37 38 39
SFRB 1 2 15 32 33
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
MLNG ENG

```

Figure 3: Sample of Agent Phone Configuration with AST Set (cont)

```

MLNG ENG
DNDR 0
KEY 00 ACD 54901 0 1001
AGN
01 NRD
02 MSB
03 SCR 54400 0 MARP
CPND
CPND_LANG ROMAN
NAME Agent1 54401
XPLN 13
DISPLAY_FMT FIRST, LAST
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

```

Figure 4: Sample of Agent Phone Configuration with AST Set

- Terminal Name is identified as “TN 96 0 02 00” above. This information will be needed to configure a Terminal in **Section 6.2**.
- Key 00 above is the ACD (Automatic Call Distribution) key configured on the agent phone set. “1000” is the Position ID assigned to the phone set. This will be needed to configure an address in **Section 6.3**.
- Key 03 above is the personal DN (Directory Number) key configured on the agent phone set. “54400” is the DN value assigned to the phone set. This will be needed to configure an Address in **Section 6.3**.

If AST is not configured, then follow this procedure to configure it on the two DN keys (here it's Key 00 and Key 03). Items in bold below need to be typed in followed by a carriage return.

```
>ld 20

PT0000
REQ: chg
TYPE: 2050pc
TN 96 0 2 1
ECHG yes
ITEM AST 00 03
ITEM

MEM AVAIL: (U/P): 36469244   USED U P: 8287724 122901   TOT: 44879869
DISK SPACE NEEDED: 93 KBYTES
```

Figure 5: Configure AST for Agent phone

Any IP UNISTim phones currently supported by Contact Center Manager Server can be used for integration with Communication Control Toolkit. For the purpose of this compliance testing, IP2050 PC Soft phones, I2004 and IP 1140E were used.

6. Configure NES Contact Center

In the compliance test environment, the NES Contact Center was a co-resident server which consisted of Contact Center Manager Server, Contact Center Manager Administrator and Communication Control Toolkit installed on the same server. No special configuration is necessary on the Contact Center Manager Server for testing the AMC Application adapter. For more information on how to install, configure, and administer Avaya NES Contact Center, please refer to **Section 10[2]**.

To enable hotdesking in CCT, a Windows user is assigned to multiple terminals; each terminal is assigned to its respective workstation. The user's terminal is determined by the workstation that the user logs on to, as shown in the following procedures:

1. Create two Window 25 users in the CCT Server as followed by the table in **Section 3**.
2. Import 25 Windows users to CCT Console Users.
3. Map Terminal Line to respective workstation name as the table in **Section 3**.
4. Create a terminal group called "**Hotdesking Terminal Group**" and place 25 Terminal Lines from **96.0.02.00** to **96.0.02.24** into this group.
5. Create an address group called "**Hotdesking Address Group**" and place all addresses associated with 25 Terminal Lines above into this group.
6. Create a User group called "**Hotdesking User Group**" and place 25 CCT users as the table in **Section 3**.
7. Assign the terminal group to the "**Hotdesking User Group**" user group.
8. Assign the address group to the "**Hotdesking User Group**" user group.

6.1. Configure Windows user in the CCT Server

In this compliance test, the Windows users were created in the CCT server. To create a Windows user, navigate to menu **Start > Administrator > Computer Management**, the **Computer Management** window appears as shown in **Figure 6**.

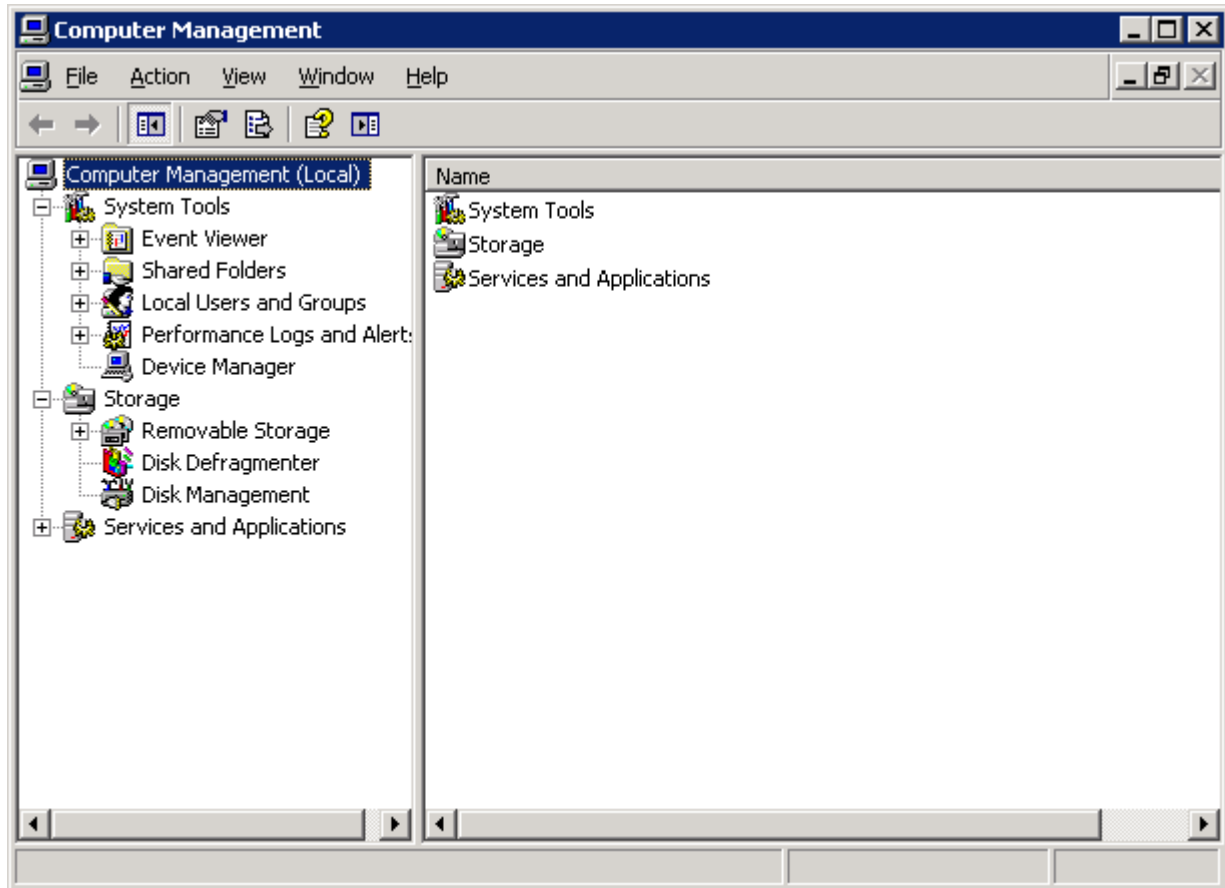


Figure 6: Computer Management window

In the left-hand side panel expand **Local Users and Groups** and right-click mouse on **Users** as shown in **Figure 7** below.

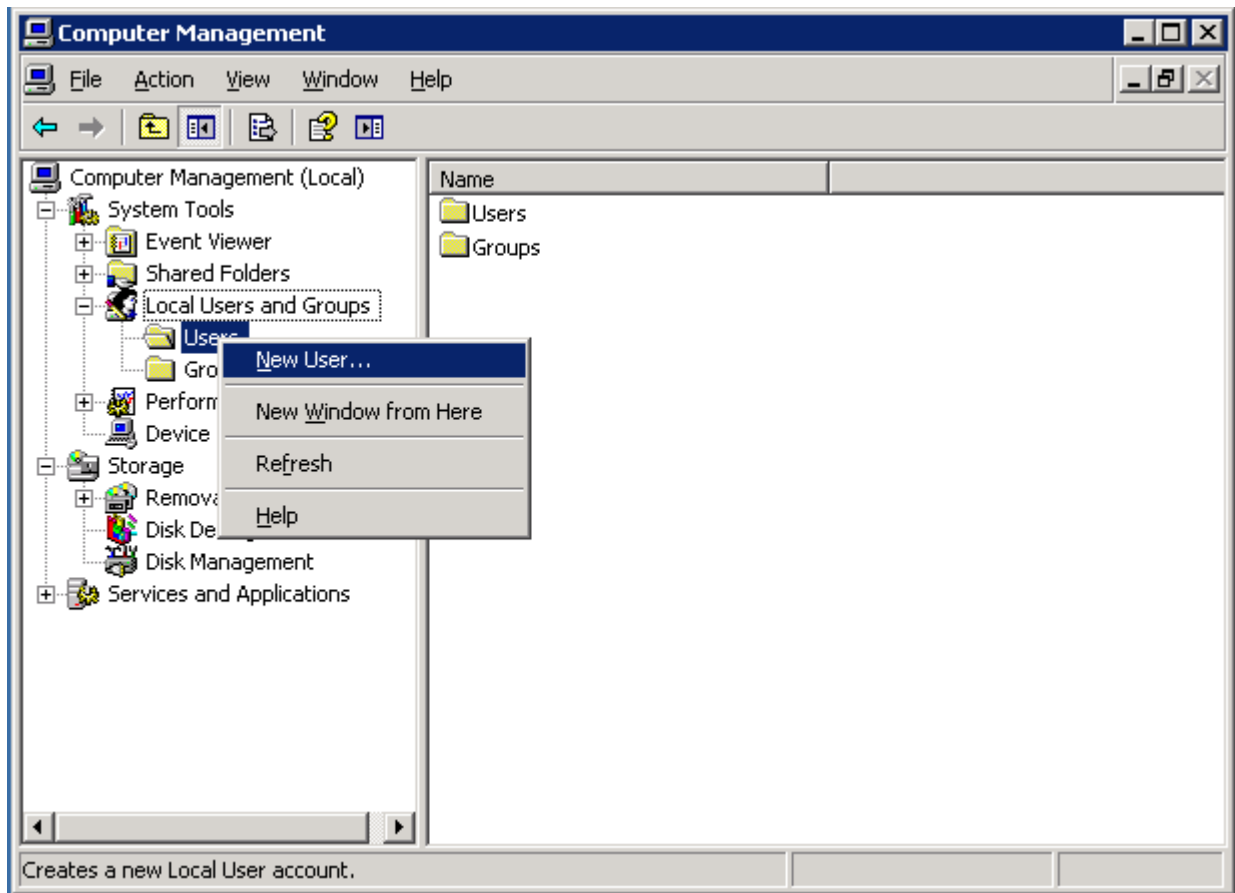
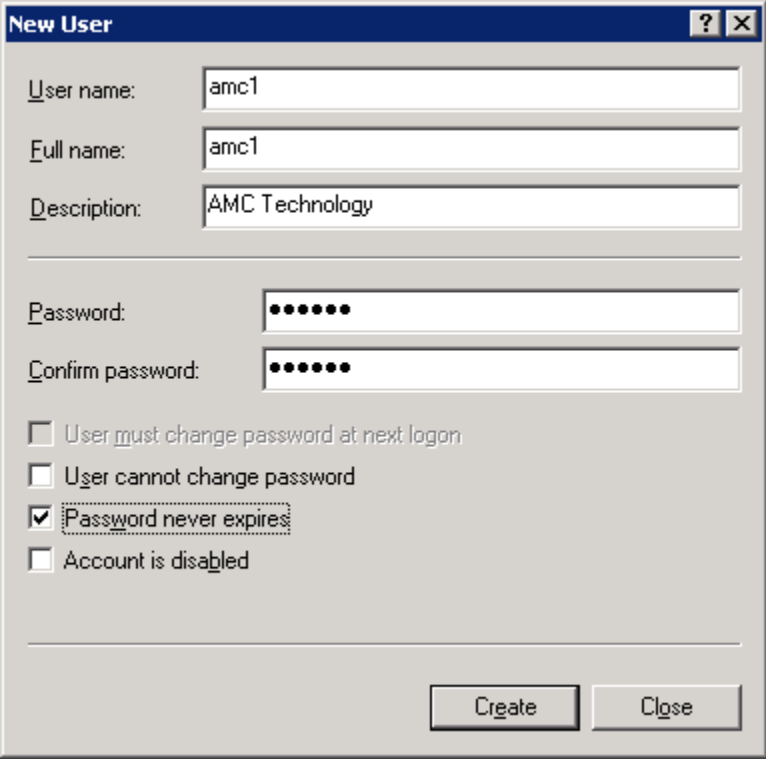


Figure 7: The New User of Computer Management Window

The **New User** window appears and input information as shown in **Figure 8**. Click on **Create** button to complete creating the new Windows user.

A Windows-style dialog box titled "New User" with a blue header bar containing a question mark and a close button. The dialog contains several input fields and checkboxes. The "User name:" field contains "amc1". The "Full name:" field contains "amc1". The "Description:" field contains "AMC Technology". Below these are two password fields, both containing seven dots. Under the password fields are four checkboxes: "User must change password at next logon" (unchecked), "User cannot change password" (unchecked), "Password never expires" (checked), and "Account is disabled" (unchecked). At the bottom right are two buttons: "Create" and "Close".

New User

User name: amc1

Full name: amc1

Description: AMC Technology

Password:

Confirm password:

☐ User must change password at next logon

☐ User cannot change password

☒ Password never expires

☐ Account is disabled

Create Close

Figure 8: The New User

Repeat the same procedure above to create for 24 Windows users as shown in the table in **Section 3**.

6.2. Configure Terminal Line for Agent Phone

To configure a terminal in CCT, navigate to menu **Start > Programs > Nortel > Contact Center > Communication Control Toolkit > CCT Console** as shown in **Figure 9**.

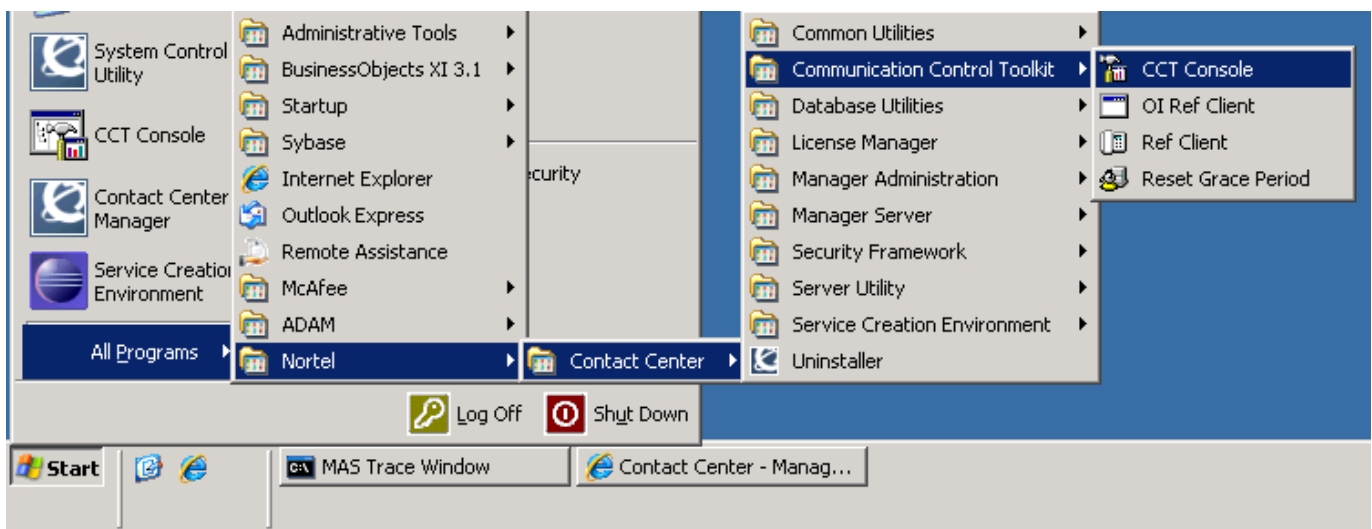


Figure 9: Full path to CCT Console

The **Figure 10** below shows the CCT Console window.

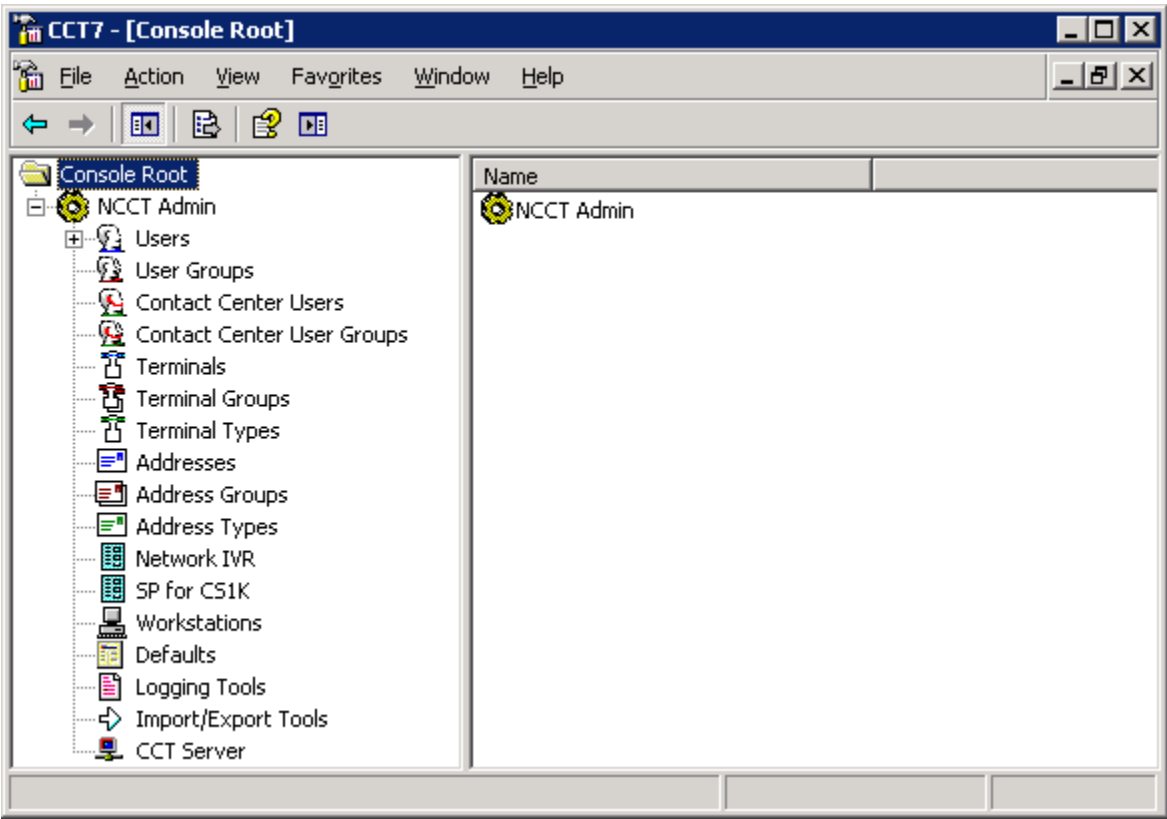


Figure 10: The CCT Console Window

Right-click on **Terminals** and navigate to **New > New Terminal** as shown in **Figure 11** below.

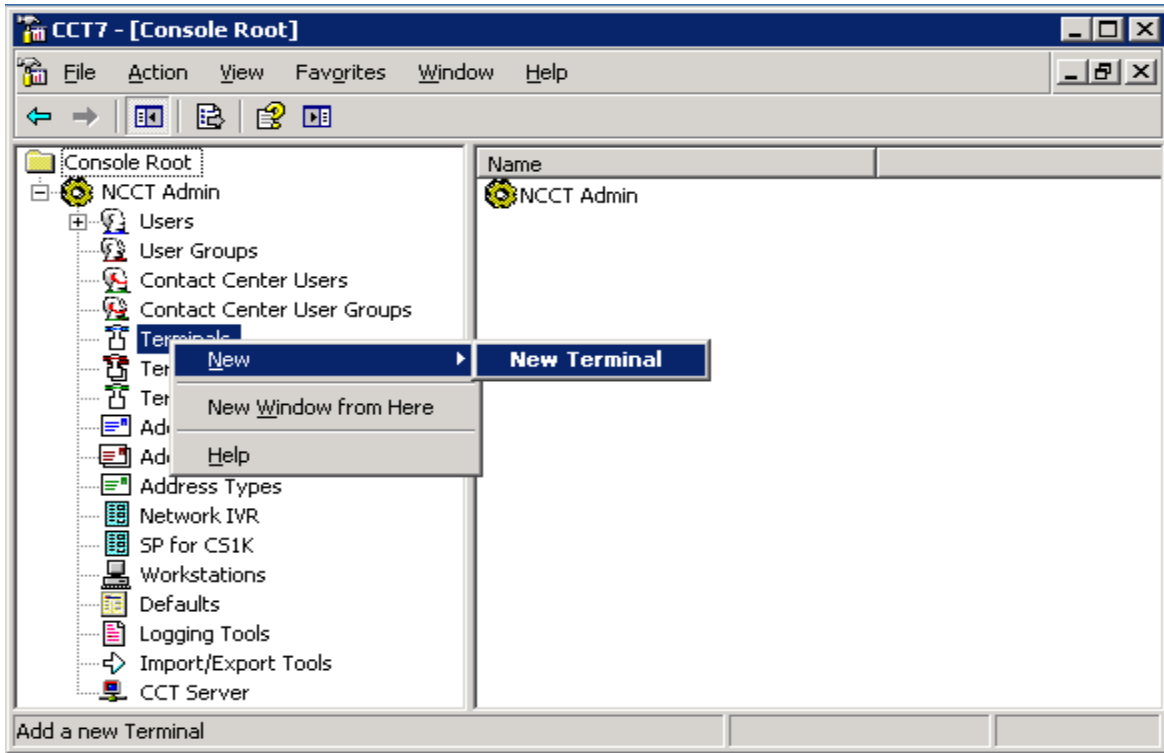


Figure 11: Terminals in the CCT Console

In the **Terminal Details** tab, enter the phone set information. Note the **Terminal Name** field must include the word “Line” in the beginning with the terminal name as configured for agent phone in **Section 5**. All checkboxes should also be enabled. **Phone Type** should be chosen as appropriate. For this compliance test 2050PC phones were used.

Click **Apply** and **OK** button to close the window.

The screenshot shows the 'New Terminal Properties' window with the 'Terminal Details' tab selected. The 'Terminal Name' is 'Line 96.0.2.1'. The 'Enabled' checkbox is checked. The 'Provider' is 'Passive', 'Terminal Type' is 'Agent', and 'Phone Type' is '2050PC'. Under 'Line Features', all four options are checked: '3-party conference (A03)', '6-party conference (A06)', 'Call Transfer (TRN)', and 'Call Forward (CFW)'. The 'OK', 'Cancel', and 'Apply' buttons are at the bottom right.

Figure 12: New Terminal Properties Window

Repeat the same procedures above to add another 24 Terminal Lines.

Note: Multiple terminal Lines can be imported from the CS 1000 system to CCT by using the **Import Addresses & Terminals** of **Import/Export Terminal Tool**.

6.3. Configure Position ID and Personal DN Addresses for Agent Phone

Configure an address for each AST enabled key configured on the phone set in **Section 5** (maximum 2). On the CCT Console, right-click on **Addresses** and navigate to **New > New Address**.

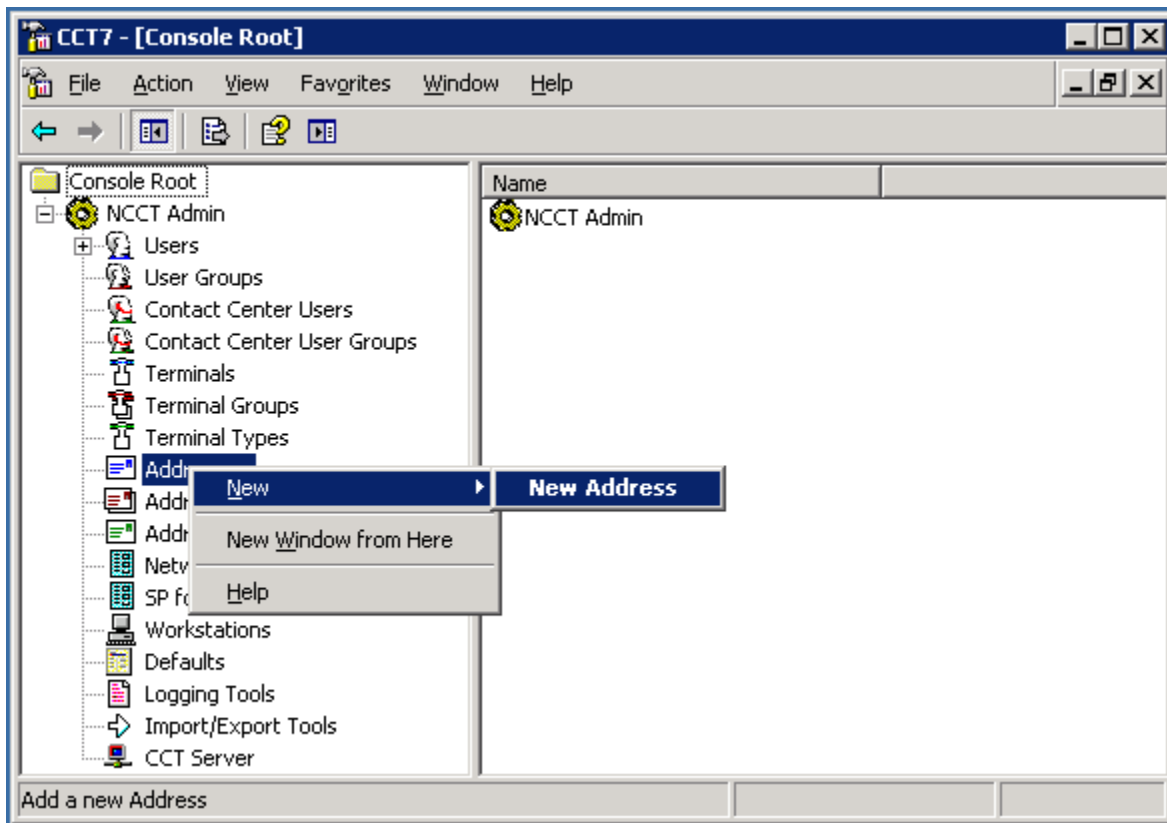
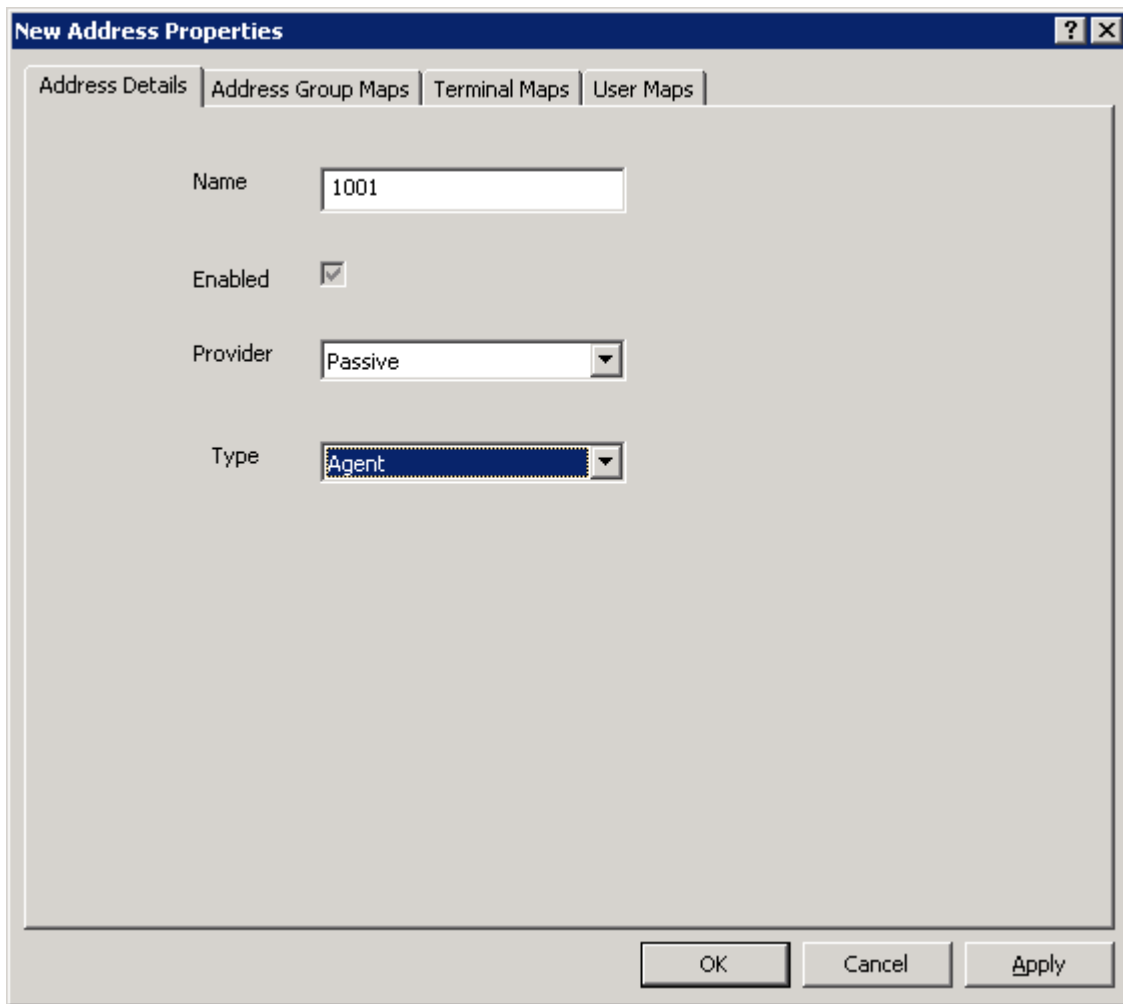


Figure 13: New Address in the CCT Console

In **Address Details** tab, enter the Position ID **1001** of agent phone as configured in **Section 5** 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 a blue title bar and standard window controls. It features four tabs: 'Address Details', 'Address Group Maps', 'Terminal Maps', and 'User Maps'. The 'Address Details' tab is active. Inside the tab, there are four fields: 'Name' with a text input containing '1001', 'Enabled' with a checked checkbox, 'Provider' with a dropdown menu showing 'Passive', and 'Type' with a dropdown menu showing 'Agent'. At the bottom right, there are three buttons: 'OK', 'Cancel', and 'Apply'.

Figure 14: New Address Properties

In the **Terminal Maps** tab, map the newly created Position ID 1001 address to the terminal **Line 96.0.2.1** created in **Section 6.2**. Select the terminal **Line 96.0.2.1** in **Available Terminals** box and click on “**Add>>**” to complete the mapping as shown in **Figures 15** and **16**. Click **Apply** to save the changes and **OK** to close window.

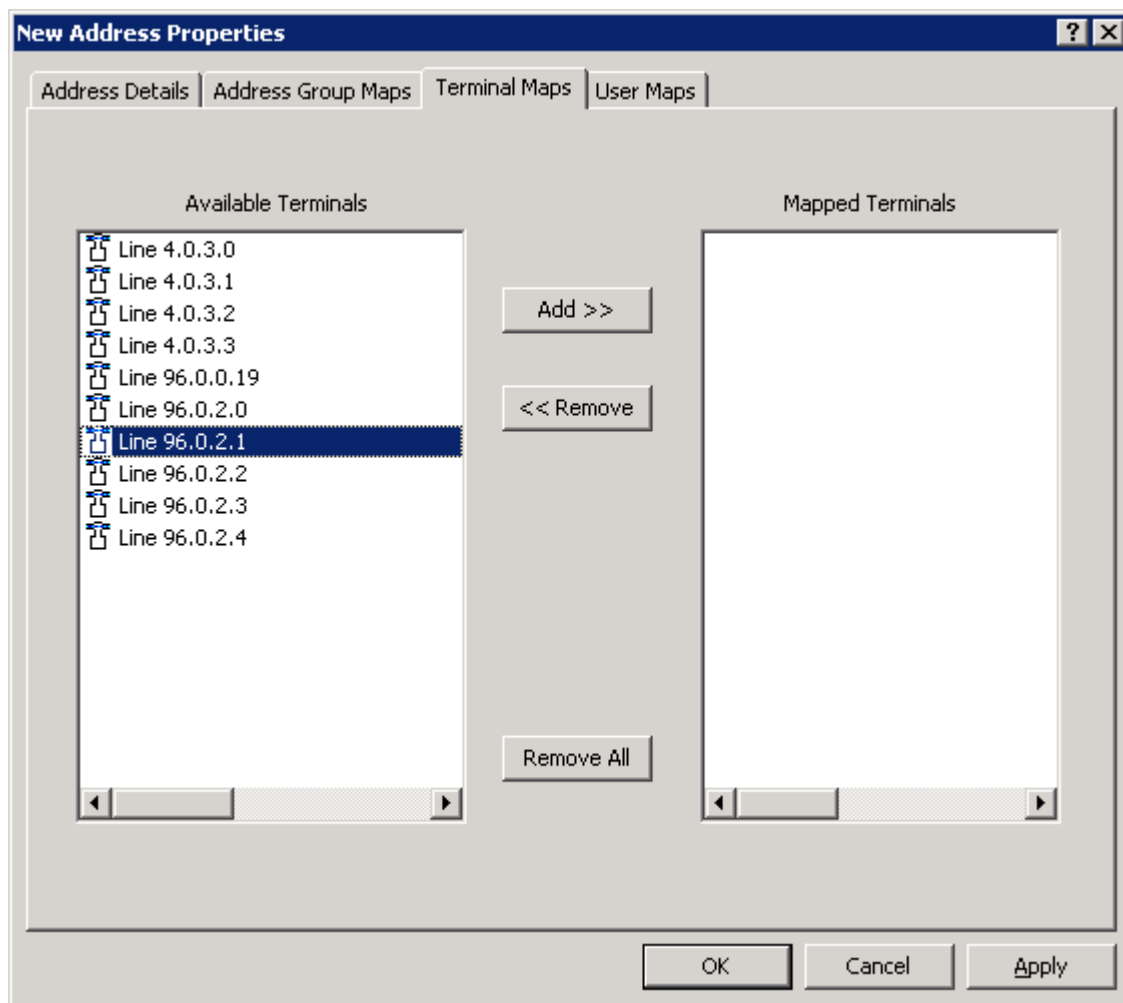


Figure 15: New Address Properties (cont)

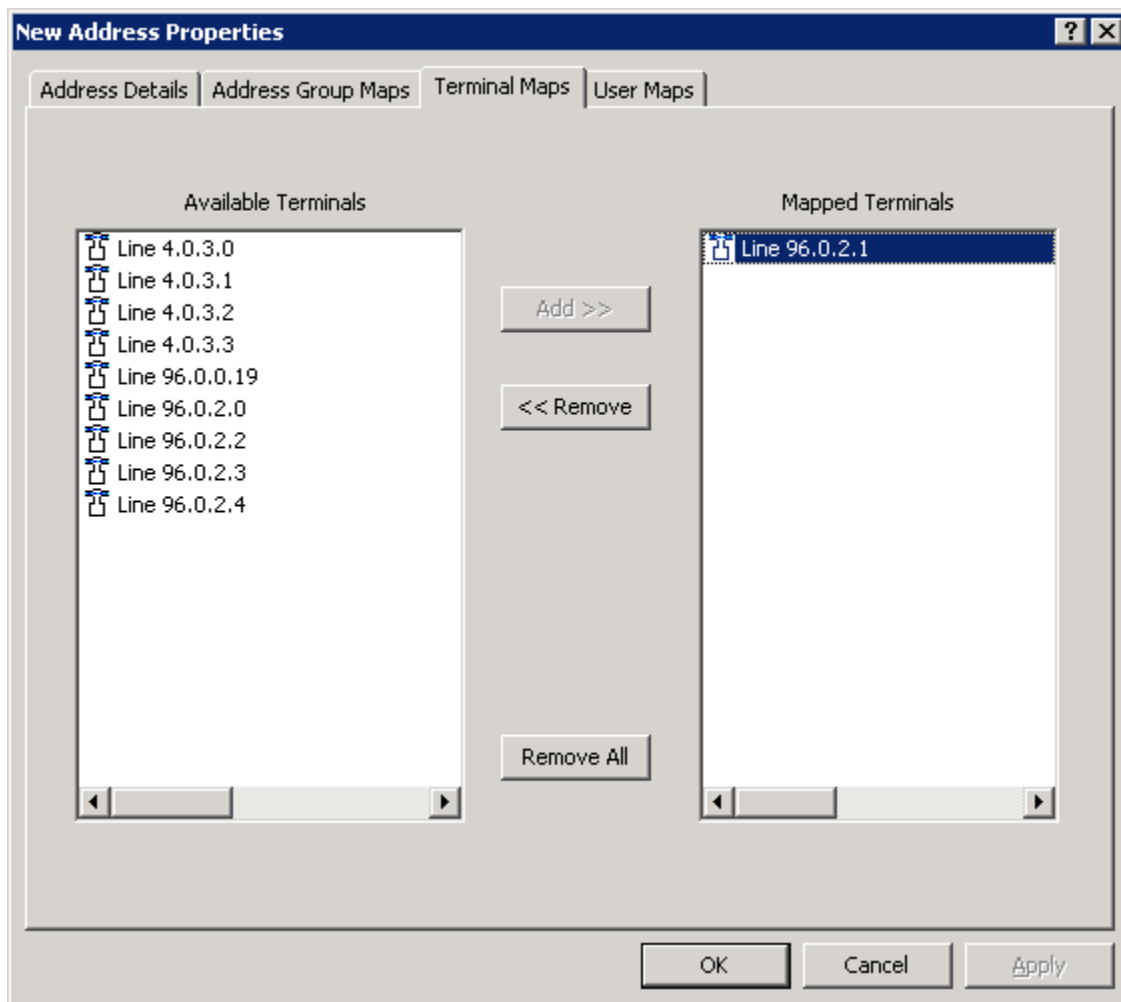


Figure 16: New Address Properties (cont)

To configure an address for Personal DN (Key 03), right-click mouse on the **Addresses** on the CCT Console and navigate to **New > New Address**. In **Address Details** tab, enter the Personal DN **54401** in the **Name** field as configured for the agent phone in **Section 5**. All other fields can be left as default.

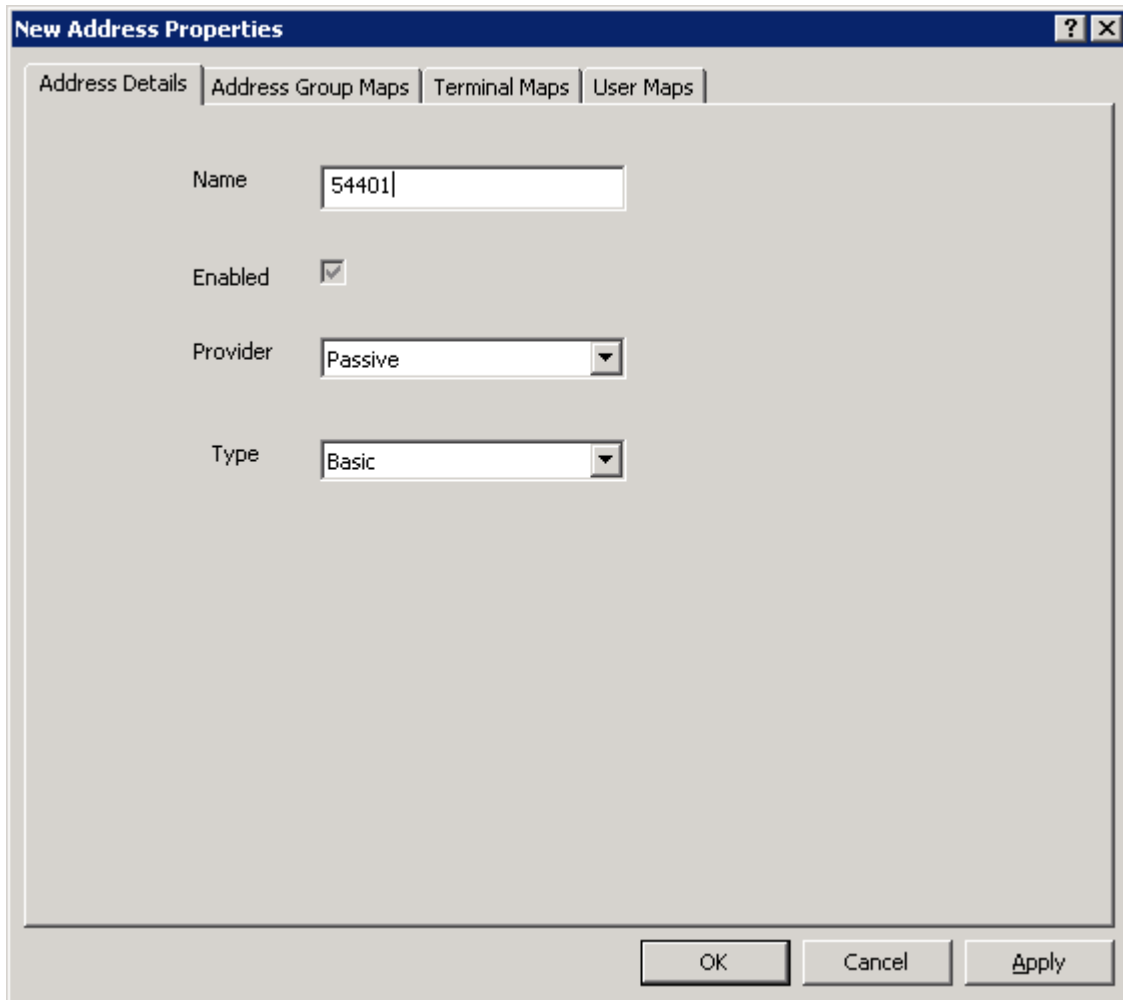
The image shows a 'New Address Properties' dialog box with a blue title bar and standard window controls. It has four tabs: 'Address Details' (selected), 'Address Group Maps', 'Terminal Maps', and 'User Maps'. The 'Address Details' tab contains four fields: 'Name' with the value '54401', 'Enabled' with a checked checkbox, 'Provider' with a dropdown menu showing 'Passive', and 'Type' with a dropdown menu showing 'Basic'. At the bottom right are three buttons: 'OK', 'Cancel', and 'Apply'.

Figure 17: New Address Properties Window for Personal DN 54401

In the **Terminal Maps** tab, map the newly created address to the terminal **Line 96.0.2.1** created in **Section 6.2**. Select the terminal **Line 96.0.2.1** in **Available Terminals** box and click on “**Add>>**” button to complete the mapping as shown in **Figures 18** and **19**. Click **Apply** to apply the changes and **OK** to close window.

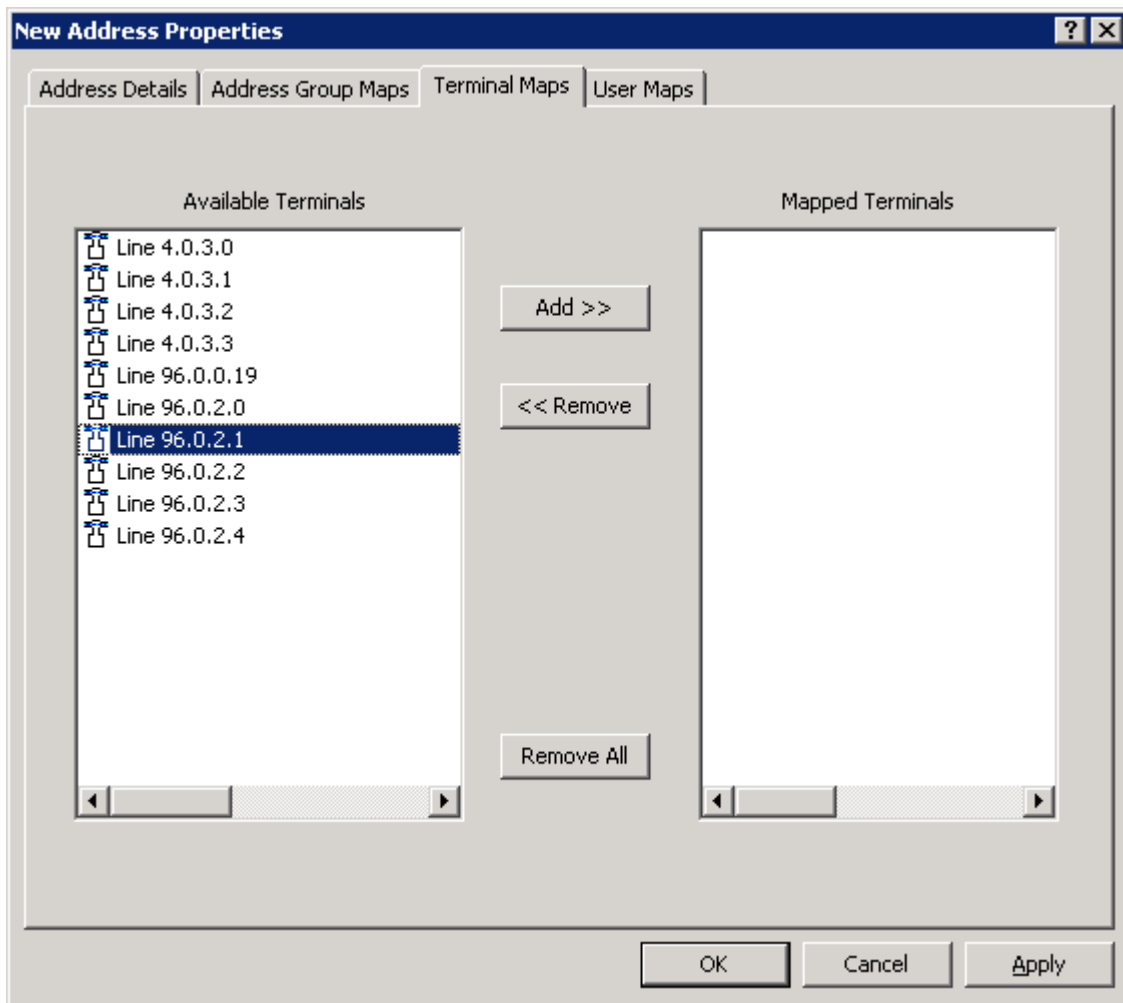


Figure 18: New Address Properties Window for Personal DN 54401

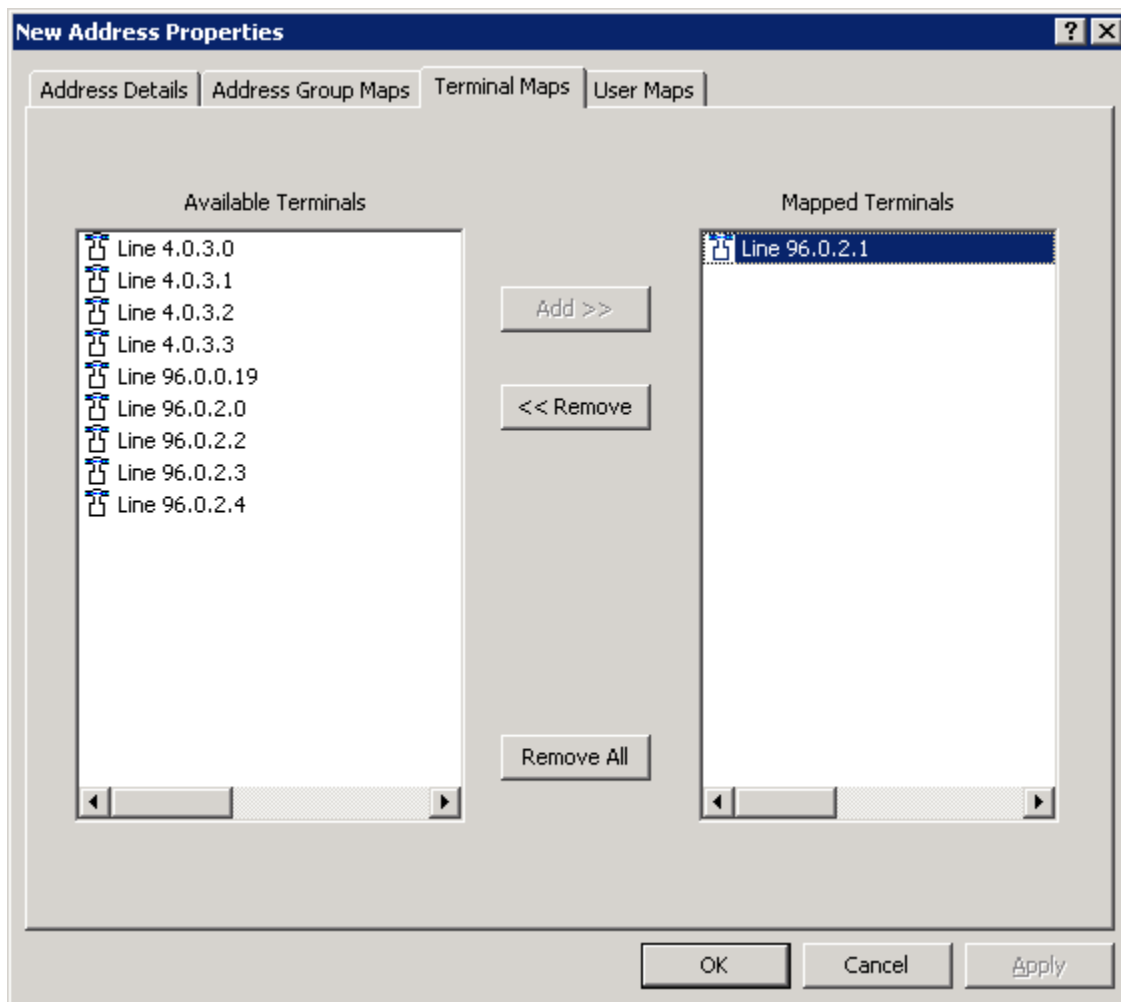


Figure 19: New Address Properties Window for Personal DN 54401

Repeat the same procedure above to add Position ID and personal DN addresses for remaining 24 Terminal Lines as shown in the table in Section 3.

Note: Similarly to terminal lines, addresses of agent phone or monitored phone sets can be imported from the CS 1000 system to the CCT by using the **Import Addresses & Terminals** of **Import/Export Tools** in the CCT Console.

6.4. Import Window Users from CCT Domain

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. CCT services should be stopped before importing new users:

1. Log into the Communication Control Toolkit server.
2. Navigate to **Administrator 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.

To import window users, click on the **Import/Export Tools** in the left-hand side panel of the CCT Console. The list of **Importing Tools** window appears in the right-hand side of CCT Console window as shown in **Figure 20**.

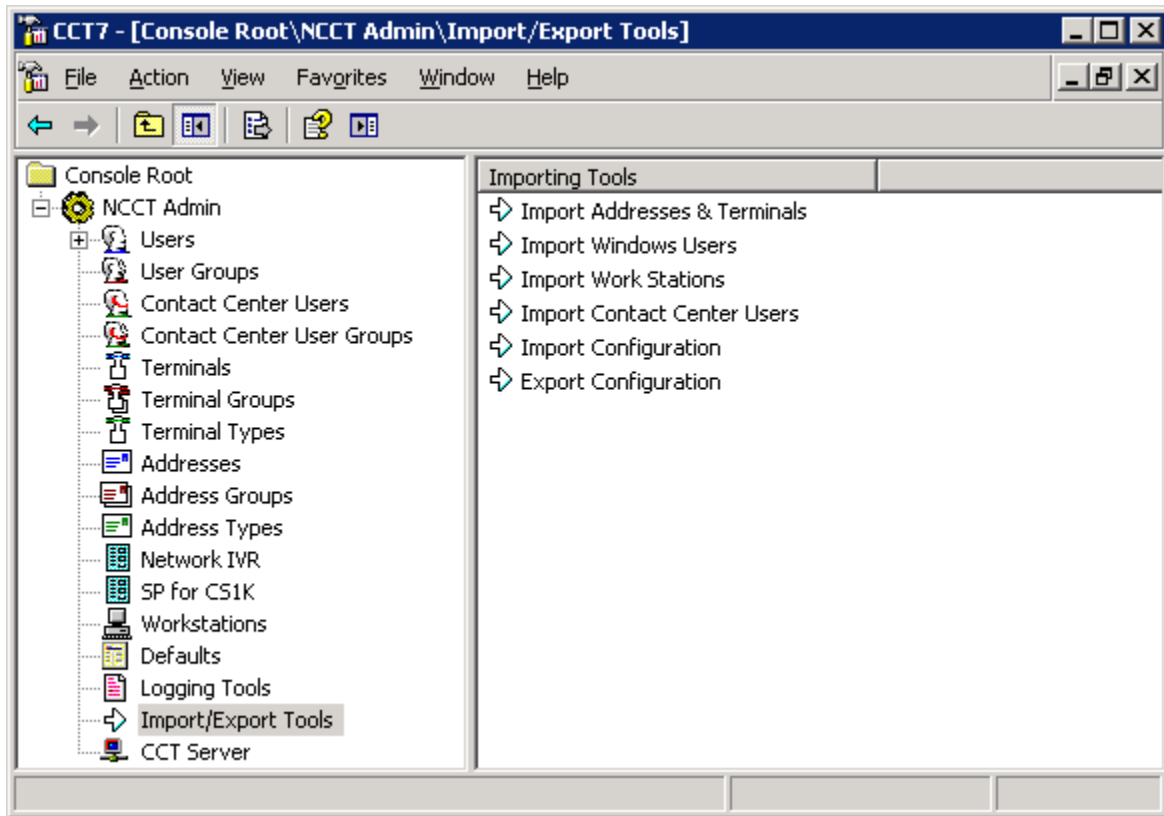


Figure 20: Import/Export Tools

Double-click on **Import Windows Users**, the **Import Windows Users properties** appears as shown in **Figure 21** below.

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 **Object Name** becomes unavailable if the **Object Name** box specified as “Find All Users”).

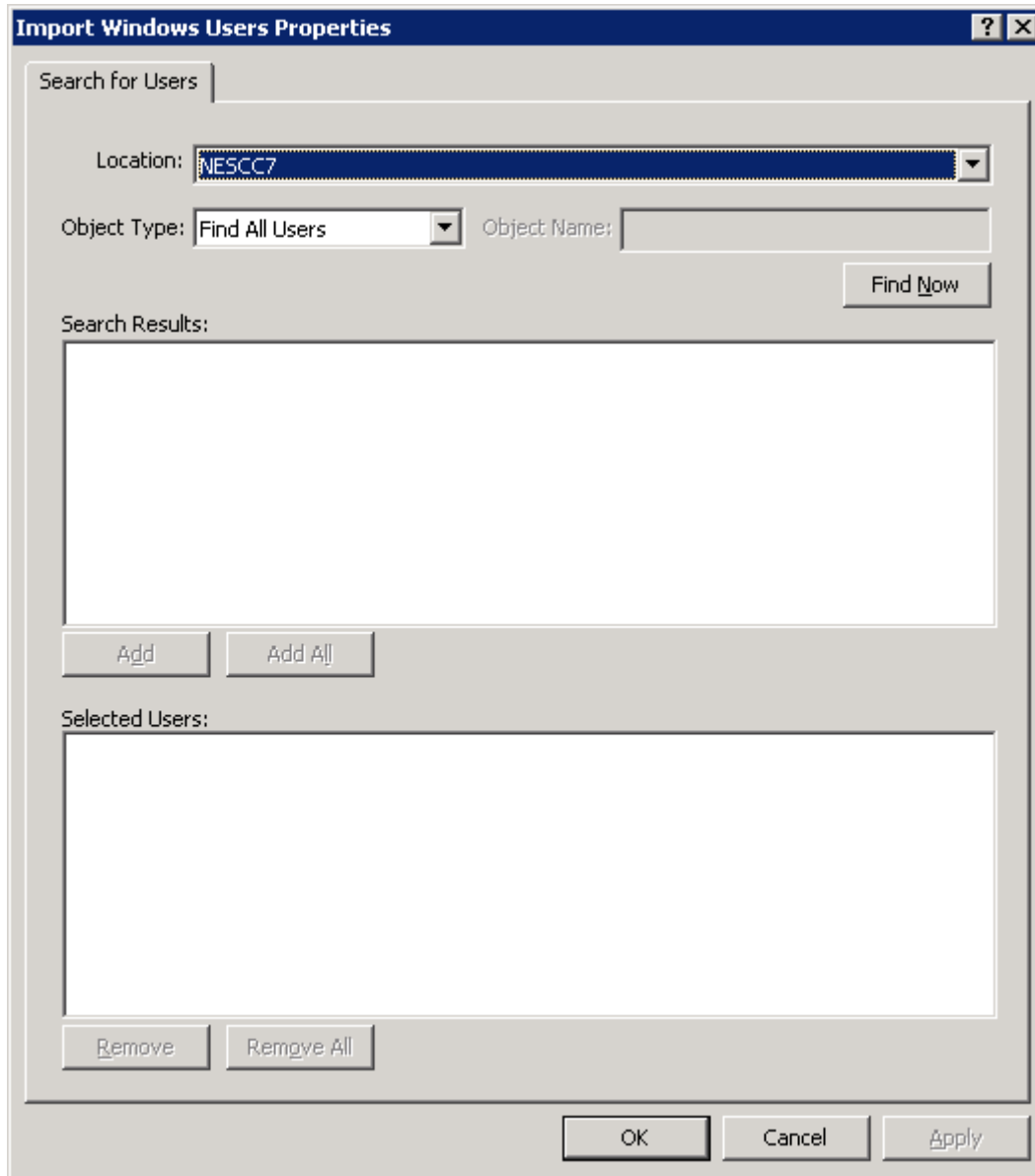


Figure 21: Import Windows Users Properties Window

Click the **Find Now** button to start searching Windows Users. The list of Windows users appear in **Search Results** section of **Import Windows User properties** window as shown in the **Figure 22**.

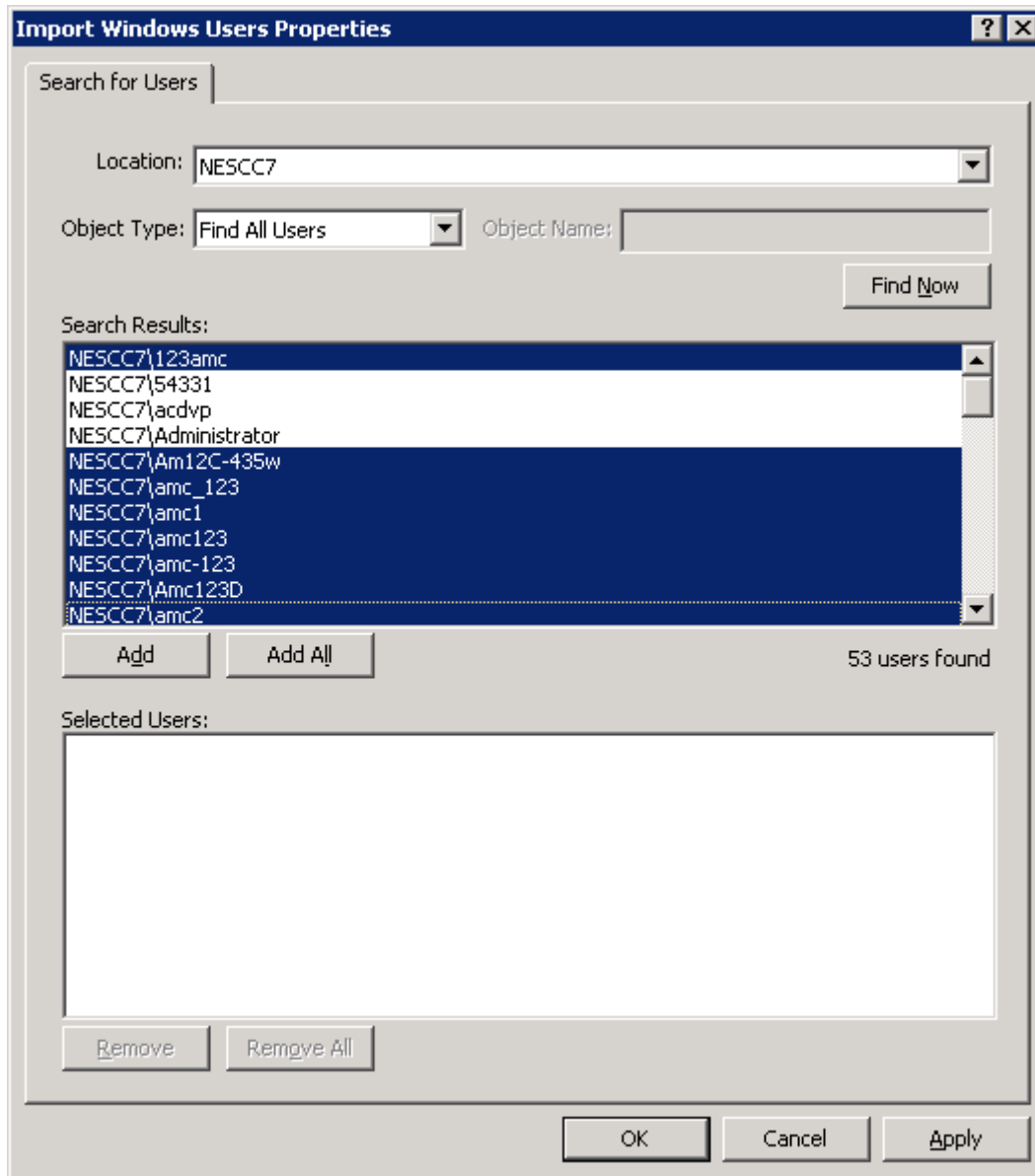


Figure 22: Import Windows Users Properties Window (cont)

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, 25 users were imported as shown in **Figure 23**.

Click the **Add** button to add these users into **Selected Users** box, and click **Apply** button to apply the changes and click **OK** button to close the window.

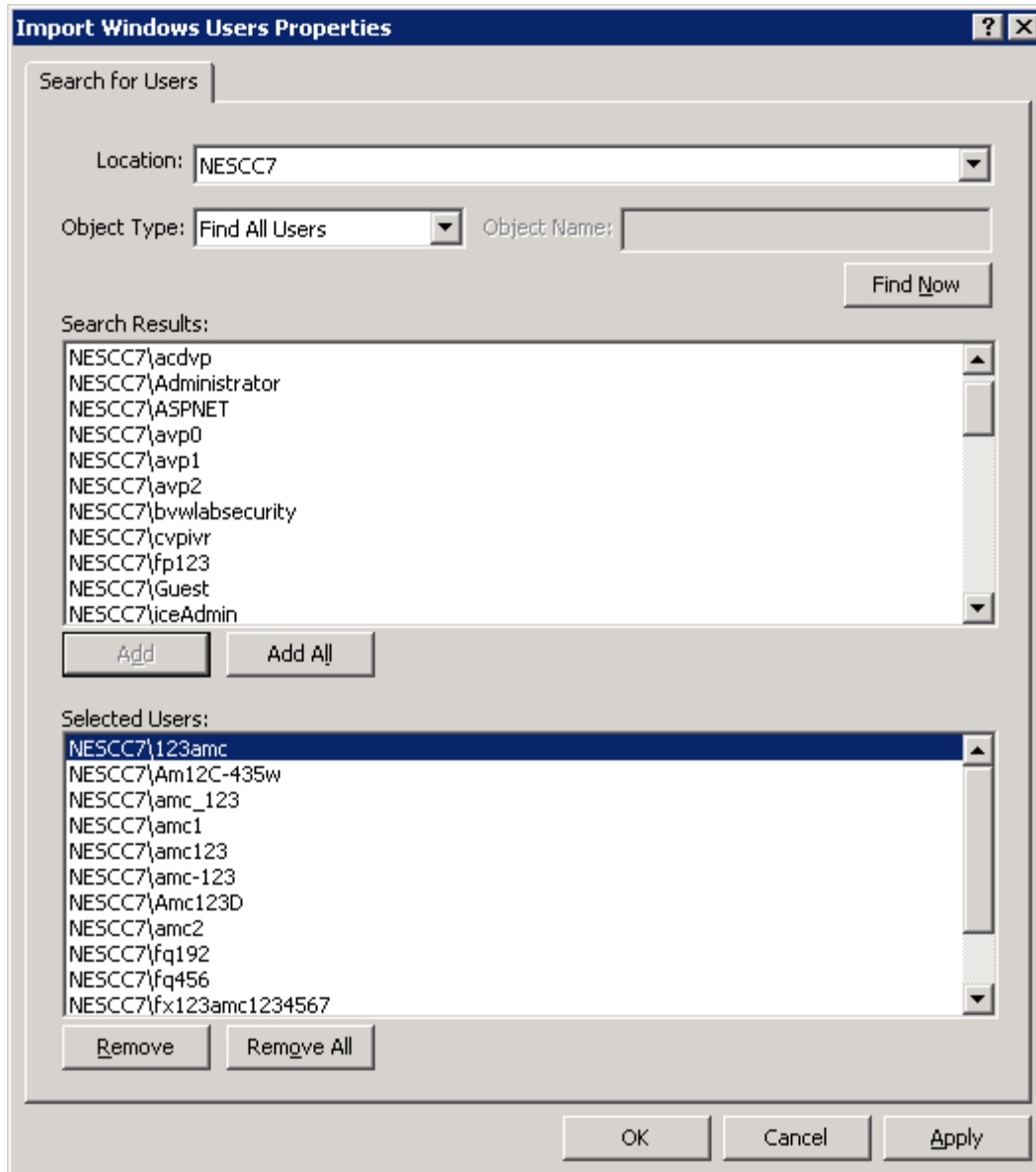


Figure 23: Import Windows Users Properties Window

Go back to the **Administrator > Services** to start the **NCCT SMON** service to start all of the Communication Control Toolkit services

6.5. Configure Workstation and Map to Terminal

To configure workstation, from the left panel of CCT Console, right-click mouse on the **Workstation** and select **New Workstation** as shown in **Figure 24** below.

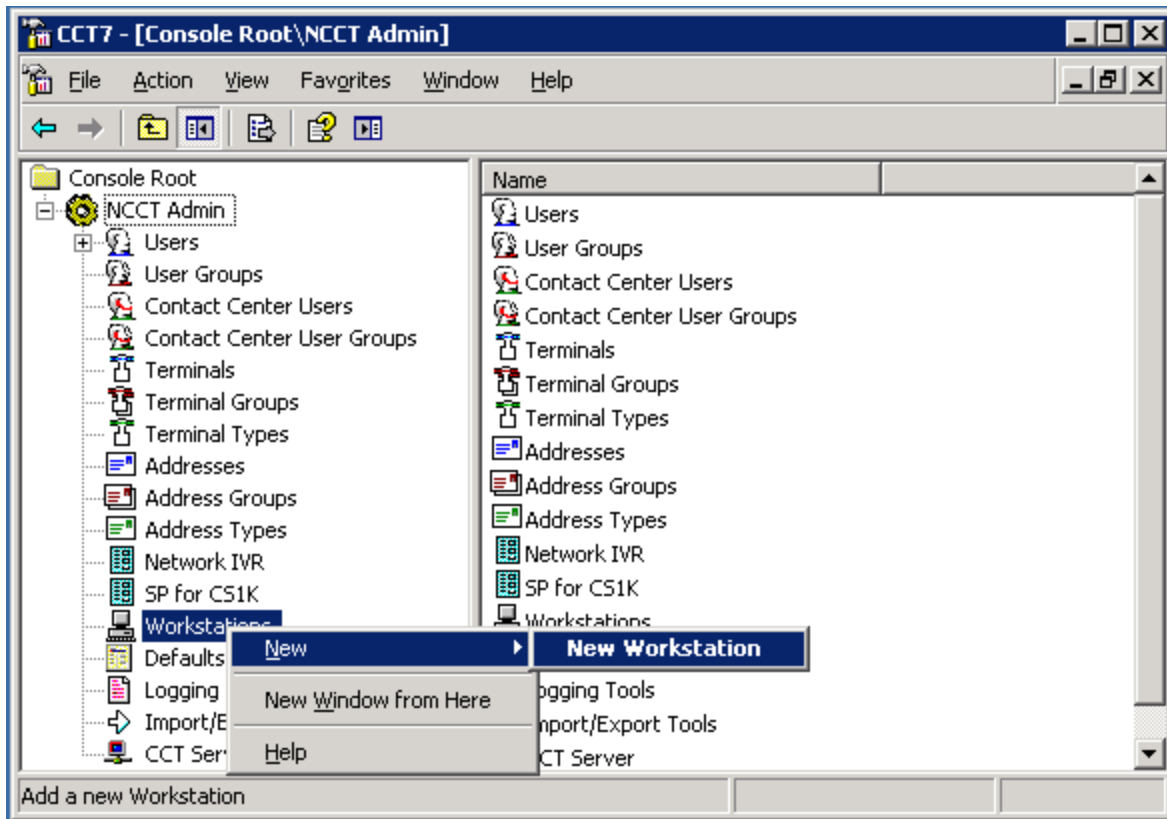


Figure 24: Workstation of CCT Console

The **New Workstation Properties** window appears enter a name “**amcxpvmosp1**” in **Workstation Name** box as shown in **Figure 25**. Click **Apply** button to apply the change and click **OK** button to close the **New Workstation Properties** window.

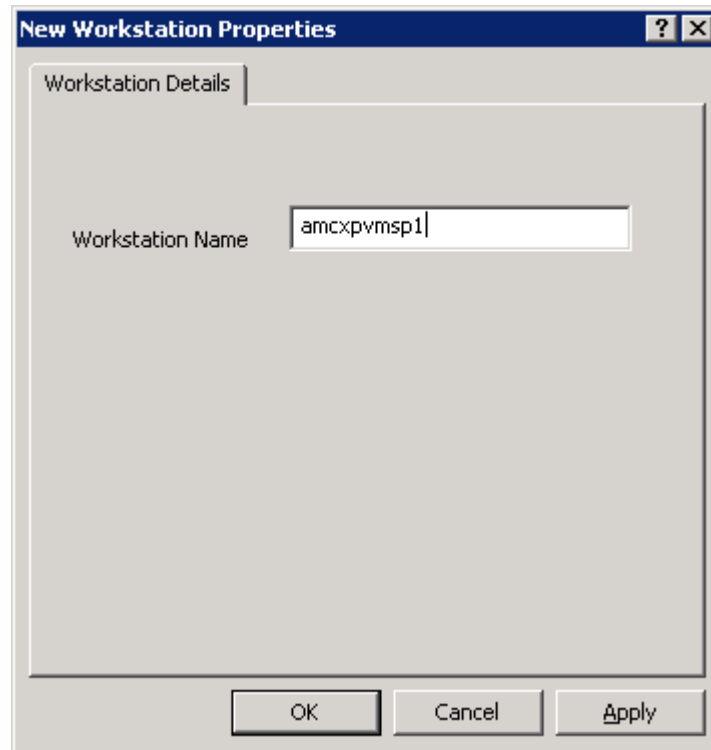


Figure 25: New Workstation Properties window

To map the workstation has been created above to the terminal **Line 96.0.2.0**, in the left panel of CCT Console select the **Terminals**, and right-click on the **Line 96.0.2.0** and select **Properties** as shown in **Figure 26**.

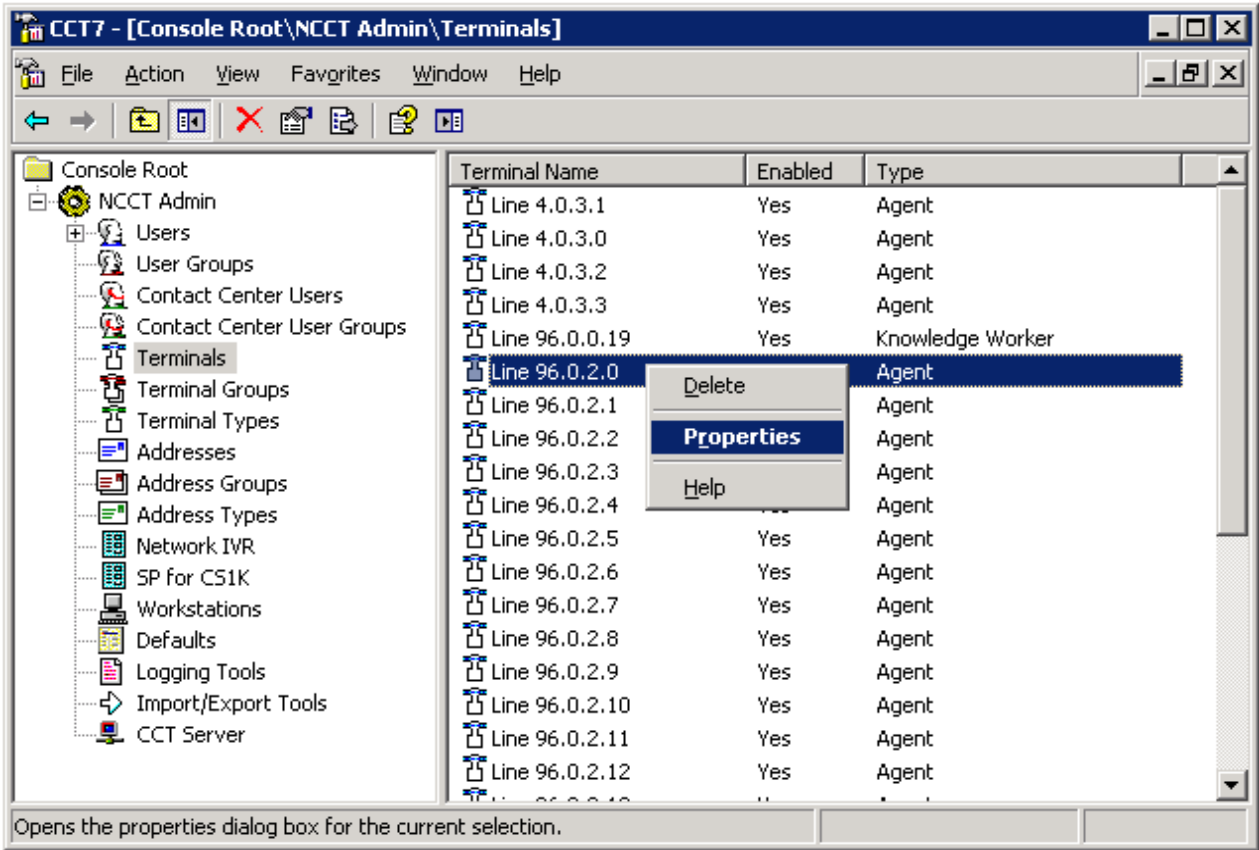


Figure 26: Terminals window of CCT Console

Figure 27 below shows the **Line 96.0.2.0 Properties** window with **Workstation Maps** tab selected.

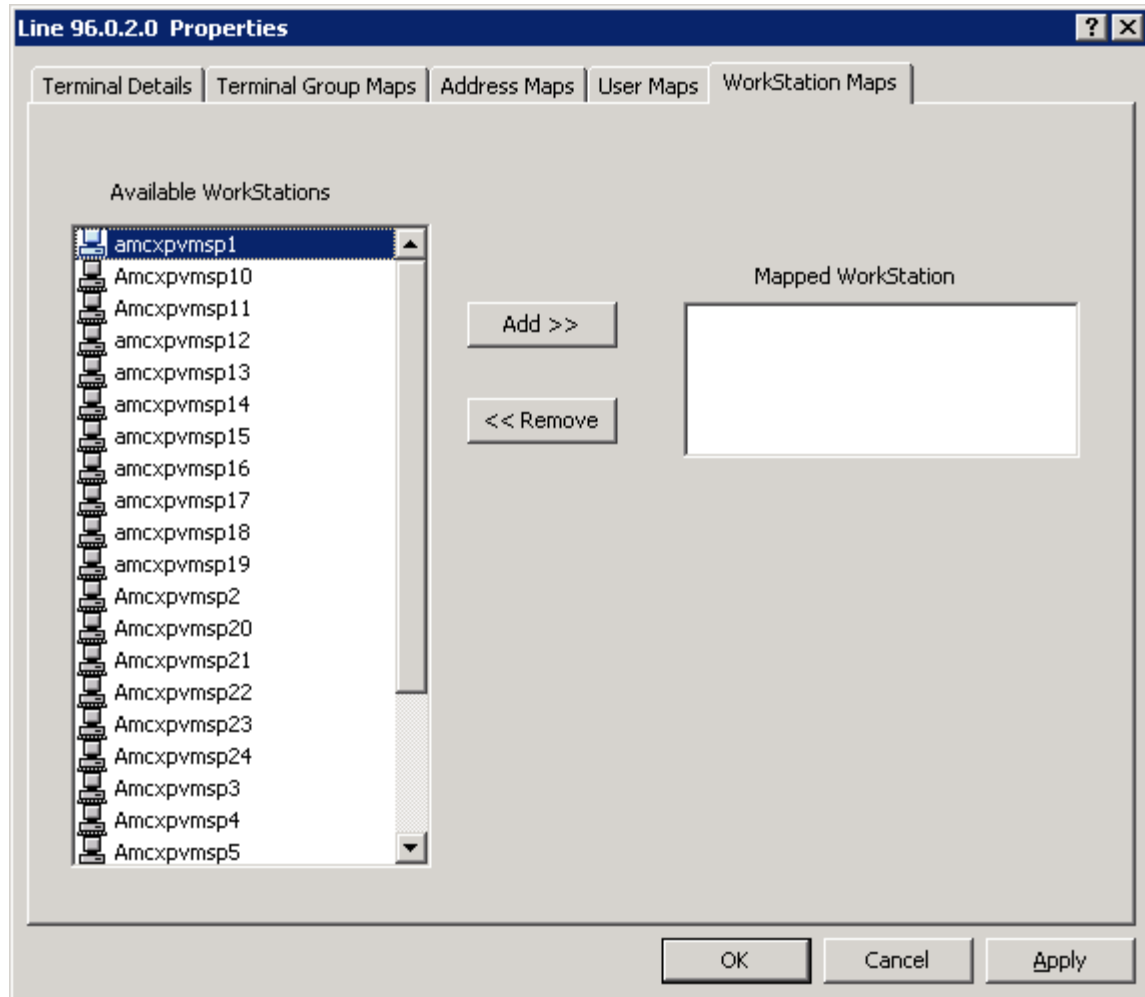


Figure 27: Line 96.0.2.0 Properties Window

Select the workstation name **amcxpvmsp1** from **Available Workstations** box and click “**Add >>**” button to add the workstation to **Mapped Workstation** as shown in **Figure 30** below.

Click **Apply** button to save configuration and click **OK** button to close the **Line 96.0.2.0 Properties** window.

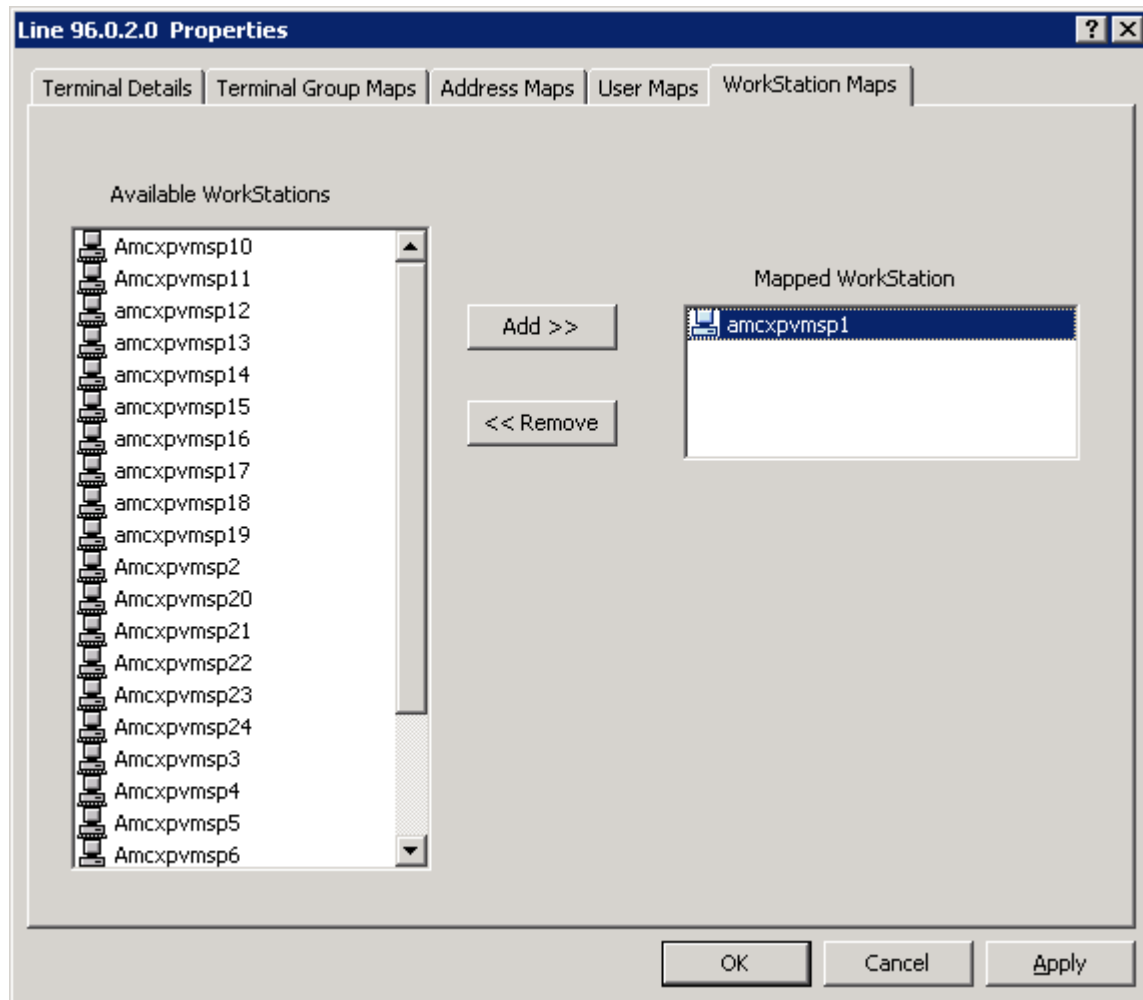


Figure 28: Line 96.0.2.0 Properties Window (cont)

Repeat the same procedure above to create 24 workstation names and map it respectively to the Terminal Lines as shown in the table in **Section 3**.

6.6. Configure Hotdesking Terminal Group

To configure a terminal group, in left-hand side panel of CCT Console window, right-click on **Terminal Groups** as shown in **Figure 29**.

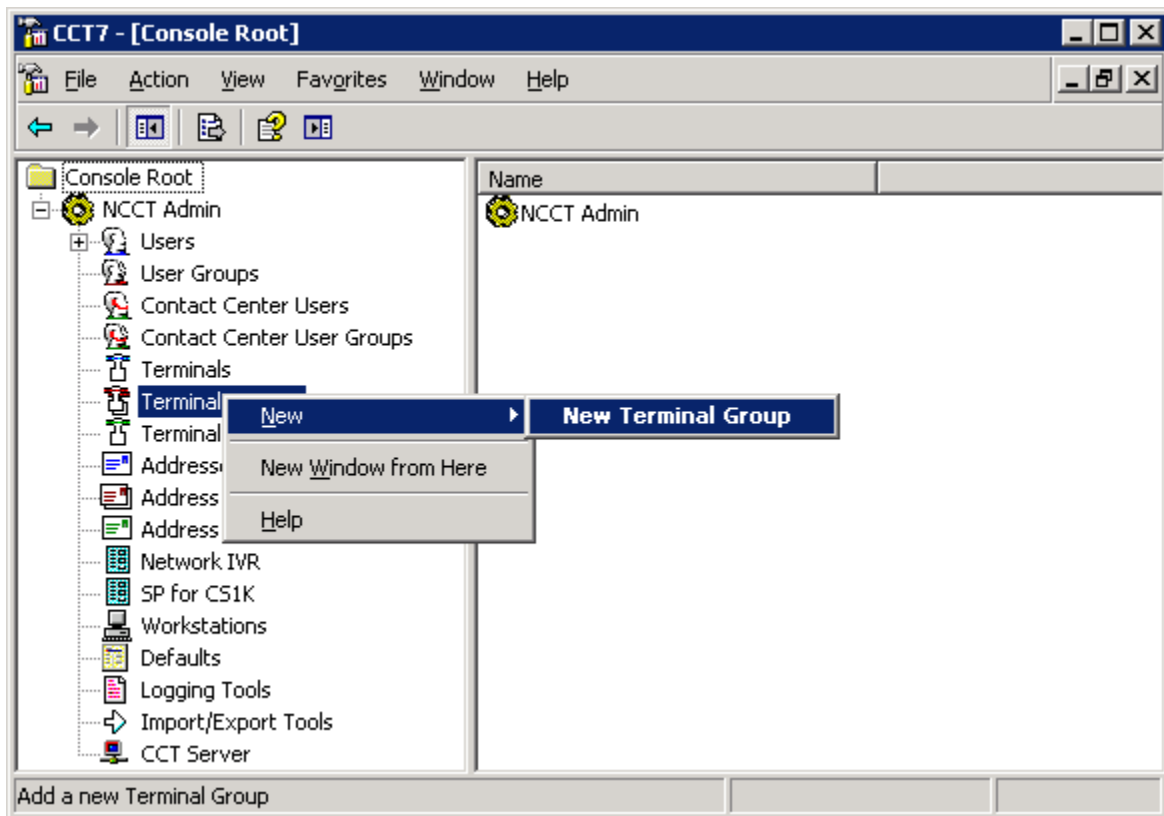


Figure 29: Terminal Group of CCT Console

In the **New Terminal Group Properties** window shown in **Figure 30**, enter name “**Hotdesking Terminal Group**” in the **Terminal Group Name** box.

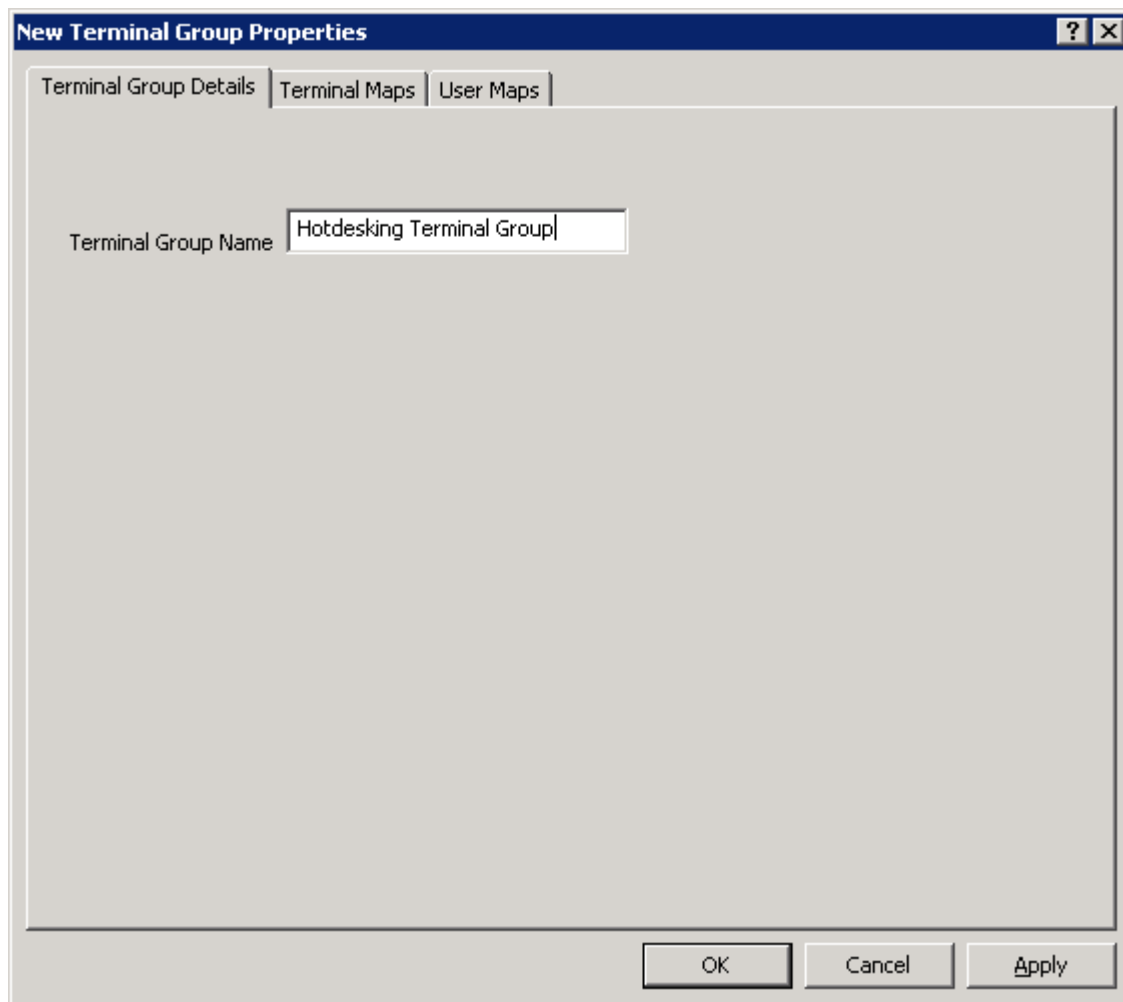


Figure 30: New Terminal Group Properties Window

In the **New Terminal Group Properties** window, select the **Terminal Maps** tab select terminal lines from **96.0.2.0** to **96.0.2.24** in the **Available Terminals** box and click on “**Add >>**” button to add them to **Map Terminals** box as shown in **Figures 31** and **32**.

Click **Apply** button to apply the changes and click **OK** to close the **New Terminal Group Properties** window.

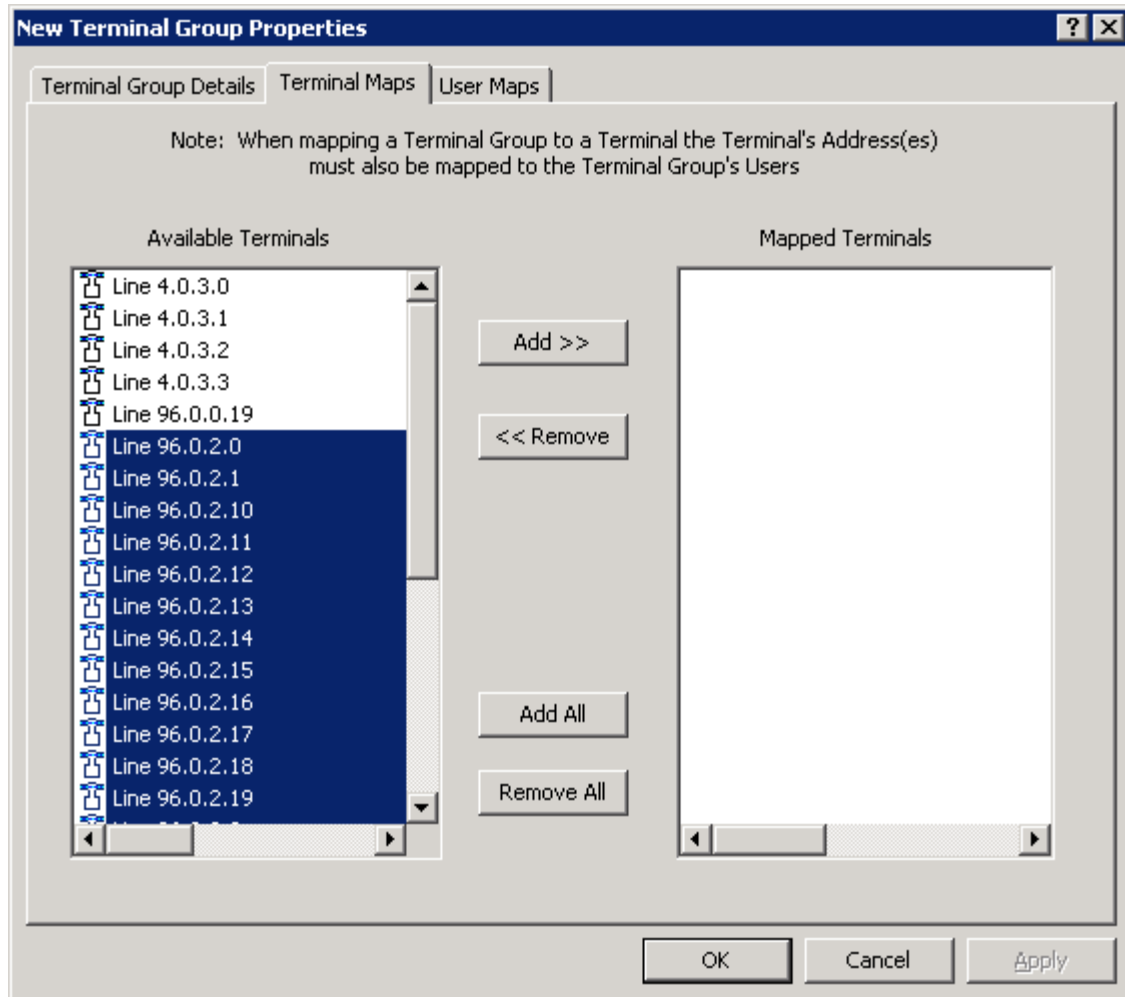


Figure 31: New Terminal Group Properties Window (cont)

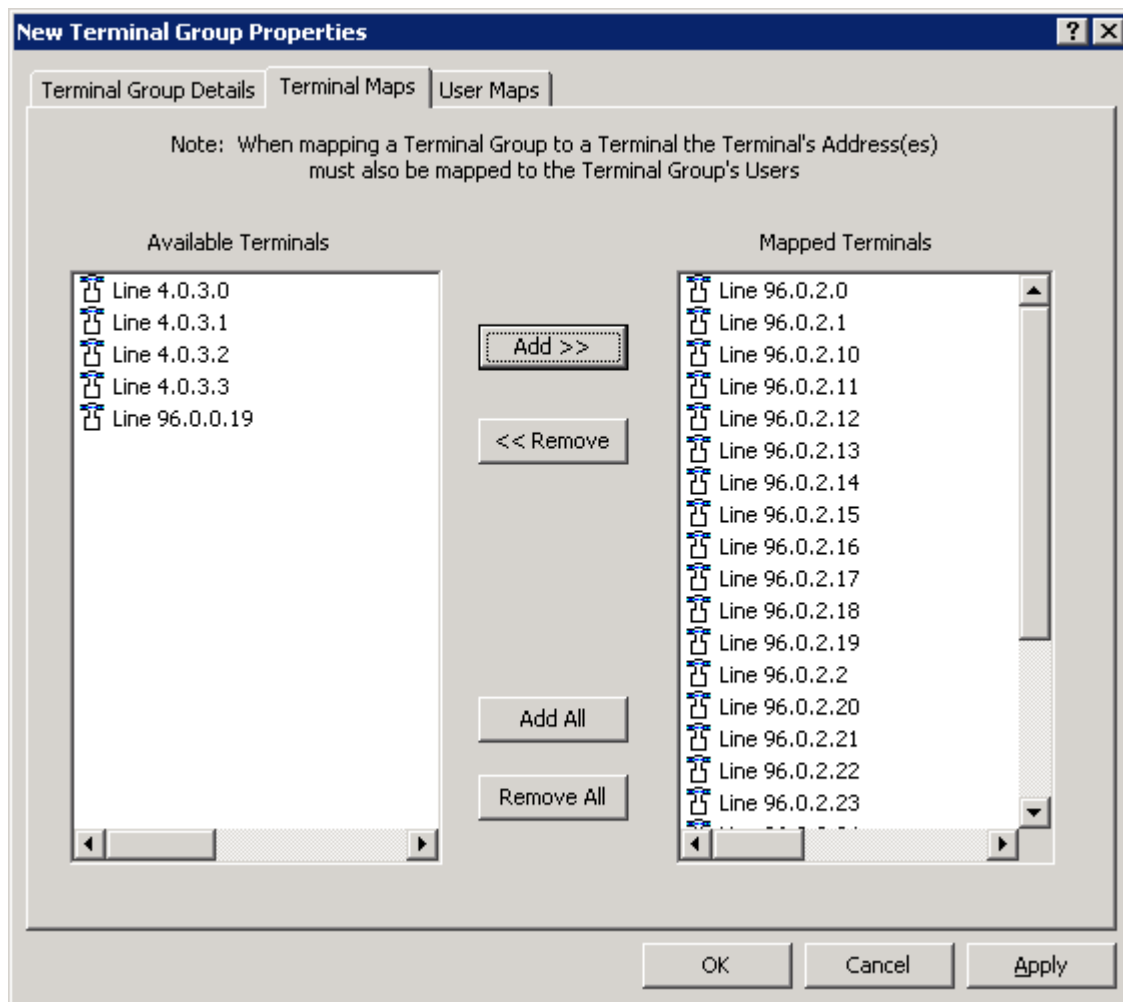


Figure 32: New Terminal Group Properties Window (cont)

Figure 33 below shows the “Hotdesking Terminal Group” terminal group has been created.

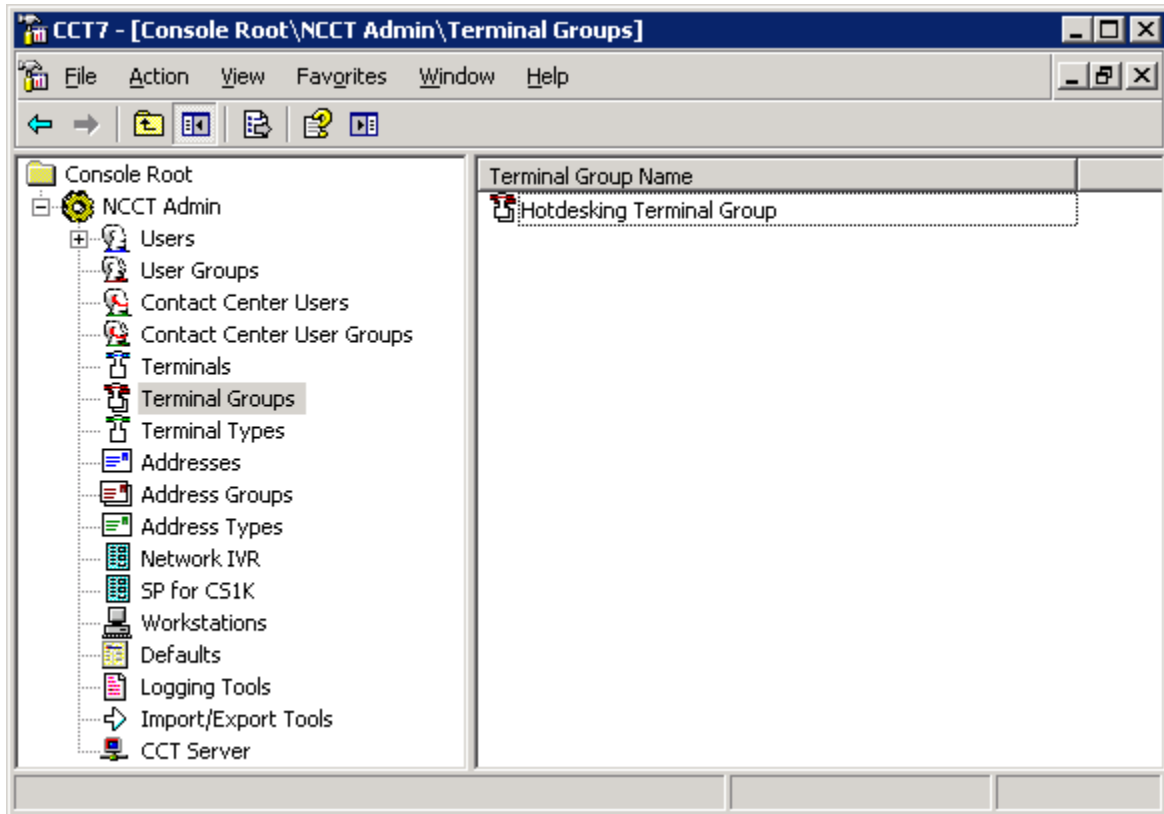


Figure 33: Terminal Groups window with new group created

6.7. Configure Hotdesking Address Group

Configure an address group, in left-hand side panel of **CCT Console** window, right-click on **Address Groups** as shown in **Figure 34**.

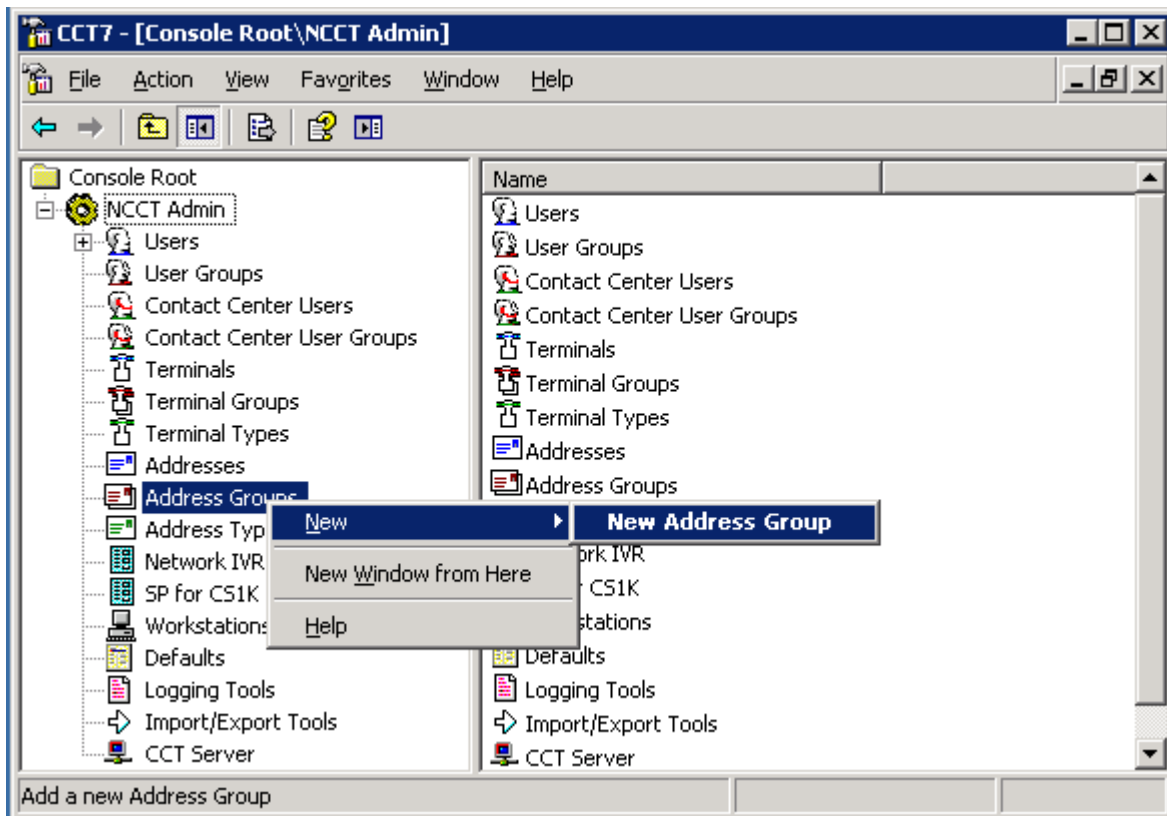


Figure 34: Address Group window of CCT Console Window

The **New Address Group Properties** window appears as shown in **Figure 35**. Enter name “**Hotdesking Address Group**” in the **Address Group Name** box of **Address Group Details** tab.

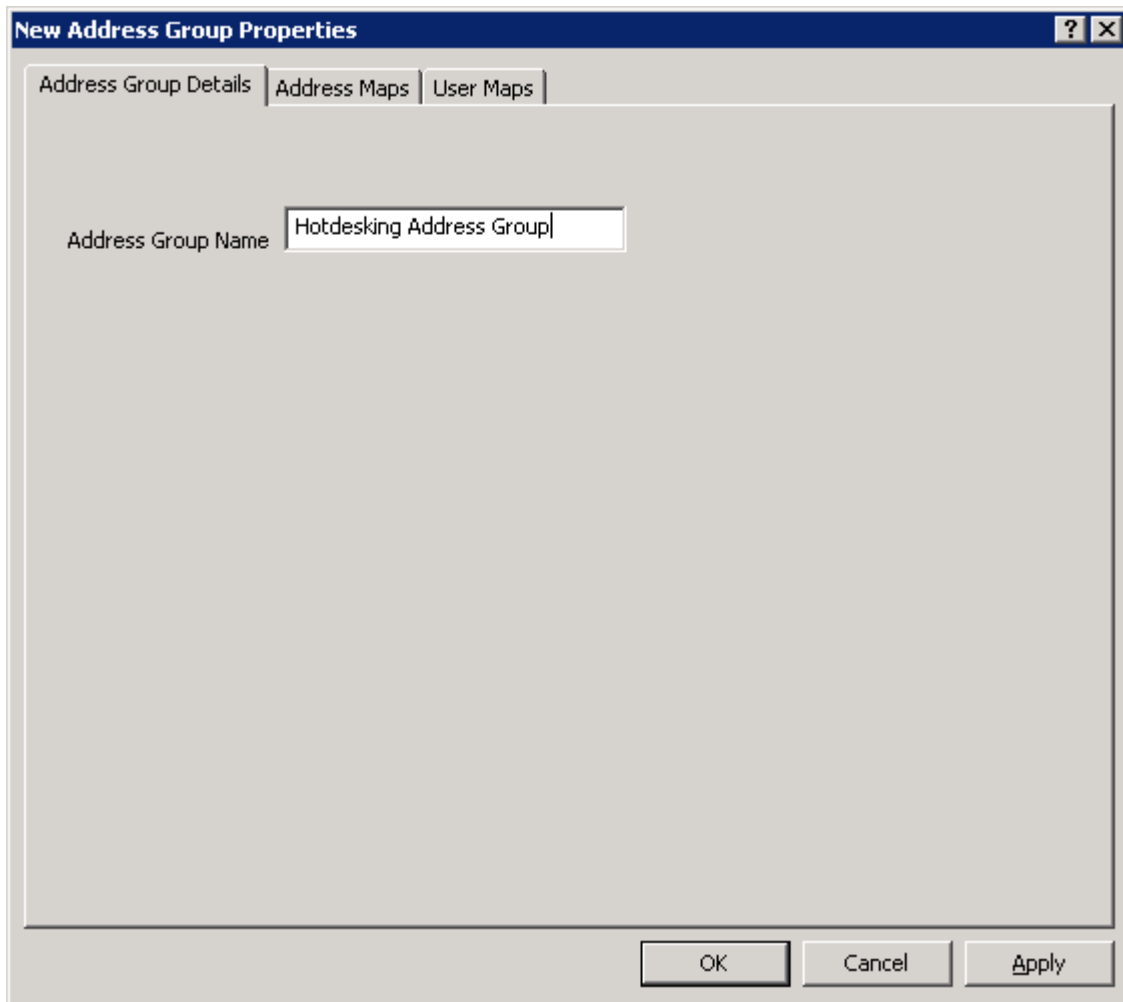


Figure 35: New Address Group Properties window

In the **New Address Group Properties** window,, select the **Address Maps** tab select PosID and extension addresses associated with 25 Terminal Lines from **96.0.2.0** to **96.0.2.24** in the **Available Addresses** box and click on “**Add >>**” button to add them to **Map Addresses** box as shown in **Figures 36 and 37**.

Click **Apply** button to apply the changes and click **OK** to close the **New Address Group Properties** window.

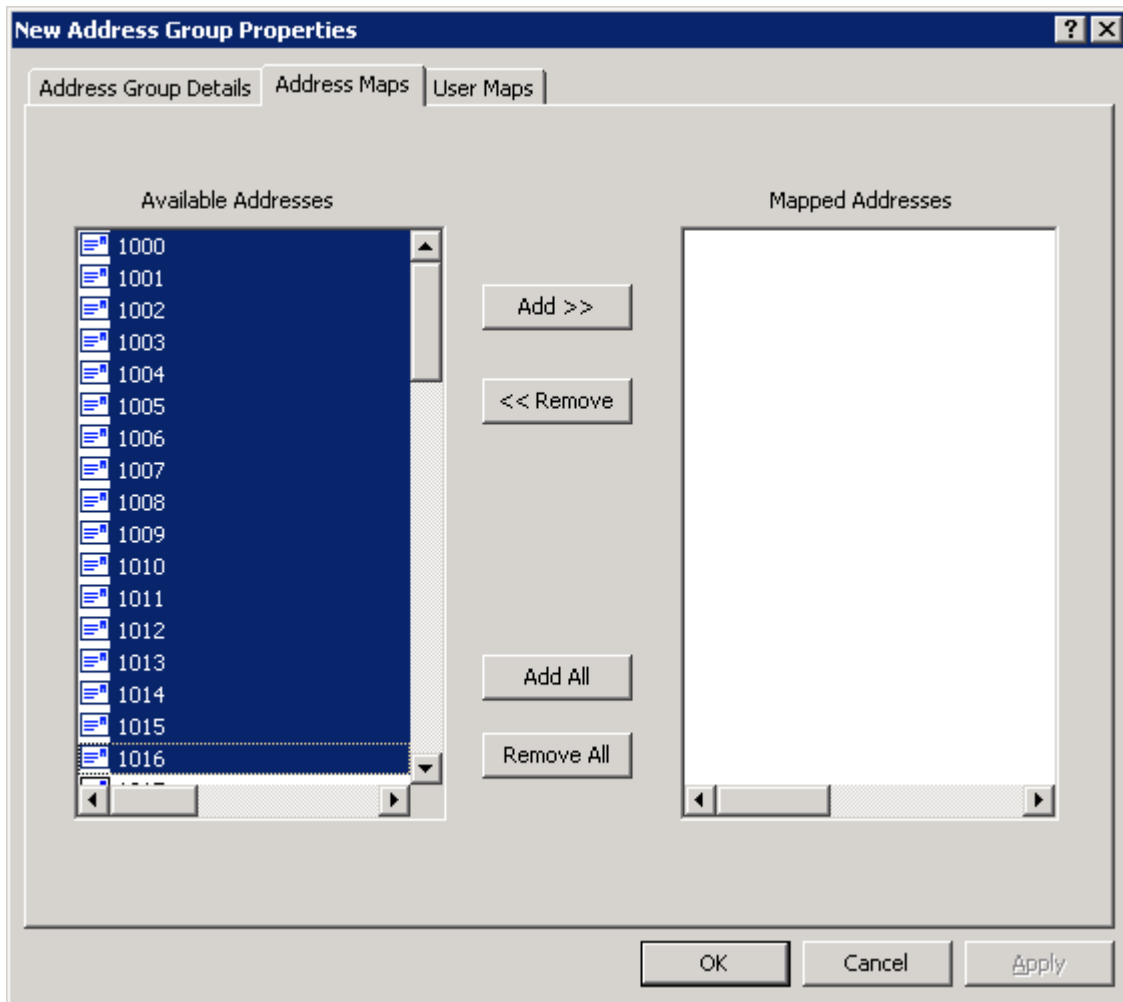


Figure 36: New Address Group Properties Window

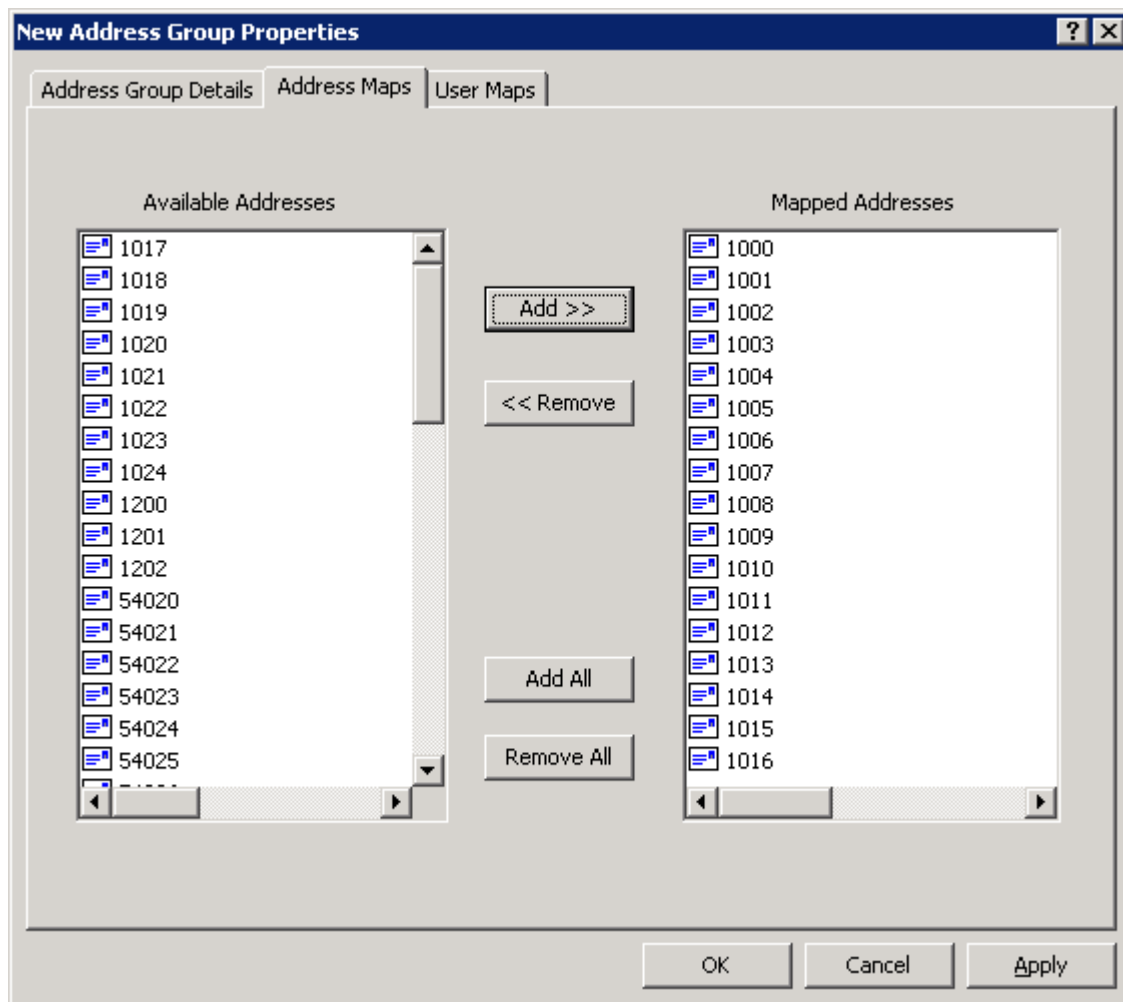


Figure 37: New Address Group Properties Window

Figure 38 shows the “Hotdesking Address Group” address group has been created.

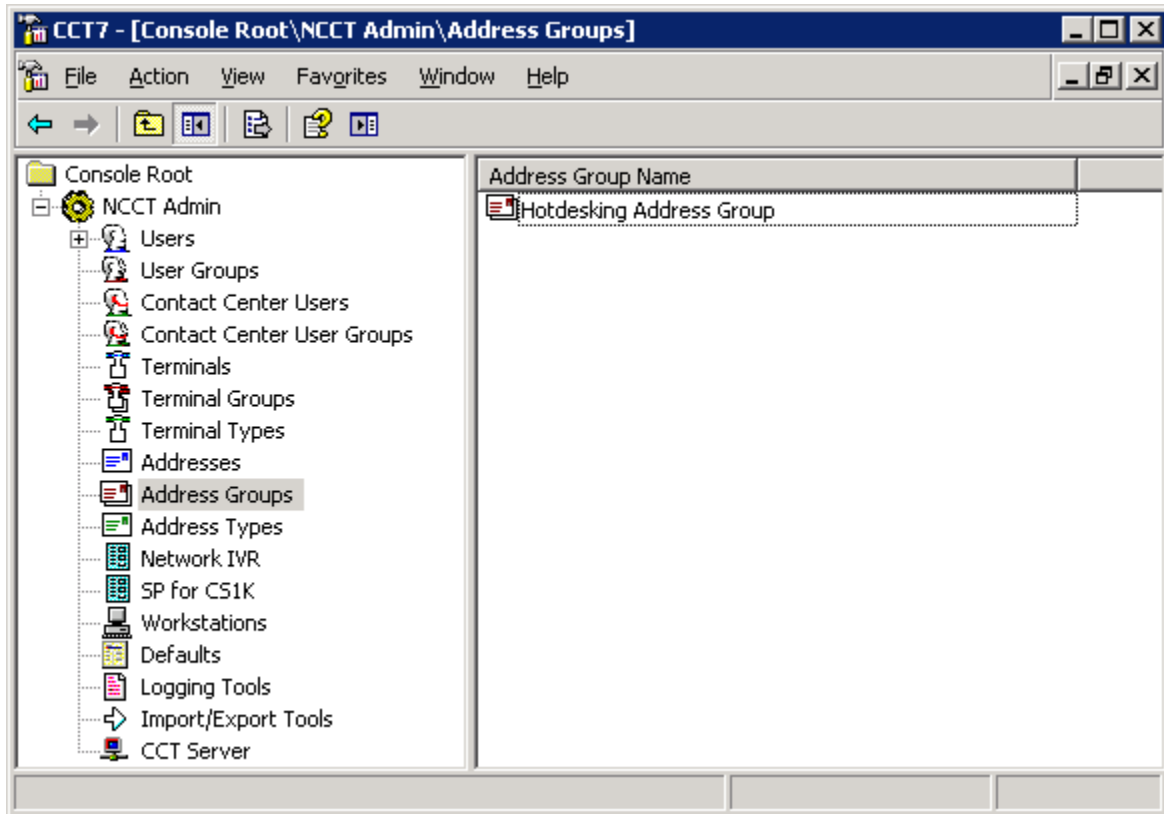


Figure 38: The Hotdesking Address Group Created

6.8. Configure Hotdesking User Group

Configure a user group, in left-hand side panel of **CCT Console** window, right-click on **User Groups** as shown in **Figure 39**.

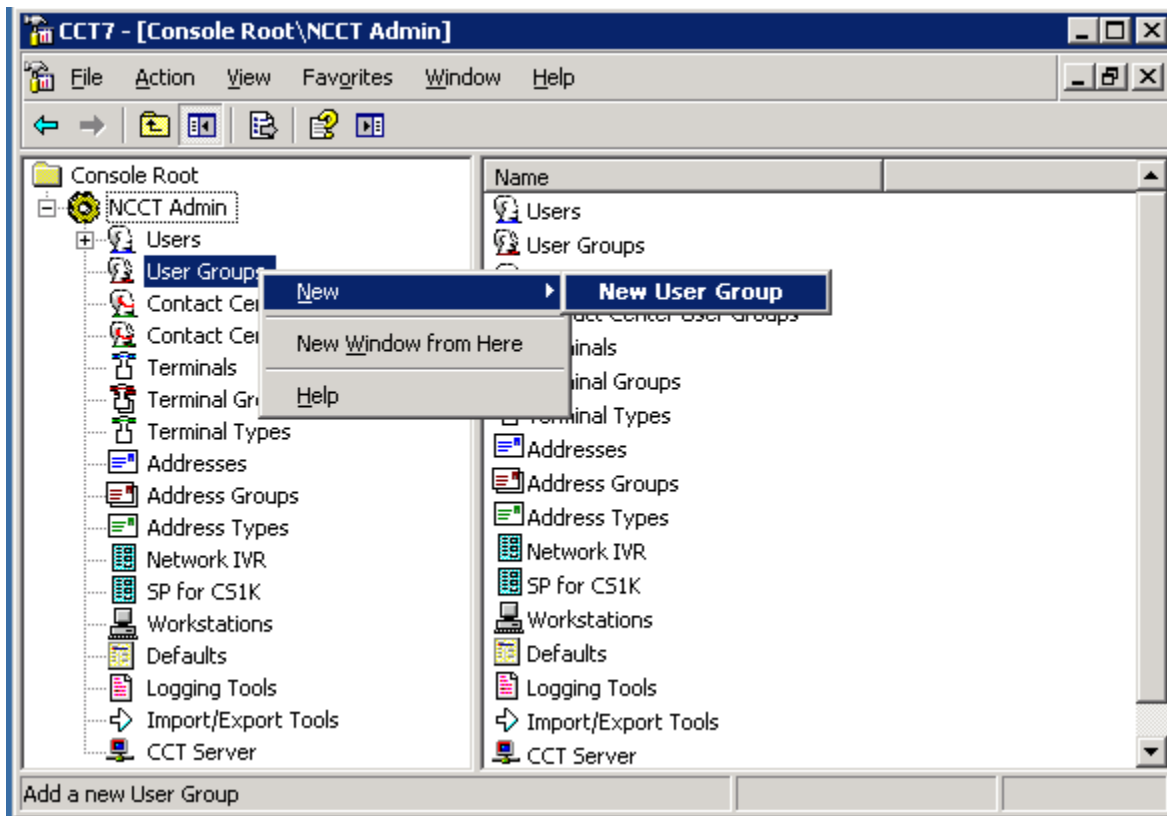


Figure 39: User Groups of CCT Console Window

The **New User Group Properties** window appears as shown in **Figure 40**, enter name “**Hotdesking Address Group**” in the **User Group Name** box of **User Group Details** tab.

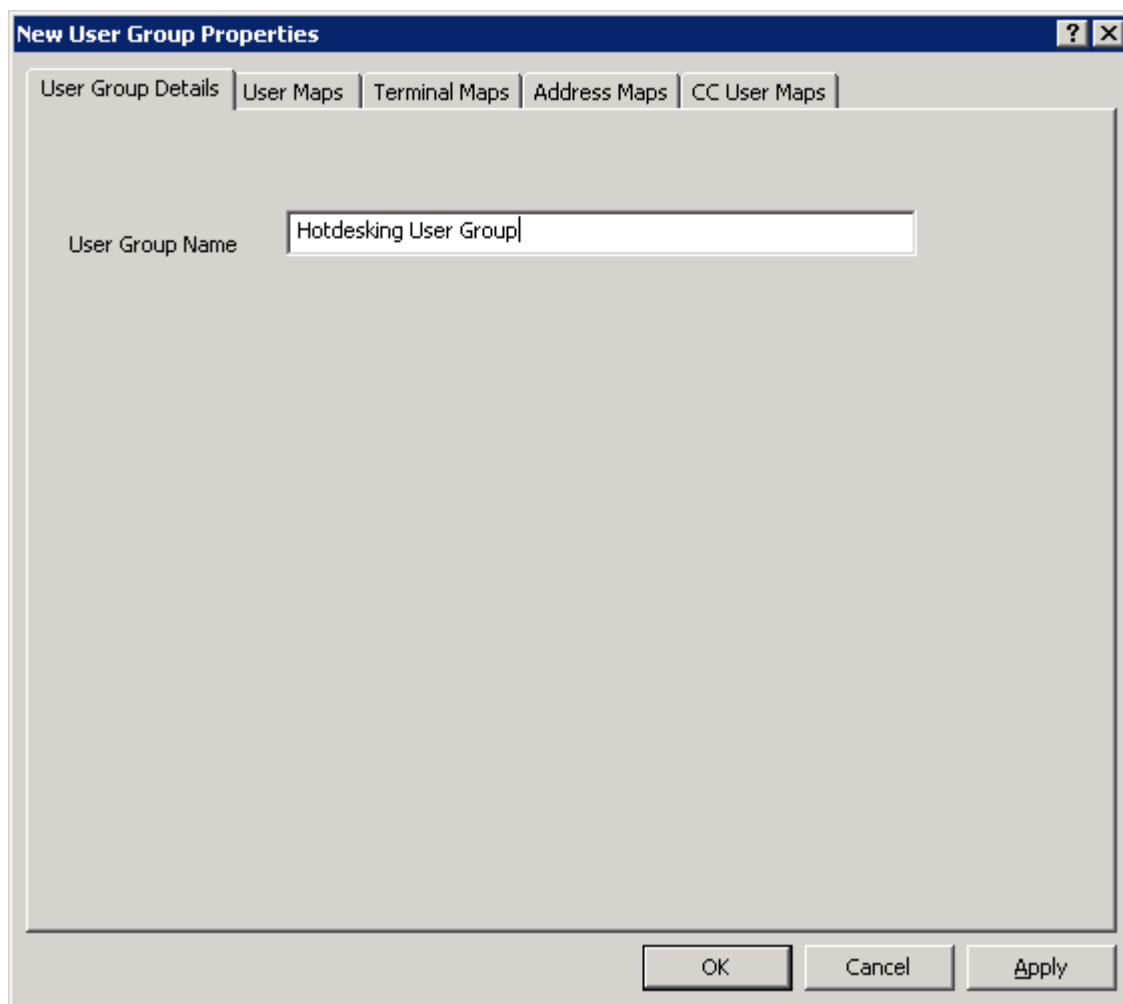


Figure 40: New User Group Properties Window

In the **New User Group Properties** window, select the **User Maps** tab select 25 users in the **Available Users** box and click on “**Add >>**” button to add them to **Map Users** box as shown in **Figures 41** and **42**.

Click **Apply** button to apply the changes and click **OK** to close the **New Terminal Group Properties** window.

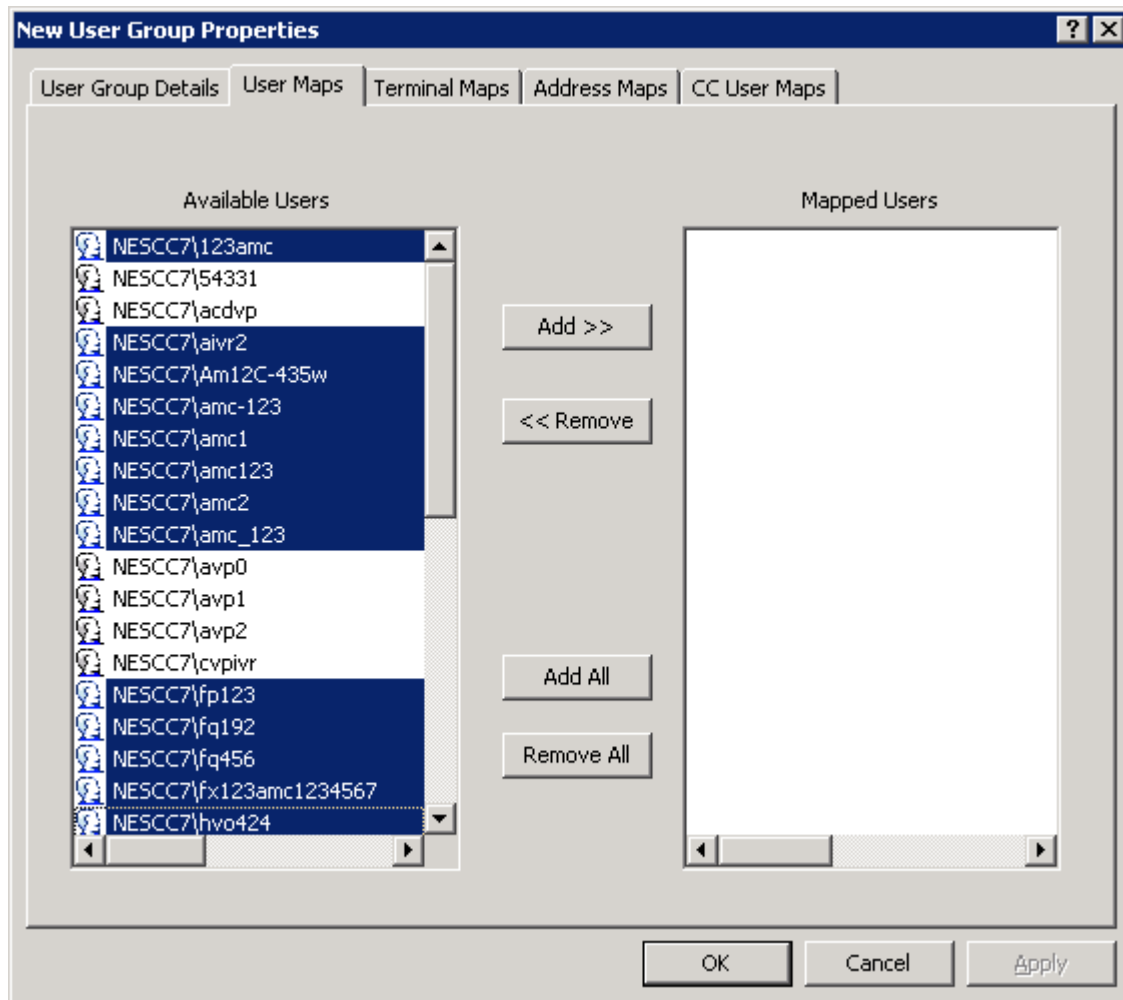


Figure 41: New User Group Properties Window

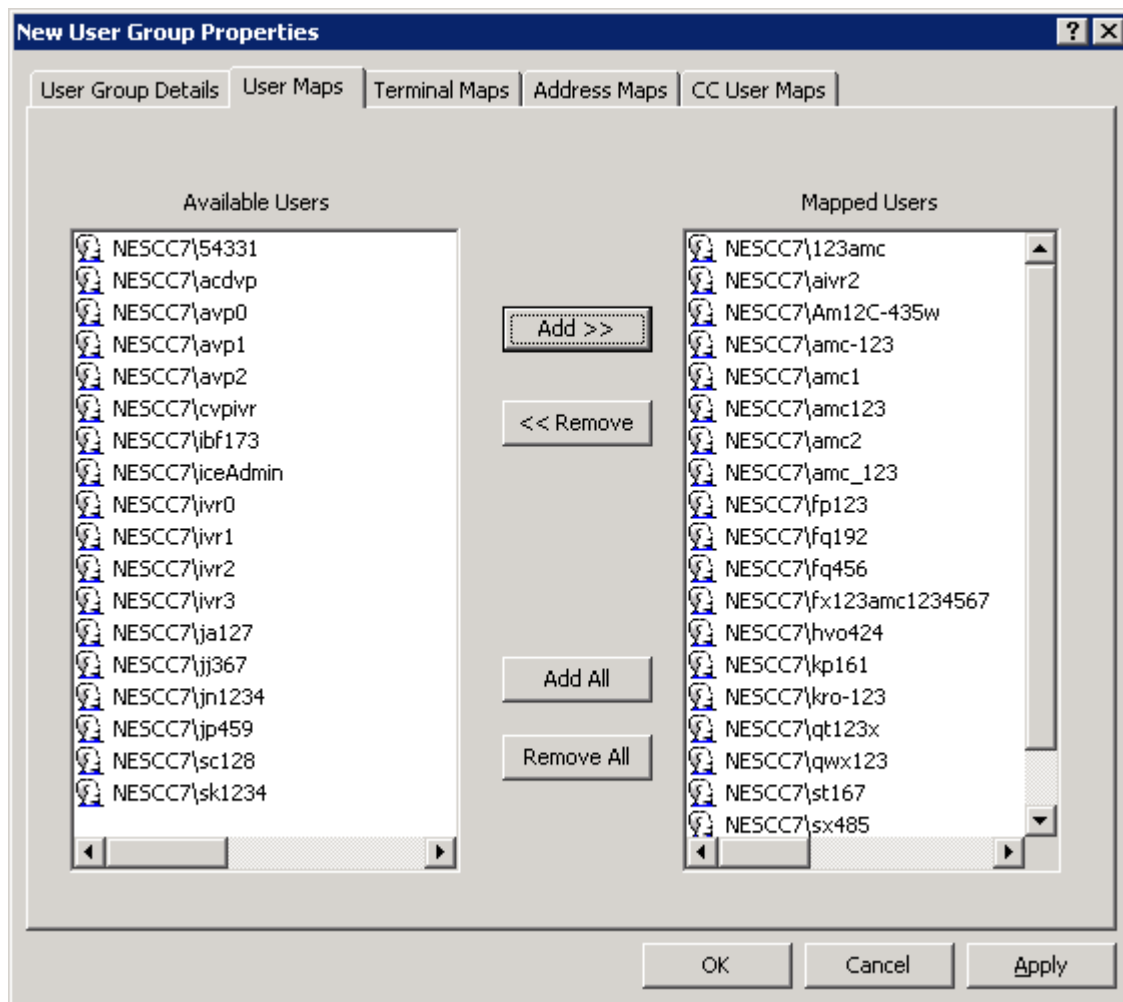


Figure 42: New User Group Properties Window

Figure 43 shows the “Hotdesking User Group” user group has been created.

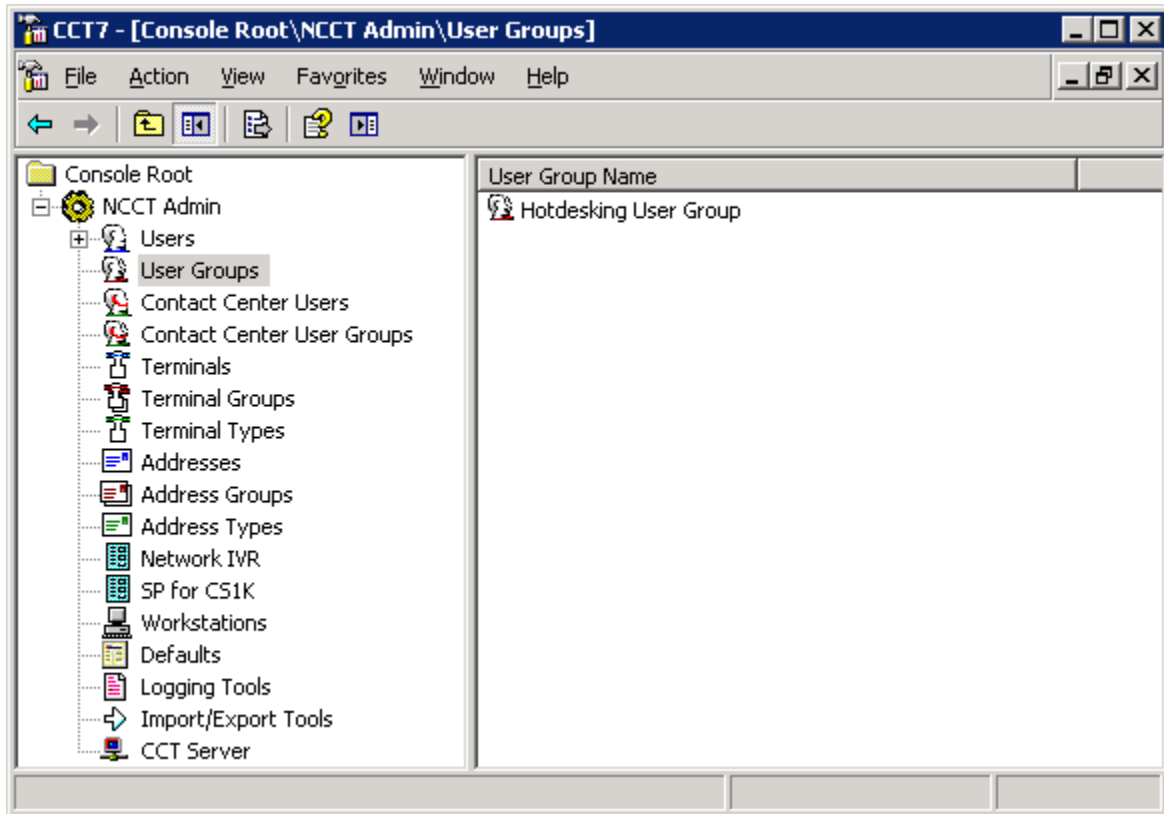


Figure 43: The Hotdesking User Group Created

6.9. Assign the “Hotdesking Terminal Group” to “Hotdesking User Group”

Assign the “**Hotdesking Terminal Group**” terminal group to “**Hotdesking User Group**” user group, in the left panel of **CCT Console** window, select the **Terminal Group**, and then right-click on the “**Hotdesking Terminal Group**” terminal group and select **Properties** as shown in **Figure 44**.

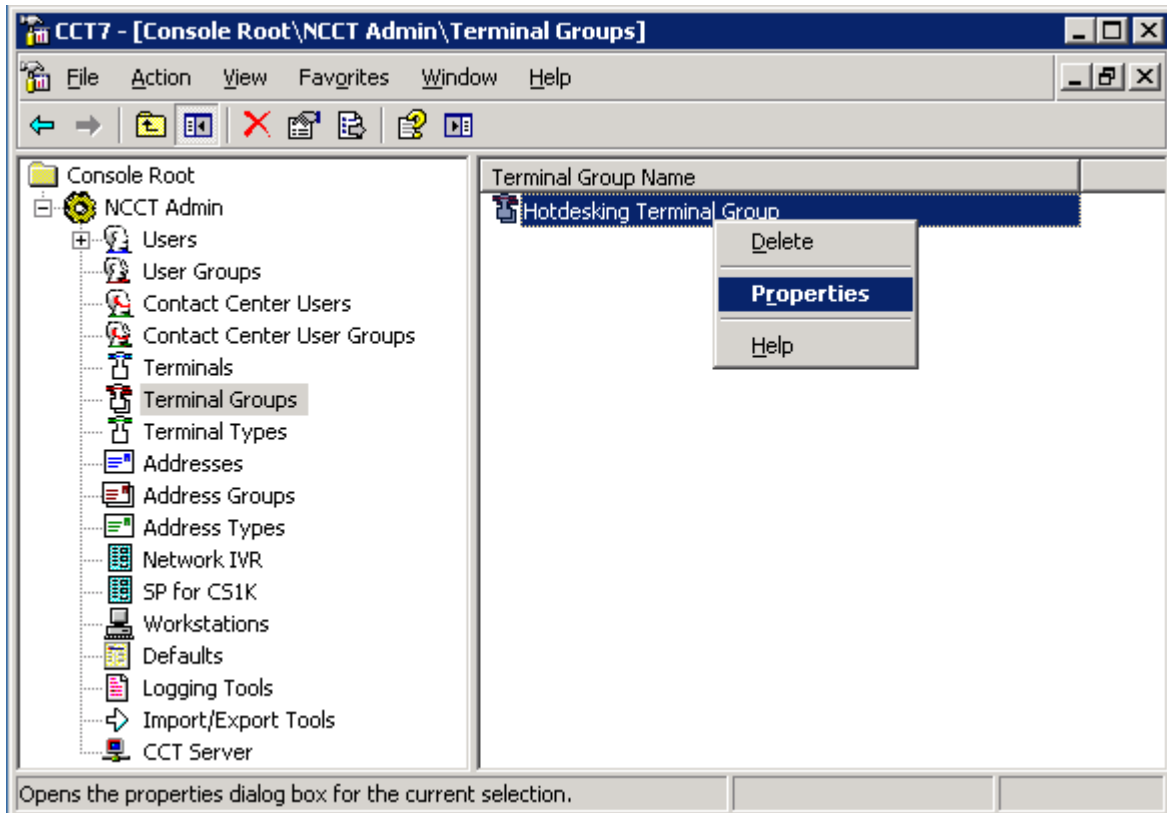


Figure 44: Terminal Groups of CCT Console

In the **Hotdesking Terminal Group Properties** window, select **User Maps** tab and then select the “**Hotdesking User Group**” in **Available Users and User Groups** box and click on “**Add >>**” button to add this group to **Mapped Users and User Groups** box as shown in **Figures 45 and 46**.

Click **Apply** button to save change and click **OK** button to close the **Hotdesking Terminal Group Properties** window.

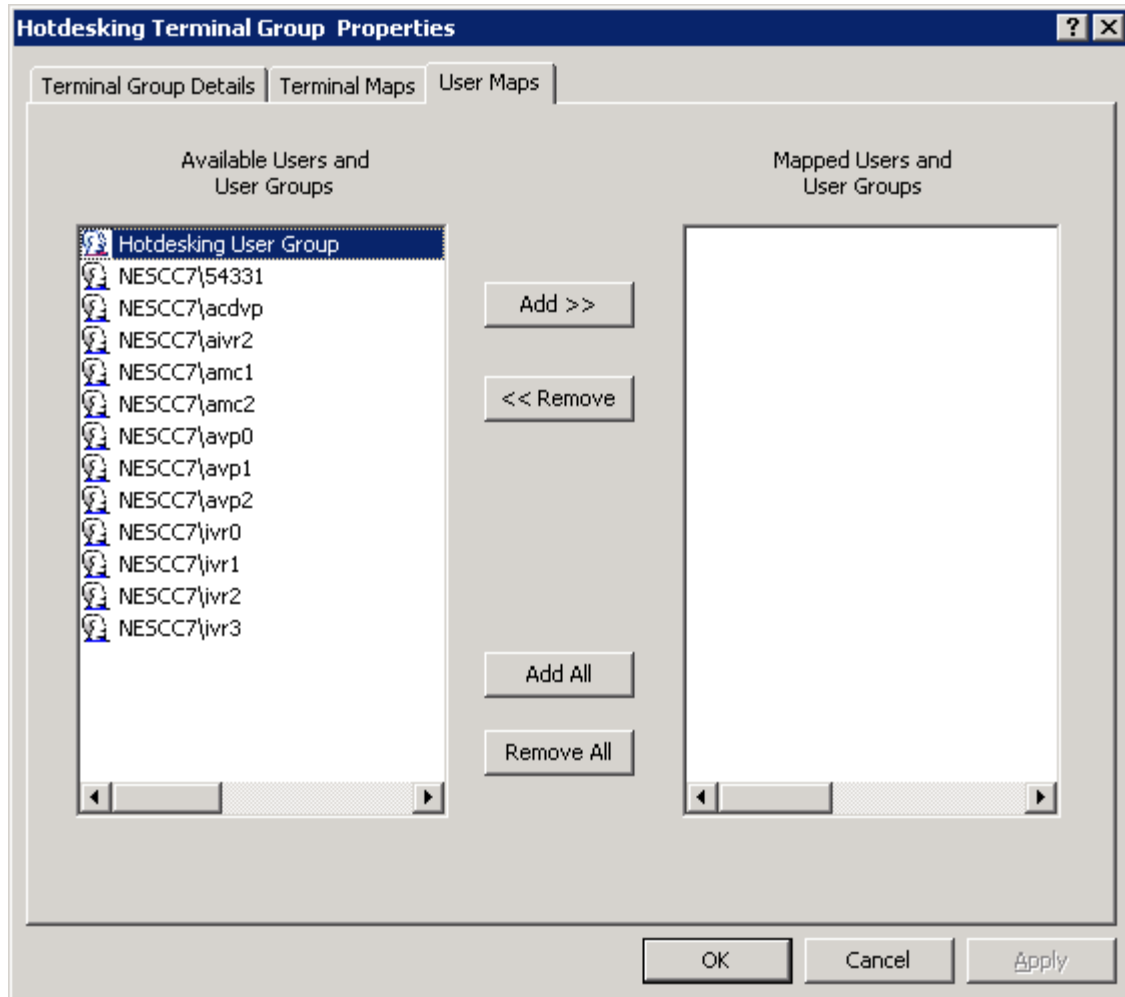


Figure 45: The Hotdesking Terminal Group Properties Window

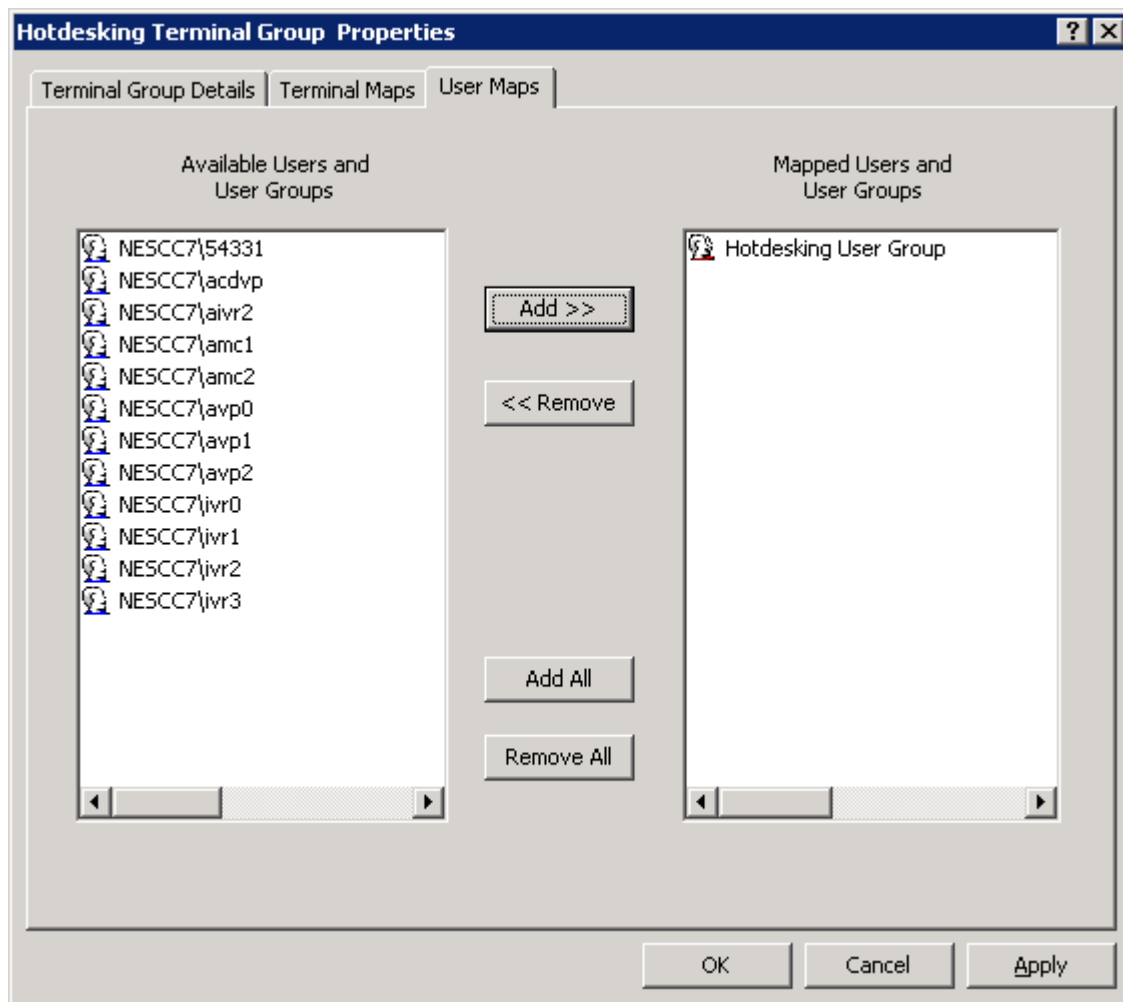


Figure 46: The Hotdesking Terminal Group Properties Window

6.10. Assign the “Hotdesking Address Group” to the “Hotdesking User Group”

Assign the “**Hotdesking Address Group**” address group to “**Hotdesking User Group**” user group, in the left panel of **CCT Console**, select the **Address Group**, then right-click on the “**Hotdesking Address Group**” address group and select **Properties** as shown in **Figure 47**.

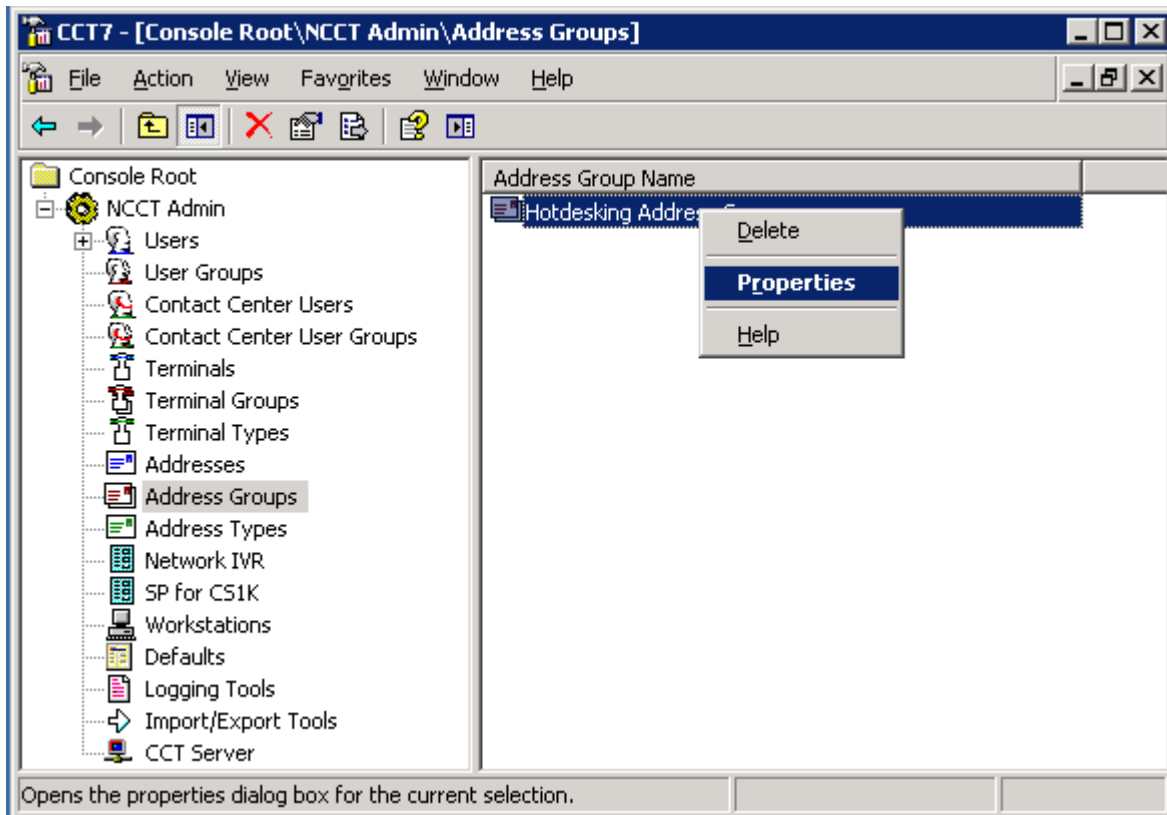


Figure 47: Address Groups of CCT Console Window

In the **Hotdesking Address Group Properties** window, select **User Maps** tab and then select the “**Hotdesking User Group**” in **Available Users and User Groups** box and click on “**Add >>**” button to add this group to **Mapped Users and User Groups** box as shown in **Figures 48 and 49**.

Click **Apply** button to apply the changes and click **OK** button to close the **Hotdesking Address Group Properties** window.

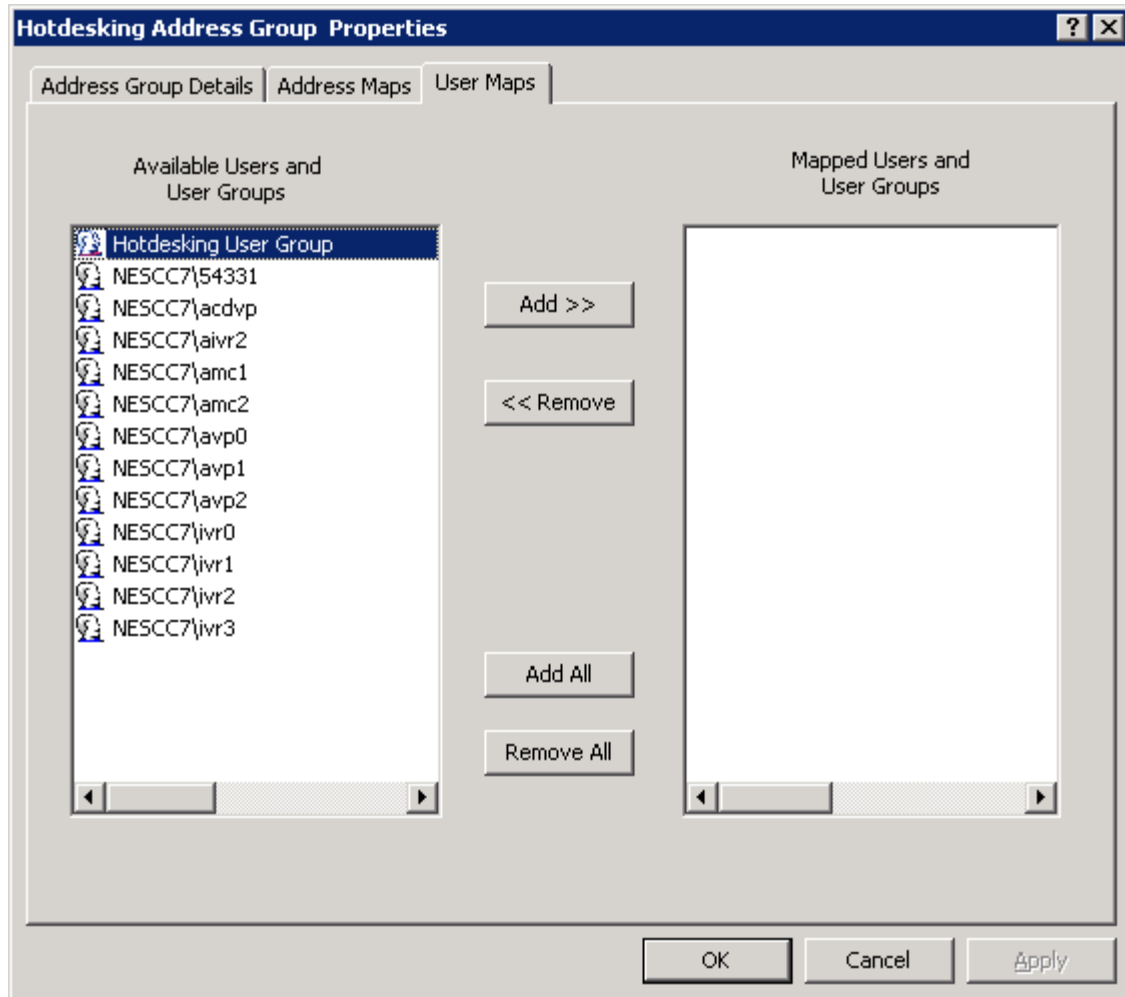


Figure 48: Hotdesking Address Group Properties Window

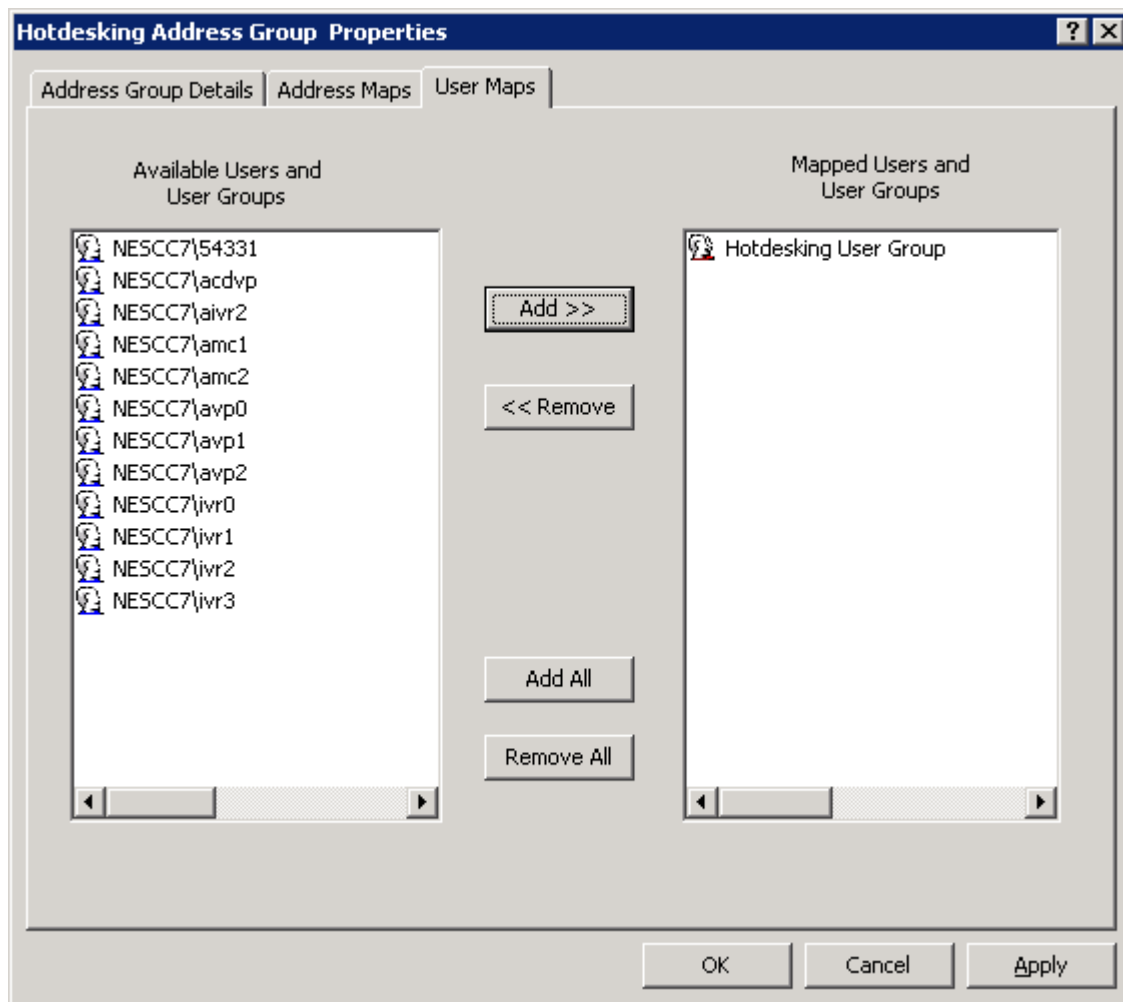


Figure 49: The Hotdesking Terminal Group Properties Window

7. Configure MCIS Server and AMC Application Adapter for Oracle Siebel

This document assumes that the MCIS server and AMC Application Adapter were properly installed and configured by an AMC Engineer. This section provides the steps of how to configure the AMC Connector and integrate it with Communication Control Toolkit. For more information on how to Install AMC Siebel Application Adapter and configure the Oracle Siebel application is in reference **Section 10[3]**.

Modify the **config.ini** in the **C:\Program Files\AMC Technology\MCIS** directory on the MCIS server as shown in **Figures 50, 51, 52, and 53**. Note that the complete file is not shown.

Fields “**CCTServer**” and “**CCTDomain**” are configured with the IP address of the Communication Control Toolkit. Fields “**CCTUserName**” and “**CCTPassword**” are configured with the username and password of the user imported into CCT in **Section 6.4**. Field “**SupportHotDesking**” set to “True” to support hotdesking feature in the AMC Application adapter configuration.

Note: The AMC application adapter for Oracle Siebel doesn’t support domain user, instead local users need to be manually created in the CCT server.

```
#####  
# MCIS Configuration file: Config.ini (Sample File)  
#  
# MCIS Release 5.4  
# File Version 1.0
```

Figure 50: The config.ini File

```
ModuleClass=RemotingEndpointClass,AMCDotNetAdapterRemotingLibrary.RemotingModule  
Module=RemotingEndpoint,RemotingEndpointClass  
  
##### Module Classes - Channels #####  
ModuleClass=CTINullOrClass,CTI_NULL.AMC_CTI_NULL  
ModuleClass=CentreVuCTI,CentreVuCTI.CentreVuCTIModule  
  
##### Modules - Channels #####  
#Module=CTIModule,CTINullOrClass  
#Module=CTIModule,CentreVuCTI  
  
# CONNECTOR: CCT  
ModuleClass=NortelCCTClass,NortelCCT8Connector.TelephonyConnector  
Module=CTIModule,NortelCCTClass  
  
ModuleClass=EmailConnector_ProgID,NortelCCT8MultiChannelConnector.EmailConnector  
//Module=EmailConnector,EmailConnector_ProgID
```

Figure 51: The config.ini File (cont)

```
[RemotingEndpoint]
TraceLevel=6
RemotingPort=5666
DataStore=CTIModule
```

Figure 52: The config.ini File (cont)

```
###
# CTIModule
###
[CTIModule]
TraceLevel=6
Channel=CTI1
InitialLoginState=NotReady
SetStateOnLogin=True
UseLoginWorkaround=False
CCTServer=135.10.97.50
CCTDomain=135.10.97.50
CCTUserName=amc1
CCTPassword=amc123
CCTEncryptionLevel=None
DataStore=CTIModule
KnownQueues=2000,3000,31000,4000
CCTDataStoreFormat=STR
CompressAdditionCAD=true
UseLegacyCADFormat=true
DefaultObjectName=KEYVALUE
SupportHotdesking=true
SetDNDAfterLogout=true
```

Figure 53: The config.ini File

Configuration parameters included Hotfix 5.4.901.9 in NortelCCT7Connector.dll file

```
SupportHotdesking=False
// Default is False. Set to True for supporting Hotdesking

CCTUsersFileName=C:\Program Files\AMC Technology\Connectors\Nortel CCT8
\CCTUserExt.txt
// Above file name is default.
// File format: user name|extension|workstation
// amc1|54401|amcxpvmisp1
// amc2|54402|WXPAPWebClient
```

Figure 54: Sample of NortelCCT7Connector.dll File

8. Verification Steps

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

9. Conclusions

These Application Notes describe the configuration steps required for AMC Application adapter using Avaya NES Contact Center SDK Release 7 with Oracle Siebel version 8.1.1 to integrate with Avaya Communication Control Toolkit Release 7 to successfully control and monitor agent and call states.

10. Additional References

Product documentation for Avaya products may be found at:

<https://support.avaya.com/css/Products/>

Product documentation for AMC products may be found at:

<http://www.amctechnology.com>

[1] Avaya Communication Server 1000 Documents:

Avaya Communication Installation and Commissioning, Release 7.5, Doc# NN43041-310, Issue 02.02, August 2011.

Avaya Communication Server 1000 Unified Communications Management Common Services Fundamentals, Release 7.5, Doc # NN43001-116, Issue 05.14, August 2011.

Avaya Communication Server 1000 Co-resident Call Server and Signaling Server Fundamentals, Release 7.5, Doc # NN43001-509, Issue 03.03, August 2011.

Avaya Communication Server 1000 Element Manager System Reference - Administration, Release 7.5, Doc# NN43001-632, Issue 05.10, September 2011.

[2] Avaya NES Contact Center Documents:

Avaya Contact Center Installation, Release 7.0, Doc# NN44400-311, Issue 01.11, August 2010.

Avaya Contact Center Commissioning, Release 6.2, Doc# NN44400-312, Issue 03.03, October 2011.

Avaya Contact Center Configuration – CS 1000 Integration, Release 6.2, Doc# NN44400-512, Issue 03.01, June 2011.

[3] AMC Documents:

AMC Adapter for Siebel Implementation Guide MCIS v5.4

NES CCT 7 SU01 Connector HF 5.4.901.9 Release Notes

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