



**Avaya Aura® Call Center Elite  
Multichannel AOL-ICQ Instant  
Messenger Gateway User Guide**

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# Preface

The following few pages provides information that will help you use this document.

- [Purpose](#) on page 3
- [Intended Audience](#) on page 3
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- [Support](#) on page 4

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## Purpose

The purpose of this guide is to provide information about AOL-ICQ Instant Messenger Gateway that broadens the customer service capability of your contact center by allowing you to blend AOL or ICQ Instant Messenger messages with inbound telephone calls.

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## Intended Audience

This guide is intended primarily for contact center administrators who install and configure AOL-ICQ instant Messenger Gateway.

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## Related documents

In the Call Center Elite Multichannel documentation set, the following guides are related to the Short Message Service Gateway application:

**Avaya Aura® Call Center Elite Multichannel Installation Guide:** This guide contains the prerequisites and instructions for installing and configuring components such as servers, media stores, gateways, and databases in Call Center Elite Multichannel.

**Avaya Aura® Call Center Elite Multichannel Simple Messaging Media Store User Guide:** This guide contains the prerequisites and instructions for installing and configuring Simple Messaging Media Store in Call Center Elite Multichannel.

## Preface

**Avaya Aura® Call Center Elite Multichannel Media Director User Guide:** This guide provides information about how Media Director distributes non-voice work items, such as email, a web chat session or an outbound call request to contact center agents. The distribution of the work item is achieved using the queuing algorithms built into your Avaya Aura® Communication Manager.

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# Chapter 1: Introduction

This chapter contains the following:

- [What is AOL-ICQ Instant Messenger Gateway?](#) on page 5
- [The Multimedia Environment](#) on page 6
- [Error Logging](#) on page 7

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## What is AOL-ICQ Instant Messenger Gateway?

Instant Messaging is becoming a principle mechanism for communication in both the business-to-business and customer-to-business environments.

Avaya Aura® Call Center Elite Multichannel now broadens the customer service capability of your contact center but allowing you to blend AOL or ICQ Instant Messenger messages with inbound telephone calls. Customers or business associates who enjoy using the internet can make contact with you via AOL or ICQ Instant Messenger and receive the same treatment as telephone callers.

By using your existing computer telephony environment, they can enjoy the benefits of priority queuing and distribution to agents with relevant skills and knowledge.

What's more, customers do not need to install additional client software on their PC. All they need is AOL or ICQ Instant Messenger and the login details you provide them.

AOL-ICQ Instant Messenger Gateway works alongside the Simple Messaging Media Store, Media Director and Call Center Elite Multichannel Desktop as part of a multimedia suite.

Simple Messaging Media Store is one of three media stores that deliver a range of non-voice work items to contact center agents. (For an overview, refer to [The Multimedia Environment](#) on page 6) Providing base messaging functionality for the AOL-ICQ Instant Messenger Gateway, it:

- gives queuing priority to messages received from special customers
- rejects messages from certain customers and automatically email them that this has happened
- only allows messages from certain customers to queue to certain Media Director queues.

AOL-ICQ Instant Messenger Gateway sits between the remote server and Simple Messaging Media Store:



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## The Multimedia Environment

When a media store receives a new work item from a media source (for example, email server for the Email Media Store, web server for the Simple Messaging Media Store or SQL database for the Preview Contact Media Store), it creates a work item object and passes a reference for that object to Media Director.

The reference tells Media Director what queue (queue ID) the work item is to be associated with and what priority it must have in the queue. Using the information in its configuration that relates specifically to that queue, the Media Director asks the Avaya Communication Manager (via the Avaya Telephony Server) to generate a phantom call for the object and route it to the appropriate skill.

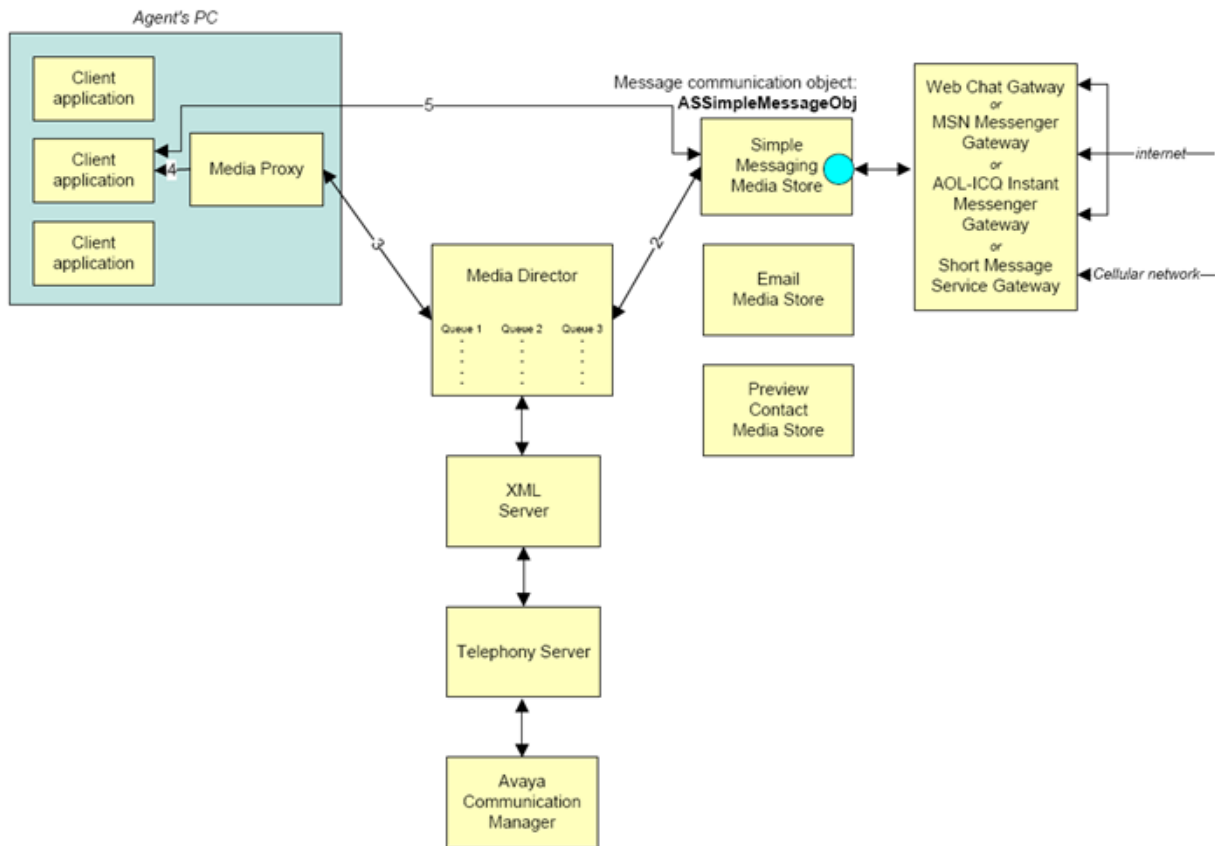
(Because the Media Director has been written entirely in the .Net environment, the connection to the Telephony Server uses the XML Server and the .Net assemblies.)

When an agent logged into the split/skill becomes available, the Avaya Communication Manager delivers the most appropriate phantom call to that agent. Media Director (via the Telephony Server) is monitoring the VDN and sees the phantom call delivered to the agent. Media Director transfers the work item reference with the oldest, highest-priority object to Media Proxy at the agent desktop. Objects are ranked according to a priority scale with 1 being the highest. There is no lower limit and 5 is the default. For example, if Media Director has an object with priority 1 that has been queued for 1 minute and an object with priority 2 that has been queued for 10 minutes, the priority 1 object gets the agent. Objects that have the same priority are ranked as first-in, first-out.

If the Media Director queue has its preferred agent functionality enabled, work item objects that have a preferred agent ID assigned to them can be delivered to that agent under certain circumstances. If a work item object that specifies an agent of preference is in the queue's group of highest priority work items, and that agent happens to become available, Media Director will transfer the work item to that agent ahead of the other work items that may have been waiting longer. If the preferred agent is not available, the object is delivered in the order it was received to the next available agent.



Media Proxy delivers the reference to the correct Call Center Elite Multichannel Desktop application based on the specified work item type. Call Center Elite Multichannel Desktop uses the reference to retrieve the data directly from the actual work item at the media store.



## Error Logging

Agent logs error information relating to its own operation to a series of log files.

A new log file is created for each day of the week. The name of the error log file clearly identifies the application and the day of the week, for example: `MonACRS.log`.

Once a log file reaches the size limit specified in its configuration, it is archived and a new file is created.

**Note:**

The archive only stores one log file. If the second error log reaches the specified maximum size, it overrides the previously archived log file.

## Chapter 1: Introduction

The types of errors logged by the error log are determined by the logging level retrieved from the application's configuration data.

Levels of error logging are:

- 0. No error logging takes place.
- 1. Logs fatal, major, minor and trace information.
- 2. Logs fatal, major and minor errors.
- 4. Logs fatal and major errors.
- 8. Logs fatal errors only.

Each file records the selected logging level as well as the date, time, location and description of every error that occurs.

Error log files are automatically saved into the application's current working folder (the same folder as the application executable).

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## Diagnostic Testing Error Logging

There is one other error log level, which enables you to create log files that don't override each other every time the maximum log file size limit is reached. This logging level is designed for diagnostic purposes only and can be achieved by adding 128 to one of the logging level values mentioned above. For example, if you specify Error Log Level=129, new error log files will be continuously created for this application that contain fatal, major, minor and trace information.

Each new file has a unique name based on the date (year, month, and day) and time (hours, minutes, and seconds) it was created.

For example: `YYYYMMDDHHMMSSASMediaDirector.log`. Where,

YYYY = Year	MM = Month	DD = Day
HH = Hour	MM = Minute	SS = Seconds



### **WARNING:**

To prevent a multitude of log files affecting your available disk space, this error logging level should only be used for short periods of time while carrying out diagnostic testing.

# Chapter 2: Installation Requirements

The specifications listed here are the minimum recommended. Avaya Aura® Call Center Elite Multichannel and its components should be compatible with all higher specification hardware configurations than those listed in the following section:

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## Desktop

For Call Center Elite Multichannel Desktop, Call Center Elite Multichannel Reporting, Call Center Elite Multichannel Control Panel:

- **Hardware:**
  - 2.4 GHz processor (32-bit / 64-bit)
  - 2 GB RAM
  - 10 GB free hard disk space
  - DVD drive
- **Software:**
  - Microsoft Windows 7 SP1 (32-bit and 64-bit) - Professional, Enterprise, and Ultimate edition
  - Microsoft Windows Vista SP2 (32-bit and 64-bit) - Business and Enterprise
  - Microsoft Windows XP Professional SP3 (32-bit)
  - Citrix Presentation Server 4.5 or Microsoft Windows Terminal Services 32-bit
  - Microsoft Internet Explorer 8.0 (Internet Explorer 7.0 will be used on Microsoft Windows XP)
  - Microsoft Internet Explorer 9.0 (supported on Avaya Aura® Call Center Elite Multichannel Release 6.2.5)
  - Microsoft .Net Framework 3.5 SP1

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## Servers

- **Hardware:**
  - 2.4 GHz processor with minimum 2 processor cores.
  - 4 GB RAM
  - 40 GB free disk space

## Chapter 2: Installation Requirements

- DVD drive
- **Software:**
  - Microsoft Windows 2008 SP1 Server (Enterprise and Standard) 32-bit and 64-bit
  - Microsoft Windows 2008 R2 SP1
  - Internet Information Services (IIS) 7 with IIS 6 Management Compatibility Components
  - Microsoft Internet Explorer 8.0
  - Microsoft Internet Explorer 9.0 (supported on Avaya Aura® Call Center Elite Multichannel Release 6.2.5)
  - Microsoft .Net Framework 3.5 SP1
  - Application Enablement Services (AE Services) client software release 5.2, 6.1, and 6.2

### Core Server

- **One dedicated server for installing the following:**
  - License Director
  - XML Server
  - Configuration Server
  - Application Management Director
  - Media Director
  - Media Stores and Gateways
  - Call Routing Server
  - Virtual Agent
  - Task Director
- **For Email only POP3/SMTP are supported:**
  - Microsoft Exchange Server 6.5, 2003, 2007

### Interaction Data Service Server

Dedicated Server for Interaction Data Service - excluding Microsoft Internet Explorer which is not required.

### Database Server

- **One dedicated server on which Microsoft SQL Server 2008 Standard, Enterprise, or Express with Advance Services is installed so that you can deploy the following databases:**

- Configuration Server (ACS)
- ASMSControl Database
- ASMSData{x}
- ASContact Databases

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## Developers

- **Developing applications on or with:**
  - Microsoft Windows 7 SP1 (32-bit and 64-bit) - Professional, Enterprise, and Ultimate edition
  - Microsoft Windows XP Professional SP3 32-bit with Microsoft Visual Studio 2005 and 2008
  - Microsoft Windows 2008 Server 32-bit and 64-bit - Standard and Enterprise
  - Microsoft Windows 2008 R2
  - Microsoft Internet Explorer 7.0 and 8.0
  - Microsoft Internet Explorer 9.0 (supported on Avaya Aura® Call Center Elite Multichannel Release 6.2.5)
  - Microsoft .Net Framework 3.5 SP1
  - Application Enablement Services (AE Services) client software release 5.2, 6.1, 6.2

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## Install AOL-ICQ Instant Messenger Gateway

AOL-ICQ Instant Messenger Gateway is installed as a separate server component. For full instructions on how to install this application, refer to the *Avaya Aura® Call Center Elite Multichannel Installation Guide*.

The *Avaya Aura® Call Center Elite Multichannel Installation Guide* can be downloaded from the Avaya support Web site: <http://support.avaya.com>.

## Chapter 2: Installation Requirements

# Chapter 3: Administration

This chapter contains the following:

- [Configuration Overview](#) on page 13
- [Start / Configure / Monitor Service](#) on page 14

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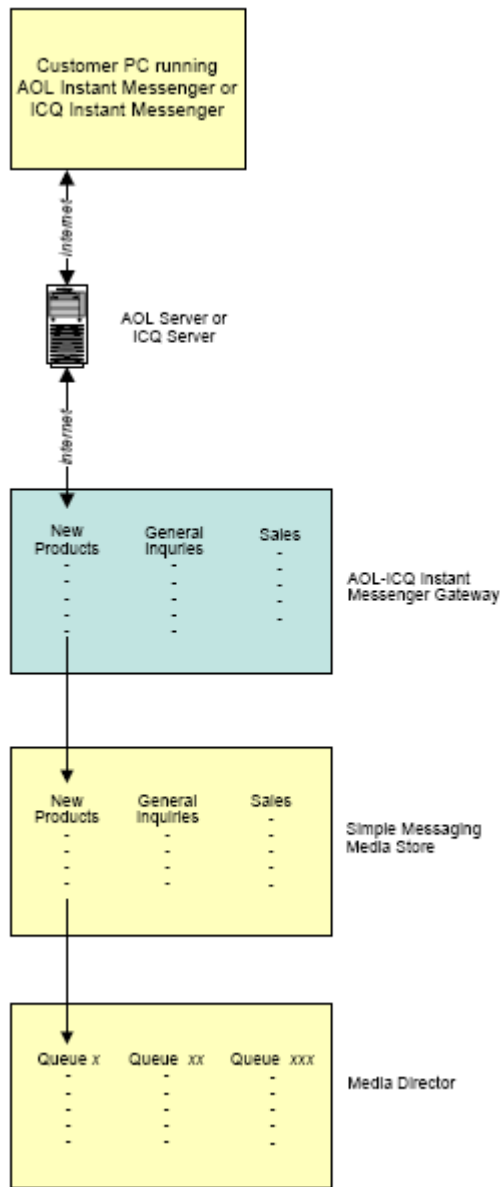
## Configuration Overview

Configuring AOL-ICQ Instant Messenger Gateway requires you to list the service areas for your business. Each service has its own associated AOL or ICQ account name and Simple Messaging Media Store queue to enable the flow of conversation requests.

In the example outlined in the following diagram, the customer signs into AOL or ICQ Instant Messenger and adds a company AOL or ICQ account name to their contact list.

When they initiate a conversation with that company, AOL-ICQ Instant Messenger Gateway automatically matches the AOL or ICQ account name with a remote service queue in its configuration. It then automatically forwards the conversation request to the Simple Messaging Media Store queue assigned to that service.

Simple Messaging Media Store automatically forwards the conversation request to the Media Director queue configured for that queue.



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## Start / Configure / Monitor Service

The configuration and monitoring of this Call Center Elite Multichannel service is accomplished by the Application Management Service.



One component of this service is the Call Center Elite Multichannel Control Panel, a user interface that allows you to add and change configuration and operation information about currently monitored servers.

For detailed information on how to configure this service, refer to the *Avaya Aura® Call Center Elite Multichannel Control Panel User Guide*



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