AVAYA

Avaya DevConnect Program

Intradiem Intelligent Automation with Avaya OneCloud Private – Issue 1.0

NOTICE

Intradiem Intelligent Automation was compliance tested with Avaya OneCloud Private.

Intradiem Intelligent Automation integrates with the Avaya Application Enablement Services component of Avaya OneCloud Private using the Device, Media, and Call Control (DMCC). It monitors Vector Directory Numbers (VDNs), skill groups, and agents on Avaya Aura® Communication Manager and automates actions triggered by call center conditions based on defined business rules, such as sending email to a supervisor when an agent exceeds a threshold in a certain state. In addition, Intradiem Intelligent Automation uses the DMCC interface to trigger agent state changes.

Intradiem Intelligent Automation also integrates with the Avaya Call Management System component of Avaya OneCloud Private using the Real-Time Socket connector and the Real-Time Adherence connector. Both connectors provide a means to transmit near real-time ACD data via a TCP socket connection. Intradiem Intelligent Automation uses Real-Time Socket to collect ACD call statistics for splits/skills and automate actions triggered by call center conditions based on defined business rules. Intradiem Intelligent Automation uses Real-Time Adherence to collect ACD call statistics for agents and automate actions triggered by call center conditions based on defined business rules.

The configuration for Intradiem Intelligent Automation is managed by Intradiem. For additional information contact Intradiem at https://www.intradiem.com.

The configuration of Avaya OneCloud Private is managed by Avaya. Avaya personnel in need of configuration details can look for documentation at https://support.avaya.com or contact Avaya DevConnect at devconnect@avaya.com.

Testing was conducted via the Avaya DevConnect Program.