



Avaya Interaction Center
Release 6.1.3
Avaya IC for Siebel 7 Integration

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Providing telecommunications security

Telecommunications security (of voice, data, and video communications) is the prevention of any type of intrusion to (that is, either unauthorized or malicious access to or use of) your company's telecommunications equipment by some party.

Your company's "telecommunications equipment" includes both this Avaya product and any other voice/data/video equipment that could be accessed via this Avaya product (that is, "networked equipment").

An "outside party" is anyone who is not a corporate employee, agent, subcontractor, or person working on your company's behalf. Whereas, a "malicious party" is anyone (including someone who may be otherwise authorized) who accesses your telecommunications equipment with either malicious or mischievous intent.

Such intrusions may be either to/through synchronous (time-multiplexed and/or circuit-based) or asynchronous (character-, message-, or packet-based) equipment or interfaces for reasons of:

- Use (of capabilities special to the accessed equipment)
- Theft (such as, of intellectual property, financial assets, or toll-facility access)
- Eavesdropping (privacy invasions to humans)
- Mischief (troubling, but apparently innocuous, tampering)
- Harm (such as harmful tampering, data loss or alteration, regardless of motive or intent)

Be aware that there may be a risk of unauthorized intrusions associated with your system and/or its networked equipment. Also realize that, if such an intrusion should occur, it could result in a variety of losses to your company (including, but not limited to, human and data privacy, intellectual property, material assets, financial resources, labor costs, and legal costs).

Your responsibility for your company's telecommunications security

The final responsibility for securing both this system and its networked equipment rests with you, an Avaya customer's system administrator, your telecommunications peers, and your managers. Base the fulfillment of your responsibility on acquired knowledge and resources from a variety of sources, including, but not limited to:

- Installation documents
- System administration documents
- Security documents
- Hardware/software-based security tools
- Shared information between you and your peers
- Telecommunications security experts

To prevent intrusions to your telecommunications equipment, you and your peers should carefully program and configure:

- Your Avaya-provided telecommunications systems and their interfaces
- Your Avaya-provided software applications, as well as their underlying hardware/software platforms and interfaces
- Any other equipment networked to your Avaya products.

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Avaya Interaction Center Avaya IC for Siebel Integration

Contents

Preface	17
Purpose of this document	17
Intended user of this document	17
Safety labels	18
Reasons for reissuing this document	18
Availability of this document	19
Related documentation	20
Avaya IC for Siebel documentation	20
Avaya IC documentation	20
Siebel documentation	22
Chapter 1: Integration overview	23
Differences in terminology	24
System description	25
Media features	26
Voice channel	26
E-mail channel	26
Web channel	27
Architecture overview	29
Architecture figure	29
Communications infrastructure	30
Avaya IC servers	30
Siebel servers	30
Clients	30
Interaction between Avaya IC and Siebel	32
Data exchange	32
Work delivery and control	33
E-mail response	34
Multi-site configurations	35
Multi-site configuration figure	36
Centralized Siebel complex	36
The database in multi-site configurations	37
EAI in multi-site configurations	37
E-mail in multi-site configurations	37
Agents, sites, and Siebel Communications servers	37
Associating a Siebel agent with a communications session	38

Contents

Chapter 2: Planning and prerequisites	41
Supported platforms	42
Avaya IC server platforms	42
Databases	43
Switches and switch software	43
Client operating systems	43
Other required software	44
Media channels	45
Avaya IC domain deployment guidelines.	46
About domains	46
AED domain guideline.	47
AICD domain guidelines.	47
EAI domain guidelines	49
Matching Siebel and Avaya IC agent login IDs and passwords	50
The installation CDs	51
The Avaya IC 6.1.3 Siebel 7 Integration CD	51
The Avaya IC CD	51
Security	52
Chapter 3: E-mail entry methods	53
Overview of e-mail entry methods	54
Siebel-first e-mail entry figure	54
Avaya-first e-mail entry figure	54
Advantages of the Siebel-first e-mail entry method	55
Advantages of the Avaya-first e-mail entry method	55
Avaya-first e-mail entry	56
Avaya-first e-mail entry overview.	56
The Content Analysis process between Avaya IC and Siebel	56
Avaya-first e-mail Content Analysis architecture	58
Siebel-first e-mail entry process	59
Similarities and differences between Avaya-first and Siebel-first entry methods	61
Similarities between Avaya-first and Siebel-first.	61
Differences between Avaya-first and Siebel-first	62
Chapter 4: Components within Avaya IC	65
EAI server	66
About the EAI server	66
EAI figure.	67
EAI interfaces.	67
EAI server types	68
Server type limitations.	69
Process of e-mail workflows within Avaya IC	70
Avaya IC management tools	71
Database Designer	71
IC Manager.	71
Workflow Designer	72

ORB Servers	73
Web Agent	74
Definition of Web Agent	74
Changes for the integration	74
Chapter 5: Avaya Agent integration	75
Avaya Agent architecture	76
Avaya Agent architecture figure	76
Areas of functionality	77
Avaya Agent interactions	77
Avaya Agent layout file	79
CDL file description	79
The Siebel integration CDL file	79
Differences in the Avaya Agent taskbars	79
About IC Scripts	81
Integration hooks	82
Integration hook handlers	82
Customizing AUX reason codes	85
Using Avaya IC AUX reason codes	85
Using Siebel AUX reason codes	85
AICDEngine	87
SendRequest	87
Usage example	88
Wrap-up	89
Description of wrap-up	89
Integration wrap-up methods	89
Avaya IC wrap-up vs. Siebel wrap-up figure	90
Agent properties	92
Description of agent properties	92
Siebel integration agent properties	92
Chapter 6: Components within Siebel	95
The AED	96
Description of the AED	96
E-mail content and the AED	96
The AED in multi-site configurations	96
AICD	97
Overview of the AICD	97
AICD and Siebel interfaces	98
AICD and Avaya IC interfaces	98
AICD and interfaces to Avaya Agent	99
Multiple AICDs	99
Integration objects	100
Description of integration objects	100
Roadmap for creating integration objects	101

Contents

SCAPI interface	103
Siebel activity records	104
Using EAI	104
Using Siebel event logs	104
Siebel user interface	106
Siebel Communications Server	107
Siebel definition file.	108
Description of the definition file	108
Commands and events	108
About customizing the definition file	109
Coordinating customizations.	109
Customizing the definition file	109
Siebel Tools	111
Smart Answer and Smart Answer Manager	112
Chapter 7: Integration workflows.	113
Avaya IC and Siebel workflows	114
Siebel Advocate workflows	116
Siebel Advocate e-mail and chat workflows.	116
Siebel Advocate voice workflow	116
Siebel palette blocks	117
Create Agent Desktop Data block	117
EAI Get Data block	119
EAI Get Email block.	123
EAI Put Data block	125
EAI Put Data with Attachment(s) block	128
EAI Put Email block	131
Set Extended Header block	134
Additional new blocks in Siebel integration workflows	135
Voice qualification workflow	137
Description of the Incoming Call flow	137
Process of the Incoming Call flow	138
Sample Incoming Call flow	139
Chat qualification workflows.	140
Qualify Chat flow	140
Customer Management workflows for Web	140
Transcript Added workflow	142
Avaya-first e-mail workflows	145
Overview of incoming e-mail workflow processing	145
Overview of outbound e-mail workflow processing	146
Preanalyze CA workflow	146
Preanalyze no-CA workflow	149
Postanalyze workflow	151
Postanalyze Error workflow	153
Trigger Outbound Transfer workflow	154
Trigger Cleanup Transfer workflow	155
Outbound Transfer workflow.	156

Outbound Email workflow	158
Siebel-first e-mail workflow	159
Description of the Analyze workflow	159
Sample Analyze workflow	160
Chapter 8: Configuring voice qualification workflows	161
Building the Avaya voice qualification workflow	162
Where to perform this procedure	162
Procedure	162
Configuring workflow servers to use Siebel voice workflows	164
Where to perform this procedure	164
Procedure	164
Chapter 9: Installation and configuration tasks for all channels	167
Working with Siebel Tools	167
Overview of tasks	168
Prerequisites	168
Installing integration components on Avaya IC	170
Where to perform this procedure	170
Before you begin	170
Installing the integration components on Avaya IC (Windows)	170
Installing the integration components on Avaya IC (Solaris or AIX)	171
Designing Avaya Agent databases	173
Where to perform these procedures	173
Changing the ADL Include Path for ccq.adl	173
Generating the Windows application	175
Changing the ADL Include Path for repository.adl	176
Reconfiguring the IC Repository	177
Installing the Siebel integration help files	178
Where to perform this procedure	178
Localized help file directories	178
Prerequisite	179
Installing only the English help file	179
Installing localized Siebel help files	179
Configuring Avaya IC	181
About the Commit Property Changes window	181
Where to perform these procedures	181
Setting Avaya IC properties	182
Installing an Avaya IC server on Siebel and configuring a secondary ORB Server	185
Where to perform this procedure	185
Before you begin	185
Solaris and AIX operating systems	185
Procedure	186
Creating a Siebel AICD server	188
Where to perform this procedure	188
Procedure	188

Contents

Installing the AICD and the AED	191
Before you begin	191
Upgrading Avaya IC	191
Where to perform these procedures	192
Installing the AICD and AED (Windows)	192
Installing the AICD and AED (Solaris or AIX)	193
Configuring the AICD	195
Before you begin	195
Where to perform these procedures	195
AICD Siebel administration	196
Creating a communication configuration	196
Importing the AICD Siebel configuration	197
Associating Siebel agents with the AICD	198
Creating a teleset	199
Adding at least one extension	200
Adding responsibilities to lists (optional)	200
Checking the AICD environment (optional)	203
Checking the AICD under Solaris	203
Checking the AICD under Windows	204
Importing a custom eScript for Siebel Universal Agent	206
Where to perform this procedure	206
Procedure	206
Configuring the Avaya EAI servers	208
Creating an EAI e-mail agent (e-mail channel only)	208
Adding EAI servers to IC Manager	210
Updating the LIBPATH environment variable for AIX platforms	215
Verifying the CLASSPATH environment variable	215
Installing a custom integration object	216
Importing the Siebel workflow	221
Activating the Siebel EAI workflow	223
Modifying the eai.cfg file	224
Shutting down and restarting the EAI Object Manager component	224
Starting the Avaya IC EAI servers	225
Chapter 10: Configuring Web chat qualification workflows	229
Building the Avaya Web chat qualification workflows	230
Where to perform this procedure	230
Procedure	230
Modifying Customer Management workflows for Web	232
Where to perform this procedure	232
Procedure	232
Configuring workflow servers to use Web chat workflows	234
Installing the Web chat qualification workflow	236
Changing the location of the Transcript Added workflow output file	236
Changing the default transcript-added XSL file	237
Configuring the ICM server to run the Transcript Added workflow	238

Chapter 11: Configuring an Avaya-first e-mail channel	241
Obtaining the Catalog ID from Siebel	242
Where to perform this procedure	242
Before you begin	242
Procedure	243
Building the Avaya e-mail qualification workflows	245
Where to perform this procedure	245
Procedure	245
Configuring e-mail qualification workflows	246
Configuring the workflow server to start the Trigger Cleanup Transfer workflow	250
Configuring e-mail	251
Where to perform these procedures	252
Configuring the Avaya IC Resolve Status	253
Activating existing Siebel workflows	253
Importing new Siebel workflows	254
Activating new Siebel workflows	255
Creating an e-mail profile	255
Adding a charset variable	256
Installing eScripts and English error strings on the Siebel server	257
Installing localized error strings on the Siebel server (optional)	260
Importing the CommOutboundItemFormApplet.js file	261
Importing the CommInboundItemListApplet.js file	262
Importing the SendCommunicationApplet.js file	263
Compiling the SRF	264
Installing the AED	266
Where to perform this procedure	266
Creating a Siebel AED server	266
Configuring Siebel for the AED	268
Where to perform these procedures	268
Adding the AED as a new Communication Driver	268
Creating a profile for the AED	269
Creating a response group for the AED	270
Associating the profile with the response group	270
Adding input arguments for the response group	271
Importing the Siebel workflows	271
Activating the workflows	272
Configuring Smart Answer Manager	274
Chapter 12: Configuring a Siebel-first e-mail channel	275
Configuring the Avaya IC server	276
Where to perform these procedures	276
Configuring the Avaya IC Email server	276
Building the Siebel-first workflow	277
Building the qualify e-mail workflows	277
Creating and configuring an Avaya IC workflow	278
Creating a default Email Dismiss Reason code	280
Modifying the Send Communication Applet	282

Contents

Removing eScripts	282
Changing the Invoke Method on the Send button	284
Installing eScripts and English error strings on the Siebel server	285
Installing localized error strings on the Siebel server (optional)	289
Importing the CommOutboundItemFormApplet.js file	290
Importing the CommInboundItemListApplet.js file	292
Compiling the SRF	293
Starting the default Siebel workflows	295
Administering the Siebel workflows	297
Administering workflows for Siebel 7.0 and 7.5	297
Administering workflows for Siebel 7.7	298
Activating the Siebel workflows	300
Configuring Siebel to poll the mailbox	302
Where to perform these procedures	302
Creating a profile	302
Creating a response group	303
Associating the profile with the response group	304
Adding input arguments for the response group	304
Configuring Smart Answer Manager	306
Enabling Communications Outbound Manager	307
Where to perform these procedures	307
Procedure	307
Chapter 13: Customizing open data and events	309
Event parameters vs. open data	310
About open data	311
Definition of open data	311
Open data example	311
Open data and the EDU container	312
Open data requirements	312
How open data is passed	313
From Avaya IC workflows to the Siebel Communication server	313
From the Siebel Communications Server to the Avaya IC workflows	315
Between agent desktops	315
Assigning a workflow to monitor AICD open data changes	316
Customizing events	318
About customizing Siebel event parameters	318
Chapter 14: Ensuring Avaya IC and Siebel compatibility	321
New Siebel driver configurations	322
The AICD library and the SiebelAICD server	323
SiebelAICD selection criteria	323
SiebelAICD server administration	324
AICDs and multihomed hosts	324
Siebel configuration parameters and settings	325

Maximum MT Servers parameter	325
ConfigurationName parameter	326
Siebel Communications Server host setting.	327
Calculating the number of AICD servers	328
List of configuration examples.	329
Example 1	330
Figure of example 1	330
Example 2	331
About setting up example 2	331
Figure of example 2	332
Example 3	333
Figure of example 3	333
Example 4	334
Figure of example 4	334
Example 5	335
Figure for example 5	335
Example 6	336
Figure for example 6	337
Chapter 15: Troubleshooting	339
The Siebel toolbar is not visible	340
All buttons on the Siebel toolbar are disabled	341
Diagnosing and clearing AICD loading problems	343
For Solaris or AIX platforms	343
For Windows platforms	346
Siebel GUI is unresponsive	350
Some of the Avaya IC services do not start	351
The Avaya Agent taskbar fails.	352
EDU information is lost	353
Log files	354
Creating log files for the server.	354
Creating log files for the AICD, AED, and EAI servers	355
Siebel log files	356
EAI server errors	358
How the EAI server indicates errors	358
EAI servers do not start (AIX platforms only)	359
Remedy	359
EAI server is unable to read a file attachment	360
AED errors.	361
The AED does not start	361
IC servers have a new IP address and the AED does not work	361
The AED is not returning all the expected data	361
AED is unloaded by Comm. Inbound Manager following upgrade	362
Replacing English with Thai text in toolbar	363

Contents

Modifying tool tip text for disabled buttons	363
Modifying tool tip text for enabled buttons	364
Chapter 16: Integrating with Siebel 7.0.4.	365
Siebel objects related to EAI	366
Siebel objects related to e-mail	367
Chapter 17: Upgrading from Avaya IC 6.1 to 6.1.3	369
Before you begin	369
Overview of tasks	370
Upgrading on Avaya IC	371
Upgrading the Avaya IC servers	371
Upgrading the Avaya IC for Siebel integration components on Avaya IC	371
Upgrading on Siebel	373
Upgrading the Siebel servers	373
Upgrading the Avaya IC for Siebel integration components on Siebel	373
Re-running installation steps for an upgrade	375
Upgrading for all channels	375
Upgrading for voice and Web chat channels	376
Upgrading for an e-mail channel	376
Appendix A: AICD commands	381
Command definition	382
Key-value parameters	383
Selected vs. current work item	384
Commands and media types	385
How to access the buttons	386
Siebel Communications Toolbar	386
Change Ready State submenu	386
Send Email window	387
Communication Detail - Response View	387
Overview of buttons and AICD commands	389
AcceptEmail	392
Parameter	392
Media type	392
AcceptVoicePreviewCall	393
Parameter	393
Media type	393
AcceptWeb	394
Parameter	394
Media types	394
AgentAvailable	395
Parameters	395
AgentUnavailable	396

Parameter	396
AnswerCall	397
Parameter	397
Media types	397
AvayaAgentCommand	399
Parameters	399
CancelConferenceCall	400
Parameter	400
Media types	400
CancelConferenceWork	402
Parameter	402
Media types	402
CancelConsultTransferCall	404
Parameter	404
Media types	404
CancelConsultTransferWork	406
Parameter	406
Media types	406
CancelEmail	408
Parameter	408
Media type	408
ChangeAuxReasonCode	409
Parameter	409
CompleteConferenceCall	410
Parameter	410
Media types	410
CompleteConferenceWork	412
Parameter	412
Media types	412
CompleteConsultTransferCall	414
Parameter	414
Media types	414
CompleteConsultTransferWork	416
Parameter	416
Media types	417
DeferEmail	418
Parameter	418
Media type	418
DisconnectWork	419
Parameter	419
Media types	419
EmailAvailable	420
Parameters	420
EmailUnavailable	421

Contents

Parameters	421
ForwardEmail	422
Parameter	422
Media type	423
HangupCall	424
Parameter	424
Media types	424
HoldCall	425
Parameter	425
Media types	425
HoldReconnectCall	426
Parameter	426
Media types	426
InitConferenceCall	427
Parameters	427
Media types	428
InitConferenceWork	429
Parameters	430
Media types	430
InitConsultTransferCall	431
Parameters	432
Media types	432
InitConsultTransferWork	433
Parameters	433
Media types	434
Login	435
Parameter	435
Logout	436
Parameter	436
MakeCall	437
Parameters	437
MuteTransferCall	438
Parameters	438
Media types	438
MuteTransferWork	439
Parameters	439
Media type	439
NewOpenData	440
Parameters	441
Media types	441
RejectVoicePreviewCall	442
Parameter	442
Media type	442
ReleaseWork	443

Parameter	443
Media types	443
ReplyEmail	444
Parameter	444
Media type	445
ResumeEmail	446
Parameter	446
Media type	446
SendEmail	447
Avaya-first e-mail method parameters	448
Siebel-first e-mail method parameter	448
Media type	448
SendNewEmail	449
Parameters	449
SetCurrentWorkItem	450
Parameter	450
ShowStatusText	451
Parameter	451
VoiceAvailable	452
Parameters	452
VoiceUnavailable	453
Parameters	453
WebAvailable	454
Parameters	454
WebUnavailable	455
Parameters	455
Appendix B: AICD events	457
About events	458
Event parameter groups	459
Common event parameters	459
Common call event parameters	459
Common e-mail event parameters	460
Common Web event parameters	461
Open event parameters	461
OnAvayaAgentEvent	462
Parameter	462
OnCallAbandoned	463
Parameters	463
OnCallBusy	464
Parameters	464
OnCallConference	465
Parameters	465
OnCallConnect	466

Contents

Parameters	466
OnCallDisconnect	467
Parameters	467
OnCallDrop	468
Parameters	468
OnCallIncoming	469
Parameters	469
OnCallHold	470
Parameters	470
OnCallHoldReconnect	471
Parameters	471
OnCallQueued	472
Parameters	472
OnCallRinging	473
Parameters	473
OnCallTransfer	474
Parameters	474
OnChangeCurrentWorkItem	475
Parameters	475
OnEmailCancel	476
Parameters	476
OnEmailDeferred	477
Parameters	477
OnEmailForward	478
Parameters	478
OnEmailReply	479
Parameters	479
OnEmailSend	480
Parameters	480
OnLoginAgent	481
Parameters	481
OnLogoutAgent	482
Parameters	482
OnNewOpenData	483
Parameters	483
OnNewWorkItem	484
Parameters	484
OnSiebelWrapUp	486
Parameters	486
OnWorkConference	487
Parameters	487
OnWorkConnect	488

Parameters	488
OnWorkDisconnect	489
Parameters	489
OnWorkItemRemove	490
Parameters	490
OnWorkTransfer	492
Parameters	492
Appendix C: TS call events	493
Appendix D: Media types	495
Appendix E: EAI Get and Put operations	497
About customizing Get operations	498
About customizing Put operations	499
Names	499
Required fields	499
About attachments	501
Creating an integration object to query on a multi-value field	502
Example	502
Procedure	502
Get and Put Data	504
Get Action	505
Put Action	507
Get Account	508
Get Contact and Put Contact	510
Get Service Request	512
Put Service Request	514
Get Order Entry	515
Put Order Entry	517
Put Opportunity	518
Get Quote	519
Put Quote	521
Get and Put Email	522
Get Email	522
Put Email	524
Appendix F: Driver parameters	525
About driver parameters	526
AICD driver parameters	527
AED driver parameters	529
Glossary	531
Index	537

Contents



Preface

This section includes the following topics:

- [Purpose of this document](#) on page 17
- [Intended user of this document](#) on page 17
- [Safety labels](#) on page 18
- [Reasons for reissuing this document](#) on page 18
- [Availability of this document](#) on page 19
- [Related documentation](#) on page 20

Purpose of this document

The purpose of this document is to describe how to install, configure, and customize the Avaya IC for Siebel system.

Intended user of this document

This document is written for a system integrator. To use this document, you should have a working knowledge of Avaya Interaction Center (IC). In particular, you should have experience installing, configuring, and customizing Avaya IC and Avaya Agent.

Every detail required to integrate an Avaya IC for Siebel integration cannot be included in this document. Depending on your experience, you may need to access the Avaya IC and Siebel documentation sets in order to complete the integration.

Safety labels

If you see any of the following safety labels in this document, take careful note of the information presented.



CAUTION:

Caution statements call attention to situations that can result in harm to software, loss of data, or an interruption in service.



WARNING:

Warning statements call attention to situations that can result in harm to hardware or equipment.



DANGER:

Danger statements call attention to situations that can result in harm to personnel.



SECURITY ALERT:

Security alert statements call attention to situations that can increase the potential for unauthorized use of a telecommunications system.

Reasons for reissuing this document

This issue of the document was created to additionally support Siebel 7.7.

The following changes have been made to this document for Issue 4.0:

- Global - Changed the path to many Siebel screens because of changes to the Siebel 7.7 interface.
- Global - Changed many of the Siebel user interface steps based on recommendations from usability tests.
- Global - Changed workflow terms to match the Avaya IC terms.
- Fixed various wording errors.
- Added text to [AICD domain guidelines](#) on page 47.
- Added [Customizing AUX reason codes](#) on page 85
- Enhanced and rewrote [Integration workflows](#) on page 113.
- Added [Installing the Siebel integration help files](#) on page 178

- Changed Step 1 in [Creating a teleset](#) on page 199
- Changed Step 1 in [Adding responsibilities to lists \(optional\)](#) on page 200
- Added note for the **Use MIME Layer** field in [Adding the EAIWorkflow server](#) on page 212
- Removed a step to unlock the Avaya IC project in [Installing a custom integration object](#) on page 216.
- Removed the sections titled, *Shutting down and restarting Siebel Server components* and *Shutting down the Workflow Monitor Agent component* in the [Installation and configuration tasks for all channels](#) chapter.
- Added new procedure in [Importing and deploying the Siebel 7.7 workflow](#) on page 222
- Added procedure in [Activating the Siebel EAI workflow](#) on page 223
- Changed steps in [Installing eScripts and English error strings on the Siebel server](#) on page 257
- Added [Installing localized error strings on the Siebel server \(optional\)](#) on page 260
- Added new steps in [Building the Siebel-first workflow](#) on page 277
- Added new steps in [Building the qualify e-mail workflows](#) on page 277
- Added sub-steps to Step 5 in [Removing eScripts](#) on page 282
- Changed steps in [Installing eScripts and English error strings on the Siebel server](#) on page 285
- Added [Installing localized error strings on the Siebel server \(optional\)](#) on page 289
- Modified section with added procedures in [Administering the Siebel workflows](#) on page 297
- Changed Step 1 in [Creating a profile](#) on page 302
- Changed Step 1 in [Enabling Communications Outbound Manager](#) on page 307
- Added [Ensuring Avaya IC and Siebel compatibility](#) on page 321
- Changed description of parameter in [AgentUnavailable](#) on page 396.
- Added [Creating an integration object to query on a multi-value field](#) on page 502
- Changed [AICD driver parameters](#) on page 527

Availability of this document

Copies of this document are available from one or both of the following sources. Although there is no charge for documents obtained through the Avaya Web site, documents obtained through the Avaya Publications Center must be purchased.

Preface

- The Avaya online support Web site, <http://www.avayadocs.com>.

- The Avaya Publications Center:

Voice: +1-207-866-6701
+1-800-457-1764 (Toll-free, U.S. and Canada only)

Fax: +1-207-626-7269
+1-800-457-1764 (Toll-free, U.S. and Canada only)

Write: Globalware Solutions
200 Ward Hill Avenue
Haverhill, MA 01835 USA
Attention: Avaya Account Manager

E-mail: totalware@gwsmail.com

Related documentation

This section includes the following topics:

- [Avaya IC for Siebel documentation](#) on page 20
- [Avaya IC documentation](#) on page 20
- [Siebel documentation](#) on page 22

Avaya IC for Siebel documentation

The electronic documentation for the Avaya IC for Siebel integration is included on the CD-ROM included with the integration software. In addition to this document, the CD-ROM contains the *Avaya IC for Siebel User Guide*.

Avaya IC documentation

This section includes the following topics:

- [Recommended Avaya IC documentation](#) on page 21
- [Ways to access Avaya IC documents](#) on page 21
- [Readme file](#) on page 22

Recommended Avaya IC documentation

You might find the following documentation useful.

Document name	Document number
<i>Agent Script Workflow Reference</i>	07-300104, Issue 2.0
<i>Avaya Agent Integration</i>	585-248-003
<i>Avaya Agent User Guide</i>	585-248-707
<i>Avaya IC Media Workflow Reference</i>	07-300103, Issue 2.0
<i>Avaya IC Workflow API Reference</i>	585-248-209
<i>Avaya Workflow Designer User Guide</i>	07-300109, Issue 2.0
<i>Core Services Programmer Guide</i>	585-248-213
<i>Electronic Data Unit Server Programmer Guide</i>	585-248-206
<i>IC Administration Volume 1: Servers & Domains</i>	07-300107, Issue 2.0
<i>IC Administration Volume 2: Agents, Customers, & Queues</i>	07-300108, Issue 2.0
<i>IC Business Advocate Configuration and Administration</i>	07-300106, Issue 2.0
<i>IC Database Designer User Guide</i>	585-248-215
<i>IC Installation and Configuration</i>	07-300100, Issue 2.0
<i>IC Installation Planning and Prerequisites</i>	07-300099, Issue 2.0
<i>IC/OA Software Upgrade and Data Migration</i>	07-300117, Issue 3.0
<i>IC Scripts VBA Scripting Reference</i>	585-248-217
<i>IC Telephony Connectors Programmer Guide</i>	07-300105, Issue 3.0

Ways to access Avaya IC documents

You can access Avaya IC documentation in PDF format from:

- Avaya Interaction Center CD-ROM - The PDF files are in the Doc directory on the product CD-ROM.
- Avaya Interaction Center Documentation CD-ROM - The PDF files on this CD-ROM also include the Avaya IC Product Documentation Guide.

Preface

- Documentation directory on a machine that hosts Avaya IC components - This directory includes all documentation that relates to the Avaya IC components on the machine.

Readme file

The Readme file is an HTML file included on the Avaya Interaction Center software CD-ROM. This file contains important information that was collected too late for inclusion in the paper documentation. The Readme file might include installation instructions, system requirements, information on new product features and enhancements, suggested work-arounds to known problems, and other information critical to successfully installing and using your Avaya software. You might also receive a paper Readme addendum containing similar information uncovered after the manufacture of the product CD-ROM. Review the Readme file and the Readme addendum before you install the integration software.

Siebel documentation

The product documentation set for Siebel eBusiness Applications is provided on the Siebel Bookshelf CD-ROM.

If you want to order additional Siebel documentation and copies of the Siebel Bookshelf CD-ROM, go to Books Online at <http://ebusiness.siebel.com/booksonline>. To access Books Online, you will need to provide the user name and password you received from Siebel Support Services (support@siebel.com).



Chapter 1: Integration overview

This section provides a high-level overview of how the Avaya IC for Siebel integration works and includes the following topics:

- [Differences in terminology](#) on page 24
- [System description](#) on page 25
- [Media features](#) on page 26
- [Architecture overview](#) on page 29
- [Interaction between Avaya IC and Siebel](#) on page 32
- [Multi-site configurations](#) on page 35

Differences in terminology

Avaya IC and Siebel use the following similar terms that are applied differently in the two systems. This document uses the Avaya IC terminology except when referring to Siebel components.

Avaya IC term	Siebel term	Description
Customer	Contact	Person initiating the interaction with the agent.
Contact	Work item	<p>A single interaction with an Avaya IC customer, in any of the following media channels:</p> <ul style="list-style-type: none"> ● Voice (telephone call) ● E-mail ● Chat (Web chat) <p>Because of the continuous exchange of data between the two systems, this document uses the terms <i>contact</i> and <i>work item</i> interchangeably.</p>
Available Not Available	Ready Not Ready	Terms used to describe agent availability for receiving work items.
Name-value couple	Key-value parameter	Data that represents information about a contact or work item. The key, or name, is the name of the parameter being conveyed.

Related topic

For more information, see [Key-value parameters](#) on page 383.

System description

The Avaya Interaction Center for Siebel integration combines Avaya Interaction Center (IC) release 6.1.3 with the Siebel 7 applications. The integration of Avaya IC with Siebel allows you to use the customer management features in the Siebel software and the features in Avaya IC that automate the processing of customer contacts. This integration allows agents to interact with a customer in an individualized manner because agents can:

- Receive work items that are appropriate for their set of skills
- Perform contact work in multiple media channels
- Access any historical data about work previously performed for a specific customer

Related topics

For more information about how agents process work items, see *Avaya IC for Siebel User Guide*.

Media features

This section includes the following topics:

- [Voice channel](#) on page 26
- [E-mail channel](#) on page 26
- [Web channel](#) on page 27

Voice channel

The Avaya IC for Siebel integration supports the following voice channel features:

Heterogeneous switch support - Agents can transfer and conference telephone calls regardless of switch type or location.

Interactive Voice Response (IR) support - Callers can choose from a list of prerecorded voice messages.

Business Advocate support - Business Advocate is used for switch and host-based call-routing support.

Multimedia work items - Agents can associate a phone call or a Voice over Internet Protocol (VoIP) call with a Web chat session.

Screen pop into the Siebel agent desktop - Screen pops display customer information in the Siebel desktop when agents accept a work item or activate a work item.

Siebel Communications Toolbar for phone functions - Agents use the toolbar for softphone functions, such as answer, hold, take off hold, conference, transfer, and so on.

Avaya Outbound Contact - Outbound Contact initiates telephone calls to customers while automatically displaying customer information and guiding users through the process.

E-mail channel

The Avaya IC for Siebel integration e-mail channel functions as follows:

- [Avaya IC for e-mail receipt and routing](#) on page 27

- [Siebel for e-mail response and Siebel Content Analysis](#) on page 27
- [Siebel desktop receives the e-mail](#) on page 27

Avaya IC for e-mail receipt and routing

Avaya IC provides for the receipt and the routing of e-mail. Avaya IC uses the following features:

- Post Office Protocol 3 (POP3)
- WebACD routing
- Avaya Business Advocate routing
- Push mode delivery of customer e-mail contacts to agent desktop
- Blended delivery to a common desktop interface for e-mails blended with other work items

Siebel for e-mail response and Siebel Content Analysis

Siebel provides the e-mail responses and Content Analysis that includes:

- Auto-acknowledgements
- Suggested responses
- Auto-responses
- E-mail presentation to the agent through the Siebel user interface

Siebel desktop receives the e-mail

The Siebel desktop receives the e-mail work item that can include:

- Siebel templates so that agents can use messages that have already been created and approved for specific situations.
- E-mail history stored in the Siebel database and linked to the customer

Note:

When the Avaya IC Web Agent is set to Siebel mode, the e-mail controls are removed from the interface.

Web channel

The Avaya IC for Siebel integration supports the following Web channel features:

- Avaya IC Web automatic call distributor (ACD) for logic and agent selection

Integration overview

- The Internet Call Manager (ICM) server enables the following communication and collaboration functionality:
 - Web chat
 - VoIP
 - Public Switched Telephone Network (PSTN) callback
 - Collaboration, such as page push, forms assist, transcript, and so on.
- Downloadable caller-side applet for customer Web chat interface
- DataWake for tracking customer activity within a Web site
- Web Agent Client interface
- Web chat transcript saved in the Siebel database
- Integrated with Siebel Web engine for Web applications

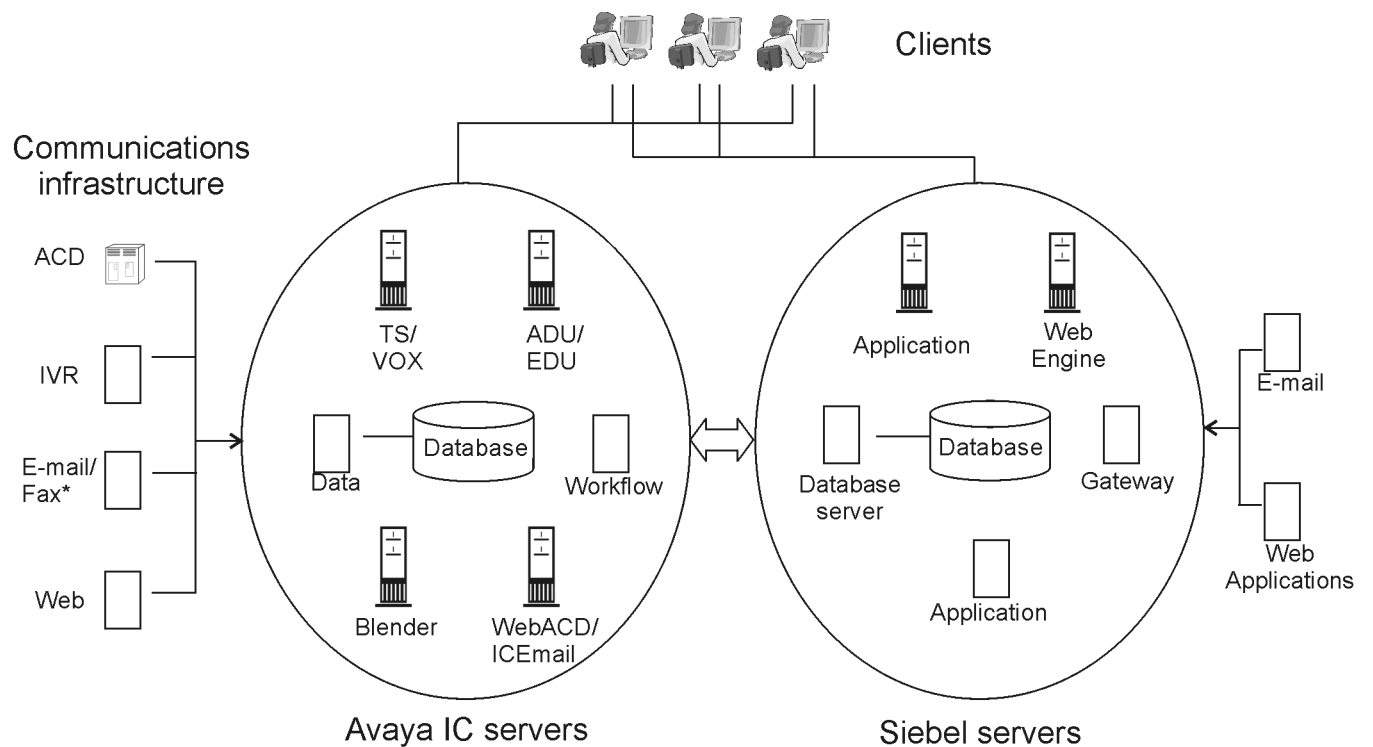
Architecture overview

This section includes the following topics:

- [Architecture figure](#) on page 29
- [Communications infrastructure](#) on page 30
- [Avaya IC servers](#) on page 30
- [Siebel servers](#) on page 30
- [Clients](#) on page 30

Architecture figure

The following figure shows the major parts of an Avaya IC for Siebel integrated system.



* Notification e-mails only

Communications infrastructure

The communications infrastructure includes the PBX, Avaya Interactive Response (IR), e-mail, fax, and Web servers. These servers:

- Support the delivery of various media-channel communications to the contact center
- Can run Avaya-provided switch software
- Can run software from other vendors, such as Microsoft Exchange

The software on these servers is provided separately from the Avaya IC for Siebel integration software.

Avaya IC servers

The Avaya IC servers refers to all of the servers that comprise the Avaya IC system. For example, the Telephony Server is responsible for receiving messages from the telephone switch and passing the information along to other servers, and the Directory Server maintains an accurate list of agents and servers on the system.

You must enhance this software to support the Avaya IC for Siebel integration.

Related topics

For more information about Avaya IC servers, see:

- [AICD and Avaya IC interfaces](#) on page 98
 - *IC Administration Volume 1: Servers & Domains*
-

Siebel servers

The Siebel servers refer to all of the servers on the Siebel system. To support the Avaya IC for Siebel integration, Avaya provides software that runs on the Siebel application servers.

Related topic

For more information about Siebel servers, see the Siebel documentation.

Clients

Clients refers to all of the client machines in the system.

Software from both Siebel and Avaya may reside on the client. In the case of Siebel, only a browser is required at the client to interact with the system. For Avaya IC, you must install software on the client. This portion of the system also includes any physical communication devices used by agents, such as telephone sets.

Interaction between Avaya IC and Siebel

There are three main types of interactions between Avaya IC and Siebel:

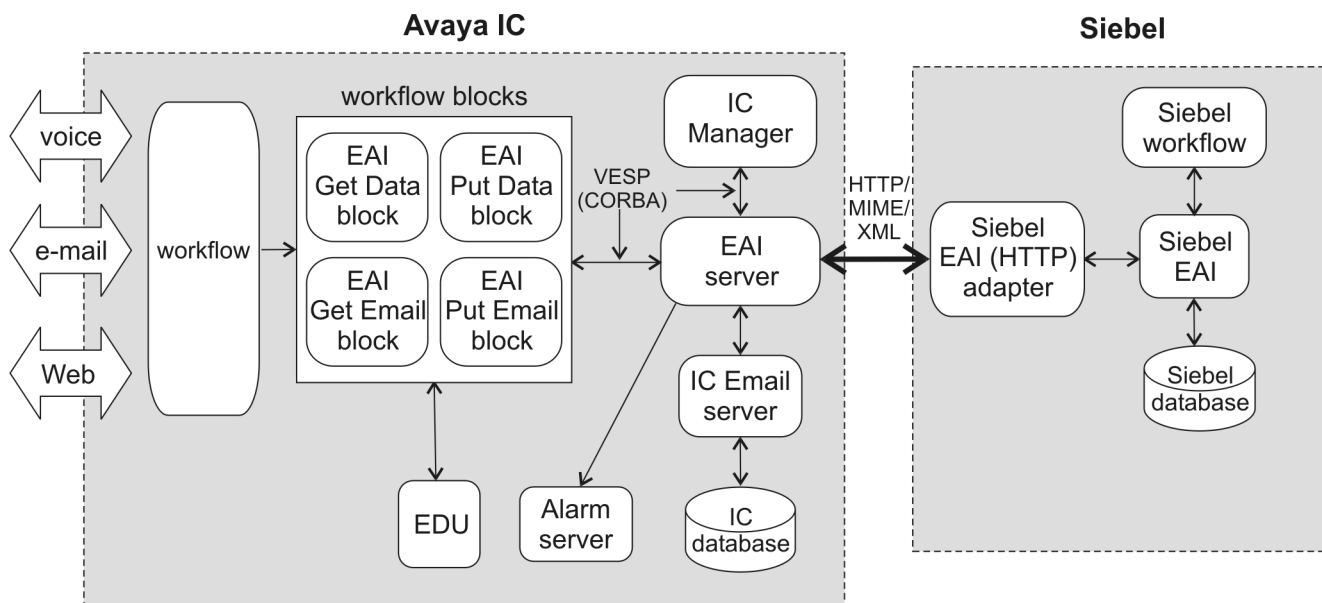
- [Data exchange](#) on page 32
- [Work delivery and control](#) on page 33
- [E-mail response](#) on page 34

Data exchange

Data exchange is the movement of information between Avaya IC and the Siebel databases, and the exchange of e-mail content back and forth between the two systems.

Data exchange figure

The following figure shows the data exchange software architecture.



Data exchange description

The data exchange process works as follows:

1. A voice, e-mail, or Web chat customer contact arrives in Avaya IC and a workflow starts to process that contact.

2. The workflow calls EAI-specific blocks to interact with Siebel. For example, an EAI Get Data block retrieves a previous contact record from the Siebel database that is associated with the current customer contact.
3. The EAI block calls the EAI server to request the data transfer. The EAI server maintains HTTP and XML-based EAI sessions with Siebel to perform the transfer.
4. On the Siebel side, the Siebel EAI adapter processes the inbound HTTP request. The requested data is retrieved from the Siebel database and sent back to Avaya IC through the EAI server.
5. The Avaya IC workflow processes the data. For example, the workflow may determine how the contact should be routed. The workflow can optionally store the data in the EDU.
6. In the case of e-mail transfers, the EAI server interacts with the IC Email server to read or write e-mail contents to and from the Avaya IC database.
7. For more sophisticated types of data transfer operations, or for e-mail transfers, Siebel workflows may need to be called to perform special operations on the data. Handling a Multipurpose Internet Mail Extensions (MIME) layer for e-mail is an example of a special operation.

Related topics

For more information about data exchange components, see any of the following topics:

- [Integration workflows](#) on page 113
- [EAI server](#) on page 66

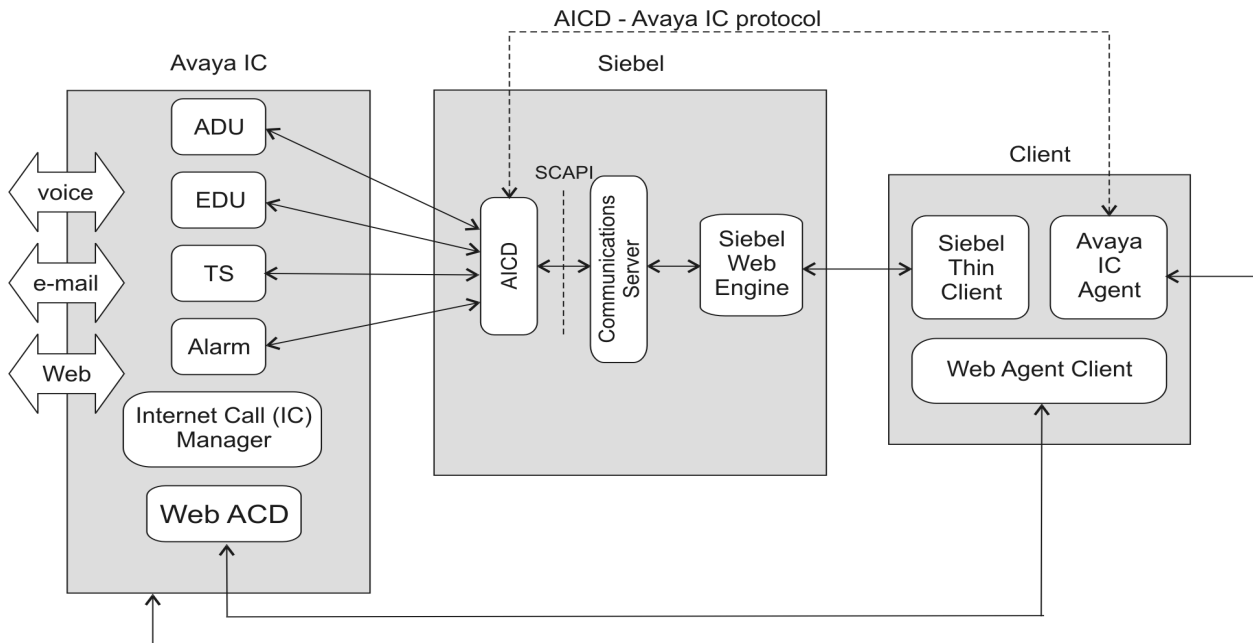
Work delivery and control

The work delivery and control function coordinates the delivery of work to the agents. This coordination involves synchronizing the Siebel desktop with Avaya Agent during the following events:

- Delivering work initially, such as a screen-pop
- Completing work
- Switching between work items
- Transferring work items

Integration overview

The following figure shows the overall work delivery and control architecture.



Related topics

See one of the following topics for more information about the work delivery and control components:

- [AICD](#) on page 97
- [SCAPI interface](#) on page 103

E-mail response

E-mail response refers to all Siebel e-mail response functionality, including e-mail presentation, Siebel Content Analysis, e-mail auto-acknowledgements, auto-responses, and e-mail suggested responses. In this integration, there are two types of e-mail methods: Avaya-first e-mail entry and Siebel-first e-mail entry.

Related topic

For more information, see [E-mail entry methods](#) on page 53.

Multi-site configurations

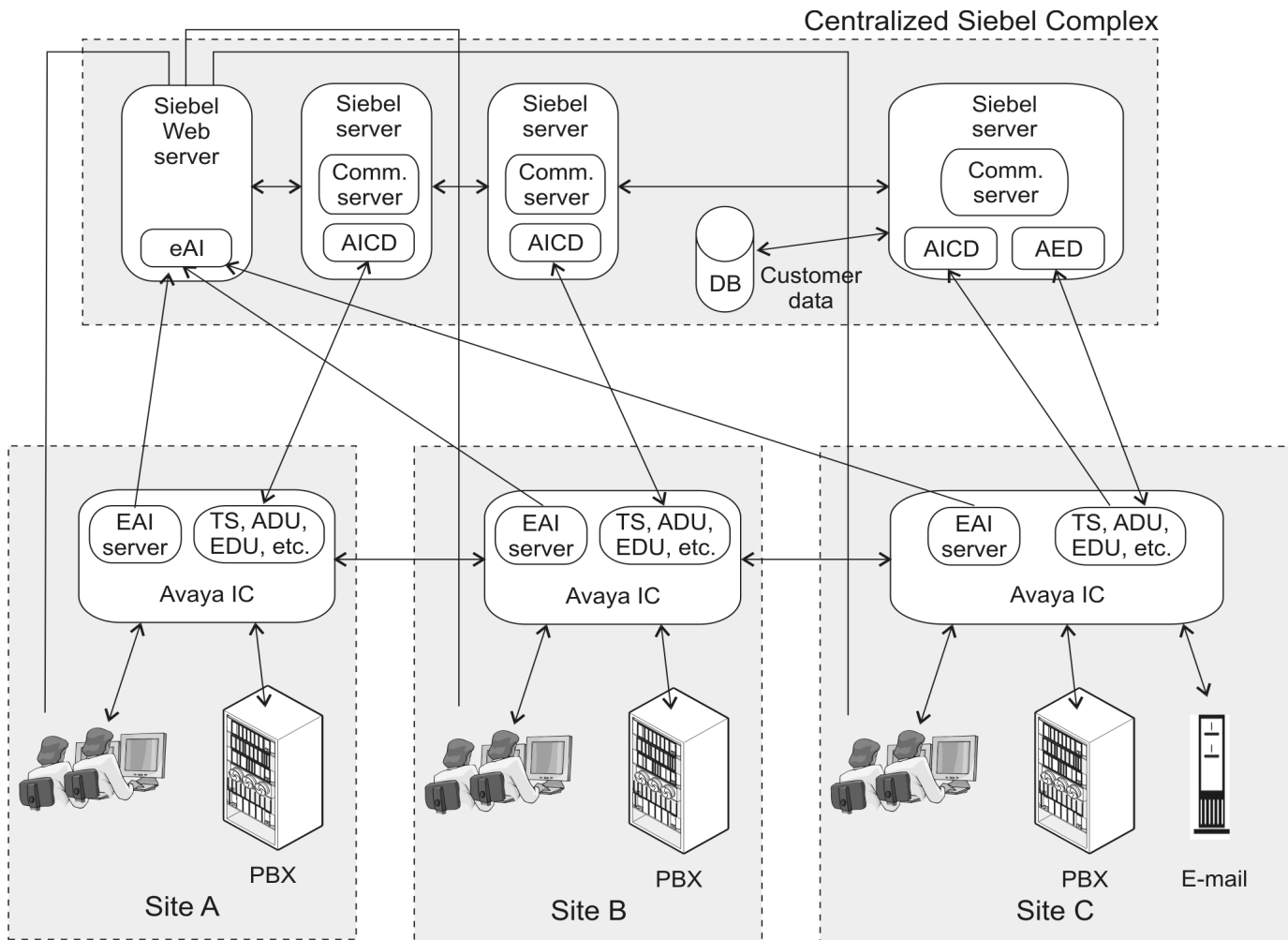
In an integrated Avaya IC and Siebel environment, the entire integrated system is designed to operate in a multi-site environment.

This section includes the following topics:

- [Multi-site configuration figure](#) on page 36
- [Centralized Siebel complex](#) on page 36
- [The database in multi-site configurations](#) on page 37
- [EAI in multi-site configurations](#) on page 37
- [E-mail in multi-site configurations](#) on page 37
- [Agents, sites, and Siebel Communications servers](#) on page 37
- [Associating a Siebel agent with a communications session](#) on page 38

Multi-site configuration figure

The following figure shows an example of a multi-site Avaya IC for Siebel integration. While only three sites are shown in this figure, your system can contain many more sites.



Centralized Siebel complex

Siebel requires that all of their application servers are co-located with the Siebel database and Siebel Web server. Therefore, customers need to set up a centralized Siebel complex that all agents access through their Web browser. Typically, the centralized Siebel complex should reside at one of the contact center sites, but this is not required. Reliable, high-speed Wide Area Network (WAN) connectivity between sites and to the centralized Siebel complex are required.

The database in multi-site configurations

In Siebel, there is only one logical instance of the Siebel database, even in a multi-site environment. This facilitates easy access to all customer data in the database regardless of where the agent is located. Also, Avaya IC workflow blocks can access customer information from any site.

Similarly for Avaya IC, there is only one database for customer and agent information for the entire system. In the case of EDU and ADU servers, the system already allows multiple instances of the servers to exist within a single system. These servers implement mechanisms whereby a client needs to interact with only one server, but may obtain information that is actually resident in another instance of the server. That is, the ADU and EDU servers in the system are knowledgeable about and share their information with all other ADU and EDU servers in the entire system.

EAI in multi-site configurations

Each site that needs to access Siebel EAI data must have an EAI server. All access to EAI servers should be available throughout the Wide Area Network (WAN). Additionally, you should have high bandwidth and stable connections through the network connection to the centralized Siebel complex.

E-mail in multi-site configurations

Configure one of the sites in the complex as the entry point for e-mail. Correspondingly, configure one of the Siebel servers to run the AED if you are using Siebel Content Analysis.

Agents, sites, and Siebel Communications servers

A multi-site system configuration typically involves multiple Siebel Communications server instances running across multiple Siebel servers. Agents at each site can be fixed to particular Communication server instance using Siebel administration, or the agents can be configured to use one of many Communication server instances. Use of Siebel Resonate load balancing software allows assignment of agents to the most appropriate Communication server dynamically upon login. The selection of a Communication server for a particular agent login session also determines the AICD driver instance that is associated with the session.

Integration overview

The Avaya IC for Siebel integration is flexible in terms of how to associate agents at different sites across multiple Siebel Communication servers and associated AICD instances. Plan carefully to ensure that the chosen configuration is appropriate for your particular customer implementation and application.

Using fixed agent-to-Communication server assignments

You can choose to use fixed agent-to-Communication server assignments to associate Communication server instances with particular sites. Use this method for the following reasons:

- Reduces the amount of proxying incurred by the ADU and EDU servers and allows the AICD to use the best available ADU and EDU servers for servicing the agents and contacts at a particular site.
- Helps define appropriate failover paths for requests to these servers made by the AICD.

To associate a Communication server instance with a site, configure agents from only one site to use that Communication server instance. If multiple Avaya IC agent domains are associated with a site, configure the Communication servers in accordance with the individual Avaya IC agent domains, if possible.

Related topic

For more information, see the Siebel documentation.

Not using fixed agent-to-Communication server assignments

You can choose *not* to use fixed agent-to-Communication server assignments. With this method, you do not have to associate Communication server instances with particular sites. Agents at any site can use any Communication server and AICD instance to log in and perform work. However, more EDU and ADU server proxying will occur in such configurations, and the overall performance of the Avaya IC system can be slightly reduced as a result. However, these configurations are more flexible compared to configurations requiring a one-to-one relationship between Communication server and sites. For example, these types of configurations can use load balancing software to better balance the load across multiple Siebel servers.

Associating a Siebel agent with a communications session

Normally, Siebel uses the Communications Session Manager that runs on the same machine as the agent Application Object Manager. However, if this default association is changed, create multiple Siebel communication configurations by modifying the following Computer Telephony Interface (CTI) parameters:

- GatewayAddress - Specify the Siebel Gateway. For example, specify a value such as *gateway-host* for this parameter.
- EnterpriseServer - Specify the Siebel Enterprise Server. For example, specify a value such as *siebel* for this parameter.
- RequestServer - Specify the Siebel Request Server, the Siebel Server. For example, specify a value such as *server-host* for this parameter.
- CommSessionMgr - Specify the Communications Session Manager. For example, specify a value such as *CommSessionMgr* for this parameter. This parameter is optional.

Integration overview



Chapter 2: Planning and prerequisites

This section describes the information and materials you will need to plan an Avaya IC for Siebel integration and the prerequisite tasks. Avaya Interaction Center for Siebel 7 supports integration with the following versions of Siebel:

- Siebel 7.0
- Siebel 7.5
- Siebel 7.7 - available only with the Siebel-first e-mail method

This section includes the following topics:

- [Supported platforms](#) on page 42
- [Avaya IC domain deployment guidelines](#) on page 46
- [Matching Siebel and Avaya IC agent login IDs and passwords](#) on page 50
- [The installation CDs](#) on page 51
- [Security](#) on page 52

Supported platforms

All of the software described in this section must be purchased separately.

This section includes the following topics:

- [Avaya IC server platforms](#) on page 42
- [Databases](#) on page 43
- [Switches and switch software](#) on page 43
- [Client operating systems](#) on page 43
- [Other required software](#) on page 44
- [Media channels](#) on page 45

Avaya IC server platforms

The integration supports the following server platforms.

Servers	Supported versions					
	Windows		Solaris		AIX	
All Avaya IC and Siebel 7.7	Windows 2000 Server SP4	Windows Server 2003	Solaris 8*	Solaris 9	AIX 5.1L ML3	AIX 5.2 ML2
Siebel 7.0 and 7.5	Windows 2000 Server		Solaris 8		AIX 5.1	

*Solaris version 8 recommended patch cluster (kernel at level 13 or above) with one of the following patches:

- 109147-09 and above
- 108434-02 and above

Related topic

For more information about hardware and software requirements for Siebel server platforms, see the Siebel documentation.

Databases

For information about supported Avaya IC and Siebel databases, see:

- *IC Installation Planning and Prerequisites*
- The Siebel documentation

Switches and switch software

The following switches and switch software are supported in an Avaya IC for Siebel integration:

- Avaya DEFINITY^{AE} ECS R9.5 with CVLAN 8
- Avaya DEFINITY ECS R10 with CVLAN 8
- Avaya DEFINITY Server CSI/SI/R with Avaya Communication Manager R1.1 or later
- Avaya S8700 and S8300 Media Servers with Avaya Communication Manager R1.1 or later
- Nortel^o Symposium Server 4.2
- Aspect Call Center 8

Client operating systems

The following operating systems are supported on the client machines:

- Windows NT 4.0 Workstation Service Pack 6a or later
- Windows 2000 Professional Service Pack 3
- Windows 2003
- Windows XP Professional

Other required software

Other required software is described in the following table.

Required software	Location	Supported versions		
		Windows	Solaris	AIX
Time synchronization utility	All server machines	Windows ntpd process. Can be a third-party utility, such as Tardis 2000 v1.4	Solaris ntpd process	AIX ntpd process
PDF reader for documentation	All machines	Adobe Acrobat Reader 5.0 with Search		
Java SDK	Machine that hosts WebLM	Sun JDK 1.3.1_06		Sun JDK 1.3.1_06
Email servers	Machine that communicates with Notification server	SMTP and POP3 compliant email servers		SMTP and POP3 compliant email servers
Web browser	Admin machine	Internet Explorer 5.5, 6.0	Not supported	Not supported

Media channels

The following media channels are supported in an Avaya IC for Siebel integration:

- PBX voice - includes support for Interactive Voice Response (IVR) interaction
- Voice over Internet Protocol (VoIP)
- IP text chat
- Outbound dialer
- Assisted Web browsing - includes agent and customer interactive Web forms
- Web callbacks
- E-mail - these are supported as e-mail attachments only, not as separate channels:
 - Fax
 - Documents
 - Web forms - not interactive

Avaya IC domain deployment guidelines

This section provides suggestions for creating effective domains for the Siebel integration servers. The AICD, AED, and EAI are considered Siebel integration servers. Each Siebel integration server is administered as an Avaya IC VESP server and assigned to an Avaya IC domain. These guidelines will help you choose the best Avaya IC domain.

This section includes the following topics:

- [About domains](#) on page 46
- [AED domain guideline](#) on page 47
- [AICD domain guidelines](#) on page 47
- [EAI domain guidelines](#) on page 49

About domains

Installers create Avaya IC domains to partition Avaya IC servers into groups that can improve communication paths between clients and servers. Proper domain structure can improve performance by avoiding unnecessary communication hops between servers and clients. Performance is enhanced when unnecessary Wide Area Network (WAN) hops are avoided.

Once Avaya IC domains have been created, they can also be used to specify failover communication paths between servers and clients. During Avaya IC installation, each domain is administered with a set of failover domains. If communications are broken, either because the network path is lost, or because the server has stopped, the servers in the failover domains are tried in the order in which they were prescribed.

For most integrations, except for integrations that use load balancing software, you do not have to create any new Avaya IC domains.

Related topic

For a description of the deployment guidelines for the Avaya IC domains, see *IC Installation Planning and Prerequisites* guide.

AED domain guideline

The following table describes the Adaptive E-mail Driver (AED) domain guideline.

Guideline	Reason
Configure the AED to reside in the same domain as the Avaya IC e-mail Workflow server.	<ul style="list-style-type: none">● Ensures that the AED locates the e-mail workflow server and the e-mail EDU server.● Ensures that the AED follow the same failover path as the other Avaya IC e-mail components.

Note:

There can be only one AED on the system.

Related topics

For more information, see:

- [Installing the AED](#) on page 266
- [The AED](#) on page 96

AICD domain guidelines

A single Adaptive Interaction Center Driver (AICD) may service many agents, and there may be more than one AICD in a Siebel system. Within the AICD, a unique AICD agent session services a single agent.

For all types of configurations, use the AICD driver parameters, ServerUUID, ServerDomain, and ConfigurationName meticulously in order to suit your specific site needs.

Related topic

For more information, see [AICD driver parameters](#) on page 527.

Planning and prerequisites

Single-site configurations

The following table provides a list of the AICD domain guidelines for single-site configurations.

Guideline	Reason
If you have one AICD server for your site, configure the AICD server to reside in the primary agent domain.	<ul style="list-style-type: none">● Ensures that the AICD uses the same EDU and ADU server as Avaya Agent● Eliminates the proxy of requests and events between EDU servers and between ADU servers● Ensures that the AICD uses the same failover domain path as Avaya Agent
If you have more than one AICD server for your site, configure each AICD server to be in a separate agent domain. For example, configure the AICD so that Siebel agents in domain A use the AICD for domain A.	
For integrations using load balancing software, such as Siebel Resonate, create a separate domain for the AICD servers.	The load balancing software will automatically direct an agent login request to the appropriate server to balance the load across the Siebel servers.

Multi-site configurations

The following table provides a list of the AICD domain guidelines for multi-site configurations.

Guideline	Reason
Configure a separate AICD for each primary agent domain where you have one primary agent domain at each Avaya IC site. Administer the Siebel server to segregate the agents among each multi-site domain. This Siebel administration ensures that agents at site X use the AICD server for Avaya IC domain X.	<ul style="list-style-type: none">● Ensures that the AICD uses the same EDU and ADU server as Avaya Agent● Eliminates the proxy of requests and events between EDU servers and between ADU servers● Ensures that the AICD uses the same failover domain path as Avaya Agent
For integrations using load balancing software, such as Siebel Resonate, create a separate domain for the AICD servers.	
	The load balancing software will automatically direct an agent login request to the appropriate server to balance the load across the Siebel servers.

Related topics

For more information, see the following topics:

- [Configuring the AICD](#) on page 195

- [AICD](#) on page 97

EAI domain guidelines

The following table provides a list of the Enterprise Application Integration (EAI) domain guidelines.

Guideline	Reason
Configure only one instance of a given type of EAI server per domain. For example, do not place two EAIWorkflow servers in the same domain.	VESP uses the Avaya IC domain and VESP interface type to unambiguously resolve Avaya IC workflow requests to the EAI server. If an EAI server of the same type is duplicated in an Avaya IC domain, the duplicated EAI server will never be used.
Install an EAI and EAIWorkflow server in every Avaya IC domain that contains an Avaya IC Workflow server. These are domains that contain Telephony Server (TS), WebACD, and IC Email servers.	<ul style="list-style-type: none"> ● Ensures that the Avaya IC workflows associated with each media type use a unique set of EAI servers. This enhances performance by segregating requests for each media type. ● Ensures that Avaya IC workflow requests failover to another set of EAI servers if EAI and EAIWorkflow servers are configured in the failover domains.
Install an EAIEmail server in the domain that contains the Avaya IC Workflow server that runs the Siebel e-mail Content Analysis workflows. This is the e-mail domain.	<ul style="list-style-type: none"> ● Ensures that the Avaya IC e-mail workflows find the EAIEmail server and write the e-mail to Siebel. ● Ensures that Avaya IC workflow requests failover to another EAI server if EAIEmail servers are configured in the failover domains.
Install an EAIEmail server in the domain that contains the Workflow server that has been configured for handling the agent outbound e-mail requests.	<ul style="list-style-type: none"> ● Ensures that the Avaya IC e-mail workflows find the EAIEmail server and read the outbound e-mail from Siebel. ● Ensures that the Avaya IC workflow requests failover to another EAI server if EAIEmail servers are configured in the failover domains.

Related topics

For more information, see the following topics:

- [EAI server types](#) on page 68
- [Adding EAI servers to IC Manager](#) on page 210

Matching Siebel and Avaya IC agent login IDs and passwords

Make sure that the Siebel and Avaya IC agent login IDs and passwords match. Matching login IDs are required for the Avaya IC for Siebel integration to work. Matching passwords make it possible to launch Avaya Agent and automatically log into the Siebel thin client. Make sure that the Avaya IC login ID does *not* have any uppercase letters.

Related topic

For more information, see *Avaya IC for Siebel User Guide*.

The installation CDs

For this integration, you will need two installation CDs:

- [The Avaya IC 6.1.3 Siebel 7 Integration CD](#) on page 51
- [The Avaya IC CD](#) on page 51

The Avaya IC 6.1.3 Siebel 7 Integration CD

The Avaya IC 6.1.3 Siebel 7 Integration CD contains integration components that you will install on either Avaya IC or Siebel.

The following components are installed only on Avaya IC:

- Avaya Agent design components for the Siebel integration
- Avaya workflows for the Siebel integration

The following components are installed only on Siebel:

- AICD
- AED
- The Siebel integration components and Siebel workflows

The EAI server may be installed on Avaya IC or Siebel.

The Avaya IC CD

The Avaya IC CD contains the core system that you will install on both Avaya IC and Siebel. For example, the Object Request Broker (ORB) Server is installed on the Siebel server as well as the Avaya IC servers.

Security

The same security policies for Avaya IC also apply to the Avaya IC for Siebel integration. The following security policies are unique for an Avaya IC for Siebel integration:

- Siebel authenticates clients before the client interacts with the AICD.
- The EAI servers authenticate with Siebel using a Siebel login and password. However, the login and password are passed as clear text to Siebel using HyperText Transfer Protocol (HTTP). Customers will need to ensure that the EAI servers and Siebel servers are connected over a private network and not accessible to the outside.
- The EAI server requires a login ID and password to access the IC Email server for the e-mail channel. This login should not be used by agents; it should be a separate user in the system just for use by the EAI server.

Related topics

For detailed security information about Avaya IC or Siebel, see the appropriate Avaya IC documentation or the Siebel documentation.



Chapter 3: E-mail entry methods

This section contains the following topics:

- [Overview of e-mail entry methods](#) on page 54
- [Avaya-first e-mail entry](#) on page 56
- [Siebel-first e-mail entry process](#) on page 59
- [Similarities and differences between Avaya-first and Siebel-first entry methods](#) on page 61

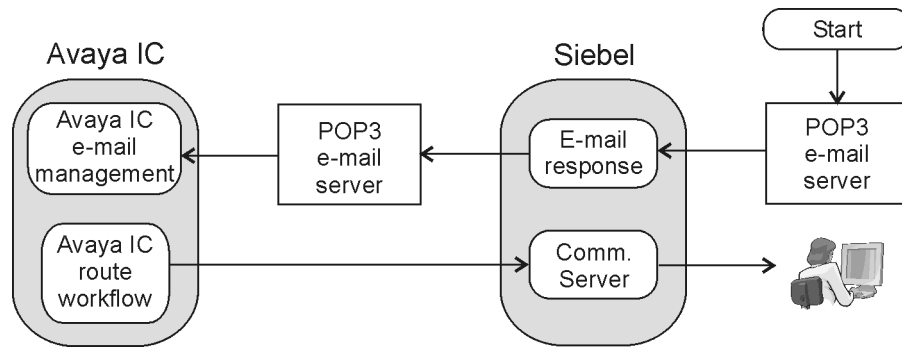
Overview of e-mail entry methods

This section includes the following topics:

- [Siebel-first e-mail entry figure](#) on page 54
- [Avaya-first e-mail entry figure](#) on page 54
- [Advantages of the Siebel-first e-mail entry method](#) on page 55
- [Advantages of the Avaya-first e-mail entry method](#) on page 55

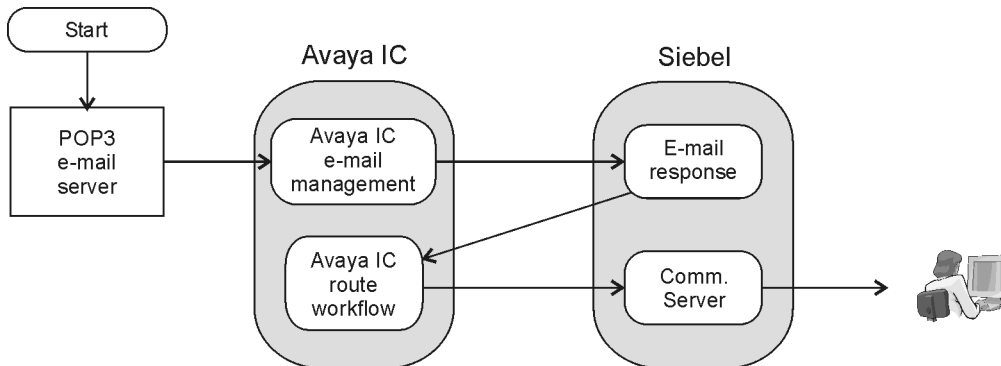
Siebel-first e-mail entry figure

The following figure shows the Siebel-first e-mail entry method.



Avaya-first e-mail entry figure

The following figure shows the Avaya-first e-mail entry method.



Advantages of the Siebel-first e-mail entry method

Siebel-first e-mail e-mail entry is intended for customers who already have Siebel eMail Response and want to have e-mail routed by Avaya IC and perhaps blended with other channel work. For these customers, changes to their system and configuration is minimized if they use the Siebel-first e-mail entry method.

Advantages of the Avaya-first e-mail entry method

Customers who are not already using Siebel eMail Response should prefer the Avaya-first e-mail entry method because it allows Avaya IC to manage *all* inbound e-mail contacts, not just the contacts that need to be handled by an agent. The main advantage of this method is that the Avaya IC and Operational Analyst (OA) reporting of e-mail contacts will be complete, whereas the Siebel-first e-mail entry method does not include any statistics for dismissed or auto-responded e-mails. The Avaya-first e-mail entry method is somewhat more complex because e-mails are copied to Siebel, and e-mail responses and replies are copied from Siebel back to Avaya IC. Additionally, more sophisticated Avaya IC workflows are required for this method.

Avaya-first e-mail entry

This section includes the following topics:

- [Avaya-first e-mail entry overview](#) on page 56
- [The Content Analysis process between Avaya IC and Siebel](#) on page 56
- [Avaya-first e-mail Content Analysis architecture](#) on page 58

Avaya-first e-mail entry overview

In the Avaya-first entry method, e-mail enters Avaya IC through the POP3 e-mail server. Avaya IC uses the EAI to transfer the e-mail to Siebel. Avaya IC requests Siebel to perform Content Analysis on the e-mail. Siebel performs Content Analysis on the e-mail, and the results are passed back to the Avaya IC workflows that route the e-mail. Siebel generates auto-acknowledgement and auto-response e-mails after Siebel performs the Content Analysis. For the Avaya-first entry mode, the actual Content Analysis is performed by Siebel.

Related topic

For more information about e-mail workflows, see [Avaya-first e-mail workflows](#) on page 145.

The Content Analysis process between Avaya IC and Siebel

The e-mail Content Analysis process between Avaya IC and Siebel works as follows:

1. A new customer-generated e-mail enters the system.
2. A workflow processes the e-mail.
3. The Workflow server runs the Preanalyze CA workflow that contains a Trigger Siebel CA block that requests Content Analysis.
4. The AED, triggered by the Trigger Siebel CA block, passes a request through the Siebel Communications Inbound Manager to run a Siebel workflow that performs the e-mail Content Analysis.
5. Siebel runs a set of e-mail response workflows that perform e-mail Content Analysis and determine a disposition for the e-mail.
6. Siebel passes one of the following results to Avaya IC:
 - Auto Response Ready

- Agent Routing Ready
 - Dismissed
 - Error Occurred
7. The AED populates the results into its own data structure.
 8. The AED sets the EDU values for confidence, category, language of e-mail, and number of confidences and categories.
 9. The AED starts the Postanalyze workflow.
 10. The Postanalyze workflow uses the EDU ID to extract the response data and process the information.
 11. If Avaya IC does not receive a response from Siebel because of a timeout or because of any other type of failure, the AED starts the Postanalyze Error workflow. Avaya IC continues to process the e-mail, but the e-mail will be routed to a default queue, and the system may not pick the best agent to handle the e-mail.

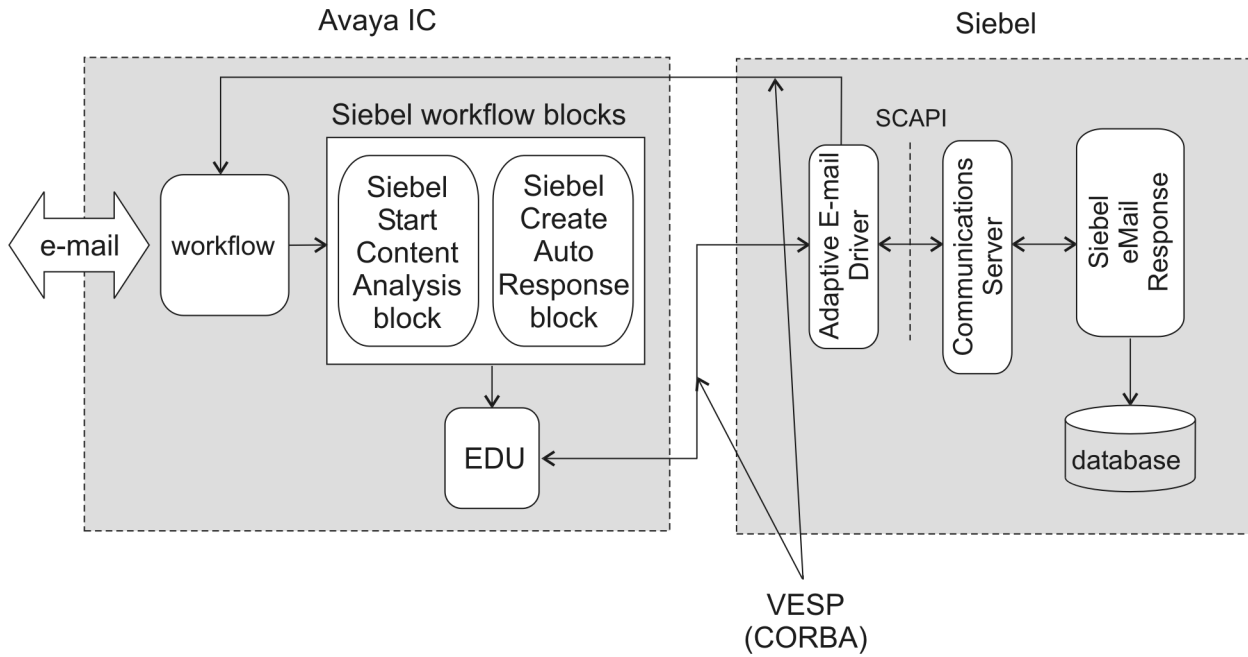
Related topics

For more information about Siebel e-mail Content Analysis, see one of the following topics:

- [Process of e-mail workflows within Avaya IC](#) on page 70
- [Avaya-first e-mail workflows](#) on page 145
- For more information about e-mail Content Analysis within Siebel, see the Siebel documentation.

Avaya-first e-mail Content Analysis architecture

The following figure shows the architecture for Siebel e-mail Content Analysis.



Siebel-first e-mail entry process

In the Siebel-first entry method, e-mail enters through Siebel. If Siebel decides that the e-mail needs to be sent to an agent, Siebel sends a notification e-mail to Avaya IC. Avaya IC routes the e-mail to the agent.

The following process describes the Siebel-first e-mail entry method in more detail:

1. E-mail enters Siebel through the POP3 e-mail server.
2. Siebel runs an e-mail response workflow.
3. The e-mail response workflow determines how to process the e-mail. One of the following actions occur:
 - Siebel dismisses the e-mail and the e-mail process ends. For example, Siebel dismisses the e-mail because it detects junk e-mail.
 - Siebel performs Content Analysis on the e-mail and the resulting confidence level exceeds the administered threshold. An auto-response is sent without agent involvement. In this case, an auto-acknowledgement is typically not sent.
 - Siebel performs Content Analysis on the e-mail and the resulting confidence level is below the administered threshold. The e-mail is routed to an agent using the process described in Steps 4 through 9. Typically, an auto-acknowledgement is sent to the customer because agents cannot always respond immediately to customer e-mail. This is optional.
4. Siebel composes an e-mail with new information encoded in the body and sends this notification e-mail to a mailbox on a POP3 e-mail server. The e-mail includes the following information:
 - The To, From, and Subject information of the original e-mail
 - Language as determined by Siebel Content Analysis
 - Content Analysis results from Siebel
 - ActivityID of the original Siebel e-mail
5. Avaya IC reads the e-mail from the POP3 server and starts a Siebel-first e-mail workflow to process it.
6. The workflow processes the e-mail so that Avaya IC can route the e-mail using the e-mail routing workflow.
7. Once the work item or e-mail appears on the agent desktop, the original e-mail is popped in the Siebel screen using the Activity ID that was passed from Siebel.
8. Once the agent has replied to or forwarded the e-mail, the agent releases the work item from the Siebel toolbar. The agent can also dismiss the e-mail without forwarding or replying.

E-mail entry methods

9. The AICD receives a message to release the work item and passes a disconnect e-mail message to Avaya Agent. The way Avaya Agent handles a disconnect message is similar to the way it handles a dismiss message. If a response has been sent to the customer, the dismiss is transparent to the agent on the Avaya Agent side. In other words, the agent will not see a dialog box asking for a dismiss reason. Instead, Avaya Agent will use a special pre-configured dismiss reason.

If the agent has dismissed the e-mail without replying or forwarding, the agent is asked for a dismiss reason.

10. Siebel sends out the e-mail response composed by the agent.

Related topics

See one of the following topics:

- For more information about how Content Analysis works within Siebel, see the Siebel documentation.
- For more information about e-mail workflows, see [Siebel-first e-mail workflow](#) on page 159.

Similarities and differences between Avaya-first and Siebel-first entry methods

This section contains the following topics:

- [Similarities between Avaya-first and Siebel-first](#) on page 61
- [Differences between Avaya-first and Siebel-first](#) on page 62

Similarities between Avaya-first and Siebel-first

The following table describes the similarities between the Avaya-first and Siebel-first e-mail entries when configuring Siebel.

Area of functionality	Avaya-first	Siebel-first
Business service - delivered as an SIF or js file	AICD	AICD
Application level eScript	StoreId	StoreId
	ClearId	ClearId
Applet level eScript	Comm Outbound Item Form Applet	Comm Outbound Item Form Applet

Differences between Avaya-first and Siebel-first

The following table describes the differences between the Avaya-first and Siebel-first e-mail entries when configuring Siebel.

Area of functionality	Avaya-first	Siebel-first
Applet Level eScript	Send Communication Applet	No scripts were added to the Send Communication Applet because the AICD commands are not called. The e-mails are delivered by the Siebel driver. When sending new outbound e-mail using the Siebel toolbar, agents use a Siebel-provided mechanism.
Siebel workflows required by the AED	<ul style="list-style-type: none"> ● Avaya IC Analyze Message ● Avaya IC Append Thread Id ● Avaya IC Identify Language ● Avaya IC Parse Junk Email ● Avaya IC Process Message ● Avaya IC Set Auto Acknowledge ● Avaya IC Set Auto Response ● Avaya IC Update Activity Status 	The AED is not used for the Siebel-first e-mail method.
Avaya IC workflows	<ul style="list-style-type: none"> ● Event = ICEmail.Analyze Flow = icemail_sbl.preanalyze_sbl 	Event = ICEmail.Analyze Flow = icemail_sbl_first.analyze_sbl
	<ul style="list-style-type: none"> ● Event = ICEmail.OutboundEmail Flow = icemail_sbl.outboundemail_sbl 	-

Similarities and differences between Avaya-first and Siebel-first entry methods

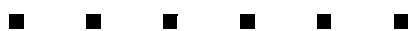
Area of functionality	Avaya-first	Siebel-first
Siebel workflows	Default workflows are automatically activated during installation. These workflows are <i>not</i> included on the installation CD.	
	<ul style="list-style-type: none"> ● eMail Response - Append Thread Id ● eMail Response - Response Workflow ● eMail Response - Update Activity Status 	<ul style="list-style-type: none"> ● eMail Response - Append Thread Id ● eMail Response - Create Activity ● eMail Response - Get Entitlement Id ● eMail Response - Identify Language ● eMail Response - Parse Junk Email ● eMail Response - Response Workflow ● eMail Response - SR Help ● eMail Response - Send Acknowledgement ● eMail Response - Send Auto Response ● eMail Response - Update Activity Status
	Custom workflows are provided by Siebel are not modified for the integration. These workflows are included on the installation CD.	
	-	<ul style="list-style-type: none"> ● eMail Response - Analyze Message ● eMail Response - Process Message ● eMail Response - Route Avaya ● eMail Response - Route Email
	Custom workflows are provided by Siebel and modified for the integration. These workflows are included on the installation CD.	
	<ul style="list-style-type: none"> ● eMail Response - Client Send Email ● Avaya IC Client Send Email 	<ul style="list-style-type: none"> ● eMail Response - Client Send Email

Related topics

For more information, see one of the following topics:

- [Siebel-first e-mail entry process](#) on page 59
- [Avaya-first e-mail entry](#) on page 56
- [Process of e-mail workflows within Avaya IC](#) on page 70
- For more information about e-mail Content Analysis within Siebel, see the Siebel documentation.

E-mail entry methods



Chapter 4: Components within Avaya IC

This section describes the integration components that reside within Avaya IC and includes the following topics:

- [EAI server](#) on page 66
- [Process of e-mail workflows within Avaya IC](#) on page 64
- [Avaya IC management tools](#) on page 71
- [ORB Servers](#) on page 73
- [Web Agent](#) on page 74

EAI server

This section includes the following topics:

- [About the EAI server](#) on page 66
- [EAI figure](#) on page 67
- [EAI interfaces](#) on page 67
- [EAI server types](#) on page 68
- [Server type limitations](#) on page 69

About the EAI server

The Enterprise Application Integration (EAI) server is a new component of Avaya IC. The EAI server:

- Accepts requests from blocks on the Avaya IC to perform Get Data, Get Email, Put Data, and Put Email operations
- Transfers e-mails stored in the Avaya IC database back and forth between Avaya IC and Siebel

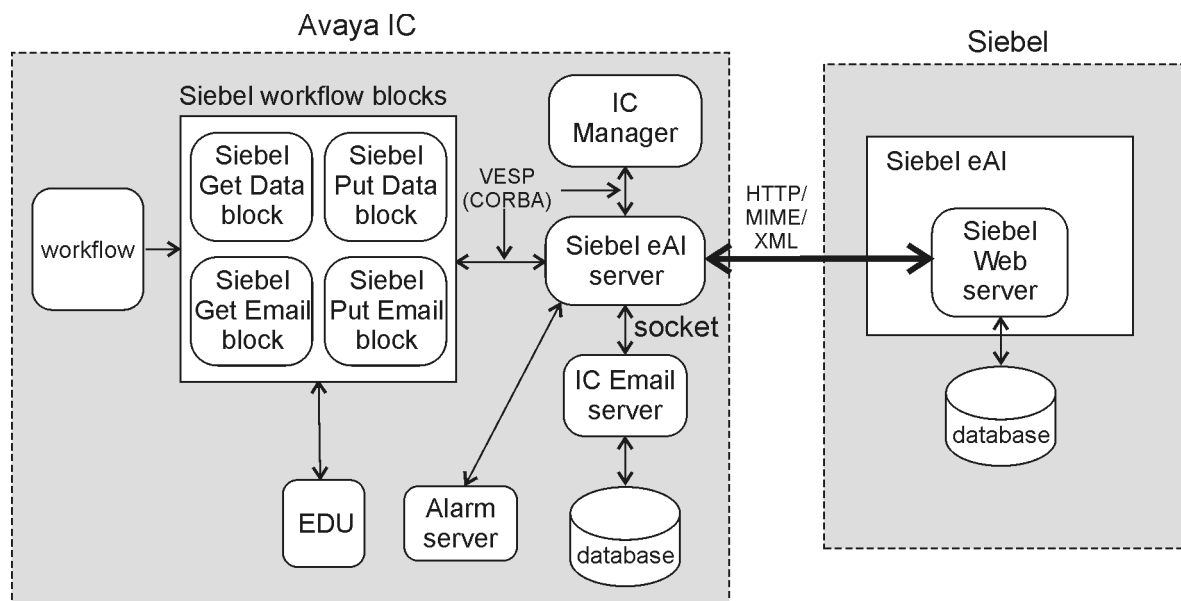
Related topics

For more information, see any of the following topics:

- [Configuring the Avaya EAI servers](#) on page 208
- [EAI in multi-site configurations](#) on page 37
- [EAI server errors](#) on page 358
- [EAI Get and Put operations](#) on page 497
- For more information about the EAI on Siebel, see the Siebel documentation.

EAI figure

The following figure shows how the EAI interfaces with Siebel.



EAI interfaces

The EAI server communicates with the Avaya IC Directory, Alarm, IC Email, and Workflow servers. The Siebel EAI server uses the interfaces described in the following topics:

- [IC Email server socket-based interface](#) on page 67
- [HTTP/MIME/XML interface](#) on page 68

IC Email server socket-based interface

The EAI server uses the IC Email server socket-based interface to do the following actions so that the Avaya IC domain does not affect this communication:

- Retrieve e-mail content
- Pass the content to Siebel to store as a Siebel business record
- Transfer e-mail replies from Siebel to the Avaya IC Email server

HTTP/MIME/XML interface

The Avaya IC EAI server and Siebel use the HTTP/MIME/XML interface to transfer encoded messages. The EAI server on Avaya IC works as a client to the Siebel EAI server through the Siebel Web server.

EAI server types

The Avaya EAI servers provide the communication links between Avaya IC and Siebel so that Avaya IC workflows can read and write customer data, as well as manage e-mail messages to and from the Siebel database. Each of the three EAI server types use different protocols to communicate with Siebel, and each protocol supports different integration capabilities and overhead.

The three types of EAI servers are described in the following table.

Server type	Description
EAI	Supports the Avaya IC Get Data block in the default voice qualification workflow, incomingcall_sbl .
EAIWorkflow	Supports the Avaya IC Put Data block in the default voice qualification workflow, incomingcall_sbl .
EAIEmail	Supports Avaya IC Get Email and Put Email blocks in the default e-mail qualification workflows, preanalyzezca_sbl , preanalyzenoca_sbl , and postanalyze_sbl . If you do not use e-mail, you do not need this server type. You must install and configure other Siebel workflows in order for Avaya IC and Siebel to effectively process e-mail. This is described in the Installation and configuration tasks for all channels chapter.

Related topics

For more information, see the following topics:

- [Siebel palette blocks](#) on page 117
- [Adding the EAI server](#) on page 210
- [Adding the EAIWorkflow server](#) on page 212
- [Adding the EAIEmail server](#) on page 213

Server type limitations

The differences in EAI server type limitations are described in the following table.

EAI server type	Operation	Attachments ¹ allowed?	Returns Siebel ID record?
EAI	Get	No	Yes
	Put	No	No ²
EAIWorkflow	Get	No	Yes
	Put	Optional attachments configured in IC Manager and IC Workflow	Yes
EAIEmail	Get	Yes	Yes
	Put	Yes	Yes

1. The MIME layer allows attachments to be added to the request. For example, an attachment is required when creating a Web chat record along with the transcripts.
2. Use EAIWorkflow or EAIEmail for Put operations.

Example of a limitation

The EAI server type interacts directly with the EAI on Siebel. Because Siebel integration objects do not return a record ID on a Put request, the record ID cannot pop a Siebel screen to the agent with a newly-created record.

The EAIEmail server type encodes the Get or Put request in Multipurpose Internet Mail Extensions (MIME) and calls a special Siebel workflow that is contained within the **Avaya IC EAI MIME.xml** file. This Siebel workflow decodes the XML request. The EAIWorkflow server type optionally encodes the Put request in MIME and calls the same Siebel workflow to decode the MIME request. The Siebel ID is returned on a Put request so that the record ID can pop a Siebel screen to the agent with a newly-created record.

Process of e-mail workflows within Avaya IC

Siebel Preanalyze CA workflow - This workflow uses the Siebel Put Email block to move the e-mail contents into Siebel. Siebel assigns an Activity ID for the e-mail that is stored in the EDU. Then, the Siebel Content Analysis block requests Siebel to perform Content Analysis on the e-mail. This block writes information into the EDU, which causes the Adaptive E-mail Driver (AED) to request Siebel to run an eMail Response workflow in Avaya IC.

Siebel Postanalyze workflow - This workflow is started by the AED when Siebel responds to the Content Analysis request. If any of the following events occur, the Postanalyze workflow will process the e-mail:

- The agent dismisses the e-mail
- Siebel decides to send an auto-response message
- Siebel decides to route the e-mail to an agent

Siebel Outbound Email workflow - This workflow completes the process of routing the e-mail to an agent. Using routing hints set up in the **postanalyze_sbl** workflow, the Outbound Email workflow routes the e-mail to an available agent with the best skills to handle the e-mail.

Related topics

For more information, see the following topics:

- [Preanalyze CA workflow](#) on page 146
- [Postanalyze workflow](#) on page 151
- [Outbound Email workflow](#) on page 158
- For a description of how e-mail blocks work between Avaya IC and Siebel, see [Avaya-first e-mail entry](#) on page 56 or [Siebel-first e-mail entry process](#) on page 59.
- For a more information about e-mail functionality within Siebel, see the Siebel documentation.

Avaya IC management tools

You will need to use the following Avaya IC management tools to install, configure, and customize the Avaya IC for Siebel integration:

- [Database Designer](#) on page 71
- [IC Manager](#) on page 71
- [Workflow Designer](#) on page 72

Database Designer

The Database Designer is a tool used to configure databases, set database connections, customize or generate default applications, and push applications and IC Scripts to the database. Use Database Designer to configure the Avaya Agent databases to work with the integration.

Related topic

For more information about Database Designer, see *IC Database Designer User Guide*.

IC Manager

Use Interaction Center (IC) Manager to:

- Add new Siebel property values and modify existing Avaya IC property values
- Install an Avaya IC server on Siebel and configure a secondary ORB server
- Create, install, and monitor the AICD
- Install and monitor the EAI server
- Configure workflow servers to use Siebel voice, Web, and e-mail workflows
- Modify the Website to use Customer Management workflows for Web
- Configure Avaya IC Resolve Status so that Avaya Agent can release e-mail work without first responding to the e-mail sender
- Install the AED

Related topic

For more information about IC Manager, see *IC Administration Volume 2: Agents, Customers, & Queues*.

Workflow Designer

Use Workflow Designer to install, configure, and customize the workflows that are specific to an Avaya IC for Siebel integration. Specifically, you will use Workflow Designer to:

- Add the default workflows for the integration
- Install and compile the Siebel incoming-call and Transcript Added workflows on Avaya IC

Related topic

For more information about Workflow Designer, see *Avaya Workflow Designer User Guide*.

ORB Servers

The Avaya IC ORB Server controls and maintains servers. Every machine that runs servers must have an ORB Server. The ORB Server can start, stop, and monitor the status of any server.

ORB Servers on different machines communicate with each other to find the correct resource for a client request. If the requested service is not on the ORB Server machine, the request is rerouted to the correct ORB Server. If a server is not yet started, the ORB Server will start it.

Related topics

For more information, see the following topics:

- [Installing an Avaya IC server on Siebel and configuring a secondary ORB Server](#) on page 185
- *Avaya IC Core Services Programmer Guide*.

Web Agent

This section includes the following topics:

- [Definition of Web Agent](#) on page 74
- [Changes for the integration](#) on page 74

Definition of Web Agent

In a non-integrated system, the Web Agent is a window in the GUI desktop that agents use to handle their e-mail and Web chat contacts after selecting these contacts from the Avaya Agent task lists.

Changes for the integration

In a Siebel integration, all e-mail, work transfer, and work completion options are disabled in the **Avaya Web Agent** window because these functions are now performed through the **Siebel Application** window.

The Web Agent application still performs the following tasks in the background:

- Supports a mode where it is the source of events and methods for e-mails, even though it does not display e-mails in the **Avaya Web Agent** window. The properties files for Web Agent were modified to accomplish this.
- Programs the wrap-up and completion of an e-mail task
- Transfers e-mails or chats using the Unified Agent Directory (UAD)



Chapter 5: Avaya Agent integration

This section describes the integration components that reside within Avaya Agent and includes the following topics:

- [Avaya Agent architecture](#) on page 76
- [Avaya Agent layout file](#) on page 79
- [About IC Scripts](#) on page 81
- [Integration hooks](#) on page 82
- [Customizing AUX reason codes](#) on page 85
- [AICDEngine](#) on page 87
- [Wrap-up](#) on page 89
- [Agent properties](#) on page 92

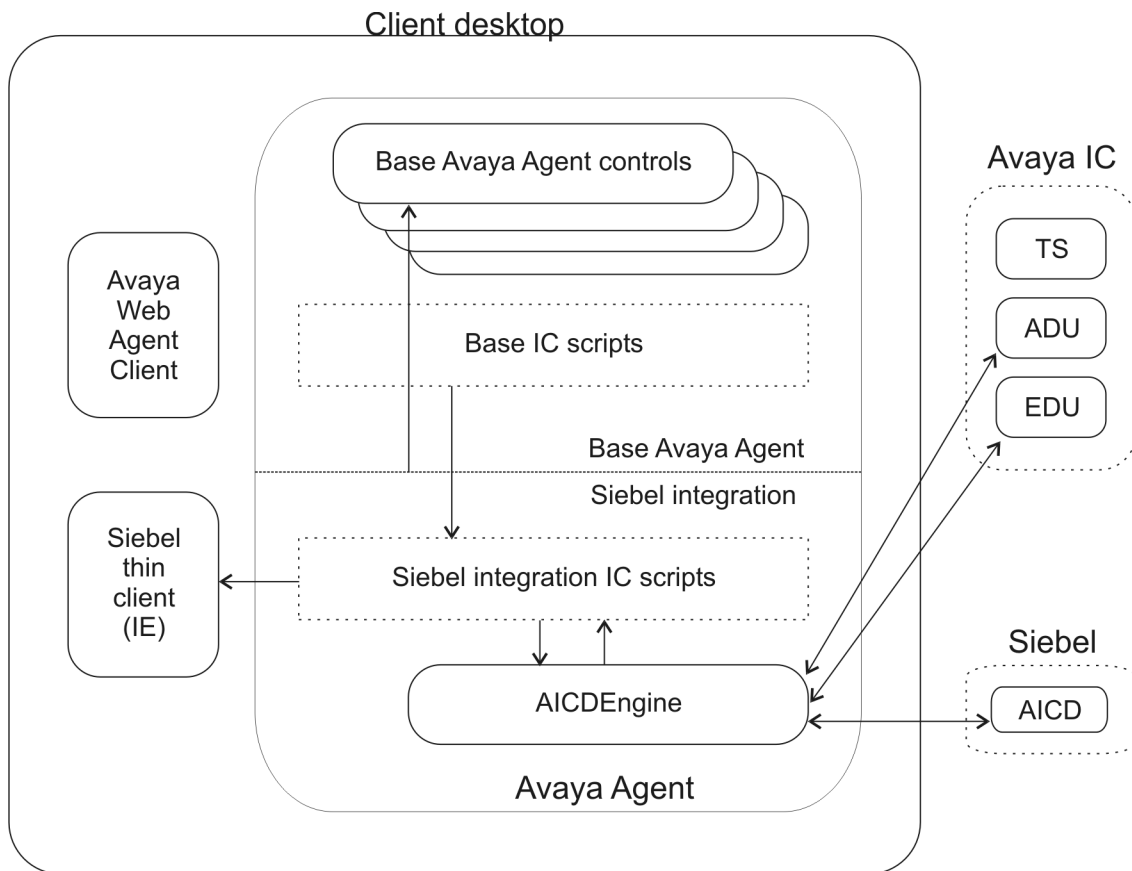
Avaya Agent architecture

This section includes the following topics:

- [Avaya Agent architecture figure](#) on page 76
- [Areas of functionality](#) on page 77
- [Avaya Agent interactions](#) on page 77

Avaya Agent architecture figure

The following figure shows a high level diagram of the Avaya Agent architecture as it applies to the Siebel integration.



Areas of functionality

Avaya Agent has the following areas of functionality within an Avaya IC for Siebel integration.

Base Avaya Agent controls - Existing, default ActiveX controls that reside in Avaya Agent

Base IC Scripts - Existing set of IC Scripts shipped with Avaya IC

Siebel integration IC Scripts - IC Scripts written directly for the Siebel integration. These scripts are responsible for handling the actual requests from the AICD by calling methods on the Avaya Agent controls. When events occur in Avaya Agent, the Siebel integration IC Scripts are responsible for notifying the AICD.

AICDEngine - ActiveX control that serves as bridge between Avaya Agent and the AICD

Avaya Agent interactions

Avaya Agent has the following interactions within an Avaya IC for Siebel integration.

Siebel integration IC Scripts -> Siebel thin client - The Siebel thin client is launched using an Internet Explorer (IE) browser. This is accomplished by the Siebel integration IC Scripts.

AICDEngine <-> AICD - The AICDEngine is assigned to the AICD that is servicing the agent logged into Siebel. This allows a two-way communication path. The AICDEngine makes requests to the AICD, and the AICD triggers events that are picked up and propagated by the AICDEngine.

AICDEngine <-> ADU - One of the responsibilities of the Avaya Agent integration is to notify the AICD when certain ADU fields change value. The AICDEngine assigns to the ADU server for change events and sends these values to the AICD.

AICDEngine <-> EDU - The AICDEngine assigns to the EDU server so that the EDU server can receive broadcast message requests, as well as propagate EDU Change events for certain fields that are relevant to the AICD.

AICDEngine <-> Siebel integration IC Scripts - Siebel integration IC Scripts send requests to the AICD through the AICDEngine. Vice versa, all messages sent by the AICD come in the form of events to the AICDEngine. The AICDEngine then starts an event that are handled by the Siebel integration IC Scripts.

Avaya Agent integration

Base IC Scripts <-> Siebel integration IC Scripts - This interaction occurs through integration hooks. The Siebel integration IC Scripts take appropriate action based on integration hooks that are being sent from the base IC Scripts.

Siebel integration IC Scripts -> Base Avaya Agent controls - When the AICD makes a request to Avaya Agent by triggering an event to the AICDEngine, the Siebel integration IC Scripts call methods on the base Avaya Agent control.

Avaya Agent layout file

This section includes the following topics:

- [CDL file description](#) on page 79
- [The Siebel integration CDL file](#) on page 79
- [Differences in the Avaya Agent taskbars](#) on page 79

CDL file description

The CDL (Console Definition Language) file specifies the Avaya Agent screen layout and is written in XML (eXtensible Markup Language). During the Avaya Agent installation, the CDL was saved to the database after the file was customized.

When an agent logs in, the system accesses the stored layout from the CDL file and configures the client machine accordingly.

The Siebel integration CDL file

The following list describes how the Siebel integration CDL file differs from the default Avaya CDL file. The Siebel integration CDL file:

- Has a set of Siebel-specific EDU fields in the EDUFields QSection of the QPropertyDictionary
- Has a Siebel QSection in the QPropertyDictionary
- Contains only a bottom frame and a different arrangement of controls
- All call-handling controls are removed from the layout
- Does *not* contain a Status Dialog for handling conferences and transfers
- Still has status control, but it is not visible to the agent. Status control supports only the dialogs for restoring Blender server failures, and Siebel performs the status functions.
- Includes the AICDEngine in the layout

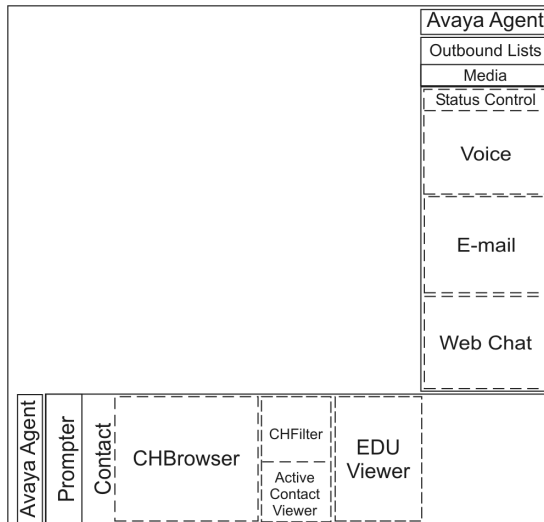
Differences in the Avaya Agent taskbars

The following figures show how the default Avaya Agent taskbars differ between a non-integrated system and an Avaya IC for Siebel integration.

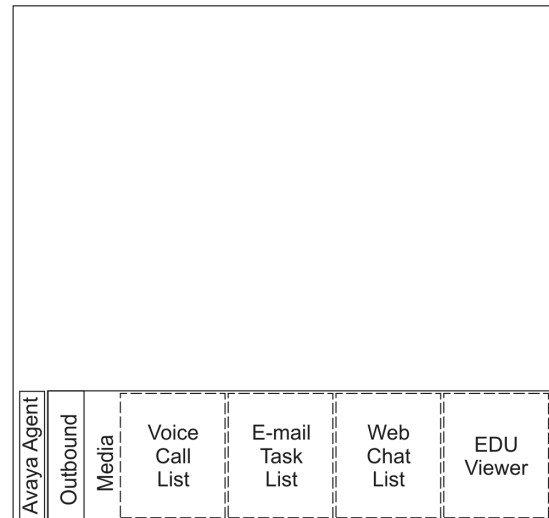
Note:

The equivalent to the Prompter pane resides in the **avaya_agent_sbl_*.cdl** file, but it is hidden unless you change the default configuration.

Avaya Agent taskbar in a non-integrated system



Avaya Agent taskbar in an Avaya IC for Siebel integration



Related topics

- For information about the Avaya Agent taskbar in an Avaya IC for Siebel integration, see *Avaya IC for Siebel User Guide*.
- For more information about the Avaya Agent CDL file in a non-Siebel-integrated system, see *Avaya Agent Integration*.
- For more information about installing the CDL file, see [Generating the Windows application](#) on page 175.

About IC Scripts

Avaya IC Scripts are Visual Basic for Applications (VBA)-based subroutines that the system runs, either explicitly or when an event is raised. Events can be raised by:

- Controls
- Pane activation or deactivation
- Mouse clicks
- Key presses

These subroutines can do a variety of tasks, from displaying an alert for the agent to saving information into the database.

The Avaya IC for Siebel integration includes a set of IC Scripts that are shipped with the Siebel integration. Do *not* customize these IC Scripts. Instead, use the integration hooks that have been built into the IC Scripts specifically for customizing the Siebel integration.

Related topic

For more information, see [Integration hooks](#) on page 82.

Integration hooks

Integration hooks allow you to customize Avaya Agent to accomplish more advanced custom implementations without changing the base Avaya Agent IC Scripts. You can use integration hooks to handle any of the following advanced implementations:

- Handle the reason codes sent with the AgentUnavailable and ChangeAuxReasonCode AICD commands
- Handle the wrap codes sent with the ReleaseWork AICD command for Siebel wrap-up
- Handle OnNewOpenData broadcasts
- Implement custom AICD commands

Related topics

For more information, see the following topics:

- For a complete description of integration hooks, see *Avaya Agent Integration*.
- For a description of commands, see [AICD commands](#) on page 381

Integration hook handlers

A set of integration hook handlers are included in the Siebel integration. These integration hooks are included in the integration to provide you with examples so that you can create custom integration hooks for your site. This set of integration hook handlers are located on the design machine in `<AVAYA_IC61_HOME>/design\qconsole\siebel\custom`.

The following integration hooks are included with the integration:

- [SiebelAICDEngine_AICDEngineStateChanged](#) on page 83
- [SiebelAICDEngine_BroadcastMsgReceived](#) on page 83
- [SiebelAICDEngine_RequestReceived](#) on page 83
- [Siebel_AICD_AgentUnavailable](#) on page 83
- [Siebel_AICD_ChangeAuxReasonCode](#) on page 83
- [Siebel_AICD_ReleaseWork](#) on page 83
- [Siebel_ResolveDestination](#) on page 84

SiebelAICDEngine_AICDEngineStateChanged

This integration hook is called when the state of the AICDEngine has changed. Use this integration hook to determine when the AICDEngine is establishing or losing its connection to the servers.

SiebelAICDEngine_BroadcastMsgReceived

This integration hook is called anytime the AICD generates a BroadcastEDU request from the AICDEngine. Use this integration hook to customize the OnNewOpenData broadcast message that reads data from the EDU.

SiebelAICDEngine_RequestReceived

This integration hook is called anytime the AICDEngine receives a request from the AICD. Use this integration hook to customize the AvayaAgentCommand request to create new functions. The AvayaAgentCommand is a generic request that can be triggered from Siebel.

Siebel_AICD_AgentUnavailable

This integration hook is called when the AICD sends the AgentUnavailable request. You can customize this integration hook to send a reason code with the AgentUnavailable request. The reason code is passed into the integration hook in the sReasonCode variable. In order for this to work, you must create a true sReasonCode and sReasonDigit to send back. The sReasonCode is a pkey of a classification code record in the IC Repository. The sReasonDigit is a 0 - 9 value that is sent to the Telephony Server (TS) for voice-enabled agents.

Siebel_AICD_ChangeAuxReasonCode

This integration hook is called when the AICD sends the ChangeAuxReasonCode request. Rules about what must be done here mirror the information explained in Siebel_AICD_AgentUnavailable.

Siebel_AICD_ReleaseWork

This integration hook is called when the AICD sends the ReleaseWork request. The ReleaseWork request is sent only when wrap-up is enabled, and the WrapUpType is Siebel. When these conditions are met, you can choose to send data in the wrap codes parameter. You can then use this data to customize the storage of these wrap-up codes in the Avaya IC system using this script.

Siebel_ResolveDestination

This integration hook is called when the system tries to resolve a destination that was passed from Siebel into a MakeCall, InitConsultTransfer, InitConference, or InitMuteTransfer request. Use this integration hook if you want to change the way the default destination resolution is performed.

Customizing AUX reason codes

This section includes the following topics:

- [Using Avaya IC AUX reason codes](#) on page 85
- [Using Siebel AUX reason codes](#) on page 85

Using Avaya IC AUX reason codes

In the default Siebel integration, if you configure and enable AUX reason codes in Avaya IC, Avaya Agent automatically prompts the agent for the codes. When the agent chooses **Unavailable** from the Siebel toolbar, the **Aux Reason Dialog** window pops up and prompts the agent to choose a code. This code is written to the ADU the same way as in a non-Siebel integrated environment. A numeric reason digit (0-9) associated with the AUX reason code is also passed to the Telephony Server (TS) for voice-enabled agents.

If you want to use AUX reason codes with your own dialog window, you must customize Avaya Agent using the integration hooks provided. Use integration hooks `Siebel_AICD_AgentUnavailable` or `Siebel_AICD_ChangeAuxReasonCode`. For a description of how the default integration hook works for Unavailable, see the custom samples shipped with the code at `<AVAYA_IC61_HOME>\design\qconsole\siebel\custom`. These samples have examples and notations that may be useful.

Using Siebel AUX reason codes

If you want to prompt for AUX reason codes in Siebel using an applet and pass them to Avaya IC, customize the AICD.def file and Avaya Agent. You must also either build a custom Siebel applet or use a predefined applet, such as the Transfer Multiple LOV Popup Applet.

An AUX reason code can be passed from Siebel to Avaya IC using the Reason parameter to the AICD's `AgentUnavailable` or `ChangeAuxReasonCode` driver commands.

The default **AICD.def** file does not pass a Reason parameter on `AgentUnavailable`. However, for the `ChangeAuxReasonCode` command under the **Siebel NotReadyWithPopup** menu, the default code invokes the **Siebel Transfer Multiple LOV Popup Applet** and passes the selected Reason value to Avaya Agent using the `sReasonCode` parameter. You must customize the code in the appropriate Avaya Agent integration hook handler to translate the `sReasonCode` parameter to a true `sReasonCode` and `sReasonDigit` per the description on [Siebel AICD_AgentUnavailable](#) on page 83. You may also need to modify the AICD.def in order to associate the correct buttons and menus

Avaya Agent integration

with your reason code applet and to pass the appropriate reason code values to the AICD AgentUnavailable or ChangeAuxReasonCode commands.

AICDEngine

The AICDEngine is an integral part of the Avaya IC for Siebel integration. When implementing more advanced customizations, you might want to send a request to the AICD to trigger events in Siebel. Therefore, it is important to understand the API on the AICDEngine that sends requests to the AICD.

SendRequest

Description This method causes the AICDEngine to make a request to the AICD through VESP.

Syntax `SendRequest (sRequest As String, oRequestDataSeqCouple As Object) As Boolean`

Argument	Description
<i>sRequest</i>	The request you want to send to the AICD
<i>oRequestDataSeqCouple</i>	A Core SeqCouple of the name value pairs to send with your request

Returns If successful, the function returns a value of *True*.

Usage example

The following IC Script code is an example of the OnAvayaAgentEvent request. This request triggers an event within Siebel.

```
Sub Sample_OnAvayaAgentEvent_Request ()
Dim iApp As Application
Dim iSiebelAICDEngine As Object
Dim iOutRequestDataSeqCouple As Object

    Set iApp = GetApp
    Set iSiebelAICDEngine = iApp.GetActiveXControl("SiebelAICDEngine")
    Set iOutRequestDataSeqCouple = _
        CreateObject(iApp.GetProperty("ObjectClasses", "CoreSeqCouple"))

    iOutRequestDataSeqCouple.AddCoupleByNameValue "event_name", "LookHere"
    iOutRequestDataSeqCouple.AddCoupleByNameValue "foo", "bar"
    iOutRequestDataSeqCouple.AddCoupleByNameValue "abc", "xyz"
    bResult = iSiebelAICDEngine.SendRequest("OnAvayaAgentEvent",
iOutRequestDataSeqCouple)

    Set iOutRequestDataSeqCouple = Nothing

End Sub
```

This code created OutRequestDataSeqCouple that contains the data that is needed to be passed to the event. You can then enhance the Siebel definition file to work with the requests you make.

Wrap-up

This section includes the following topics:

- [Description of wrap-up](#) on page 89
- [Integration wrap-up methods](#) on page 89
- [Avaya IC wrap-up vs. Siebel wrap-up figure](#) on page 90

Description of wrap-up

Wrap-up is the state the agent enters after contact with a customer ends. This gives an agent time to finish tasks related to the contact as well as to enter reason codes for the contact. On most Avaya IC systems, an agent does not receive new contacts on a channel that is in a wrap-up state.

Integration wrap-up methods

In the Siebel integration, there are two ways to perform a wrap-up:

- Avaya IC wrap-up - The Avaya Agent implementation completes the wrap-up. Avaya IC wrap-up is done through the WrapUp Dialog or Prompter Scripting.
- Siebel wrap-up - The Siebel implementation completes the wrap-up.

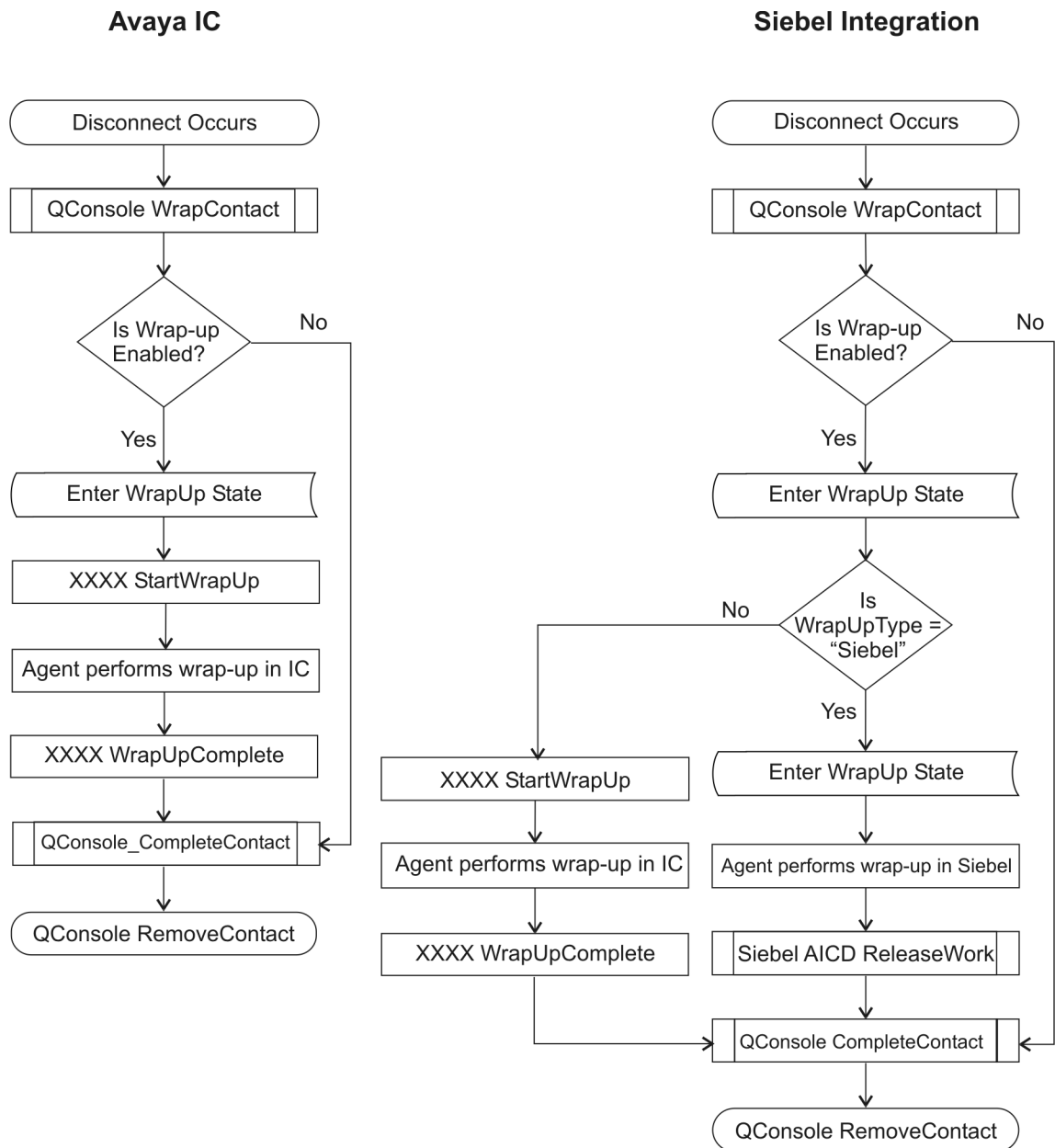
In both cases, the Agent/Desktop.WrapUpEnabled property enables or disables wrap-up. If wrap-up is enabled, the Agent/Desktop.WrapUpType property is used to determine what type of wrap-up is performed. If this property is set to *Siebel*, the system uses the Siebel wrap-up. Otherwise, the system enforces the default Avaya IC wrap-up method.

Related topic

For more information about enabling or disabling wrap-up, see [Setting Avaya IC properties](#) on page 182.

Avaya IC wrap-up vs. Siebel wrap-up figure

The following figure shows how the logic for wrap-up differs between the default Avaya IC implementation and the Siebel integration.



When Siebel wrap-up is enabled, the contact is completed only after the ReleaseWork command is sent from the AICD. The ReleaseWork command may include a comma-separated list of WrapUpCodes.

Related topics

For more information, see the following topics:

- [ReleaseWork](#) on page 443
- [Siebel_AICD_ReleaseWork](#) on page 83

Agent properties

This section describes how agent properties are used for an Avaya IC for Siebel integration and includes the following topics:

- [Description of agent properties](#) on page 92
- [Siebel integration agent properties](#) on page 92

Description of agent properties

Properties are options that define the behavior of agent business applications. Properties are defined in IC Manager and then assigned to Avaya IC tenants, workgroups, or agents.

IC Manager stores these properties in the database so that Avaya IC business applications can retrieve the property settings. Storing properties in the database also means that no matter what machine an agent uses, Avaya Agent always looks and behaves the same way.

Related topics

For information about how to set agent properties or for more detailed conceptual information, see *IC Administration Volume 2: Agents, Customers, & Queues*.

Siebel integration agent properties

The following table lists the Siebel integration properties.

Property path	Property name	Description
Agent/Desktop/WAC	AlwaysOnTop	Determines whether or not to set the Web Agent Client (WAC) window on top.
	AppMode	Determines the mode of the Web Agent Client application.
Agent/Desktop/Siebel	AutoLoginEnabled	Determines whether or not to automatically log in to Siebel.

Property path	Property name	Description
Agent/Desktop	ContactSuspensionEnabled	Displays the Contact Suspension dialogs when an agent suspends a contact.
	IntegratedApplication	Determines which third-party application is integrated with Avaya Agent.
Agent/Desktop/Siebel	LaunchURL	Determines the URL that opens the Siebel application from Internet Explorer.
Agent/Desktop	Layout	Specifies which layout, or CDL file, to use for Avaya Agent.
Agent/Desktop/Siebel/AutoLogin	PasswordFormat	Determines how to change the case-sensitivity of the Avaya IC password so that Siebel accepts the password during AutoLogin.
Agent/Desktop/ScreenPop	PopOnAllArrivingContacts	If screen pops are enabled, screen pops occur for all contacts arriving in Avaya Agent.
	PopOnContactActivation	If screen pops are enabled, screen pops occur when contacts are activated in Avaya Agent.
	PopOnFirstArrivingContact	If screen pops are enabled, screen pops occur when there are no other contacts in Avaya Agent.
Agent/Desktop/OutboundAgent	ProceedAfterWrapUp	Automatically selects the Proceed button when the agent completes a wrap-up.
Agent/Desktop	ScreenPopEnabled	Enables and disables screen pops.
Agent/Desktop/Siebel/Email	SendFlowName	Specifies the name of the e-mail workflow that runs in the WorkFlowServerName workflow server.
Agent/Desktop/Directory	ShowAgentsOnStartup	Shows agents during startup in the Unified Agent Directory (UAD).
	ShowAllAgents	Shows all agents in the entire Agent Directory Tree in the UAD.

Avaya Agent integration

Property path	Property name	Description
Agent/Desktop/WAC	ShowOnChatActivate	Determines whether or not to show the WAC window when a Web chat is activated.
	ShowOnChatSelect	Determines whether or not to the Web Agent client appears when an agent selects a Web chat task.
	ShowOnEmailActivate	Determines whether or not to show the WAC window when an e-mail message is opened.
	ShowOnEmailSelect	Determines whether or not to the Web Agent client appears when an agent selects an e-mail task.
Agent/Desktop/Siebel/ AutoLogin	UserNameFormat	Determines how to change the case-sensitivity of the Avaya IC user name so that Siebel accepts the name during AutoLogin.
	WaitTime	Determines the number of seconds that the system waits for the Siebel login page to display before prompting a skip message.
Agent/Desktop/Siebel/ Email	WorkFlowServerName	Specifies the workflow server name for e-mail.
Agent/Desktop	WrapUpEnabled	Enables and disables wrap-up.
	WrapUpType	If wrap-up is enabled, determines the type of wrap-up.

Related topics

For more information, see the following topics:

- [Wrap-up](#) on page 89
- [Setting Avaya IC properties](#) on page 182
- For more detailed conceptual information, see *IC Administration Volume 2: Agents, Customers, & Queues*.



Chapter 6: Components within Siebel

This section describes the integration components that reside within Siebel and includes the following topics:

- [The AED](#) on page 96
- [AICD](#) on page 97
- [Integration objects](#) on page 100
- [SCAPI interface](#) on page 103
- [Siebel activity records](#) on page 104
- [Siebel user interface](#) on page 106
- [Siebel Communications Server](#) on page 107
- [Siebel definition file](#) on page 108
- [Siebel Tools](#) on page 111
- [Smart Answer and Smart Answer Manager](#) on page 112

The AED

This section includes the following topics:

- [Description of the AED](#)
- [E-mail content and the AED](#)
- [The AED in multi-site configurations](#)

Description of the AED

The Adaptive E-mail Driver (AED) runs on a Siebel application server and passes a request from Avaya IC to Siebel to perform Content Analysis on e-mail. The AED passes requests through the SCAPI interface.

The AED runs as a Dynamic Link Library (DLL) on Windows or a shared library on Solaris/AIX under the Siebel Inbound Communications Manager (SICM).

E-mail content and the AED

E-mail content does not pass through the AED. E-mail content is exchanged with Siebel only through the data exchange mechanism. It is assumed that an e-mail has been successfully transferred from Avaya IC to Siebel before a request to do Content Analysis is made.

Related topic

For more information, see [Data exchange](#) on page 32.

The AED in multi-site configurations

This integration does *not* support the AED in multi-site configurations.

AICD

This section includes the following topics:

- [Overview of the AICD](#) on page 97
- [AICD and Siebel interfaces](#) on page 98
- [AICD and Avaya IC interfaces](#) on page 98
- [AICD and interfaces to Avaya Agent](#) on page 99
- [Multiple AICDs](#) on page 99

Overview of the AICD

This section includes the following topics:

- [What the AICD does](#) on page 97
- [AICD architecture figure](#) on page 98

What the AICD does

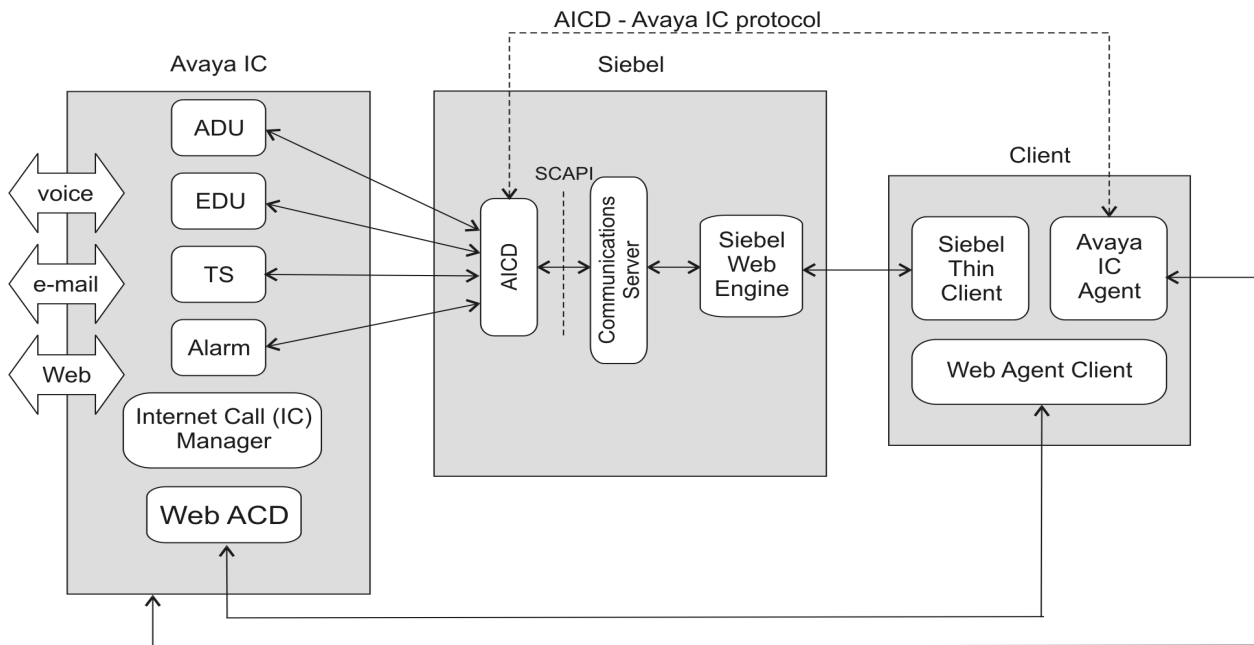
The Adaptive Interaction Center Driver (AICD) is a new integration component that is located on a Siebel Application server. The AICD supplies a default integration between Avaya IC and Siebel that:

- Allows Avaya IC to pass work notifications and work-related events to Siebel
- Allows Siebel to pass work-related control commands to Avaya IC
- Synchronizes various agent actions and states between the Siebel browser-based desktop and the Avaya Agent desktop
- Manages some Siebel user interface tasks, such as updating the state of the Siebel toolbar buttons

The AICD runs on a Siebel server as a Dynamic Link Library (DLL) on windows or a shared library on Solaris/AIX under the Siebel Communications Server.

AICD architecture figure

The following figure shows how the AICD functions within an integrated system.



AICD and Siebel interfaces

The AICD is a Siebel Communications Server driver that communicates to Siebel through the Siebel Adaptive Communications API (SCAPI) interface. The SCAPI interface passes work item events from the AICD to Siebel, and passes work item commands from Siebel to the AICD.

AICD and Avaya IC interfaces

The AICD uses the following components to communicate with Avaya IC:

VESP - The AICD uses the Avaya IC Voice Enhanced Services Platform (VESP) to communicate with the Avaya IC servers, and uses the Avaya IC Multi-Threaded Toolkit (MTT) to accomplish these communications.

TS - The AICD uses the Telephony Server (TS) to monitor the telephone extension of each agent. The AICD also sends commands to the TS in response to actions taken by the agent through the Siebel toolbar - for example, when an agent puts a call on hold.

ADU - The AICD uses the Agent Data Unit (ADU) server to locate Avaya Agent in order to establish a direct communication link between the AICD and Avaya Agent.

EDU - The AICD uses the EDU server to:

- Extract information about a work item and pass it on to Siebel - this is the primary function
- Send broadcast-type communications with respective agents associated with the same contact
- Pass customer-specific data from Avaya IC workflows to Siebel
- Pass customer-specific data between different Siebel agents handling the same work item

Alarm server - The AICD uses the Alarm server to report abnormal events or conditions that require human intervention to resolve. For example, the inability to properly startup or communicate with an Avaya IC server causes an alarm.

AICD and interfaces to Avaya Agent

It is necessary for the AICD to send requests to Avaya Agent because most toolbar actions, especially for e-mail and Web contacts, need to be passed to Avaya Agent for execution.

The AICD and Avaya Agent share a communication protocol that coordinates the Siebel desktop and Avaya Agent interfaces when an agent handles work items.

Multiple AICDs

You can configure an Avaya IC for Siebel integration to have multiple instances of the AICD. Specifically, you can have an AICD at each of several Siebel Application servers that run the Siebel Communications Server. Each AICD can support a number of Siebel agent sessions.

Integration objects

This section includes the following topics:

- [Description of integration objects](#) on page 100
- [Roadmap for creating integration objects](#) on page 101

Description of integration objects

Siebel integration objects allow integration metadata for Siebel business objects and eXtensible Markup Language (XML) to be represented as common structures that the Siebel EAI framework can understand. Because these integration objects adhere to a set of structural conventions, they can be traversed and transformed programmatically.

A typical integration project involves transporting data from one application to another. For example, integrators can use integration objects to synchronize the data in a legacy system with the data in the Siebel application. Integration objects synchronize the external system so that the software can write data from the external system into the Siebel database. Likewise, the software can write data in the Siebel database into the external system.

There are Avaya-specific integration objects that you will need to import for the default integration to work. [EAI Get and Put operations](#) on page 497 describes the default Avaya-specific integration objects. Import the Avaya-specific Siebel workflow, Avaya IC EAI MIME for Put operations.

Related topics

For more information, see one of the following topics:

- [EAI Get and Put operations](#) on page 497
- [Installing a custom integration object](#) on page 216
- For more information about integration objects, see the Siebel documentation.

Roadmap for creating integration objects

You do not need to do this procedure if you are using the default integration objects. Use this procedure only when you are creating a new integration object that will be referenced by the new Avaya IC Put Data block using the EAIWorkflow server. This procedure assumes that you have already imported the Avaya IC EAI MIME.xml workflow.

Related topic

For more information about importing the Avaya IC EAI MIME.xml workflow, see [Importing and deploying the Siebel 7.7 workflow](#) on page 222.

Important:

Test all changes to the Siebel object repository in a non production environment before deploying them in your production environment. Create a backup copy of the Siebel server object repository before making any changes using Siebel Tools.

For more information, see [Working with Siebel Tools](#) on page 167.

To create an integration object:

1. Use the EAI Siebel wizard in Siebel Tools to create an integration object.

This is documented in the Siebel documentation.

2. Is your EAI server type EAIWorkflow?

If	Then
Yes	You must customize the Put Data block to recognize the new integration object. Go to Step 3.
No	Quit

3. Log in to the Siebel thin client.
4. Go to the **Site Map** by pressing **Ctrl+Shift+A**.
5. Do one of the following tasks:
 - For Siebel 7.0, go to **Siebel Workflow Administration > Workflow Processes**.
 - For Siebel 7.5, go to **Business Process Administration > Workflow Processes**.
 - For Siebel 7.7, go to **Administration - Business Process > Workflow Processes**.

Components within Siebel

6. Under the **All Process** tab, type the values shown in the following fields:

Field	Type
Name	Avaya IC EAI MIME
Status	Active

7. Select the **Process Designer** tab.
8. Double-click the **Check if Put Operation** block.
9. Under the **Next Steps** tab, click **Yes**.
10. Add the new integration object under the **Values** tab.
11. Select the **All Process** tab again.
12. Activate the workflow.
13. Restart Siebel services by doing one of the following tasks:

For Windows	For Solaris/AIX
Select Control Panel > services	Consult the Siebel administration guide for instructions.

SCAPI interface

The AICD communicates to Siebel through the Siebel Adaptive Communications API (SCAPI) interface. The SCAPI interface is a programmable software layer located between Siebel and Avaya IC that passes work item events from the AICD to Siebel, and work item commands from Siebel to the AICD.

The SCAPI interface is located on the Siebel system.

Related topic

For a detailed description of the SCAPI, see the Siebel documentation.

Siebel activity records

A Siebel activity record tracks each interaction with a customer. It can record any of the following data:

- Time and date of interaction
- Brief customer data
- Duration of interaction

Activity records are often associated with a master record, such as an account, and are used to track interaction history.

The Avaya IC for Siebel integration provides two mutually exclusive ways to create a Siebel activity record:

- [Using EAI](#) on page 104
- [Using Siebel event logs](#) on page 104

Using EAI

You can use the example default integration Avaya IC workflows to create the Siebel activity record. The example workflows, **ts_sbl.incomingcall_sbl** and **wacd_sbl.qualifychat_sbl** use Enterprise Application Integration (EAI) to create the Siebel activity. However, the examples do not update the following Siebel activity fields; Start Time, Duration, and Status. If you want to update these fields, update the example default Avaya IC workflows or consider using Siebel event logs to create activities.

Using Siebel event logs

You can use Siebel event logs to create the activity record. Siebel provides definition file examples for using Siebel event logs. If you use Siebel event logs, you should do one of the following tasks:

- Use the standard Avaya IC **ts.incomingcall** and **wacd.qualifychat** workflows to route the contact. These workflows do not create Siebel activities.
- Edit the default Avaya IC **ts_sbl.incomingcall_sbl** and **wacd_sbl.qualifychat_sbl** workflows to remove the activity creation block.

The most likely place to trigger activity creation is from the event handler for the OnNewWorkItem event.

Related topics

For more information, see the following topics:

- For a description of and for examples for creating Siebel event logs, see the *Siebel Communications Server Administration Guide*.
- For information about the OnNewWorkItem event, see [OnNewWorkItem](#) on page 484.

Siebel user interface

Use the Siebel user interface to administer the AICD and the AED, and to modify Siebel workflows.

To use to the Siebel user interface:

1. Start the Siebel server components, if they do not automatically start.
2. Start the client machine in Internet Explorer, and type the values shown in the following table.

Field	Value
Login	SADMIN
Password	Type the client password.

3. Go to the **Site Map** by pressing **Ctrl+Shift+A**.

Result: A large, alphabetized, multi-column list of hyperlinks to the Siebel windows opens.

Siebel Communications Server

The Siebel Communications Server is a server located within Siebel that provides an infrastructure to support several kinds of communications activities for Siebel application users. The Communications Server supports:

- Multichannel interactive communications so that call center agents can make or receive voice calls and receive inbound e-mail messages
- The integration of third-party e-mail servers to process inbound e-mail
- The integration of third-party communications systems, such as e-mail servers, to send outbound communications

In this integration, the main function of the Siebel Communications Server is to exchange commands and events with the AICD in order to provide communication integration with Avaya IC.

Related topic

For more information, see the Siebel documentation.

Siebel definition file

This section includes the following topics:

- [Description of the definition file](#) on page 108
- [Commands and events](#) on page 108
- [About customizing the definition file](#) on page 109
- [Coordinating customizations](#) on page 109
- [Customizing the definition file](#) on page 109

Description of the definition file

The Siebel definition file contains a Siebel proprietary language that processes the commands and events passed between Siebel and the AICD. The definition file:

- Determines Siebel desktop behavior, such as what Siebel screen to pop to the agent
- Controls the commands and events passed between Siebel and the AICD

You can modify the definition file to change either of these behaviors.

Commands and events

The Siebel definition file translates the commands and events so that the AICD and the Siebel Communications Server can communicate. Every Siebel driver has its own, and often unique, set of commands and events. The Siebel definition file translates these into standard Siebel operations. A typical operation is to pop a Siebel screen based on the event data.

Related topics

For more information, see the following topics:

- [AICD commands](#) on page 381
- [AICD events](#) on page 457

About customizing the definition file

The AICD comes with a default Siebel definition file that performs default operations when work is delivered through events. The Siebel definition file maps the Siebel toolbar buttons to specific AICD commands. You can customize the default Siebel definition file for each customer installation.

You need to know which commands and events are supported by the AICD in order to customize the system configuration through the definition file.

Related topics

For more information, see one of the following topics:

- [AICD commands](#) on page 381
- [AICD events](#) on page 457
- [Customizing the definition file](#) on page 109

Coordinating customizations

You must coordinate the customization of the definition file with other customizations, such as:

- Avaya IC properties that control the behavior of Avaya Agent
- Avaya IC workflows

Example: An Avaya IC workflow that is activated with the arrival of a call may create a service request in Siebel using the EAI server. The workflow will insert the row ID of the newly-created service request into the EDU open data container for the call. The event handler for the OnNewWorkItem event in the definition file may then pop the service request record at an agent desktop, as the call is routed to the agent.

Customizing the definition file

To modify a definition file:

1. Obtain a copy of the Siebel definition file. Obtain either the original commented file, or export an uncommented file from Siebel.

The original commented file is located at `SIEBEL_INSTALL_DIR\siebsrvr\objects\enu`.

Components within Siebel

2. Configure the file to change the behavior of the system. You can edit the file with any text editor, such as Notepad.

For details on how to configure the definition file, see the Siebel documentation.

3. Import the file into the Siebel Communication Server.

Siebel Tools

Siebel Tools is a declarative software development tool developed by Siebel that allows you to configure the underlying data and data presentation of your Siebel application without making changes to the program source code. Siebel Tools creates and maintains a custom Siebel Repository File (SRF) to store your custom configurations.

During installation and configuration, use Siebel Tools to add custom integration objects to Siebel and configure e-mail.

Related topic

For more information about Siebel Tools, see the Siebel documentation.

Smart Answer and Smart Answer Manager

Smart Answer is a Siebel feature that analyzes the content of unstructured e-mails and either sends an automatic response or suggests an e-mail response.

Smart Answer Manager is a server used by Siebel Smart Answer to detect the meaning or the intent of incoming e-mails.

Related topics

See one of the following topics:

- [Configuring Smart Answer Manager](#) on page 274
- For more information about Smart Answer Manager, see the Siebel documentation.



Chapter 7: Integration workflows

This section includes the following topics:

- [Avaya IC and Siebel workflows](#) on page 114
- [Siebel Advocate workflows](#) on page 116
- [Siebel palette blocks](#) on page 117
- [Voice qualification workflow](#) on page 137
- [Chat qualification workflows](#) on page 140
- [Avaya-first e-mail workflows](#) on page 145
- [Siebel-first e-mail workflow](#) on page 159

Related topic

For information about how to customize workflows, see *Avaya Workflow Designer User Guide*.

Avaya IC and Siebel workflows

The following tables list the Avaya IC workflow and project names along with the corresponding Siebel integration workflow and project names. The following table describes the locations of the workflows.

Workflows	Location
Avaya IC workflows	<AVAYA_IC61_HOME> \design\IC\Flows\Avaya
Siebel integration workflows	<AVAYA_IC61_HOME> \design\IC\Flows\Siebel

Project and workflow names for new Siebel workflows

The project and workflow names for Avaya-first, Siebel-first, and Siebel-Advocate workflows are described in the following table. These workflows are new for the Avaya IC for Siebel integration.

Siebel project name	Siebel workflow name	More information
Avaya-first		
icemail_sbl.prj	outboundemail_sbl	Outbound Email workflow on page 158
	postanalyze_sbl	Postanalyze workflow on page 151
	postanalyzeerror_sbl	Postanalyze Error workflow on page 153
	preanalyzeeca_sbl	Preanalyze CA workflow on page 146
	preanalyzenoca_sbl	Preanalyze no-CA workflow on page 149
	triggerxfercleanup_sbl	Trigger Cleanup Transfer workflow on page 155
	triggerxferoutboundemailtoic_sbl	Trigger Outbound Transfer workflow on page 154
	xferoutboundemailtoic_sbl	Outbound Transfer workflow on page 156
Siebel-first		
icemail_sbl_first.prj	analyze_sbl	Siebel-first e-mail workflow on page 159
Siebel-Advocate		
advocate_sbl.prj	qualifyvoice_adv_sbl	Siebel Advocate workflows on page 116
	qualifyemail_adv_sbl	
	qualifychat_adv_sbl	

Project and workflow names for existing Siebel integration workflows

The Avaya IC and Siebel project names and workflow names for workflows that have been modified for the integration are described in the following table.

Avaya IC project name	Avaya IC workflow name	Siebel project name	Siebel workflow name
icm.prj	transcriptadded	icm_sbl.prj	transcriptadded_icm
ts.prj	incomingcall	ts_sbl.prj	incomingcall_sbl
webcenter.prj	addcustomer	webcenter_sbl.prj	addcustomer_sbl
webcenter.prj	deletcustomer	webcenter_sbl.prj	deletcustomer_sbl
webcenter.prj	getauthenticated customer	webcenter_sbl.prj	getauthenticatedcustomer_sbl
webcenter.prj	getcustomer	webcenter_sbl.prj	getcustomer_sbl
webcenter.prj	getregions	webcenter_sbl.prj	getregions_sbl
webcenter.prj	schedulecallback	webcenter_sbl.prj	schedulecallback_sbl
webcenter.prj	undeletcustomer	webcenter_sbl.prj	undeletcustomer_sbl
webcenter.prj	updatecustomer	webcenter_sbl.prj	updatecustomer_sbl
wacd.prj	qualifychat	wacd_sbl.prj	qualifychat_sbl
wacd.prj	qualifyemail	wacd_sbl.prj	qualifyemail_sbl

Related topics

For more information about these workflows, see the following topics:

- [Voice qualification workflow](#) on page 137
- [Chat qualification workflows](#) on page 140

Siebel Advocate workflows

This section contains the following topics:

- [Siebel Advocate e-mail and chat workflows](#) on page 116
- [Siebel Advocate voice workflow](#) on page 116

Siebel Advocate e-mail and chat workflows

The Siebel Advocate e-mail and Web chat workflows, **qualifyemail_adv_sbl** and **qualifychat_adv_sbl**, determine a collection of Business Advocate qualifiers that describe the e-mail and Web chat contacts and then deliver this information to the Business Advocate system for routing.

The Web Advocate Adapter (WAA) server starts these workflows when the WAA server detects a new incoming e-mail or chat contact. These workflows are not triggered by Voice Enhanced Services Platform (VESP) event. The **qualifyemail_adv_sbl** can be run on workflow servers with a WAA:media=email channel association. The **qualifychat_adv_sbl** can be run on workflow servers with a WAA:media=chat channel association.

If the Avaya IC system includes the Siebel Advocate workflows, do not use the **wacd.qualifyemail_sbl** or **wacd.qualifychat_sbl** workflows.

Siebel Advocate voice workflow

The Siebel Advocate voice workflow, **qualifyvoice_adv_sbl**, determines a collection of Business Advocate qualifiers that describes the voice contacts and then delivers this information to the Business Advocate system for routing.

This workflow is started by the Telephony Server Adapter (TSA) server whenever the TSA server detects a new incoming voice request. This workflow can run on any workflow server that has the channel association TSA:media=voice.

If the Avaya IC system includes the Siebel Advocate workflows, do not use the **wacd.qualifyvoice_sbl** workflow.

Related topic

For more information about Business Advocate workflows, see *Avaya IC Media Workflow Reference*.

Siebel palette blocks

The modified integration workflows and the new integration workflows include some unique blocks that are available on the Siebel palette in Workflow Designer. These blocks use the EAI interface to:

- Support the data exchange between Avaya IC and Siebel
- Request content analysis of e-mail
- Request auto-response functions from Siebel

This section describes the blocks on the Siebel palette and provides information about other new blocks that are used in Siebel integration workflows. This section includes the following topics:

- [Create Agent Desktop Data block](#) on page 117.
- [EAI Get Data block](#) on page 119.
- [EAI Get Email block](#) on page 123.
- [EAI Put Data block](#) on page 125.
- [EAI Put Data with Attachment\(s\) block](#) on page 128.
- [EAI Put Email block](#) on page 131.
- [Set Extended Header block](#) on page 134.
- [Additional new blocks in Siebel integration workflows](#) on page 135

Related topics

For more information, see the following topics:

- [EAI server types](#) on page 68
- [EAI Get and Put operations](#) on page 497

Create Agent Desktop Data block

The Siebel version of the block uses the EDU information to create the containers and data that Avaya Agent uses for screen pops. Create Agent Desktop Data is used in all of the routing workflows after the Siebel contact has been looked up.

This block assigns values found in \$scContactData and \$VduData to the EDU couples. The values provide information about the customer and the contact that is immediately stored in the EDU record.

Sample workflow

For an example of how Create Agent Desktop Data can be used in a workflow, see [Sample Incoming Call flow](#) on page 139.

Basic properties

The **Basic** tab of Create Agent Desktop Data includes the properties in the following table.

Property	Default Value	Description
ContactData	\$scContactData	Script variable that stores the information retrieved from the Siebel Contact database through an EAI Get Data block. This retrieved information can include: <ul style="list-style-type: none">● Customer information, including full name and ID● Chat contacts only, username from website● E-mail contacts only, sender of email● Voice contacts only, primary ANI

Advanced properties

The **Advanced** tab of Create Agent Desktop Data includes the properties in the following table.

Property	Default Value	Description
blockDebug	off	Debug level of the block. Before changing the default value, see <i>Avaya IC Media Workflow Reference</i> .
start	Create Agent Desktop Data	Block IC Script.
VduData	\$VduData	Script variable where sequence of couples returned by EDU server is stored.

Alarms

Generates the alarms described in the following table:

Alarm	Description
Failed to determine Media Type!	This High alarm is generated whenever the EDU data stored in the \$VduData variable does not contain the <code>type</code> field. An EDU will always include a value in the <code>type</code> field. Therefore, this alarm indicates that the EDU record identified by the EDU ID delivered in the event to activate the workflow no longer exists or has been lost.
No Customer Info for this Contact!	This High alarm is generated whenever the \$scContactData variable does not contain the field <code>Contact.FullName</code> . This alarm typically indicates that the EAI Get Data block did not return a unique, matching Contact record from Siebel.

Connections

Accepts the following connections:

- Input: 1 or more
- Output: 1

EAI Get Data block

The EAI Get Data block retrieves records from the Siebel database. This block:

1. Uses an integration object to identify the type of information that is to be retrieved from the Siebel database.
2. Sends a query key to Siebel based on the mediatype of the contact (voice, e-mail, or chat)
3. Siebel returns a predefined set of data related to the key.

For example, to obtain a customer record for a voice contact, configure this block to use Avaya IC - **Get Contact** as the integration object and one of the query keys as the Automatic Number Identification (ANI) for the voice contact. The Siebel database returns customer and account information associated with that ANI.

Integration workflows

Related topic

For more information, see:

- [EAI Get Email block](#) on page 123.
- [EAI Put Data block](#) on page 125.

Sample workflow

For an example of how EAI Get Data can be used in a workflow, see the EAI Get Data (Look for Contact) block in [Sample Incoming Call flow](#) on page 139.

Basic properties

The **Basic** tab of EAI Get Data includes the properties in the following table. For more information about Get Action integration objects and the types of records that they retrieve from Siebel, see [EAI Get and Put operations](#) on page 497.

Property	Default Value	Description
IntegrationObject	empty	<p>A Get Action integration object retrieves information from the Siebel database about actions that agents took in response to previous contacts with this customer.</p> <p>Type the exact name of a custom integration object or select a pre-configured integration object.</p> <ul style="list-style-type: none">● Avaya IC - Get Account● Avaya IC - Get Action● Avaya IC - Get Contact● Avaya IC - Get Order Entry● Avaya IC - Get Quote● Avaya IC - Get Service Request <p>To use a custom integration object, create the object before you type the name in this field.</p>

Property	Default Value	Description
QueryKeyName_N	empty	Name of the query key in the integration object that the block should use to retrieve data from the Siebel database. For example, the Avaya IC - Get Contact integration object includes the following default query keys: <ul style="list-style-type: none"> ● Contact.Id ● Contact.FullName ● Contact.EmailAddress ● Contact.HomePhone You can specify up to 5 query keys.
QueryKeyValue_N	empty	Target where the block should store values retrieved by the queries. For example, if you specify a query key in QueryKeyName_01, enter the target for the data in QueryKeyValue_01.

Advanced properties

The **Advanced** tab of EAI Get Data includes the properties in the following table.

Property	Default Value	Description
BaseTag	<default>	Name of the base "List of" tag to be used in the xml document. If you do not specify a tag, the block uses ListOf"<integrationobject> for the tag name. <default> is the typical value for this property.
blockDebug	off	Debug level of the block. Before changing the default value, see <i>Avaya IC Media Workflow Reference</i> .
DTD Name	<default>	Name of the DTD used in the integration object. <default> indicates that the integration object uses the same DTD as the pre-configured integration objects.
MaxRecords	0	Specifies the maximum number of records to be returned by the search. A value of "0" returns all matching records.

Integration workflows

Property	Default Value	Description
NumberOfRecords Retrieved	\$sNumberOfRecordsRetrieved	Script variable that holds the number of records retrieved from the Siebel database.
OutData	\$sscOutData	Script variable that holds the results returned from the query of the Siebel database.
ReturnCode	\$sReturnCode	Script variable that holds the value of the return code that is returned by the <code>EAI.GetData()</code> method. A value other than "0" indicates an error.
Server	EAI	Name of the EAI server.
start	EAI Get Data	Block IC Script.
validateDTD	false	Determines whether the block needs to validate the DTD used in the integration object before querying the Siebel database.

Alarms

Generates the alarms described in the following table:

Alarm	Description
ObjectName property not set!!	This High alarm is generated when the IntegrationObject property is empty. To correct, configure the IntegrationObject property in the block with a value that represents a valid integration object, then recompile and reload the workflow.
ValidateDTD turned on, but DTDName property not set!!	This High alarm is generated when the ValidatedDTD property is set to <code>true</code> and the DTDName property is empty. To correct, do one of the following tasks: <ul style="list-style-type: none"> • Configure the DTDName property with the name of the DTD of the <code>xml</code> file, then recompile and reload the workflow. <i>OR</i> <ul style="list-style-type: none"> • Change the value of the ValidateDTD property to <code>false</code>, then recompile and reload the workflow.

Alarm	Description
EAI.GetData() Failed!!	This High alarm is generated when the <code>EAI.GetData()</code> method returns with a returncode that has a value of greater than 10. The alarm also contains the exact error and suberror codes returned by the EAI server.

Connections

Accepts the following connections:

- Input: 1 or more
- Output: 1

EAI Get Email block

The EAI Get Email block retrieves an outbound e-mail from Siebel through the EAI Email server, then sends the e-mail from Avaya IC.

The EAI Get Email block does not retrieve inbound e-mail.

Related topic

For more information, see:

- [EAI Get Data block](#) on page 119.
- [EAI Put Email block](#) on page 131.

Sample workflow

For an example of how EAI Get Email can be used in a workflow, see the EAI Get Email block in [Postanalyze workflow](#) on page 155.

Integration workflows

Basic properties

The **Basic** tab of EAI Get Email includes the properties in the following table. All properties in the **Basic** tab are mandatory.

Property	Default Value	Description
ActivityID	\$activity_id	Script variable that holds the Activity ID that Siebel assigned to the e-mail. Typically, the workflow retrieves the Activity ID from the EDU.
ExtendedHeader	\$extended_header	Script variable that holds the key-value pairs from the extended header.
ExternalWorkflow	Avaya IC - Get Email	The name of the integration object used to retrieve the e-mail from Siebel. Note: Do not change this field unless you have created a custom integration object to perform this task.
MessageID	\$msgid	String variable that contains the e-mail message ID found in the EDU.
TrackingNumber	\$trackingnumber	Script variable that contains the tracking number of the e-mail.

Advanced properties

The **Advanced** tab of EAI Get Email includes the properties in the following table.

Property	Default Value	Description
blockDebug	on	Debug level of the block. Before changing the default value, see <i>Avaya IC Media Workflow Reference</i> .
ReturnCode	\$reasoncode	Script variable that holds the value of the return code returned by the <code>EAI.GetEmail()</code> method. A value other than "0" indicates an error.
Server	EAIEmail	Name of the EAI Email server.
start	EAI Get Email	Block IC Script.
Validate	false	Determines whether the block needs to validate the DTD used in the integration object before querying the Siebel database.

Alarms

Generates the alarms described in the following table:

Alarm	Description
EAIEmail.GetEmail() Failed!!	This High alarm is generated when the <code>EAI.GetEmail()</code> method returns with a returncode that has a value of greater than 0. The alarm also contains the exact error and suberror codes returned by the EAI Email server.

Connections

Accepts the following connections:

- Input: 1 or more
- Output: 1

EAI Put Data block

The EAI Put Data block writes new records or updates existing records in the Siebel database. The block sends the "put data" action through the EAI Workflow server. The EAI Put Data block can perform the following tasks:

1. Send a request to Siebel to create new Siebel records. Siebel returns the ID of the newly-created record back to Avaya IC. Avaya IC can then use the ID to pop a screen to the agent.
2. Reference an existing Siebel record by including the ID for the Siebel record with the request. In this case, Siebel updates the existing record.

Related topic

For more information, see:

- [EAI Put Data with Attachment\(s\) block](#) on page 128.
- [EAI Put Email block](#) on page 131.

Sample workflow

For an example of how EAI Put Data can be used in a workflow, see the EAI Put Data (Create Activity Record) block in [Sample Incoming Call flow](#) on page 139.

Basic properties

The **Basic** tab of EAI Put Data includes the properties in the following table. All properties in the **Basic** tab are mandatory.

Property	Default Value	Description
InputData	\$sclInputData	Script variable that holds the data to be sent to Siebel.
IntegrationObject	Avaya IC - Put Action	The name of the integration object used to send information to Siebel. Note: Do not change this field unless you have created a custom integration object to perform this task.

Advanced properties

The **Advanced** tab of EAI Put Data includes the properties in the following table.

Property	Default Value	Description
BaseTag	<default>	Name of the base "List of" tag to be used in the xml document. If you do not specify a tag, the block uses ListOf"<integrationobject> for the tag name. <default> is the typical value for this property.
blockDebug	off	Debug level of the block. Before changing the default value, see <i>Avaya IC Media Workflow Reference</i> .
DTD Name	<default>	Name of the DTD used in the integration object. <default> indicates that the integration object uses the same DTD as the pre-configured integration objects.
OutData	\$sscOutData	Script variable that holds the results returned from the attempt to send information to Siebel.
ReturnCode	\$sReturnCode	Script variable that holds the value of the return code returned by the <code>EAI.PutData()</code> method. A value other than "0" indicates an error.
Server	EAIWorkflow	Name of the Workflow server that runs the workflow which includes this block.

Property	Default Value	Description
start	EAI Put Data	Block IC Script.
validateDTD	false	Determines whether the block needs to validate the DTD used in the integration object before sending information to Siebel.

Alarms

Generates the alarms described in the following table:

Alarm	Description
ObjectName property not set!!	This High alarm is generated when the IntegrationObject property is empty. To correct, configure the IntegrationObject property in the block with a value that represents a valid integration object, then recompile and reload the workflow.
ValidateDTD turned on, but DTDName property not set!!	This High alarm is generated when the ValidatedDTD property is set to <code>true</code> and the DTDName property is empty. To correct, do one of the following tasks: <ul style="list-style-type: none"> Configure the DTDName property with the name of the DTD of the <code>xml</code> file, then recompile and reload the workflow. OR <ul style="list-style-type: none"> Change the value of the ValidateDTD property to <code>false</code>, then recompile and reload the workflow.
EAI.PutData() Failed!!	This High alarm is generated when the <code>EAI.PutData()</code> method returns with a returncode that has a value of greater than <code>101</code> . The alarm also contains the exact error and suberror codes returned by the EAI Workflow server.

Connections

Accepts the following connections:

- Input: 1 or more
- Output: 1

EAI Put Data with Attachment(s) block

The EAI Put Data with Attachment(s) block uses a Siebel integration object and the EAI Workflow server to save one or more files to the Siebel database. For example, you can use this block to save a transcript of a Web chat session to the database. The EAI Put Data with Attachment(s) block is similar to the EAI Put Data block.

Related topic

For more information, see [EAI Put Data block](#) on page 125.

Sample workflow

For an example of how EAI Put Data with Attachment(s) can be used in a workflow, see the EAI Put Data with Attachment(s) block in the [Transcript Added workflow](#) on page 142.

Basic properties

The **Basic** tab of EAI Put Data with Attachment(s) includes the properties in the following table.

Property	Default Value	Description
Attachment	\$sAttachment	Script variable that holds the attachment to be sent to the Siebel database.
Attachments	\$sssAttachments	Script variable that identifies that there is an attachment. Caution: For Siebel integration, do not change the value of this property.
AttachmentTag	?Action.ListOf ActionAttachment. ActionAttachment	<i>Mandatory.</i> Required for attachment. Caution: For Siebel integration, do not change the value of this property.
FileExtTag	ActivityFileExt	<i>Mandatory.</i> Determines the type of Siebel object to which the file attachments belong. For example, a chat transcript belongs to an Activity object.
FileIDTag	AttachmentId	<i>Mandatory.</i> One part of a couple required for the attachment. Caution: For Siebel integration, do not change the value of this property.

Property	Default Value	Description
FileNameTag	ActivityFileName	<i>Mandatory.</i> One part of a couple required for the attachment. Caution: For Siebel integration, do not change the value of this property.
InputData	\$sclInputData	Script variable that holds the data to be sent to Siebel.
IntegrationObject	Avaya IC - Put Action	The name of the integration object used to send information to Siebel. Note: Do not change this field unless you have created a custom integration object to perform this task.

Advanced properties

The **Advanced** tab of EAI Put Data with Attachment(s) includes the properties in the following table.

Property	Default Value	Description
BaseTag	<default>	Name of the base "List of" tag to be used in the xml document. If you do not specify a tag, the block uses ListOf"<integrationobject> for the tag name. <default> is the typical value for this property.
blockDebug	off	Debug level of the block. Before changing the default value, see <i>Avaya IC Media Workflow Reference</i> .
DTD Name	<default>	Name of the DTD used in the integration object. <default> indicates that the integration object uses the same DTD as the pre-configured integration objects.
OutData	\$sscOutData	Script variable that holds the results returned from the attempt to send information to Siebel.
OutputID	\$sOutputId	Unused script variable. Do not change the value of this property.

Integration workflows

Property	Default Value	Description
ReturnCode	\$sReturnCode	Script variable that holds the value of the return code returned by the <code>EAI.PutData()</code> method. A value other than "0" indicates an error.
Server	EAIWorkflow	Name of the Workflow server that runs the workflow which includes this block.
start	EAI Put Data with Attachment(s)	Block IC Script.
validateDTD	false	Determines whether the block needs to validate the DTD used in the integration object before sending information to Siebel.

Alarms

Generates the alarms described in the following table:

Alarm	Description
ObjectName property not set!!	This High alarm is generated when the IntegrationObject property is empty. To correct, configure the IntegrationObject property in the block with a value that represents a valid integration object, then recompile and reload the workflow.
ValidateDTD turned on, but DTDName property not set!!	This High alarm is generated when the ValidatedDTD property is set to <code>true</code> and the DTDName property is empty. To correct, do one of the following tasks: <ul style="list-style-type: none"> Configure the DTDName property with the name of the DTD of the <code>xml</code> file, then recompile and reload the workflow. OR <ul style="list-style-type: none"> Change the value of the ValidateDTD property to <code>false</code>, then recompile and reload the workflow.
EAI.PutData() Failed!!	This High alarm is generated when the <code>EAI.PutData()</code> method returns with a returncode that has a value of greater than <code>!0!</code> . The alarm also contains the exact error and suberror codes returned by the EAI Workflow server.
No Attachments specified!!	This High alarm is generated when no attachments have been given to the block in the script variable assigned to the Attachments property.

Connections

Accepts the following connections:

- Input: 1 or more
- Output: 1

EAI Put Email block

The EAI Put Email block retrieves an e-mail from Avaya IC and puts it into the Siebel database. The Put Email block is similar to the Put Data block, except that the Put Email block processes e-mail instead of data.

Related topic

For more information, see:

- [EAI Put Data block](#) on page 125.
- [EAI Get Email block](#) on page 123.

Sample workflow

For an example of how EAI Put Email can be used in a workflow, see the Put Email to Siebel block in the [Preatalyze CA workflow](#) on page 150.

Basic properties

The **Basic** tab of EAI Put Email includes the properties in the following table. All properties in the **Basic** tab are mandatory.

Property	Default Value	Description
BaseTag	ListOfAvayaIC-Put Email	Name of the base "List of" tag to be used in the xml document. If you do not specify a tag, the block uses ListOf"<integrationobject> for the tag name. <default> is the typical value for this property.
ContactKey	\$ContactKey	Script variable that holds the Avaya IC EDU ID for the e-mail.

Integration workflows

Property	Default Value	Description
EAIContactKeyField	ListOfAction_ Contact.Action_ Contact.ContactId	<i>Mandatory.</i> Required to put e-mail. Caution: For Siebel integration, do not change the value of this property.
MessageID	\$msgid	String variable that contains the e-mail message ID found in the EDU.
ObjectName	Avaya IC - Put Email	The name of the integration object used to send information to Siebel. Note: Do not change this field unless you have created a custom integration object to perform this task.
TagName	Type	<i>Mandatory.</i> Required to put e-mail. Caution: For Siebel integration, do not change the value of this property.
TagValue	Email - Inbound	Identifies the type of e-mail that the workflow will save to the Siebel database.
TrackingNumber	\$trackingnumber	Script variable that contains the tracking number of the e-mail.
validateDTD	false	Determines whether the block needs to validate the DTD used in the integration object before sending information to Siebel.

Advanced properties

The **Advanced** tab of EAI Put Email includes the properties in the following table.

Property	Default Value	Description
AdditionalArgs	\$scOutput	Contains additional couples that should be included as part of the input arguments to the <code>EAI.PutEmail()</code> method.
blockDebug	off	Debug level of the block. Before changing the default value, see <i>Avaya IC Media Workflow Reference</i> .
DTD Name	empty	Name of the DTD used in the integration object. <code><default></code> indicates that the integration object uses the same DTD as the pre-configured integration objects.

Property	Default Value	Description
OutData	\$sscOutData	Script variable that holds the results returned from the attempt to send information to Siebel.
ReturnCode	\$sReturnCode	Script variable that holds the value of the return code returned by the <code>EAI.PutEmail()</code> method. A value other than "0" indicates an error.
Server	EAIEmail	Name of the EAI Email server that routed the e-mail which this block will save to the Siebel database.
start	EAI PutEmail	Block IC Script.

Alarms

Generates the alarms described in the following table:

Alarm	Description
EAI.PutEmail() returned invalid activityid!!	This high alarm is generated whenever the <code>EAI.PutEmail()</code> method returns an empty 'Id' field
EAIEmail.PutEmail() Failed!!	This High alarm is generated when the <code>EAI.PutEmail()</code> method returns with a <code>returncode > 0</code> . The alarm also contains the exact error and suberror codes returned by the EAIEmail server.

Connections

Accepts the following connections:

- Input: 1 or more
- Output: 1

Set Extended Header block

The Set Extended Header block assigns a valid key-value pair to be delivered as part of the extended headers argument of `EAI.GetEmail`. You can use this block to assign any valid key-value pair to the extended MIME header of an e-mail.

Each Set Extended Header block can assign one key-value pair. If you need to assign more than one key-value pair to the extended MIME header of an e-mail, include an additional Set Extended Header block for each key-value pair.

Sample workflow

For an example of how Set Extended Header can be used in a workflow, see [Postanalyze workflow](#) on page 155.

Basic properties

The **Basic** tab of Set Extended Header includes the properties in the following table.

Property	Default Value	Description
HeaderName	empty	Specifies the name of the key to be included in the key-value pair.
HeaderValue	empty	Specifies the value of the key to be included in the key-value pair.

Advanced properties

The **Advanced** tab of Set Extended Header includes the properties in the following table.

Property	Default Value	Description
blockDebug	off	Debug level of the block. Before changing the default value, see <i>Avaya IC Media Workflow Reference</i> .
ExtendedHeaderVar	\$extended_header	Script variable that contains the cumulative collection of extended headers.
start	Set Extended Header	Block IC Script.

Alarms

Does not generate any alarms.

Connections

Accepts the following connections:

- Input: 1 or more
- Output: 1

Additional new blocks in Siebel integration workflows

The following workflow blocks used in the Siebel integration workflows are also new for the Siebel integration. These blocks are not available on the Siebel palette.

Tip:

Siebel integration workflows also use blocks that are available on other Workflow Designer palettes. For more information about those blocks, see *Avaya IC Media Workflow Reference*.

Block name	Description
Create External Contact Mapping	<p>Maps the records of an external contact (Siebel) to the contact record in Avaya IC. This mapping creates an association between the Avaya IC contact and the Siebel business objects associated with that contact.</p> <p>For example, you can use the Create External Contact Mapping block to link an order, task, or other object that was either used or created as a result of the contact. The object can then be used to provide a link back into Siebel for historical and reporting purposes.</p> <p>All of the Siebel qualification workflows use this block, including the workflows in the following projects:</p> <ul style="list-style-type: none"> ● TS ● wacd ● Advocate <p>For more information about <code>ex*map</code> tables, see <i>Avaya Agent Integration</i>.</p>

Integration workflows

Block name	Description
Get CA Results from EDU	Retrieves the results of Siebel's Email Content Analysis from the EDU and stores the results in workflow variables.
Trigger Siebel CA	Updates certain EDU fields that are being monitored by the AED. These EDU fields start a workflow in Siebel that analyze the e-mail using Siebel's Email Content Analysis engine.

Related topic

Siebel integration workflows also use blocks that are available on other Workflow Designer palettes. For more information about those blocks, see *Avaya IC Media Workflow Reference*.

Voice qualification workflow

The voice qualification workflow for the Siebel integration with standard routing is the Incoming Call flow. The Incoming Call flow is sometimes called the call-routing workflow or the voice contact routing workflow.

This section describes the Incoming Call workflow. This section includes the following topics:

- [Description of the Incoming Call flow](#) on page 137
- [Process of the Incoming Call flow](#) on page 138
- [Sample Incoming Call flow](#) on page 139

Description of the Incoming Call flow

The Incoming Call flow retrieves customer information, routes inbound voice contacts, and can also, if desired, create, update, or delete a work item record. The version of the Incoming Call flow provided with the Siebel integration retrieves the customer information from the Siebel system through the EAI Get Data block.

During the installation and configuration of the Siebel integration, you replace the standard Avaya IC Incoming Call flow with the Incoming Call flow for Siebel.

Facts about the Incoming Call flow are included in the following table.

Siebel project name	ts_sbl.prj
Siebel filename	incomingcall_sbl
How launched	TS.IncomingCall event
Default workflow server	WorkFlow_Voice

Related topics

For related information, see the following topics:

- [Configuring workflow servers to use Siebel voice workflows](#) on page 164
- [Building the Avaya voice qualification workflow](#) on page 162
- [Siebel Advocate workflows](#) on page 116

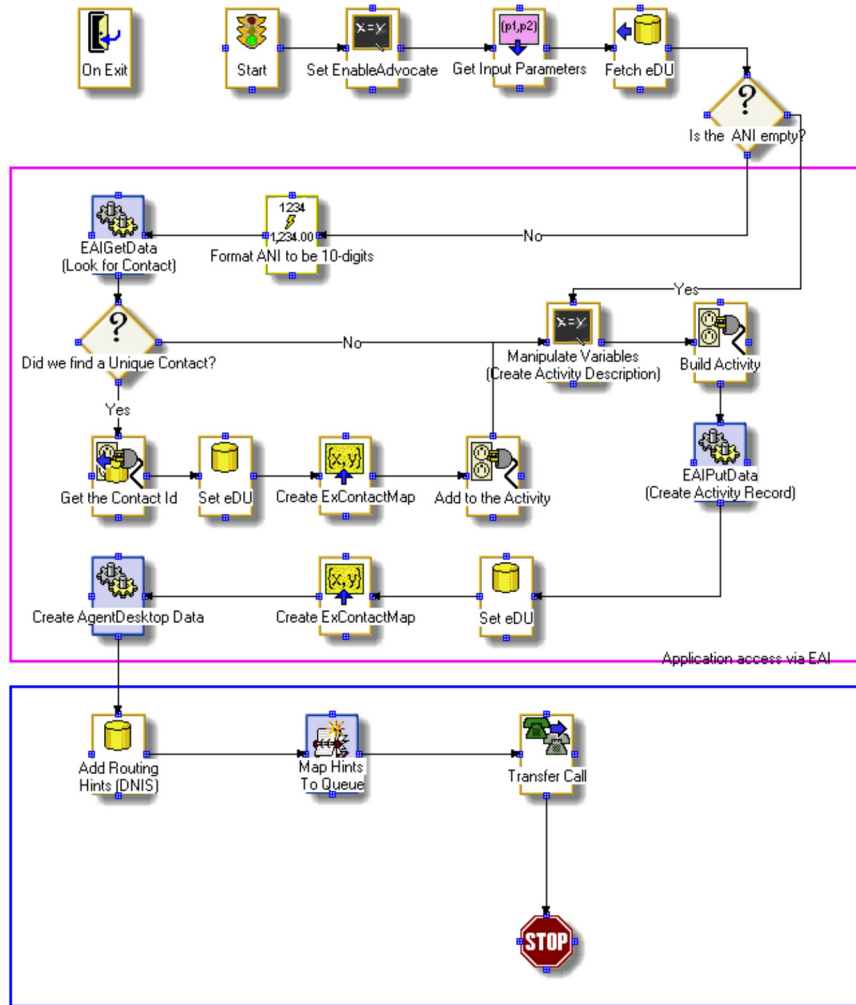
Process of the Incoming Call flow

The sample Incoming Call flow works as follows:

1. When a call comes in, the Incoming Call flow uses the ANI information to query Siebel for a matching contact record. The Siebel query is done through the EAI server using the EAI Get Data block.
2. The Incoming Call flow uses the EAI Put Data block to create a Call Incoming activity record in Siebel.
3. If a contact record was found by the EAI Get Data block, the activity record is associated with the contact.
4. The Incoming Call flow writes some of the information that it received from the EAI Get block to the EDU.
5. This information is used to populate the EDU viewer, or to pop a particular screen in Siebel.
6. The **AICD.def** file uses the contact ID placed in the EDU by the workflow to pop the Contact Detail View. If no matching contact was found by the workflow, the activity ID is used to pop the Activity Detail View.

Sample Incoming Call flow

The following figure shows the sample Incoming Call flow provided with the Siebel integration.



Related topic

For a description of the non-Siebel blocks in this workflow, see *Avaya IC Media Workflow Reference*.

Chat qualification workflows

The chat qualification workflows for the Siebel integration with standard routing, include the Qualify Chat flow and other workflows required for Avaya IC with Web Management.

This section describes the chat qualification workflows. This section includes the following topics:

- [Qualify Chat flow](#) on page 140
- [Customer Management workflows for Web](#) on page 140
- [Transcript Added workflow](#) on page 142

Qualify Chat flow

The Qualify Chat flow retrieves customer information, routes inbound chat contacts, and can also, if desired, create, update, or delete a work item record. The version of the Qualify Chat flow provided with the Siebel integration retrieves the customer information from the Siebel system through the EAI Get Data block.

The Qualify Chat flow is sometimes called the chat contact routing workflow.

During the installation and configuration of the Siebel integration, you replace the standard Avaya IC Qualify Chat flow with the Qualify Chat flow for Siebel.

Facts about the Qualify Chat flow are included in the following table.

Siebel project name	wacd_sbl
Siebel filename	qualifychat_sbl
How launched	WACD.QualifyChat event
Default workflow server	WorkFlow_Chat

Related topic

For more information, see [Configuring workflow servers to use Siebel voice workflows](#) on page 164.

Customer Management workflows for Web

Customer Management workflows for Web manage customer records for chat contacts. For example, these workflows associate customers who log in to the Website with

information about the customer in the Siebel database. In the agent applications, a screen pop displays this information to the agent.

Some customer management workflows require file-based IC Scripts. By default, the include property of the workflows contains the names of the required file-based IC Scripts. If you encounter any difficulties in these workflows, you must ensure that the IC Scripts specified by the include property are available.

 **CAUTION:**

These are system workflows that are automatically installed. Do not alter or customize the Customer Management workflows for Web.

Facts about the Customer Management workflows for Web are included in the following table.

Siebel project name	webcenter_sbl.prj
Siebel filenames	<ul style="list-style-type: none"> ● addcustomer_sbl ● deletecustomer_sbl ● getauthenticatedcustomer_sbl ● getcustomer_sbl ● getregions_sbl ● schedulecallback_sbl ● undeletecustomer_sbl ● getcustomerlist_sbl ● updatecustomer_sbl
How launched	MultiTenancy Admin & Chat Escalation login window
Default workflow server	The WorkFlow_System server of the primary domain where the Avaya IC chat user is located

Related topic

For more information, see [Modifying Customer Management workflows for Web](#) on page 232.

Transcript Added workflow

The Transcript Added workflow is also called the chat-transcript workflow.

This section includes the following topics:

- [Description of the Transcript Added workflow](#) on page 142
- [Location of the Workflow server and EAIWorkflow server](#) on page 142
- [Process of the Transcript Added workflow](#) on page 142
- [Sample Transcript Added workflow](#) on page 144

Description of the Transcript Added workflow

The Transcript Added workflow puts a copy of the transcript from a chat contact into the Siebel system through an EAI server.

Facts about the transcript-added workflow are included in the following table.

Siebel project name	icm_sbl.prj
Siebel filename	transcriptadded_sbl
How launched	Called by the ICM server if ICM is configured to run this workflow when a transcript is added to the database
Default workflow server	The WorkFlow_System server of the primary domain where the Avaya IC Web chat user is located

Location of the Workflow server and EAIWorkflow server

Host and configure the Workflow server and the EAIWorkflow server on the same physical machine to avoid potential permission problems.

Related topic

For more information, see [EAI server is unable to read a file attachment](#) on page 360.

Process of the Transcript Added workflow

The Transcript Added workflow process works as follows:

1. When a chat session is wrapped up, Avaya IC writes a transcript of the session in raw form to a disk location.
2. The ICM server polls this location. When the ICM server finds the transcript, it reads and writes the transcript to IC Repository.

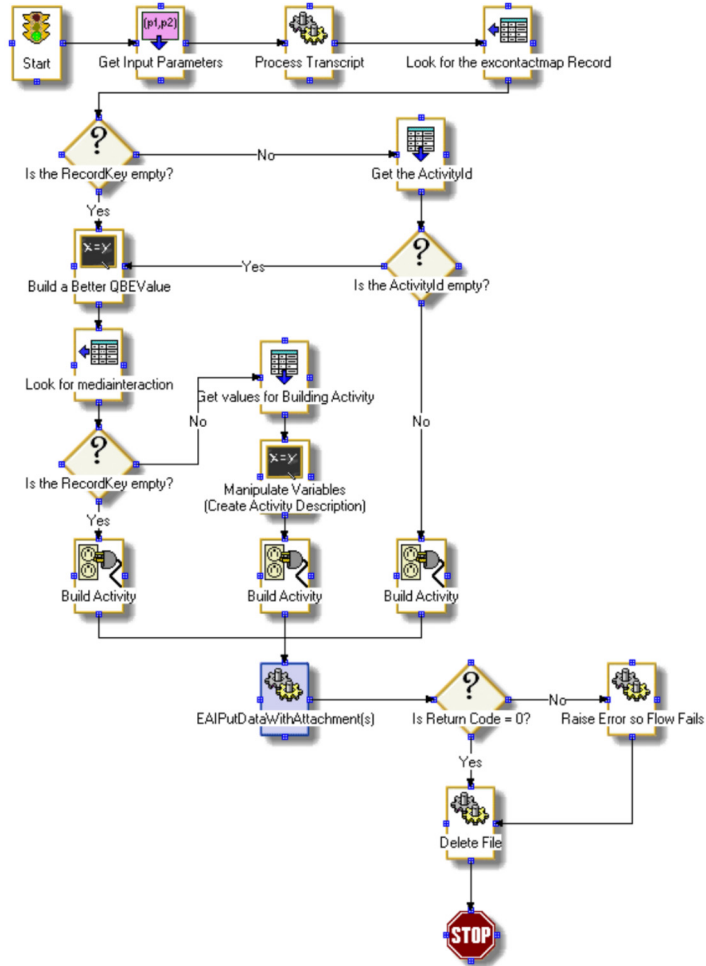
3. If the ICM server has been configured properly, the ICM server triggers the Transcript Added workflow.
4. The Transcript Added workflow:
 - a. Receives the chat transcript in raw XML format as an input parameter.
 - b. Transforms the chat transcript into an HTML file, by default.
 - c. Puts the HTML file into a location specified in the workflow.
 - d. Makes a request to the EAI server to receive the HTML file and put the file into Siebel.

Related topic

For more information, see [Installing the Web chat qualification workflow](#) on page 236.

Sample Transcript Added workflow

The following figure shows the sample Transcript Added workflow provided with the Siebel integration.



Avaya-first e-mail workflows

If the Siebel integration system uses Avaya-first e-mail, Siebel performs Content Analysis on the e-mail, and the results are passed back to the Avaya IC workflows that route the e-mail.

For the Avaya IC integration, there are eight new workflows that process e-mail between Avaya IC and the Siebel system to support the Avaya-first e-mail solution.

This section includes the following topics:

- [Overview of incoming e-mail workflow processing](#) on page 145
- [Overview of outbound e-mail workflow processing](#) on page 146
- [Preanalyze CA workflow](#) on page 146
- [Preanalyze no-CA workflow](#) on page 149
- [Postanalyze workflow](#) on page 151
- [Postanalyze Error workflow](#) on page 153
- [Trigger Outbound Transfer workflow](#) on page 154
- [Trigger Cleanup Transfer workflow](#) on page 155
- [Outbound Transfer workflow](#) on page 156
- [Outbound Email workflow](#) on page 158

Related topics

For a description of the Avaya-first e-mail solution, see [Avaya-first e-mail entry](#) on page 56.

Overview of incoming e-mail workflow processing

For the Avaya-first e-mail solution, incoming e-mail processing uses the following workflows: Preanalyze CA workflow, Preanalyze without Content Analysis workflow, and Postanalyze workflow.

These workflows work together to:

- Get new incoming e-mail into the Siebel system.
- Retrieve Content Analysis results from the Siebel system.
- Populate the proper data elements that are used by the Qualify Email workflow.

If there is an error detected during Siebel Content Analysis, a Postanalyze Error workflow is run instead of the Postanalyze workflow.

Overview of outbound e-mail workflow processing

For outbound e-mail processing:

1. The Siebel desktop calls the Trigger Transfer Outbound workflow, **triggerxferoutboundemailtoic_sbl**, to start the process of moving the outbound e-mail from Siebel to Avaya IC.
2. The Trigger Transfer Outbound workflow verifies all sent parameters and calls the **xferoutboundemailtoic_sbl** workflow to do the actual e-mail transfer to Avaya IC.
3. If the IC Email server has Content Analyzer for e-mail turned on, the IC Email server triggers the Siebel Outbound Email workflow is run prior to delivery to the customer.

Preanalyze CA workflow

This section includes the following topics:

- [Description of the Preanalyze CA workflow](#) on page 146
- [Process of the Preanalyze CA workflow](#) on page 147
- [Sample Preanalyze CA sample workflow](#) on page 148

Description of the Preanalyze CA workflow

The Preanalyze CA workflow copies e-mail from Avaya IC to Siebel and triggers Siebel to run Content Analysis on the e-mail. This workflow requires that the Adaptive E-mail Driver (AED) is installed.

Facts about the Preanalyze CA workflow are included in the following table.

Siebel project name	icemail_sbl.prj
Siebel filename	preanalyzeca_sbl
How launched	ICEmail.Analyze event and when Email Server / Analyze Tab / Run Analyze Flow is checked
Default workflow server	WorkFlow_Email

Related topic

For more information, see [Installing the AED](#) on page 266.

Process of the Preanalyze CA workflow

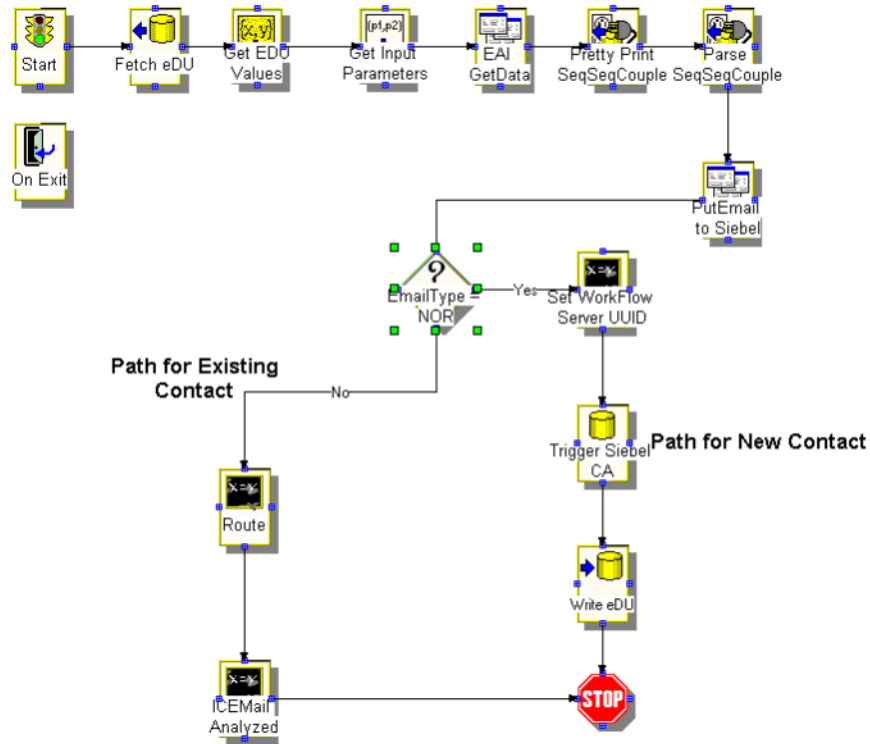
The Preanalyze CA process works as follows:

1. The Preanalyze CA receives e-mails from the Avaya IC Email server through a newly-created EDU.
2. The workflow calls the EAI Get Data block to retrieve customer data from Siebel.
3. The workflow calls the EAI Put Email block to move the e-mail from Avaya IC to Siebel. The workflow passes the e-mail message ID to the block and if the contact ID is found in the previous step, passes the contact ID that links the customer to the e-mail activity.
4. One of the following occurs:
 - If the emailtype is *not* a new work item (NOR), the e-mail is related to an existing work item and Siebel will not perform Content Analysis on the e-mail. Instead, the e-mail is sent directly to the Avaya IC Email server for routing. The **post-analyze_sbl** workflow is not run for this e-mail.
 - If the emailtype is a new work item, the workflow sets specific EDU fields that send an event to the Adaptive E-mail Driver (AED) server. This event causes the AED server to execute a Siebel workflow that performs Content Analysis on the e-mail. The **post-analyze_sbl** workflow is run for this e-mail.

Integration workflows

Sample Preanalyze CA sample workflow

The following figure shows the sample Preanalyze CA workflow provided with the Siebel integration.



Related topic

For more information, see [Siebel palette blocks](#) on page 117.

Preanalyze no-CA workflow

This section includes the following topics:

- [Description of the Preanalyze no-CA workflow](#) on page 149
- [Process of the Preanalyze no-CA workflow](#) on page 149
- [Sample Preanalyze no-CA workflow](#) on page 150

Description of the Preanalyze no-CA workflow

The Preanalyze no-CA workflow copies e-mail from Avaya IC to Siebel. In contrast to the Preanalyze CA workflow, the Preanalyze no-CA workflow does *not* request Siebel to run Content Analysis on the e-mail.

Facts about the Preanalyze no-CA workflow are included in the following table.

Siebel project name	icemail_sbl.prj
Siebel filename	preanalyzenoca_sbl
How launched	ICEmail.Analyze event and when Email Server / Analyze Tab / Run Analyze Flow is checked
Default workflow server	WorkFlow_Email

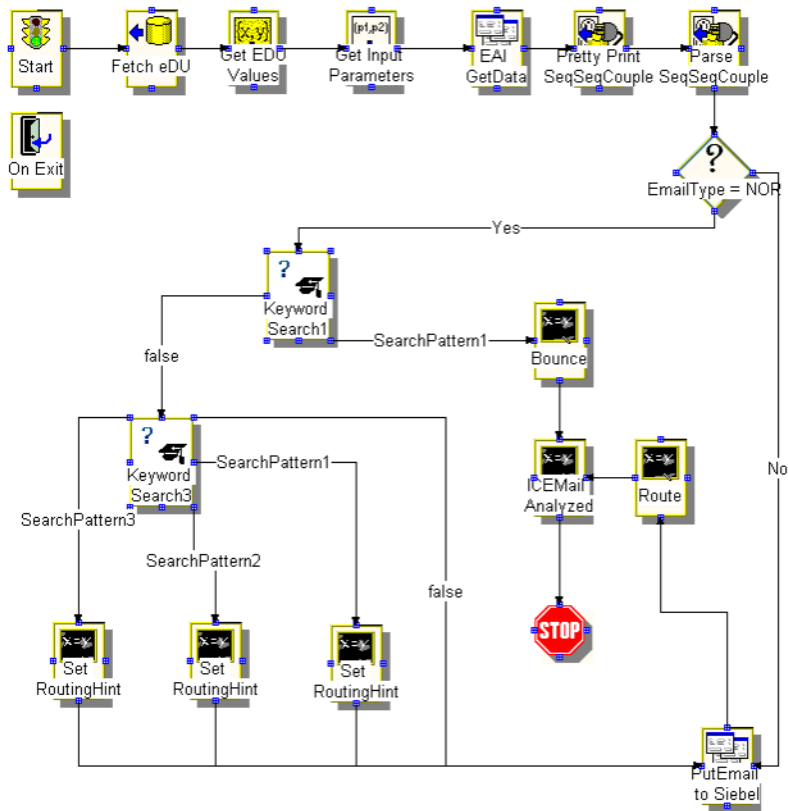
Process of the Preanalyze no-CA workflow

The Preanalyze no-CA workflow process works as follows:

1. The Preanalyze no-CA workflow receives e-mails from the Avaya IC Email server through a newly-created EDU.
2. The workflow calls the EAI Get Data block to retrieve customer data from Siebel.
3. One of the following occurs:
 - If the emailtype is *not* a new work item (NOR), the e-mail is sent directly to the Avaya IC Email server for routing.
 - If the emailtype is a new work item, a keyword search block identifies a component of the e-mail, such as the subject line, and sets one of three possible routing hints. Three routing hint paths match search values. The fourth path occurs when no match is found.
4. The EAI Put Email block moves the e-mail from Avaya IC to Siebel.
5. Control of the e-mail processing is passed back to the IC Email server.

Sample Preanalyze no-CA workflow

The following figure shows the Preanalyze no-CA workflow.



Related topic

For more information, see [Siebel palette blocks](#) on page 117.

Postanalyze workflow

This section includes the following topics:

- [Description of the Postanalyze workflow](#) on page 151
- [Sample Postanalyze workflow](#) on page 152

Description of the Postanalyze workflow

When the AED determines that Siebel Content Analysis has successfully completed, the AED triggers the Postanalyze workflow. The AED sends processing data based on the returned disposition and Content Analysis data to the Postanalyze workflow. This can include auto-response or auto-acknowledgement e-mails, Content Analysis results, and other data.

The returned dispositions for the Postanalyze workflow are described in the following table.

Disposition	Description
Route to Agent	<ul style="list-style-type: none"> • If there is auto-acknowledgement, the EAI Get Email block moves the auto-acknowledgement e-mail from Siebel to Avaya IC. • Retrieves the Siebel Content Analysis results • Performs optional business logic • Routes the e-mail • Calls the IC Email Analyzed block
Auto Response	<ul style="list-style-type: none"> • Calls the EAI Get Email block to move the auto-response e-mail from Siebel to Avaya IC • Sets the route disposition to auto-response • Calls the ICEmail Analyzed block
Dismiss	<ul style="list-style-type: none"> • Dismisses the e-mail • Calls the ICEmail Analyzed block

Facts about the Postanalyze workflow are included in the following table.

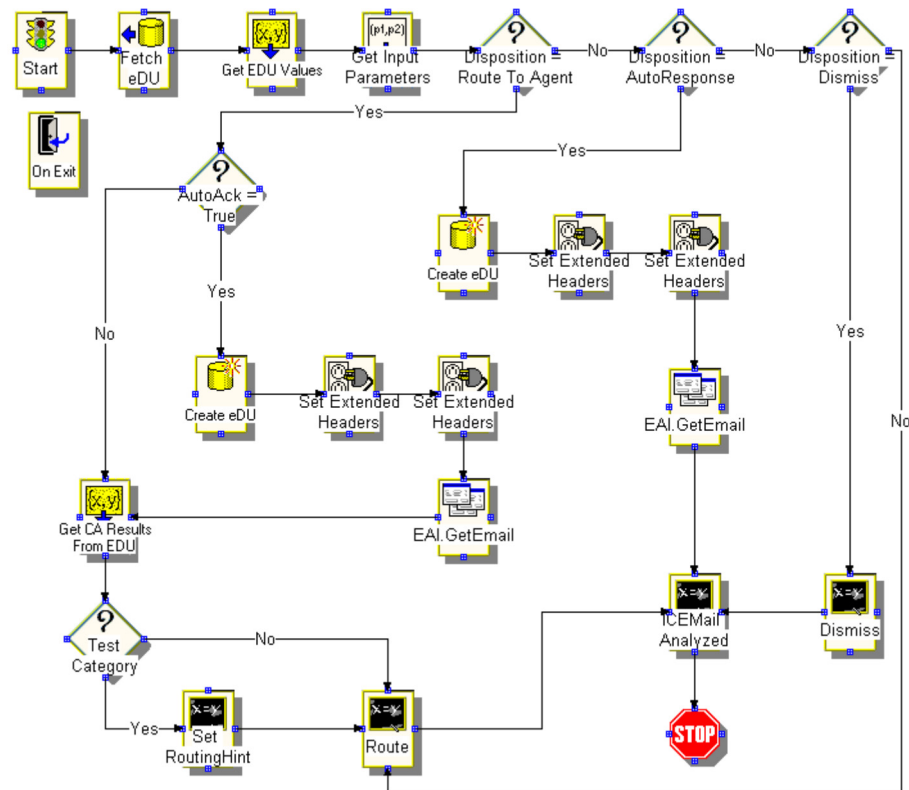
Siebel project name	icemail_sbl.prj
Siebel filename	postanalyze_sbl

Integration workflows

<p>How launched</p>	<p>The AED uses information set by the preanalyze-CA workflow to launch this workflow. The default preanalyze_sbl workflow sets the postanalyze_sbl as the workflow to run after a successful completion of Content Analysis.</p>
<p>Default workflow server</p>	<p>WorkFlow_Email</p>

Sample Postanalyze workflow

The following figure shows the Postanalyze workflow.



Related topic

For more information, see [Siebel palette blocks](#) on page 117.

Postanalyze Error workflow

This section includes the following topics:

- [Description of the Postanalyze Error workflow](#) on page 153
- [Sample Postanalyze Error workflow](#) on page 153

Description of the Postanalyze Error workflow

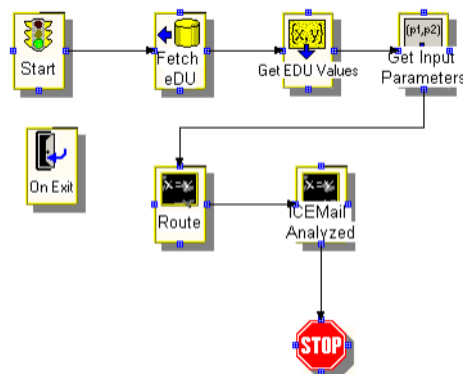
The Postanalyze Error workflow is run whenever the AED determines that a call to the Siebel Content Analysis engine has failed. If this happens, the system runs the Postanalyze Error workflow instead of the Postanalyze workflow.

Facts about the Postanalyze Error workflow are included in the following table.

Siebel project name	icemail_sbl.prj
Siebel filename	postanalyzeerror_sbl
How launched	The AED uses information set by the preanalyze-CA workflow to launch this workflow. The default preanalyze_sbl workflow sets the postanalyzeerror_sbl as the workflow to run when an error occurs during Content Analysis.
Default workflow server	WorkFlow_Email

Sample Postanalyze Error workflow

The following figure shows the Postanalyze-error workflow.



Trigger Outbound Transfer workflow

This section includes the following topics:

- [Description of the Trigger Outbound Transfer workflow](#) on page 154
- [Sample Trigger Outbound Transfer workflow](#) on page 154

Description of the Trigger Outbound Transfer workflow

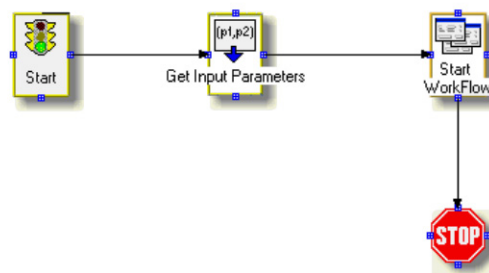
The Trigger Outbound Transfer workflow verifies that the sending workflow requirements are met and calls the Outbound Transfer workflow. This workflow prevents Avaya Agent from blocking while the system is retrieving or sending e-mail messages.

Facts about the Trigger Outbound Transfer workflow are included in the following table.

Siebel project name	icemail_sbl.prj
Siebel filename	triggerxferoutboundemailtoic_sbl
How launched	Property in Agent/Desktop/Siebel/Email/SendFlowName
Default workflow server	Set in property, Agent/Desktop/Siebel/Email/WorkFlowServername. If left blank, failover goes into effect. In failover, the workflow uses whichever workflow server is in the agent domain.

Sample Trigger Outbound Transfer workflow

The following figure shows the Trigger Outbound Transfer workflow.



Trigger Cleanup Transfer workflow

This section includes the following topics:

- [Description of the Trigger Cleanup Transfer workflow](#) on page 155
- [Sample Trigger Cleanup Transfer workflow](#) on page 155

Description of the Trigger Cleanup Transfer workflow

The Trigger Cleanup Transfer workflow attempts to transfer outgoing e-mail from Siebel to Avaya IC if the original outbound e-mail transfer was unsuccessful.

Facts about the Trigger Cleanup Transfer workflow are included in the following table.

Siebel project name	icemail_sbl.prj
Siebel filename	triggerxfercleanup_sbl
How launched	Configured as a startup workflow, it is launched when the workflow server starts, and waits until needed
Default workflow server	WorkFlow_Email

Sample Trigger Cleanup Transfer workflow

The following figure shows the Trigger Cleanup Transfer workflow.



Outbound Transfer workflow

This section includes the following topics:

- [Description of Outbound Transfer workflow](#) on page 156
- [Sample Outbound Transfer workflow](#) on page 157

Description of Outbound Transfer workflow

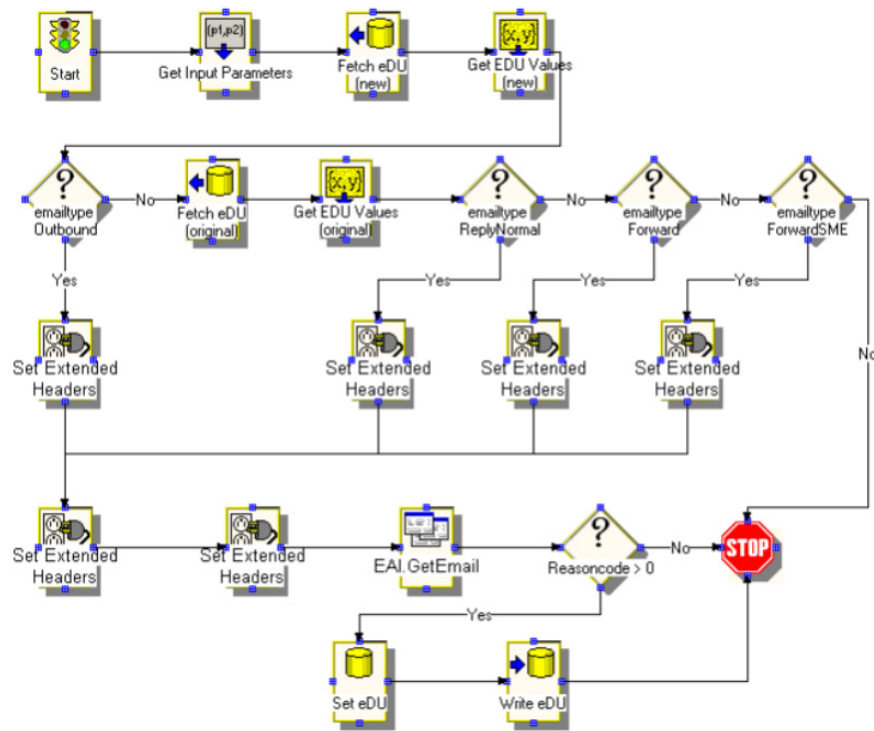
The Outbound Transfer workflow is run by the Trigger Outbound Transfer workflow whenever an agent either responds to an incoming e-mail or originates a new outgoing e-mail from the Siebel agent desktop. This workflow transfers the e-mail from Siebel to Avaya IC.

Facts about the Outbound Transfer workflow are included in the following table.

Siebel project name	icemail_sbl.prj
Siebel filename	xferoutboundemailtoic_sbl
How launched	Called by the Trigger Outbound Transfer and the Trigger Cleanup Transfer workflows. This workflow is triggered when the agent presses the Send button on the agent desktop.
Default workflow server	Set in property, Agent/Desktop/Siebel/Email/WorkFlowServername. If left blank, failover goes into effect. In failover, the workflow uses whichever workflow server is in the agent's failover domain.

Sample Outbound Transfer workflow

The following figure shows the Outbound Transfer workflow.



Related topic

For more information, see [Siebel palette blocks](#) on page 117.

Outbound Email workflow

This section includes the following topics:

- [Description of Outbound Email workflow](#) on page 162
- [Sample Outbound Email workflow](#) on page 162

Description of Outbound Email workflow

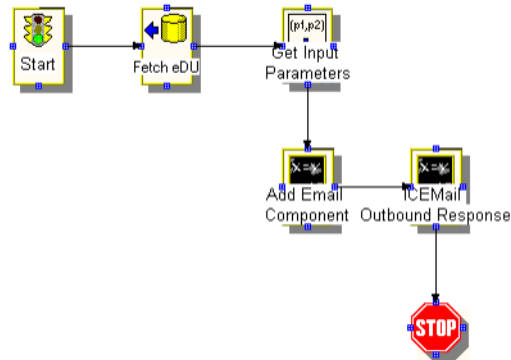
The Outbound Email workflow is run by the IC Email server for all outbound e-mails prior to the final delivery out of Avaya IC.

Facts about the Outbound Email workflow are included in the following table.

Siebel project name	icemail_sbl.prj
Siebel filename	outboundemail_sbl
How launched	ICEmail.OutboundEmail event and when Email Server / Analyze Tab / Run Outbound Email Flow is checked
Default workflow server	WorkFlow_Email

Sample Outbound Email workflow

The following figure shows the Outbound Email workflow.



Siebel-first e-mail workflow

The Siebel-first e-mail workflow is the Analyze workflow.

This section includes the following topics:

- [Description of the Analyze workflow](#) on page 159
- [Sample Analyze workflow](#) on page 160

Description of the Analyze workflow

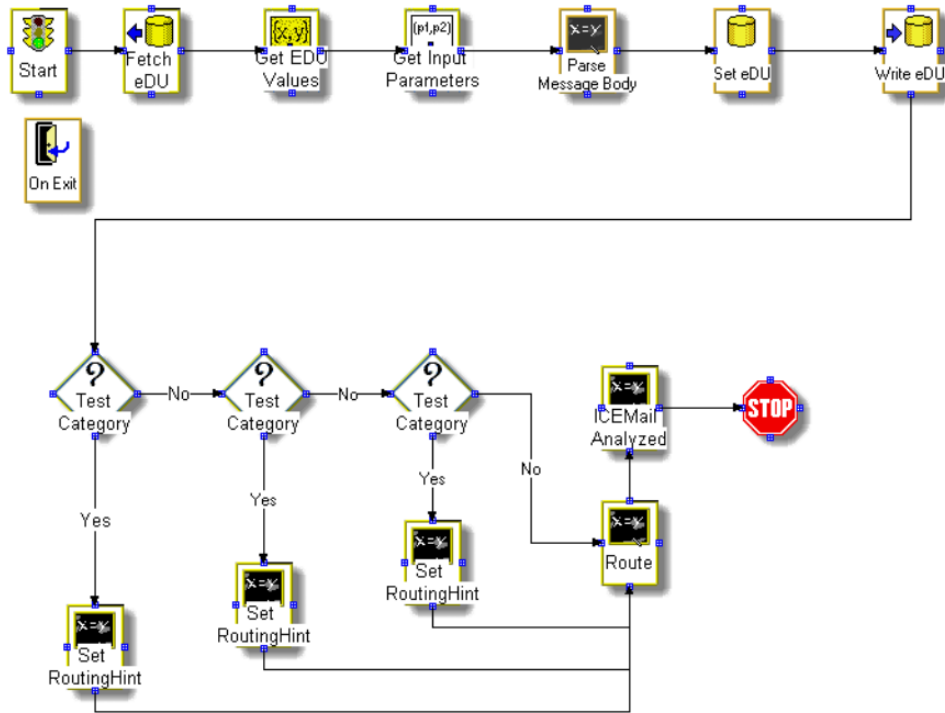
The analyze workflow receives a notification e-mail from Siebel, parses it, and determines route parameters. Parsing the e-mail involves pulling Siebel-supplied information out of the e-mail body. This information includes the Content Analysis results, e-mail language, and the Siebel e-mail ActivityID of the original e-mail. The original e-mail is not copied to Avaya IC and remains only in Siebel. This workflow uses the parsed information to determine routing hints that allow the e-mail to be routed to the appropriate agent.

Facts about the analyze workflow are included in the following table.

Siebel project name	icemail_sbl_first.prj
Siebel filename	analyze_sbl
How launched	ICEmailAnalyze event
Default workflow server	The workflow server that handles the ICEmail.Analyze event. The IC Email server should have the Analyze event turned on and the OutboundEmail event turned off.

Sample Analyze workflow

The following figure shows the Analyze workflow.





Chapter 8: Configuring voice qualification workflows

 **Important:**

Use these procedures only if you are installing a voice channel on your system.

The integration software includes default voice workflows. These default workflows will not work until you customize the workflows for your location using these procedures.

This section includes the following topics:

- [Building the Avaya voice qualification workflow](#) on page 162
- [Configuring workflow servers to use Siebel voice workflows](#) on page 164

Building the Avaya voice qualification workflow

The Incoming Call flow, or voice qualification workflow, uses Automatic Number Identification (ANI) information to query Siebel for matching records.

Related topic

For more information, see [Process of the Incoming Call flow](#) on page 138.

Where to perform this procedure

Perform this procedure at the location shown in the following table.

Interface	System
Workflow Designer	Avaya IC

Procedure

To build the Avaya voice qualification workflow:

1. Navigate to **Start > Programs > Avaya Interaction Center 6.1 > Workflow Designer**.
2. Select **File > Open Project**.
3. Browse to the **ts_sbl.prj** file.
Example: **e:\<AVAYA_IC61_HOME>\Design\IC\flows\Siebel\TS\ts_sbl.prj**
4. Select **View > Toolbars > Project**.
5. Double-click on the **incomingcall_sbl** workflow.
6. Select the **Format ANI to be 10-digits** block in the workflow chart.
7. Enter the telephone number format in the **Format** property of the **Basic** tab.
For more information about how to create a format string for telephone numbers, see *IC Scripts VBA Scripting Reference*.
8. Select **Project > Settings**.
9. Select the **Database** tab.
10. Type the **Login Id** and **Password**.
11. Click **OK**.

12. Select **Build > Build Flowset** to compile and store the workflow.

The default settings for the blocks, EAIGetData and EAIPutData, should work with the EAI server configuration described in this document.

Reference: For more information, see [Adding EAI servers to IC Manager](#) on page 210.

13. Continue to [Configuring workflow servers to use Siebel voice workflows](#) on page 164.

Configuring workflow servers to use Siebel voice workflows

You must replace the Avaya IC Incoming Call flow with the Siebel **incomingcall_sbl** flow.

Related topic

For more information, see [Voice qualification workflow](#) on page 137.

Where to perform this procedure

Perform this procedure at the following location.

Interface	System
IC Manager	Avaya IC

Procedure

To configure the Avaya IC Workflow server to run a Siebel voice workflow when the TS.IncomingCall event is raised:

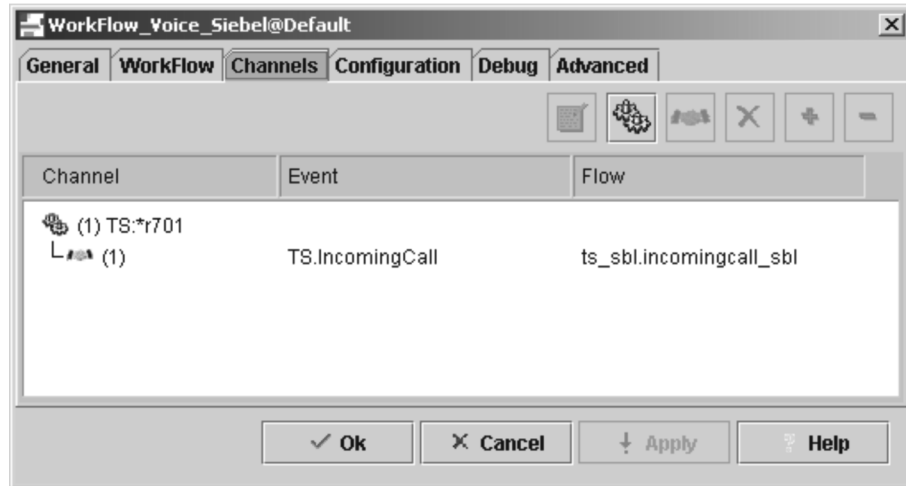
1. Navigate to **Start > Programs > Avaya Interaction Center 6.1 > IC Manager**.
2. Log in to IC Manager.
3. Make sure that the **Server** tab is selected, and double-click on the workflow server that you want to use to handle incoming voice interactions.
4. Select the **Channels** tab.
5. Has Avaya IC already been configured for calls?

If	Then
Yes	An association of the TS.IncomingCall event with a workflow already exists in IC Manager. Remove the existing association before continuing to Step 14.
No	Go to Step 6.

6. Edit the workflows for the incoming call events.

7. Set the workflow to **ts_sbl.incomingcall_sbl**.
8. Click **Ok**.

Result:



9. Click **Ok**.
10. Select the **Workflow** tab.
11. Select **Synchronous Startup Flows**.
12. If the following row does not exist, add it to the synchronous startup flows:
 - a. Click **New**.
 - b. In the new row, enter `web_routing.update_qw_cache`
13. Click **Ok**.
14. Stop and start the Workflow server if the server has already started by doing the following:
 - a. Select the **Server** tab on the **IC Manager** window.
 - b. Select the server from the list on the right side of the window.
 - c. Select the **Start** or **Stop** button in the toolbar.
15. Make sure contact routing is set up for the voice channel.

Reference: For more information, see one of the following documents:

- For basic information, see *Avaya IC Media Workflow Reference*
- For more detailed information about setting up contact routing, see *IC Installation and Configuration*
- For Business Advocate contact routing, see *IC Business Advocate Configuration and Administration*

Configuring voice qualification workflows

16. What channel are you also installing?

If	Then
Web chat	Continue to Configuring Web chat qualification workflows on page 229.
E-mail - Avaya-first	Continue to Configuring an Avaya-first e-mail channel on page 241.
E-mail - Siebel-first	Continue to Configuring a Siebel-first e-mail channel on page 275.



Chapter 9: Installation and configuration tasks for all channels

This section describes the tasks required to install and configure the Avaya IC for Siebel integration system. Use these procedures when installing and configuring any type of channel.

 **Important:**

Always refer to the latest Siebel documentation when performing any of the procedures that use Siebel Tools or the Siebel windows. Avaya cannot guarantee the accuracy of these procedures.

Working with Siebel Tools

 **Important:**

The Siebel procedures in this guide assume that you are working in a non-production environment. Adapt the procedures in this guide to conform to your company practices for modifying the Siebel object repository and Siebel database in your production environment. Test all changes to the Siebel object repository in a non-production environment before deploying them in your production environment.

Always create a backup copy of the Siebel Server object repository before making any changes using Siebel Tools.

Overview of tasks



Important:

Do the following steps in the order shown.

Step	Task	Where performed
1	Installing integration components on Avaya IC on page 170	Avaya IC
2	Designing Avaya Agent databases on page 173	
3	Installing the Siebel integration help files on page 178	
4	Configuring Avaya IC on page 181	
5	Installing an Avaya IC server on Siebel and configuring a secondary ORB Server on page 185	Siebel
6	Creating a Siebel AICD server on page 188	Avaya IC
7	Installing the AICD and the AED on page 191	Siebel
8	Configuring the AICD on page 195	
9	Checking the AICD environment (optional) on page 203	
10	Importing a custom eScript for Siebel Universal Agent on page 206	
11	Configuring the Avaya EAI servers on page 208	<ul style="list-style-type: none"> ● Avaya IC ● Siebel
12	Configuring one or more of the following workflows or channels: <ul style="list-style-type: none"> ● Configuring voice qualification workflows on page 161 ● Configuring Web chat qualification workflows on page 229 ● Configuring an Avaya-first e-mail channel on page 241 or Configuring a Siebel-first e-mail channel on page 275 	Avaya IC

Prerequisites

Verify the following conditions before you begin:

- The Avaya IC and Siebel systems should be installed and functional before proceeding. Read [Planning and prerequisites](#) on page 41 for details.
- Siebel is incompatible with the Sun Java Virtual Machine (JVM) and you may need to change browser settings on the Siebel client machines. For more information, see the Siebel Website.

- The Siebel thin client does not perform correctly on early versions of Internet Explorer. For more information, see the Siebel Website.

Installing integration components on Avaya IC

This section includes the following topics:

- [Where to perform this procedure](#) on page 170
- [Before you begin](#) on page 170
- [Installing the integration components on Avaya IC \(Windows\)](#) on page 170
- [Installing the integration components on Avaya IC \(Solaris or AIX\)](#) on page 171

Where to perform this procedure

Perform this procedure on the Avaya IC system.

Before you begin

Shut down Avaya IC. Avaya IC should not be running when you install the integration.

Installing the integration components on Avaya IC (Windows)

To install the Avaya IC components when you have a Windows operating system:

1. Insert the integration CD.
2. Click **Avaya Servers, Design & Administration Tools**. This will install the EAI server, Avaya workflows, and other design files.
3. Click **Yes**, if you see the following message:

```
A Java Virtual Machine is being installed ...
```
4. Follow the instructions in the installation wizard for accepting the license agreement and browsing to the correct directory. Click **Next** when prompted.

5. Select one or both of the following boxes.

Select	Description
Interaction Engine Servers	Installs the Siebel integration EAI server on this machine. You can install the Siebel integration EAI servers on an Avaya IC server or Siebel server. An Avaya IC ORB server must be installed on the machine for the EAI server to work.
Design & Admin	Installs the workflows and database files. These files should be installed on the machine where the Avaya IC Workflow Designer and Database Designer interfaces reside. This is the machine where you will design your agent, build your workflows, and generate your database.

6. Click **Finish** to complete the installation.

7. Continue to [Designing Avaya Agent databases](#) on page 173.

Installing the integration components on Avaya IC (Solaris or AIX)

To install the Avaya IC components when you have a Solaris or AIX operating system:

1. Insert the integration CD.
2. Do one of the following tasks:
 - On Solaris, browse to and execute **unix/Solaris/Avaya/setup.bin**
 - On AIX, browse to and execute **unix/AIX/Avaya/setup.bin**

This will install the Avaya servers, the EAI server, Avaya workflows, and other design files.

3. Follow the instructions in the installation wizard for accepting the license agreement and browsing to the correct directory. Click **Next** when prompted.

Installation and configuration tasks for all channels

4. Select one or both of the following boxes.

Select	Description
Interaction Engine Servers	Installs the Siebel integration EAI server on this machine. You can install the Siebel integration EAI servers on an Avaya IC server or Siebel server. An Avaya IC ORB server must be installed on the machine for the EAI server to work.
Design & Admin	Installs the workflows and database files. These files should be installed on the machine where the Avaya IC Workflow Designer and Database Designer interfaces reside. This is the machine where you will design your agent, build your workflows, and generate your database.

5. Click **Yes**, if you see the following message:

A Java Virtual Machine is being installed ...

6. Click **Finish** to complete the installation.

7. Continue to [Designing Avaya Agent databases](#) on page 173.

Designing Avaya Agent databases

Before you can install any agents, you must design the Avaya Agent databases. You need to design the Avaya Agent databases only once on the Avaya IC system. These tasks are usually performed by a system administrator.

This section includes the following topics:

- [Where to perform these procedures](#) on page 173
- [Changing the ADL Include Path for ccq.adl](#) on page 173
- [Generating the Windows application](#) on page 175
- [Changing the ADL Include Path for repository.adl](#) on page 176
- [Reconfiguring the IC Repository](#) on page 177

Where to perform these procedures

Perform these procedures at the location shown in the following table.

Interface	System
Database Designer	Avaya IC

Changing the ADL Include Path for ccq.adl

To change the **ADL Include Path** to match your design machine:

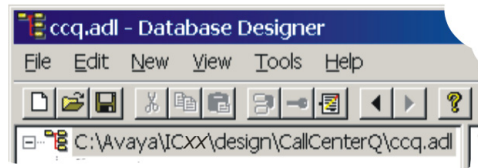
1. Go to Database Designer by navigating to **Start > Programs > Avaya Interaction Center 6.1 > Database Designer**.
2. In the Workflow Designer, browse to the **ccq.adl** file and open it.

Example: **c:\<AVAYA_IC61_HOME>\design\CallCenterQ\ccq.adl**

Installation and configuration tasks for all channels

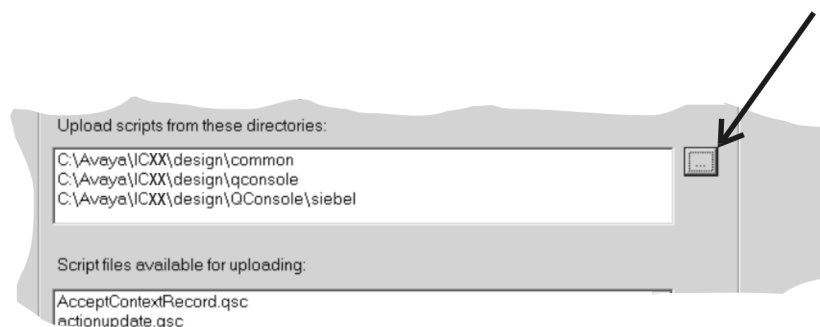
3. In the **ccq.adl - Database Designer** window, select the ccq path name in the left navigation pane of Database Designer.

Example:



4. Click the ellipsis (...) button to the right of the **Upload scripts from these directories** area in the middle of the window.

Example:



5. In the **ADL Include Path** window, add the **qconsole\siebel** path.

Example: **e:<AVAYA_IC61_HOME> \design\qconsole\siebel**

Additional information: To add a path, press the **Add** button and browse to the path you want to add.

Note:

If you do not see this directory, verify that you have performed the Avaya installation described in [Installing integration components on Avaya IC](#) on page 170.

6. Click **OK**.

⚠ Important:

Do not omit saving this file in the next step, even though you will need to reopen it.

7. Press **Ctrl+S** to save the file.
8. Select **File > Close**.
9. Reopen the **ccq.adl** file.

Reference: See Steps 1 and 2.

10. Continue to [Generating the Windows application](#) on page 175.

Generating the Windows application

To generate the Windows application:

1. Reopen the **ccq.adl** file.
2. Select **File > Generate Windows Application...**
3. On the **Generate Windows Application** window, select only the following fields:
 - **Messages**
 - **IC Scripts**
 - **Avaya Agent Layout**
 - **EDU Layout**
4. In the text box next to **Avaya Agent Layout**, select the appropriate layout file for the language you want installed.

Language	Filename
English *	avaya_agent_sbl_en.cdl
Spanish	avaya_agent_sbl_es.cdl
German	avaya_agent_sbl_de.cdl
French	avaya_agent_sbl_fr.cdl
Italian	avaya_agent_sbl_it.cdl
Portuguese	avaya_agent_sbl_pt.cdl
Chinese	avaya_agent_sbl_zh.cdl
Korean	avaya_agent_sbl_ko.cdl
Japanese	avaya_agent_sbl_ja.cdl
Thai	avaya_agent_sbl_th.cdl

* Default

Example:

e:\<AVAYA_IC61_HOME>\design\qconsole\siebel\avaya_agent_sbl_es.cdl

Installation and configuration tasks for all channels

5. In the text box next to **EDU Layout**, select the appropriate eXtensible Stylesheet Language (XSL) file.

Language	Filename
English	eduviewer_en_US.xsl
Spanish	eduviewer_es_CO.xsl
German	eduviewer_de_DE.xsl
French	eduviewer_fr_FR.xsl
Italian	eduviewer_it_IT.xsl
Portuguese	eduviewer_pt_BR.xsl
Chinese	eduviewer_zh_CN.xsl
Korean	eduviewer_ko_KR.xsl
Japanese	eduviewer_ja_JP.xsl
Thai	eduviewer_th_TH.xsl

Example: `e:\<AVAYA_IC61_HOME>\design\qconsole\eduviewer_en_US.xsl`

6. In the **Name** field, select **interaction_center**.
7. Enter your **Login Id** and **Password**.
8. Click **OK**.
9. If you get the following message, click **Yes**:

Directory `<directory path>` is already present and files in that directory may be replaced. Do you want to proceed?

10. Select **File > Close**.
11. Continue to [Changing the ADL Include Path for repository.adl](#) on page 176.

Changing the ADL Include Path for repository.adl

To change the repository.adl to match your design machine:

1. Browse to the **repository.adl** file and open it.

Example: `e:\<AVAYA_IC61_HOME>\design\repository\repository.adl`

2. In the **repository.adl - Database Designer** window, select the ADL path name in the left navigation pane of Database Designer.

3. Press the ellipsis (...) button to the right of the **ADL Include Path** area in the middle of the window.
4. In the **ADL Include Path** window, make sure that only the common and qconsole paths are listed.

Example:

- e:<AVAYA_IC61_HOME>\design\common
- e:<AVAYA_IC61_HOME>\design\qconsole

Additional information:

- To add a path, press the **Add** button and browse to the path you want to add.
- To remove a path, press the **Remove** button and browse to the path you want to remove.

5. If you made any changes, select **File > Save**.
6. Select **File > Close** to close the **repository.adl** file.
7. Continue to [Reconfiguring the IC Repository](#) on page 177.

Reconfiguring the IC Repository

To reconfigure the IC Repository:

1. Browse to the **repository.adl** file again and open it.

Example: e:\<AVAYA_IC61_HOME>\design\repository\repository.adl

2. Select **File > Database Administration ...**
3. Make sure that **Reconfigure** is selected.
4. Type the IC Administrator **Login Id** and **Password**.
5. Click **Run**.

Result: If you are using Oracle, you are prompted for your database password.

Wait until the process has completed.

6. Click **Close**.
7. Continue to [Configuring Avaya IC](#) on page 181.

Installing the Siebel integration help files

The procedures in this section describe how to install the Siebel integration help files for Avaya Agent. This section includes the following topics:

- [Where to perform this procedure](#) on page 178
- [Localized help file directories](#) on page 178
- [Prerequisite](#) on page 179
- [Installing only the English help file](#) on page 179
- [Installing localized Siebel help files](#) on page 179

Where to perform this procedure

Perform this procedure on each of your agent PCs.

Localized help file directories

The `LangPack_Siebel.exe` installs the help files under these directories. Avaya Agent expects to find the help files at these locations under `<AVAYA_IC61_HOME>\help\AvayaAgent`.

Language	Help file directory
English	\en_US\agent_en_us.chm
Spanish	\es_CO\agent_es_CO.chm
German	\de_DE\agent_de_DE.chm
French	\fr_FR\agent_fr_FR.chm
Italian	\it_IT\agent_it_IT.chm
Portuguese	\pt_BR\agent_pt_BR.chm
Korean	\ko_KR\agent_ko_KR.chm
Japanese	\ja_JP\agent_ja_JP.chm
Thai	\th_TH\agent_th_TH.chm

There is currently no Siebel localized help for Traditional Chinese.

Prerequisite

Make sure all agent PCs have Avaya Agent installed.

Installing only the English help file

Use this procedure if you want to install only the English Avaya Agent help file for the Siebel integration.

To install *only* the English help file:

1. Locate the English help file at **Docs\agent_en_us.chm** on the integration CD.

 **Important:**

You will overwrite the existing non-integrated Avaya Agent help file in the next step. The Siebel help file includes all relevant Avaya Agent and Siebel help topics, so this should not be a concern.

2. Copy the **agent_en_us.chm** file to the **<AVAYA_IC61_HOME>\help\AvayaAgent\en_US** folder on the agent PC.

You can copy files by manually copying the help file to each agent PC or by using the Avaya Agent auto-update feature.

For more information about using the auto-update feature, see *IC Installation and Configuration*.

3. Continue to [Configuring Avaya IC](#) on page 181.

Installing localized Siebel help files

Use this procedure to install all of the localized help files for the Siebel integration, including English.

To install the localized help files:

1. Locate **LangPack\LangPack_Siebel.exe** on the integration CD.

 **Important:**

You will overwrite the existing non-integrated Avaya Agent help files in the next step. The Siebel help files include all relevant Avaya Agent and Siebel help topics, so this should not be a concern.

Installation and configuration tasks for all channels

2. Run the executable file on an agent PC.

Result 1: If Avaya Agent is not installed, the following text displays:

```
Unable to locate an Avaya Agent XX installation
Please contact a product administrator
```

Result 2: If Avaya Agent is installed, several installation messages display followed by the **Language Pack 1 Installation Complete** window.

The program unpacked and copied the English and all localized help files to language-specific subdirectories under **<AVAYA_IC61_HOME>\help\AvayaAgent**. Depending on the language configuration of Avaya Agent, the appropriate help file is used when the agent selects **Help**.

For more information, see [Localized help file directories](#) on page 178.

3. Click **Finish**.
4. Restart Avaya Agent.
5. Perform Steps 2 through 4 on each remaining PC or use the Avaya Agent auto-update feature to automatically update all agent PCs.

For more information about using the auto-update feature, see *IC Installation and Configuration*.

6. Continue to [Configuring Avaya IC](#) on page 181.

Configuring Avaya IC

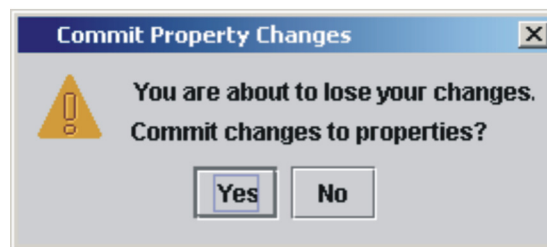
The procedures in this section describe how to configure the Avaya IC properties to enable the Avaya IC for Siebel integration.

This section includes the following topics:

- [About the Commit Property Changes window](#) on page 181
- [Where to perform these procedures](#) on page 181
- [Setting Avaya IC properties](#) on page 182

About the Commit Property Changes window

While you are performing these procedures, you may see the following window:



Always click **Yes** when you see this window or you will lose your changes.

Where to perform these procedures

Perform these procedures at the location shown in the following table.

Interface	System
IC Manager	Avaya IC

Setting Avaya IC properties

Use this section to set the Avaya IC properties to enable the Avaya IC for Siebel integration.

To set the Avaya IC properties:

1. Navigate to **Start > Programs > Avaya Interaction Center 6.1 > IC Manager**.
2. Select **Tools > Groups**.
3. Select **IC** in the top left corner of the **Groups** window.
4. Select the **Properties** tab.

5. Select a section from the **Sections** list using the suggested values in the following table.

Section	Property	Property Value
All channels		
Agent/Desktop	ContactSuspensionEnabled	No
	IntegratedApplication	Siebel
	Layout	avaya_agent_sbl
	ScreenPopEnabled	Yes
	WrapUpEnabled	No (optional)
	WrapUpType	Siebel
Agent/Desktop/Directory	ShowAgentsOnStartup	Yes (optional) Controls agents that are viewed in the UAD.
	ShowAllAgents	
Agent/Desktop/OutboundAgent	ProceedAfterWrapUp	Yes if WrapUpEnabled is set to Yes.
Agent/Desktop/ScreenPop	PopOnAllArrivingContacts	No
	PopOnContactActivation	Yes
	PopOnFirstArrivingContact	Yes
Agent/Desktop/Siebel	AutoLoginEnabled	Yes
	LaunchURL	URL for Siebel thin client
Agent/Desktop/Siebel/AutoLogin	PasswordFormat	None (optional)
	UserNameFormat	Upper
	WaitTime	10
Agent/Desktop/WAC	AlwaysOnTop	Yes
	AppMode	siebel
E-mail channel only		
Agent/Desktop/WAC	ShowOnEmailActivate	No
	ShowOnEmailSelect	No

Installation and configuration tasks for all channels

Section	Property	Property Value
Agent/Desktop/Siebel/Email	SendFlowName	icemail_sbl. triggerxferoutboundemail toic_sbl
	WorkFlowServerName	Set to the name of the workflow server that handles the analysis of e-mail. For example, WorkFlow_System. Leave this blank to enable failover.
Web chat channel only		
Agent/Desktop/WAC	ShowOnChatActivate	Yes
	ShowOnChatSelect	No

For more information, see the following topics:

- [Wrap-up](#) on page 89
- [Siebel integration agent properties](#) on page 92

6. Select a property from the **Name** and **Value** fields in the right pane using the table in Step 5.
7. Click the **Edit** server button to edit this property.

Example:



8. Change the value of the property in the **Value** field to the suggested value in the table.
9. Click **Ok**.
10. Return to Step 3 and repeat this procedure until you have edited all of the properties in the table.
11. Click **Ok** to close the **Group Manager** window.
12. Continue to [Installing an Avaya IC server on Siebel and configuring a secondary ORB Server](#) on page 185.

Installing an Avaya IC server on Siebel and configuring a secondary ORB Server

This section includes the following topics:

- [Where to perform this procedure](#) on page 185
- [Before you begin](#) on page 185
- [Solaris and AIX operating systems](#) on page 185
- [Procedure](#) on page 186

Where to perform this procedure

Perform the following procedure on the Siebel system. You will also need to use IC Manager on your primary Avaya IC system for some of the steps.

Before you begin

Before you can install the AICD Siebel server, you must install Avaya IC on the Siebel server, and configure a secondary ORB Server.

Related topic

For more information, see [ORB Servers](#) on page 73.

Solaris and AIX operating systems

This procedure assumes that you are installing the Avaya IC ORB Server on Windows. For information about installing and configuring an ORB Server when you have a Solaris or AIX operating system, see *IC Installation and Configuration*.

Procedure



Important:

Repeat this procedure for every Siebel Communications Server in your environment.

To install an Avaya IC server on the Siebel Communications Server:

1. From the installation directory for Avaya IC, go to the **Windows\Install\SERVERS** directory.
2. Double-click on **setup.exe**.
3. Click **Avaya Servers, Design & Administration Tools**.
 - Although you can install in the Program Files directory, which is the default, you may want to use the directory that Avaya technicians traditionally use - **[Drive]:\Avaya**.
 - You will not be performing any design or administration from this system, so clear the **Design & Admin** field.
4. Click **No** on the window with the following text:

Do you wish to run Indexq or Outbound Reporting with this installation?

5. Click **Yes** on the window with the following text:

Do you want to run the Configuration Tool now?

6. When the **Configuration Tool** window opens, select the values in the following table.

Field	Value
Select Mode	Select <i>Secondary</i>
Primary Host Name	Type the host name of the primary Avaya IC ORB Server. For more information, see <i>IC Installation and Configuration</i> .
IC Password	Type the Avaya IC password.
Start ORBServer	Cleared

7. Click **Apply Settings**.

If you get a message that says your Oracle Home is not valid, click **OK**, then click **Exit**.

Result: You will see a screen with the following text:

This wizard requires that you restart your computer.

⚠ CAUTION:

Your computer will have to be restarted for the changes to take effect. Restarting your Siebel Server is service affecting.

8. Restart your computer.
9. Go to your primary Avaya IC system and run IC Manager to check your secondary ORB Server installation.

Tip:

Navigate to **Start > Programs > Avaya Interaction Center 6.1 > IC Manager.**

10. Check for a new ORB Server in your default domain that will be named after the Siebel server on which you just installed your secondary ORB Server.

Example: In the following figure, the secondary ORB Server is installed on a machine called **jag_sbl1**.

ORB	ORB_hermes_9001	Default	-	135.8.82.33 9001	-
ORB	ORB_jag_sbl1_9001	Default	-	135.8.82.228 9001	-
Report	Report	Default	Up	135.8.82.226 9018	-
WorkFlow	WorkFlow_System	Default	Up	135.8.82.226 9006	20h:43m:2s

11. Continue to [Creating a Siebel AICD server](#) on page 188.

Creating a Siebel AICD server

Now that you have the secondary Avaya IC ORB installed on the Siebel server, you must create a Siebel AICD server by administering a new server component using IC Manager.

This section includes the following topics:

- [Where to perform this procedure](#) on page 188
- [Procedure](#) on page 188

Where to perform this procedure

Perform this procedure at the location shown in the following table.

Interface	System
IC Manager	Primary Avaya IC

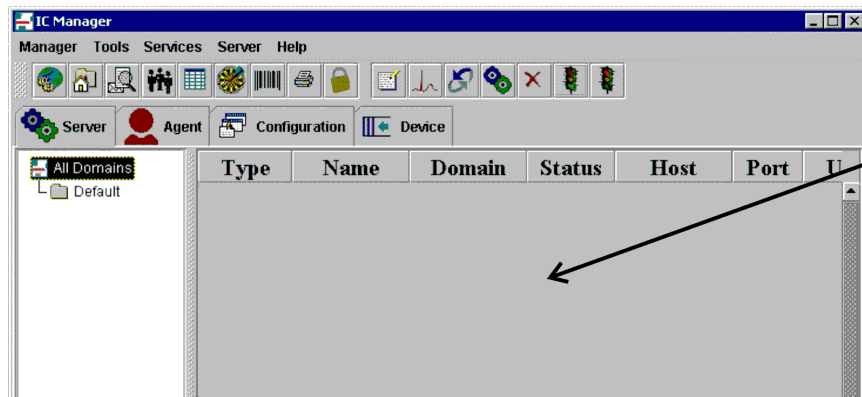
Procedure

To create a Siebel AICD server:

1. Navigate to **Start > Programs > Avaya Interaction Center 6.1 > IC Manager**.
2. Log in to IC Manager.
3. Select the **Server** tab, and select **All Domains**.

- Right-click inside the pane with the list of servers.

Example:



Note:

Unlike this example, your window should display data.

- Select **New...** from the right-click list.
- In the **Server Type** field, select **SiebelAICD**.
- Click **Ok**.
- In the **Server Editor** window, type or select the following values.

Field	Value
Name	Type a name that identifies both the AICD and the Siebel host where the AICD will reside. Example: AICD_Jaguar2
Host	Select the IP address of the Siebel host where the AICD will reside. Most other servers will have the IP address of the Avaya IC system. The Siebel AICD server has the IP address of the Siebel host.
Port	Type a port number that does not conflict with an existing TCP/IP port on the Siebel host.
Domain	For instructions on how to configure domains, see Avaya IC domain deployment guidelines on page 46.
Directory	This field is not used, but select a valid directory name anyway.
Executable	This field is not used, but select something anyway.

- Make sure that the **Auto Start** check box is unchecked.

The Avaya IC ORB Server does *not* start the AICD server. Instead, the AICD server is started and shut down by the Siebel Communications server.

Installation and configuration tasks for all channels

10. Select the **SiebelAICD** tab.
11. Make sure that the **Allow ORB to start AICD** field is unchecked.
12. Select the **Debug** tab from the **Server Editor** window.
13. Click the ellipsis (...) button next to the **Trace Levels** field.

Result: The **Trace Levels** window opens.

14. Choose one of the choices shown in the following table:

For minimal logging, select the following field:	For maximum logging, select the following fields:
idl	<ul style="list-style-type: none">● usr1● usr2● usr3● usr4● flush● idl

Reference: For more information about logging levels, see [Log files](#) on page 354.

Important:

Do not set your logging level to flush for normal operating conditions. The flush setting slows down all AICD processes. For normal system operations, the log level should not be set at a level greater than usr2.

15. Click **Ok** to accept the trace level changes you made.
16. Click **Ok** to complete the Siebel AICD server creation.
17. You must reproduce your recent changes on the other Avaya IC components and servers. To do this, navigate to **Manager > Refresh**.
18. Select **Manager > Update ORB Servers**.
If errors are reported, your vesp changes may not be properly updated on the servers. Isolate and correct the problems and return to Step 17.
19. Continue to [Installing the AICD and the AED](#) on page 191.

Installing the AICD and the AED

This section includes the following topics:

- [Before you begin](#) on page 191
- [Upgrading Avaya IC](#) on page 191
- [Where to perform these procedures](#) on page 192
- [Installing the AICD and AED \(Windows\)](#) on page 192
- [Installing the AICD and AED \(Solaris or AIX\)](#) on page 193

Before you begin

Before you can install the AICD, you must install a secondary ORB on the Siebel server, and create the Siebel AICD server in IC Manager.

Related topics

For more information, see one of the following topics:

- [Installing an Avaya IC server on Siebel and configuring a secondary ORB Server](#) on page 185
- [Creating a Siebel AICD server](#) on page 188

Upgrading Avaya IC

This procedure automatically backs up the following directory so that you can save your customizations during an upgrade.

Source directory	Backup directory
<SIEBEL_HOME>\siebel\siebsrvr\bin\enu	<SIEBEL_HOME>\backup\siebel\siebsrvr\bin\enu



Important:

Only the **AICD.def** and **AICDStrings.txt** files are saved.

Where to perform these procedures

Perform these procedures on the Siebel system.

Installing the AICD and AED (Windows)

To install the AICD and AED when you have a Windows operating system:

1. Insert the integration CD.
2. Click **Avaya Drivers for Siebel 7**. This will install the integration components on the Siebel server. This includes the AICD, AED, AICD definition file, and the **AICDStrings.txt** file.
3. Follow the instructions in the installation wizard for accepting the license agreement and browsing to the Siebel installation directory. Click **Next** when prompted.

Example: Browse to **c:\sea752**

Result: Progress gauges display.

4. Click **Finish**.
5. Continue to [Updating the Windows system path](#) on page 192.

Updating the Windows system path

You must update your Windows system path to add **%AVAYA_IC61_HOME%\bin**. This path is used by the AICD and AED to locate their supporting files.

To update the Windows system path:

Note:

This procedure assumes you have Windows 2000. You will need to make adjustments to these procedures if you have any other Windows version.

1. Navigate to **Start > Settings > Control Panel > System**.
2. Select the **Advanced** tab.
3. Select **Environment Variables**.
4. Double-click **Path** in the **System variables** field.
Result: The **Edit System Variable** window opens.
5. In the **Variable Value** field, add this to the existing path:

%AVAYA_IC61_HOME%\bin

Tip:

Use ; to separate the entries.

6. Click **OK**.
7. Restart the Siebel server.
8. Return to [Installing the AICD and AED \(Windows\)](#) on page 192 and repeat this procedure for every Siebel Communications Server in your environment.
9. Continue to [Configuring the AICD](#) on page 195.

Installing the AICD and AED (Solaris or AIX)

To install the AICD and AED when you have a Solaris or AIX operating system:

1. Insert the integration CD.
2. Do one of the following tasks:
 - On Solaris, browse to and execute **unix/Solaris/Siebel/setup.bin**
 - On AIX, browse to and execute **unix/AIX/Siebel/setup.bin**

This will install the integration components on the Siebel server. This includes the AICD, AED, AICD definition file, and the **AICDStrings.txt** file.
3. Follow the instructions in the installation wizard for accepting the license agreement and browsing to the correct directory. Click **Next** when prompted.

Example: Browse to **C:\AvayaIC61**

The files are placed in the **\opt\sea752** directory.

Result: Progress gauges display.
4. Click **Finish**.
5. Continue to [Modifying Solaris and AIX variables](#) on page 193.

Modifying Solaris and AIX variables

- You must modify or define three Solaris and AIX environment variables to integrate Avaya IC with Siebel. The variables are **PATH**, **AVAYA_IC61_HOME**, and **LD_LIBRARY_PATH**.

To modify the Solaris and AIX path variables:

1. Navigate to your **siebenv.sh** file for the Siebel server. This file should be located under a subdirectory called **siebsrvr**.

Make sure you do *not* use the **siebenv.sh** file for the Siebel Gateway server. The Gateway server is located under a subdirectory called **gtwysrvr**.

Installation and configuration tasks for all channels

2. Add the following three environment variables to the **siebenv.sh** file, preferably at the beginning of the file.

Solaris example:

```
AVAYA_IC61_HOME=<AvayaHomeDir>
export AVAYA_IC61_HOME
LD_LIBRARY_PATH=${LD_LIBRARY_PATH}:${AVAYA_IC61_HOME}/lib
export LD_LIBRARY_PATH
PATH=$PATH:${AVAYA_IC61_HOME}/bin
export PATH
```

AIX example:

```
AVAYA_IC61_HOME=<AvayaHomeDir>
export AVAYA_IC61_HOME
LIBPATH=${LIBPATH}:${AVAYA_IC61_HOME}/lib
export LIBPATH
PATH=$PATH:${AVAYA_IC61_HOME}/bin
export PATH
```

Replace **<AvayaHomeDir>** with the full path to your Avaya Home Directory. Depending on the shell you use, syntax may be different, so please use the syntax appropriate to the shell you use for your Siebel server.

3. Restart the Siebel server.
4. Return to [Installing the AICD and AED \(Solaris or AIX\)](#) on page 193 and repeat this procedure for every Siebel Communications Server in your environment.
5. Continue to [Configuring the AICD](#) on page 195.

Configuring the AICD

Important:

The order of the configuration steps is significant. Information provided in earlier steps is used in later steps. Do not try to perform the steps in an order that is different from the order presented here unless you are familiar with how Siebel communication drivers are administered.

This section includes the following topics:

- [Before you begin](#) on page 195
- [Where to perform these procedures](#) on page 195
- [AICD Siebel administration](#) on page 196
- [AICD Siebel administration](#) on page 196
- [Importing the AICD Siebel configuration](#) on page 197
- [Associating Siebel agents with the AICD](#) on page 198
- [Creating a teleset](#) on page 199
- [Adding at least one extension](#) on page 200
- [Adding responsibilities to lists \(optional\)](#) on page 200

Before you begin

The following conditions should be true before you begin these procedures:

- The AICD is installed.
- Your employees have already been administered in the Siebel database.

Where to perform these procedures

Perform these procedures at the following location.

Interface	System
Siebel windows	Siebel

Related topic

For more information, see [Siebel user interface](#) on page 106.

AICD Siebel administration

You can administer the AICD to support multiple AICD configurations and multiple AICD profiles as long as each AICD configuration has only one AICD profile and each agent is part of only one configuration.

Creating a communication configuration

You should run the Siebel thin client on the Siebel server, or on another machine that has access to the **AICD.def** file. If it is not possible to run the Siebel thin client on a machine with access to the **AICD.def** file, use ftp or copy the **AICD.def** file to a directory that is accessible. The **AICD.def** file was copied by the **setup.exe** onto the Siebel server in a subdirectory called **bin\enu**.

 **Important:**

Save all entries before leaving a window.

To create a communication configuration:

1. Log in to the Siebel thin client as a Siebel administrator.
2. Go to the **Site Map** by pressing **Ctrl+Shift+A**.
3. Do one of the following tasks:
 - For Siebel systems earlier than 7.7, go to **Communication Administration > All Configurations**.
 - For Siebel 7.7, go to **Administration - Communications > All Configurations**.
4. Click **New** on the **Configurations** window menu bar.
5. Create an entry for the AICD with the values shown in the following table.

Field	Value
Name	You can enter anything with the words <i>Avaya</i> or <i>AICD Configuration</i> in the name.
Comments	Type an appropriate comment. Example: <i>Avaya IC6</i>

! Important:

Do *not* forget to do the following step.

6. Press **Ctrl+S** to save the record.
7. Continue to [Importing the AICD Siebel configuration](#) on page 197.

Importing the AICD Siebel configuration

In this procedure, you are going to import the **AICD.def** file. It must be available from the machine where you are running your Siebel thin client. If you are not running the Siebel thin client on the Siebel server, you must either copy the **AICD.def** file to a local directory, or mount the drive where the **AICD.def** file has been installed. The following directions assume that you are running the Siebel thin client on the Siebel server.

The **AICD.def** file has been installed in the **\bin\enu** directory on the Siebel server.

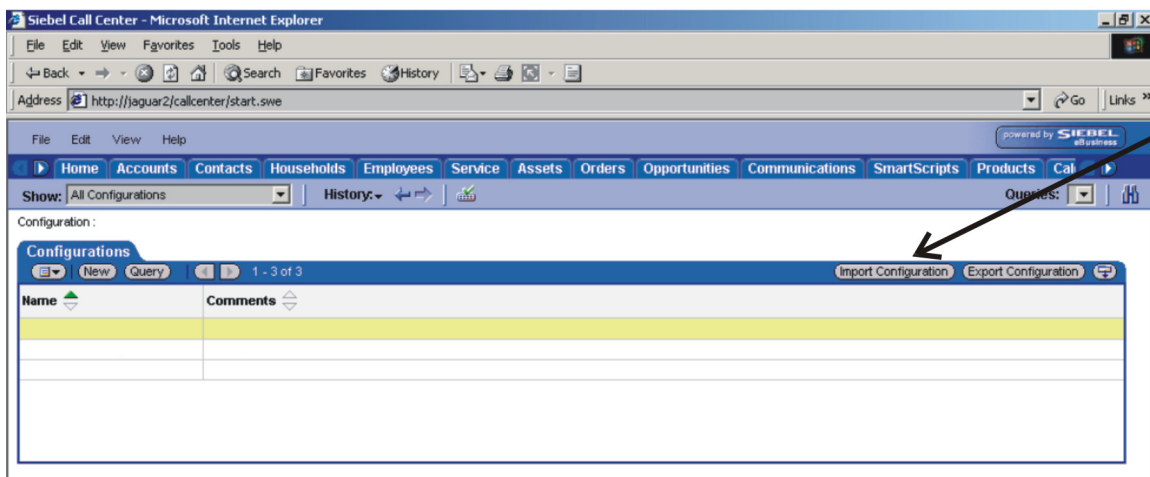
! Important:

Save all entries before leaving a window.

To import the AICD Siebel configuration from the definition file:

1. Click **Import Configuration**, located on the right side of the window under the **Configurations** tab.

Example:



Result: A window with the following text opens:

Caution: Importing communications configuration parameters, commands and events, or communications drivers and profiles overwrites any existing configuration elements that use the same names. Click Next to proceed.

Installation and configuration tasks for all channels

2. Click **Next**.
3. Select *all* of the following boxes:
 - **Configuration Parameters**
 - **Commands**
 - **Events**
 - **Drivers & Profiles**
4. Browse to the **AICD.def** file, or to any other valid definition file.
Example: `e:\sea752\siebsrv\bin\enu\AICD.def`
5. Click **OK**.
Result: You might see the cursor change to an hourglass, and you may have to wait for several minutes. There should be no errors.
6. Set the AICD driver parameters on Avaya IC and Siebel. This step is optional if the default values for the driver parameters are adequate for your configuration.
Reference: For more information, see [Driver parameters](#) on page 525.
7. Continue to [Associating Siebel agents with the AICD](#) on page 198.

Associating Siebel agents with the AICD

This section includes the following topics:

- [Before you begin](#) on page 198
- [Procedure](#) on page 198

Before you begin

You must have already administered your Siebel agents under the Siebel **Employee Administration** window and administered your database.

Related topic

For more information about administering Siebel agents, see the Siebel documentation.

Procedure



Important:

Save all entries before leaving a window.

To associate the Siebel agents with the AICD configuration:

1. Select the **Agents** tab located on the bottom third of the window.
2. Click **New** under the **Agents** tab.
Result: The **Add Agents** window opens.
3. Select the agents and click **OK**.
4. Continue to [Creating a teleaset](#) on page 199.

Creating a teleaset

Important:

Save all entries before leaving a window.

To create a teleaset:

1. Select **All Telesets** under the **Administration - Communications** tab.

Note:

For Siebel systems earlier than 7.7, select **All Telesets** from the **Show** pull-down menu near the top-left corner of the Siebel thin client.

2. Click **New** in the **Telesets** window menu bar.
3. Select the values shown in the following table.

Field	Value
Teleset	AICD
Host	AICD

4. Press **Ctrl+S** to save the record.
5. Click **New** under the **Agent** tab.
6. Select the Siebel agents and click **OK**.
The **All Telesets View** displays your selections.
7. Continue to [Adding at least one extension](#) on page 200.

Adding at least one extension

 **Important:**

Save all entries before leaving a window.

The extensions you are adding with this procedure are not used by the AICD. However, Siebel may expect these extensions to be administered.

To add at least one extension:

1. Select the **Extensions** tab located on the bottom third of the window.
2. Click **New** under the **Extensions** tab.

Result: The **Add Agents** window opens.

3. Select the values shown in the following table.

Field	Value
Extension Type	S
Extension	Select a telephone number. This number is not validated or used by the AICD.

 **Important:**

Do *not* forget to do the following step.

4. Press **Ctrl+S** to save the record.
5. Continue to [Adding responsibilities to lists \(optional\)](#) on page 200.

Adding responsibilities to lists (optional)

 **Important:**

Save all entries before leaving a window.

Perform this procedure so that the agent can view responsibilities from certain pull-down lists, and view the responsibility pop screens. Your site will probably require additional views and responsibilities besides the ones described in this procedure. This procedure is optional.

To add new responsibilities:

1. From the Siebel user interface, go to the **Site Map** by pressing **Ctrl+Shift+A**.
2. Do one of the following tasks:

- For Siebel systems earlier than 7.7, go to **Application Administration > Responsibilities**.
 - For Siebel 7.7, go to **Administration - Application > Responsibilities**.
3. In the **Responsibilities** window menu bar, click **New**.
 4. Type **AICD Responsibility** in the **Responsibility** field.
 5. Press **Ctrl+S** to save the record.
 6. In the **Views** window menu bar, click **New**.

The **Views** window is located on the lower half of the screen.

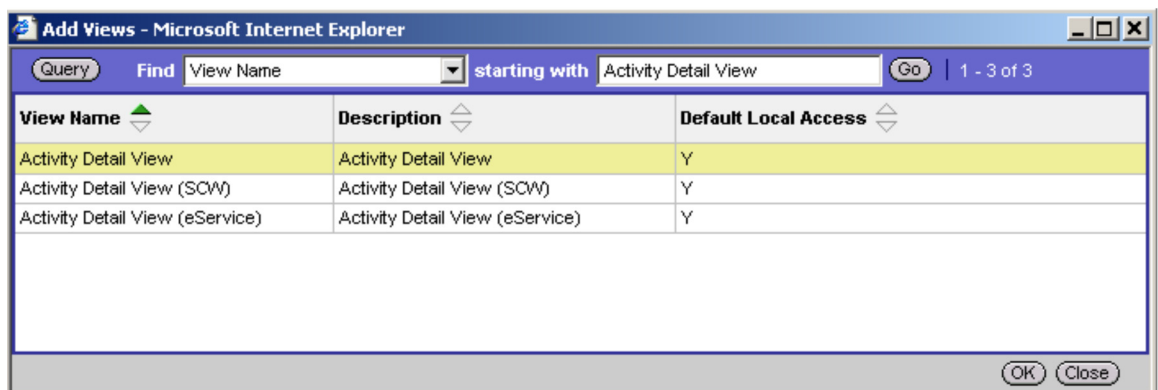
Note:

For Siebel systems earlier than 7.7, the **New** button is located on the **Views** tab.

Result: The **Add Views** window opens. This will add a view to this responsibility.

7. Select **Activity Detail View** in the text box next to the **starting with** field.

Example:



8. Click **OK**.
9. Repeat Steps 6 through 8 until you have added all of the following views:
 - **Activity Detail View**
 - **All Activity List View**
 - **All Contacts across Organizations**
 - **Communication Detail - Response View**
 - **Consumer Detail View**
 - **Contact Detail View**
 - **Home Page View (WCC)**
10. Click **New** under the **Users** tab. This will associate an agent to this responsibility.

Installation and configuration tasks for all channels

11. Select an agent, and click **OK**.
12. Repeat Step 11 until you have added all of the agents.
13. Continue to [Checking the AICD environment \(optional\)](#) on page 203.

Checking the AICD environment (optional)

This section includes the following topics:

- [Checking the AICD under Solaris](#) on page 203
- [Checking the AICD under Windows](#) on page 204

Checking the AICD under Solaris

You can use the Solaris command line utility, *Ldd* to check the AICD dependencies. The Solaris Ldd utility lists the dynamic dependencies of executable files or shared objects.

To check the AICD under Solaris:

1. On the UNIX command line, navigate to the Siebel Home directory.
2. Invoke the Siebel environment file, **siebenv.sh**.

You updated the **siebenv.sh** file in an earlier configuration step. The **siebenv.sh** file will set the UNIX environment variables that are necessary for the AICD to run.

3. Navigate to the Siebel bin directory. This is where the AICD should have been installed.

Installation and configuration tasks for all channels

4. Run the following command:

```
ldd libaicd.so
```

Result: The following ldd output shows unresolved dependencies for the files, **libmtttoolkit.so** and **libmttlogger.so**.

```
libnsl.so.1 => /usr/lib/libnsl.so.1
libc.so.1 => /usr/lib/libc.so.1
libmtttoolkit.so => (file not found)
libmttlogger.so => (file not found)
libpthread.so.1 => /usr/lib/libpthread.so.1
librt.so.1 => /usr/lib/librt.so.1
libdl.so.1 => /usr/lib/libdl.so.1
libmp.so.2 => /usr/lib/libmp.so.2
libaio.so.1 => /usr/lib/libaio.so.1
/usr/platform/SUNW,Ultra-4/lib/libc_psr.so.1
libthread.so.1 => /usr/lib/libthread.so.1
```

This can be caused by:

- The **libmtttoolkit.so** and **libmttlogger.so** files are not installed. These files should have been installed under **<AVAYA_IC61_HOME>/bin** when you installed Avaya IC on the Siebel Server.
- The **LD_LIBRARY_PATH** variable is inaccurate.

5. Continue to [Importing a custom eScript for Siebel Universal Agent](#) on page 206.

Checking the AICD under Windows

If your Siebel server has a Windows operating system, you can use a Microsoft tool called **depends.exe** to check the Siebel server configuration. This test ensures that your system path setting is accurate and that the Siebel Communications Server can load the **AICD.dll**.

You do not have to perform this procedure if you cannot locate a copy of **depends.exe**.

This section includes the following topics:

- [Before you begin](#) on page 204
- [Procedure](#) on page 205

Before you begin

You will need to have a copy of Microsoft Visual Basic to access **depends.exe**.

Procedure

To check the Siebel server AICD environment:

1. Get a copy of **depends.exe** from your Visual Basic software.
2. Run **depends.exe** on your Siebel server.
3. Select **File > Open** and navigate to the Siebel server bin directory.

Example: **Sea752/siebsrvr/bin**

4. Locate the **AICD.dll**, and click **Open**.

Result: The **Dependency Walker** window opens.

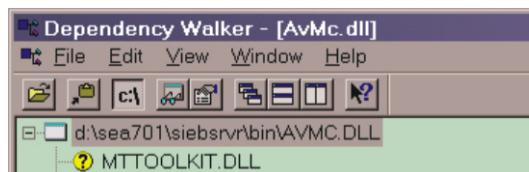
This window lists the **AICD.dll** and all of the DLLs required by the AICD.

5. Check the entries for **MTTOOLKIT.DLL** and **MTTLOGGER.DLL**.

If the icons next to these filenames displays **?**, one of the following problems may have occurred:

- The DLL is not installed.
- The system path variable is inaccurate.
- You did not reboot your Siebel server after updating the system path.

Example: In the following window, the **MTTOOLKIT.DLL** was not located.



6. Continue to [Importing a custom eScript for Siebel Universal Agent](#) on page 206.

Importing a custom eScript for Siebel Universal Agent

This section includes the following topics:

- [Where to perform this procedure](#) on page 206
- [Procedure](#) on page 206

Where to perform this procedure

Perform this procedure on the Siebel system using Siebel Tools.

Related topic

For more information, see [Siebel Tools](#) on page 111.

Procedure



Important:

Test all changes to the Siebel object repository in a non production environment before deploying them in your production environment. Create a backup copy of the Siebel server object repository before making any changes using Siebel Tools.

For more information, see [Working with Siebel Tools](#) on page 167.

To import a custom eScript for the Siebel Universal Agent:

1. From **Siebel Tools**, select **Application** from the **Object Explorer** pane.
2. Select the **Siebel Universal Agent** application.
3. Select **Tools > Lock Project**.
4. In the **Applications** pane, right-click on **Siebel Universal Agent**.
5. Select **Edit Server Scripts**.
6. If you see the **Scripting Language** pop-up, make sure that **eScript** is selected and click **OK**.

Result: The **Script Editor** window opens.

7. Go to **File > Import**.

8. Select the **Integration\Email\AvayaFirst\SiebelUniversalAgent.js** file from the integration CD and click **ok**.

Note:

If you are using the Siebel-first e-mail method, the pathname is **Integration\Email\SiebelFirst\SiebelUniversalAgent.js**.

This will import the eScript.

9. Press **Ctrl+S** to save.
10. Close the window.
11. Do one of the following tasks to stop Siebel services:

If your operating system is:	Then
Windows	Stop Siebel services from Control Panel > services .
Solaris or AIX	Consult the Siebel administration guide for instructions.

12. From the **Siebel Tools - Siebel Repository - Project List** window, select **Tools > Compile Projects**.

Result: The **Object Compiler** window opens.

13. Select **Locked Projects**.
14. Browse to the SRF used by the Siebel server.

Example: **e:\sea752\siebsrvr\objects\enu\siebel.srf**

15. If Siebel Tools is not running on your Siebel server, you may have to make a local copy of the Siebel SRF file.
16. Click **Compile**.
17. Start the Siebel server.

For Windows	For Solaris/AIX
Select Control Panel > services	Consult the Siebel administration guide for instructions.

18. Continue to [Configuring the Avaya EAI servers](#) on page 208.

Configuring the Avaya EAI servers

Use the procedures in this section to configure the Avaya Enterprise Application Integration (EAI) servers. You can install the EAI server on any server that has an ORB server, including the Siebel server or another Avaya IC server.

This section includes the following topics:

- [Creating an EAI e-mail agent \(e-mail channel only\)](#) on page 208
- [Adding EAI servers to IC Manager](#) on page 210
- [Updating the LIBPATH environment variable for AIX platforms](#) on page 215
- [Verifying the CLASSPATH environment variable](#) on page 215
- [Installing a custom integration object](#) on page 216
- [Importing the Siebel workflow](#) on page 221
- [Activating the Siebel EAI workflow](#) on page 223
- [Modifying the eai.cfg file](#) on page 224
- [Shutting down and restarting the EAI Object Manager component](#) on page 224
- [Starting the Avaya IC EAI servers](#) on page 225

Related topic

For more information about the EAI servers, see [EAI server](#) on page 66.

Creating an EAI e-mail agent (e-mail channel only)

Important:

Use this procedure only if you are installing an e-mail channel on your system.

You must create a fictitious agent that the software will use to communicate between the Avaya IC Email server and the EAIEmail server. Do *not* select an actual agent as the EAI e-mail agent. The EAI e-mail agent will be too busy processing e-mail to function efficiently as a regular Avaya IC agent.

Where to perform this procedure

Perform this procedure at the following location.

Interface	System
IC Manager	Avaya IC

Procedure

To create an EAI e-mail agent:

1. Navigate to **Start > Programs > Avaya Interaction Center 6.1 > IC Manager**.
2. Log in to IC Manager.
3. Select the **Agents** tab.
4. In the left pane, navigate to **IC > DefaultTenant > Default**.
5. Right-click in the Agent pane, and click **New**.
6. Select the **General** tab, and select the values shown in the following table.

Field	Value
Domain	Email
First Name	Email
Last Name	EAI
LoginID	emailagent

7. Select the **Security** tab, and type or select the following information.

Field	Value
Agent Roles	Select Agent
Password	emailagent1
Confirm	emailagent1
Force password change on login	clear

Note:

You can choose a different password.

8. Continue to [Adding EAI servers to IC Manager](#) on page 210.

Adding EAI servers to IC Manager

This section includes the following topics:

- [Where to perform these procedures](#) on page 210
- [Before you begin](#) on page 210
- [About configuring the Workflow and EAIWorkflow servers](#) on page 210
- [Adding the EAI server](#) on page 210
- [Adding the EAIWorkflow server](#) on page 212
- [Adding the EAIEmail server](#) on page 213

Where to perform these procedures

Perform these procedures at the following location.

Interface	System
IC Manager	Avaya IC

Before you begin

Read the following sections before proceeding:

- [EAI domain guidelines](#) on page 49
- [EAI server types](#) on page 68

About configuring the Workflow and EAIWorkflow servers

Configure the Workflow server and the EAIWorkflow server on the same physical machine to avoid potential permission problems.

Related topic

For more information, see [EAI server is unable to read a file attachment](#) on page 360.

Adding the EAI server

To add the Avaya EAI server to IC Manager:

1. Navigate to **Start > Programs > Avaya Interaction Center 6.1 > IC Manager**.
2. Log in to IC Manager.

3. Select **Server > New**.
4. In the **Server Type** field, select **EAI**.
5. Select the **General** tab, and select the values shown in the following table.

Field	Value
Name	Select EAI
Domain	For instructions on how to configure domains, see Avaya IC domain deployment guidelines on page 46.
Host	Select the appropriate Avaya IC host where this EAI server should run.
Directory	<ul style="list-style-type: none"> ● For a Windows installation - Select AVAYA_IC61_HOME/Java/bin/server ● For a Solaris installation - Select AVAYA_IC61_HOME/Java/lib/sparc ● For an AIX installation - Select AVAYA_IC61_HOME/jre/bin

6. Select the **EAI** tab, and type or select the values shown in the following table.

Field	Value
Siebel Web Server	Select the name of your Siebel server.
Siebel User Name	Type the [<i>Siebel login name</i>]. The default Siebel login name is SADMIN.
Siebel Password	Type the [<i>Siebel password</i>]. The default Siebel password is SADMIN.
Siebel Interface Type	Select eai
Active Session Count	Leave the default values.
HTTP response Timeout(sec)	
Heartbeat	
Language Code	For English, type <code>enu</code> See the Siebel documentation for other language codes.

7. Select the **Debug** tab to set the trace levels to `usr1` - `user 4` depending on the amount of information needed in the EAI server log files.

Reference: For more information about logging levels, see [Log files](#) on page 354.

 **Important:**

Do not set your logging level to flush for normal operating conditions. The flush setting slows down all EAI processes. For normal system operations, the log level should not be set at a level greater than `usr2`.

Installation and configuration tasks for all channels

8. Click **Ok**.
9. Continue to [Adding the EAIWorkflow server](#) on page 212.

Adding the EAIWorkflow server

To add the Avaya EAIWorkflow server to IC Manager:

1. From IC Manager, select **Server > New**.
2. In the **Server Type** field, select **EAIWorkflow**.
3. Select the **General** tab, and select the values shown in the following table.

Field	Value
Name	Select EAIWorkflow
Domain	For instructions on how to configure domains, see Avaya IC domain deployment guidelines on page 46.
Host	Select the appropriate Avaya IC host where this EAI server should run.
Directory	<ul style="list-style-type: none">● For a Windows installation - Select AVAYA_IC61_HOME/Java/bin/server● For a Solaris installation - Select AVAYA_IC61_HOME/Java/lib/sparc● For an AIX installation - Select AVAYA_IC61_HOME/jre/bin

4. Select the **EAI Workflow** tab, and type or select the values shown in the following table.

Field	Value
Siebel Web Server	Select the name of your Siebel server.
Siebel User Name	Type the [<i>Siebel login name</i>]. The default Siebel login name is SADMIN.
Siebel Password	Type the [<i>Siebel password</i>]. The default Siebel password is SADMIN.
Siebel Interface Type	Select workflow
Use MIME Layer	Select * Only for Siebel 7.0, make sure this field is unchecked.

Field	Value
Active Session Count	Leave the default values.
HTTP response Timeout(sec)	
Heartbeat	
Language Code	For English, type <code>enu</code> See the Siebel documentation for other language codes.

* You can configure EAIWorkflow without Multipurpose Internet Mail Extensions (MIME) if you do not require any attachments on a Put operation. For example, attachments are required when creating a Web chat record along with the transcripts.

5. Select the **Debug** tab to set the trace levels to `usr1` - `usr4` depending on the amount of information needed in the EAI server log files.

Reference: For more information about logging levels, see [Log files](#) on page 354.

 **Important:**

Do not set your logging level to flush for normal operating conditions. The flush setting slows down all EAI processes. For normal system operations, the log level should not be set at a level greater than `usr2`.

6. Click **Ok**.
7. Are you installing an e-mail channel?

If	Then
Yes	Continue to Adding the EAIEmail server on page 213.
No	Continue to Verifying the CLASSPATH environment variable on page 215.

Adding the EAIEmail server

 **Important:**

Use this procedure only if you are installing an e-mail channel on your system.

To add the Avaya EAI e-mail server to IC Manager:

1. From IC Manager, select **Server > New**.
2. In the **Server Type** field, select **EAIEmail**.

Installation and configuration tasks for all channels

3. Select the **General** tab, and select the values shown in the following table.

Field	Value
Name	Select EAIEmail
Domain	For instructions on how to configure domains, see Avaya IC domain deployment guidelines on page 46.
Host	Select the appropriate Avaya IC host where this EAI server should run.
Directory	<ul style="list-style-type: none">● For a Windows installation - Select AVAYA_IC61_HOME/Java/bin/server● For a Solaris installation - Select AVAYA_IC61_HOME/Java/lib/sparc● For an AIX installation - Select AVAYA_IC61_HOME/jre/bin

4. Select the **EAI Email** tab, and type or select the values shown in the following table.

Field	Value
Siebel Web Server	Select the name of your Siebel server.
Siebel User Name	Type the [<i>Siebel login name</i>]. The default Siebel login name is SADMIN.
Siebel Password	Type the [<i>Siebel password</i>]. The default Siebel password is SADMIN.
Siebel Interface Type	Select email
IC Email Server	Set the IC Email server to the machine where the Avaya IC Email server resides.
Email Server Login	Type <code>emailagent</code>
Email Server Password	Type <code>emailagent1</code>
Active Session Count	Leave the default values.
HTTP response Timeout(sec)	
Heartbeat	
Language Code	For English, type <code>enu</code> See the Siebel documentation for other language codes.

5. Select the **Debug** tab to set the trace levels to `usr1` - user 4 depending on the amount of information needed in the EAI server log files.

Reference: For more information about logging levels, see [Log files](#) on page 354.

 **Important:**

Do not set your logging level to flush for normal operating conditions. The flush setting slows down all EAI processes. For normal system operations, the log level should not be set at a level greater than usr2.

6. Click **Ok**.
7. Do one of the following tasks:
 - If you have an AIX platform, continue to [Updating the LIBPATH environment variable for AIX platforms](#) on page 215.
 - If you have a Windows or Solaris platform, continue to [Verifying the CLASSPATH environment variable](#) on page 215.

Updating the LIBPATH environment variable for AIX platforms

On AIX platforms, the default LIBPATH environment variable that is set in the **icenv** file must be changed to include the path to the **Java/bin** directory, as well as the **Java/bin/classic** directory. The EAI server on AIX platforms will not load unless this change is done.

To update the LIBPATH environment variable for an AIX platform:

1. Open the **icenv** file in an editor.

The **icenv** file is located in the **<AVAYA_IC61_HOME>/bin** directory.
2. Update the existing LIBPATH variable to also include the path to **Java/bin**.

Example:

```
LIBPATH=${AVAYA_IC61_HOME}/Java/bin:${LIBPATH}
export LIBPATH
```

3. Continue to [Verifying the CLASSPATH environment variable](#) on page 215.

Verifying the CLASSPATH environment variable

Depending on what type of system you have, go to one of the following topics:

- [Solaris and AIX](#) on page 216
- [Windows](#) on page 216

Solaris and AIX

To verify the CLASSPATH environment variable for a Solaris or AIX system:

1. Verify the CLASSPATH environment variable in the **icenv** file under **<AVAYA_IC61_HOME>/bin** directory. Verify that this variable has paths to the following jar files:
 - SyncObjects.jar
 - jmimebz.jar
 - ipworks.jar
 - eaisvr.jar
2. If not, add the paths and restart the EAI server.
3. Continue to [Installing a custom integration object](#) on page 216.

Windows

To verify the CLASSPATH environment variable for a Windows system:

1. Verify the CLASSPATH environment variable under the System Environment Variables has paths to the following jar files:
 - SyncObjects.jar
 - jmimebz.jar
 - ipworks.jar
 - eaisvr.jar
2. If not, add the paths and restart the EAI server.

Note:

On Windows 2000, go to **Start > Settings > Control Panel**. Navigate to the **Advanced** tab, and select **Environment Variables**.

3. Continue to [Installing a custom integration object](#) on page 216.

Installing a custom integration object

This section includes the following topics:

- [Purpose](#) on page 217
- [Where to perform this procedure](#) on page 217
- [Where to perform this procedure](#) on page 217

Purpose

The Avaya IC EAI server requires integration objects to exchange Get and Put Data with Siebel.

Related topics

For more information, see the following topics:

- [Integration objects](#) on page 100
- [EAI Get and Put operations](#) on page 497

Where to perform this procedure

Perform this procedure at the following location.

Interface	System
Siebel Tools	Siebel

Related topic

For more information, see [Siebel Tools](#) on page 111.

Procedure

Important:

Test all changes to the Siebel object repository in a non production environment before deploying them in your production environment. Create a backup copy of the Siebel server object repository before making any changes using Siebel Tools.

For more information, see [Working with Siebel Tools](#) on page 167.

To install the default integration objects on the Siebel server, and import the Siebel integration objects from a Siebel SIF file:

1. Start **Siebel Tools**.
2. Select **Tools > Import from Archive**.
If you get a message saying that you should be connected to the local database, ignore it.
3. Browse to the **Integration\ei\Avaya IC EAI Objects.sif** file on the integration CD, and click **Open**.
4. Make sure that **Merge the object definition from the archive file with the definition in the repository** is selected.

Installation and configuration tasks for all channels

5. Click **Next**.

Result: The **Review Conflicts and Actions** window opens. This window shows the Siebel integration objects found in the SIF file that you will import.

6. Click **Next**.

The following message displays:

```
The operation is going to modify your repository as follows:  
  XXXX objects will be inserted  
  0 objects will be deleted  
  0 attributes will be updated
```

Do you wish to proceed?

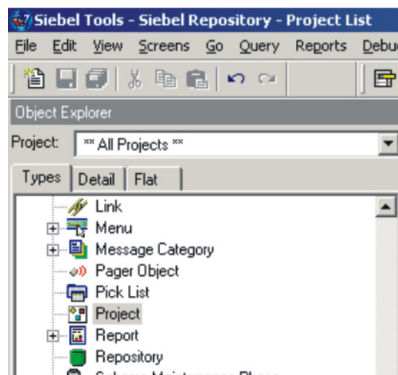
7. Select **Yes** to get Siebel to import the integration object into the database.

Note:

This operation may take 5 to 20 minutes to complete.

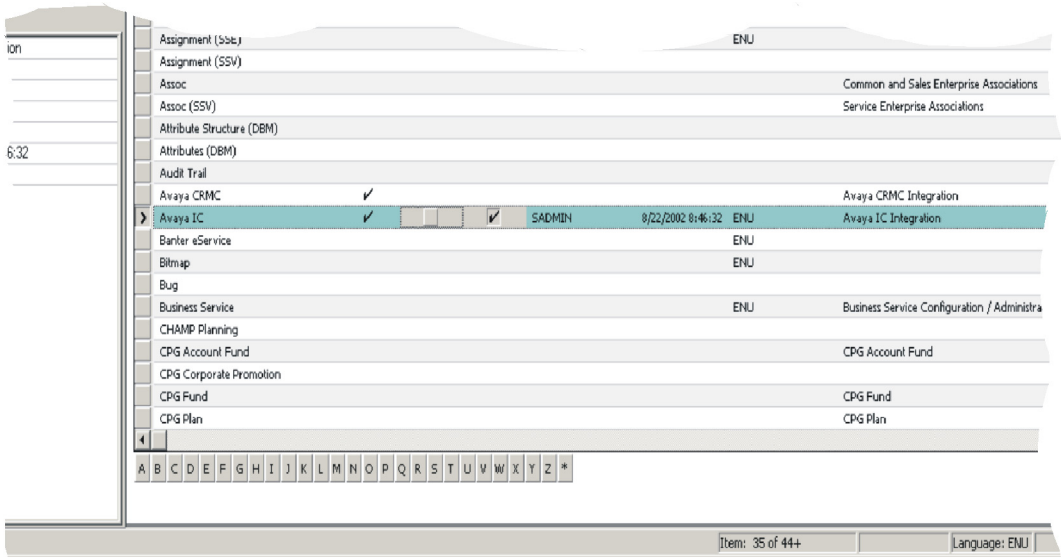
8. Select **Project** from the **Object Explorer** located in the top-left pane.

Example:



9. Select **Avaya IC** in the **Projects** pane.

Example:



10. Select the **Locked** column to lock the project.

Result:

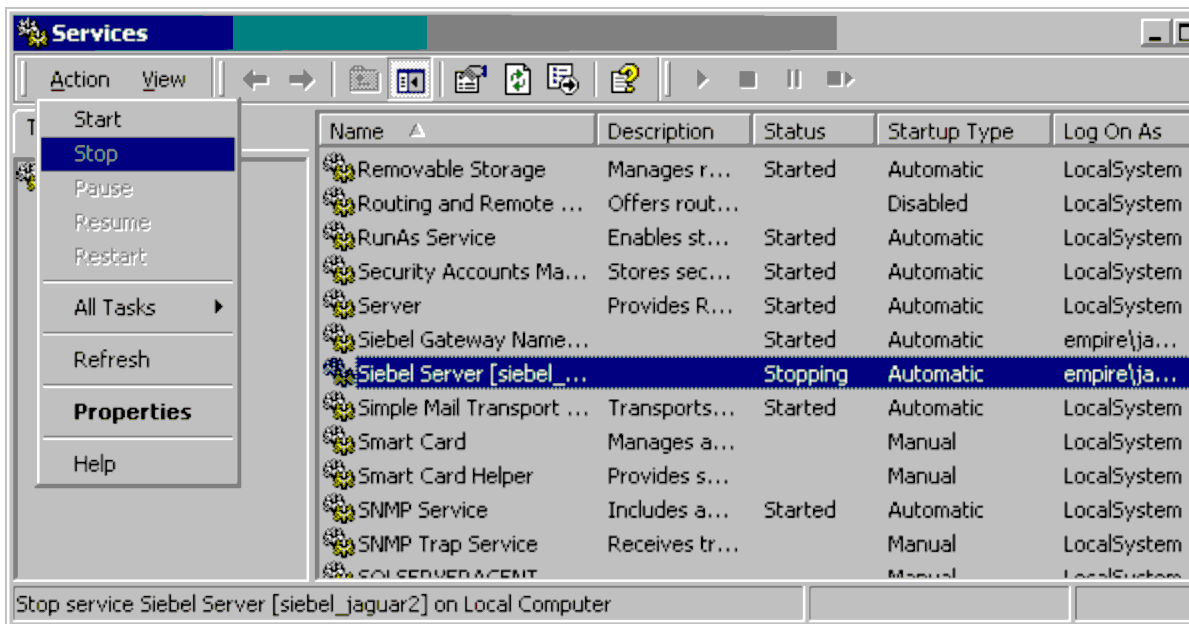
Projects						
	Name	Changed	Inactive	Locked	Locked By Name	Locked Date
>	Avaya IC	✓		✓	SADMIN	1/2/2003 10:05:4

Installation and configuration tasks for all channels

11. You must stop the Siebel server to write to the Siebel Repository File (SRF). Do one of the following tasks:

If your operating system is:	Then stop Siebel services by doing the following steps:
Windows	Use the Windows services control panel to: 1. Select Siebel Server . 2. Select Action > Stop .
Solaris or AIX	Consult the Siebel administration guide for instructions.

Windows example:



12. From the **Siebel Tools - Siebel Repository - Project List** window, select **Tools > Compile Projects**.

Result: The **Object Compiler** window opens.

13. Are you using Siebel Tools from the actual Siebel server?

If	Then
Yes	Go to Step 14.
No	You may not be able to browse to the Siebel Repository File (SRF). Copy the SRF file found on your Siebel server (< SiebelHomeDir >\siebsrvr\objects\enu) to a location where Siebel Tools can access this file. In the next step, browse to this copy.

14. Browse to the SRF used by the Siebel server.

Example: e:\sea752\siebsrvr\objects\enu\siebel.srf

15. Select **Locked projects**.

16. Click **Compile**.

Note:

This operation may take up to 10 minutes to complete.

17. If you had to make a copy of the SRF file in Step 13 above, move the copy back to the Siebel server.

18. Start the Siebel server.

19. Continue to [Importing the Siebel workflow](#) on page 221.

Importing the Siebel workflow

Do one of the following procedures:

- [Importing the Siebel 7.0 or 7.5 workflow](#) on page 221
- [Importing and deploying the Siebel 7.7 workflow](#) on page 222

Importing the Siebel 7.0 or 7.5 workflow

 **Important:**

Perform this procedure only if you have a Siebel 7.0 or 7.5.

To import the Siebel workflow:

1. Start the Siebel thin client using Internet Explorer.
2. Log in as an administrator.

Example: SADMIN

3. From the Siebel user interface, go to the **Site Map** by pressing **Ctrl+Shift+A**.

Installation and configuration tasks for all channels

4. Go to **Business Process Administration > Workflow Processes**.

Note:

If you have a Siebel 7.0 system, the path is **Siebel Workflow Administration > Workflow Processes**.

5. Click the submenu button to the left of the **Query** button.

Example:



6. Select **Import Workflow**.
7. Import the `\\integration\ei\Avaya IC EAI MIME.xml` workflow from the Avaya IC integration CD.

Note:

Siebel may display an error message. This is an intermittent problem. Try again.

8. Query for the Avaya IC EAI MIME.xml workflow.

Result: The status shows:

In Progress

9. Verify that the Avaya IC EAI MIME workflow is still selected.
10. Click **Activate**.
11. Continue to [Activating the Siebel EAI workflow](#) on page 223.

Importing and deploying the Siebel 7.7 workflow

Perform this procedure only if you have a Siebel 7.7.

To import and deploy the Siebel workflow:

1. Start **Siebel Tools**.
2. If the **Workflow Process** is not visible in the Siebel **Object Explorer** window, do the following steps:
 - a. Go to **View > Options**.
 - b. Click **Object Explorer**.
 - c. Check **Workflow Process**.
3. Click the **Workflow Process** object.
4. Right-click on the **Workflow Processes** window and select **Import Workflow Process**.
5. Import the `\\integration\Siebel 7.7\ei\Avaya IC EAI MIME.xml` workflow from the integration CD.

6. Query for the **Avaya IC EAI MIME.xml** workflow.

Result: The status shows:

In Progress

7. Right-click on the Avaya IC EAI MIME workflow that has the **In Progress** status.
8. Select **Validate**.
Result: The **Validate** window opens.
9. Click **Start**.
Result: The total tests failed should be 0.
10. Make sure the Avaya IC EAI MIME workflow with the **In Progress** status is selected.
11. Click **Deploy**.
The status changes to **Completed**.
12. Write down the version number of the deployed workflow.
13. Compile the SRF.
For details, see [Compiling the SRF](#) on page 264.
14. Restart Siebel.
15. Continue to [Activating the Siebel EAI workflow](#) on page 223.

Activating the Siebel EAI workflow

To activate the Siebel EAI workflow:

1. From the Siebel user interface, go to the **Site Map** by pressing **Ctrl+Shift+A**.
2. Do one of the following tasks:
 - For Siebel systems earlier than 7.7, go to **Business Process Administration > Workflow Processes**.
 - For Siebel 7.7, go to **Administration - Business Process > Workflow Deployment**.
3. At the **Repository Workflow Processes** window menu bar, click the **Query** button.
4. In the **Name** field, type:
Avaya IC EAI MIME
5. Click **Go**.
6. Click **Activate**.
7. Continue to [Modifying the eai.cfg file](#) on page 224.

Modifying the eai.cfg file

To modify the **eai.cfg** file:

1. Open the **eai.cfg** file and add the values shown in the following table.
 - For Windows, browse to **<SiebelHomeDir>\siebsrvr\bin\enu\ei.cfg**
 - For Solaris or AIX, browse to **<SiebelHomeDir>/siebsrvr/bin/enu/eai.cfg**

Pane	Field	Value
[HTTP Services]	AvayaICEAIAdapter	AvayaICEAIAdapter
[AvayaICEAIAdapter]	Mode	Document
	Method	RunProcess
	Service	Avaya IC Integration Business Service

2. Continue to [Shutting down and restarting the EAI Object Manager component](#) on page 224.

Shutting down and restarting the EAI Object Manager component

This section includes the following topics:

- [Where to perform this procedure](#) on page 224
- [Procedure](#) on page 225

Where to perform this procedure

Perform this procedure at the following location.

Interface	System
Siebel windows	Siebel


Related topic

For more information, see [Siebel user interface](#) on page 106.

Procedure

You must restart a Siebel Server components for the **eai.cfg** file changes to take effect.

To shut down and restart the Siebel Server components:

1. From the Siebel user interface, go to the **Site Map** by pressing **Ctrl+Shift+A**.
 2. Do one of the following tasks:
 - For Siebel systems earlier than 7.7, go to **Server Administration > Servers**.
 - For Siebel 7.7, go to **Administration - Server Management > Components**.
 3. Do one of the following tasks:
 - For Siebel 7.7, at the **Components** window menu bar, click the **Query** button.
 - For Siebel systems earlier than 7.7, at the **Components** tab, click the **Query** button.
 4. In the **Component** field, type:
Workflow Process Manager
 5. Click **Go**.
-  **CAUTION:**
On a production system, restarting the Siebel Server component is service affecting.
6. Click **Shutdown**.
 7. Query **EAI Object Manager** again.
 8. Select **Startup**.
 9. Continue to [Starting the Avaya IC EAI servers](#) on page 225.

Starting the Avaya IC EAI servers

This section includes the following topics:

- [Where to perform this procedure](#) on page 226
- [Before you begin](#) on page 226
- [Procedure](#) on page 226

Where to perform this procedure

Perform this procedure at the following location.

Interface	System
IC Manager	Avaya IC

Before you begin

The Avaya IC EAI servers depend on the Siebel changes that you made earlier. You must have successfully completed the following steps on your Siebel server:

- [Installing a custom integration object](#) on page 216
- [Importing and deploying the Siebel 7.7 workflow](#) on page 222

Procedure

To start the Avaya IC EAI servers:

1. Start the Siebel EAI servers by selecting each server in IC Manager and selecting the **Start** server icon.

Example:



The EAI servers should initialize with no alarms or problems.

2. If you encounter problems, do the following steps:
 - Check your configuration for passwords, directory, host, and executable.
 - Verify that the eaisrv executable is present on your server and has permissions that enable it to be executed.
 - Check the settings and configuration you established in this section, [Configuring the Avaya EAI servers](#).
3. What type of channel are you installing?

If	Then
Voice	Continue to Configuring voice qualification workflows on page 161.
Web chat	Continue to Configuring Web chat qualification workflows on page 229.

If	Then
E-mail - Avaya-first	Continue to Configuring an Avaya-first e-mail channel on page 241.
E-mail - Siebel-first	Continue to Configuring a Siebel-first e-mail channel on page 275.

Note:

If you are installing more than one type of channel, perform one procedure at a time.

Installation and configuration tasks for all channels



Chapter 10: Configuring Web chat qualification workflows

 **Important:**

Use these procedures only if you are installing a Web chat channel on your system.

The integration software includes default Web chat workflows. These default workflows will not work until you use these procedures to customize the workflows for your location.

This section includes the following topics:

- [Building the Avaya Web chat qualification workflows](#) on page 230
- [Modifying Customer Management workflows for Web](#) on page 232
- [Configuring workflow servers to use Web chat workflows](#) on page 234
- [Installing the Web chat qualification workflow](#) on page 236

Building the Avaya Web chat qualification workflows

This section contains the following topics:

- [Where to perform this procedure](#) on page 230
- [Procedure](#) on page 230

Where to perform this procedure

Perform this procedure at the location shown in the following table.

Interface	System
Workflow Designer	Avaya IC

Procedure

To build default Web chat workflows:

1. Navigate to **Start > Programs > Avaya Interaction Center 6.1 > Workflow Designer**.
2. Select **File > Open Project**.
3. Browse to one of the following files:
 - **icm_sbl.prj**
 - **wacd_sbl.prj**
 - **webcenter_sbl.prj**

Example: `e:\<AVAYA_IC61_HOME>\design\IC\Flows\Siebel\ICM\icm_sbl.prj`

4. Select **Project > Settings**.
5. Select the **Database** tab.
6. Type the **Login Id** and **Password**.

Result: The **Project Settings** window opens.

7. Are you currently building the **webcenter_sbl.prj**?

If	Then
Yes	Go to Step 8.
No	Go to Step 10.

8. Select the **Directories** tab.

9. Click the New Folder button to add the Webcenter directory.

Example: **e:\<AVAYA_IC61_HOME>\design\IC\Flows\Siebel\Webcenter**



10. Click **OK**.

11. Select **Build > Build Flow Set**.

There should be no errors.

12. Close the project.

13. Return to Step 3 and repeat this procedure until you have added all of the workflows.

14. Exit Workflow Designer.

15. Continue to [Modifying Customer Management workflows for Web](#) on page 232.

Modifying Customer Management workflows for Web

Use this procedure to modify the Website that uses the Siebel versions of the Customer Management workflows for Web. The Customer Management workflows for Web are also called the customer management workflows.

Where to perform this procedure

Perform this procedure at the following location.

Interface	System
IC Manager	Avaya IC

Procedure

To modify the Customer Management workflows for Web:

1. Navigate to **Start > Programs > Avaya Interaction Center 6.1 > IC Manager**.
2. Log in to IC Manager.
3. Select **Services > Multi-Tenancy Administration**.

You might need to select the **IC Website Multi-Tenant Administration** service. You can also reach this page by going to <http://<yourserver>/website/admin>.

4. In the left navigation pane, select **Tenant Properties**.
5. In the right content pane select, **Default Tenant**.
6. Select **Customize Tenant**.
7. In the right content pane, select **flows**.

8. Add `_sbl` to every flowset and workflow.

Example:

Property	(*)	Current Value(s)	Description and Suggested Values	Tenant	Language
<code>flows.addcustomer</code>	<input type="checkbox"/>	<code>webcenter_sbl.addcustomer_sbl</code>	Flow name for adding new customer.	DefaultTenant	
<code>flows.deletecustomer</code>	<input type="checkbox"/>	<code>webcenter_sbl.deletecustomer_sbl</code>	Flow name for deleting customer.	DefaultTenant	
<code>flows.getauthenticatedcustomer</code>	<input type="checkbox"/>	<code>webcenter_sbl.getauthenticatedcustomer_sbl</code>	Flow name for authenticating the customer.	DefaultTenant	
<code>flows.getcustomer</code>	<input type="checkbox"/>	<code>webcenter_sbl.getcustomer_sbl</code>	Flow name for retrieving customer.	DefaultTenant	
<code>flows.getcustomerlist</code>	<input type="checkbox"/>	<code>webcenter_sbl.getcustomerlist_sbl</code>	Flow name for retrieving all customers.	DefaultTenant	
<code>flows.getregions</code>	<input type="checkbox"/>	<code>webcenter_sbl.getregions_sbl</code>	Flow for retrieving list of supported regions for callbacks.	DefaultTenant	
<code>flows.scheduledcallback</code>	<input type="checkbox"/>	<code>webcenter_sbl.schedulecallback_sbl</code>	Flow name for scheduling a callback.	DefaultTenant	
<code>flows.undeletecustomer</code>	<input type="checkbox"/>	<code>webcenter_sbl.undeletecustomer_sbl</code>	Flow name for undeleting customer.	DefaultTenant	
<code>flows.updatecustomer</code>	<input type="checkbox"/>	<code>webcenter_sbl.updatecustomer_sbl</code>	Flow name for updating customer.	DefaultTenant	

9. Click **Update Data**.

10. Exit the **Multi-Tenancy Administration** windows.

11. Continue to [Configuring workflow servers to use Web chat workflows](#) on page 234.

Configuring workflow servers to use Web chat workflows

To configure the Avaya IC Workflow server to run a Siebel Web chat workflow when the WACD.QualifyChat event is raised:

1. Navigate to **Start > Programs > Avaya Interaction Center 6.1 > IC Manager**.
2. Log in to IC Manager.
3. Double-click the Workflow server for Web chats in IC Manager.
4. Select the **Channels** tab of the appropriate Workflow server.
5. Has Avaya IC already been configured for Web chat?

If	Then
Yes	An association of the WACD.QualifyChat event with a workflow already exists in IC Manager. Remove the existing association before continuing to Step 9.
No	Go to Step 6.

6. Select **New Channel**.
7. In the **Channel Editor** dialog box, select the values shown in the following table.

Field	Value
Service	WACD
Criteria	media=chat

8. Click **Ok**.
9. Select **New Association**.
10. In the **Channel Association** dialog box, type the values shown in the following table.

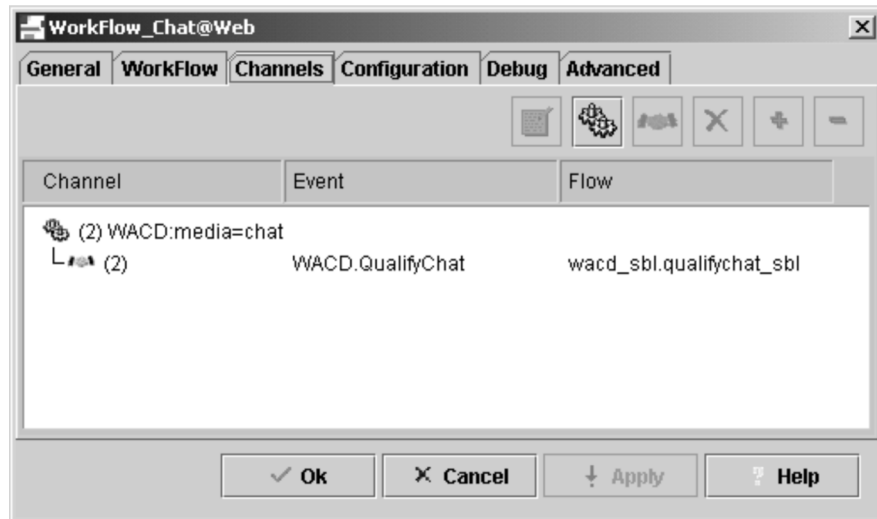
Field	Value
Event	WACD.QualifyChat
Flow	wacd_sb1.qualifychat_sb1

Note:

These fields are case-sensitive.

11. Click **Ok**.

Result:



12. Stop and start the Workflow server if the server has already started by doing the following:

- a. Select the **Server** tab on the **IC Manager** window.
- b. Select the server from the list on the right side of the window.
- c. Select the **Start** or **Stop** button in the toolbar.

13. Make sure contact routing is set up for the Web chat channel.

Reference: For more information, see one of the following documents:

- For basic information, see *Avaya IC Media Workflow Reference*
- For more detailed information about setting up contact routing, see *IC Installation and Configuration*
- For Business Advocate contact routing, see *IC Business Advocate Configuration and Administration*

14. Continue to [Installing the Web chat qualification workflow](#) on page 236.

Installing the Web chat qualification workflow

The integration software uses the Transcript Added workflow to put a copy of the transcript-added file into Siebel through the EAI.

This section includes the following topics:

- [Changing the location of the Transcript Added workflow output file](#) on page 236
- [Changing the default transcript-added XSL file](#) on page 237
- [Configuring the ICM server to run the Transcript Added workflow](#) on page 238

Related topic

For more information, see [Transcript Added workflow](#) on page 142.

Changing the location of the Transcript Added workflow output file

The Transcript Added workflow generates an output file that is located by default at **c:\temp**. If in your case, the workflow and the EAI servers cannot efficiently access this location, then you must change the default location.

Where to perform this procedure

Perform this procedure at the location shown in the following table.

Interface	System
Workflow Designer	Avaya IC

Procedure

To change the default location:

1. Navigate to **Start > Programs > Avaya Interaction Center 6.1 > Workflow Designer**.
2. Select **File > Open Project**.
3. Browse to the **icm_sb1.prj** file.
Example: **c:\Avaya\IC\design\IC\flows\Siebel\IC\icm_sb1.prj**
4. Double-click the **transcriptadded_sb1** workflow to open it.

5. Select the block labeled **Process Transcript**.

Result: The **Property Sheet** window opens.

6. Select the location you want to use in the **OutputFilePath** field.

Note:

If you specify a Universal Naming Convention (UNC) path in the **OutputFilePath**, add an extra backslash in front of the path. For example, if your path is `\\servername\share`, type `\\servername\share`. Workflow Designer will trim the first backslash to make `\\servername\share`.

7. Select **Build > Build Flowset** to compile and store the workflow changes.
8. Continue to [Changing the default transcript-added XSL file](#) on page 237.

Changing the default transcript-added XSL file

As described in previous sections, the Transcript Added workflow is responsible for building an HTML file from a raw XML transcript file using an eXtensible Stylesheet Language (XSL) file. If you want to change the resultant HTML file, you must change the XSL file.

A basic XSL file for transforming the Transcript Added workflow is installed into `<AVAYA_IC61_HOME>\design\ICflows\Siebel\ICM\transcriptadded_sbl.xml`. By default, the Transcript Added workflow is configured to read this from the working directory of the Workflow server that is running the workflow. This is typically the `<AVAYA_IC61_HOME>\etc` directory.

To copy the `transcriptadded_sbl.xml` file to the correct location and change the name of this file:

1. Copy the `transcriptadded_sbl.xml` file to the `<AVAYA_IC61_HOME>\etc` directory.

Note:

If your EAI and workflow servers are running on UNIX, use ftp to move this file to the UNIX system in the appropriate location.

2. Do you want to change the name of this file or use a different location?

If	Then
Yes	To modify the XSLFileName property of the Process Transcript block, go to Step 3.
No	Continue to Configuring the ICM server to run the Transcript Added workflow on page 238.

3. Navigate to **Start > Programs > Avaya Interaction Center 6.1 > Workflow Designer**.

Configuring Web chat qualification workflows

4. Select **File > Open Project**.
5. Browse to the **icm_sbl.prj** file.
Example: **c:\Avaya\IC\design\IC\flows\Siebel\IC\icm_sbl.prj**
6. Select the block labeled **Process Transcript**.
Result: The **Property Sheet** window opens.
7. Enter the location you want to use in the **XSLFileName** field.
Note:
If you want to use a location other than **<AAVAYA_IC61_HOME>\etc**, specify the fullpath here.
8. Select **Build > Build Flowset** to compile and store the workflow changes.
9. Continue to [Configuring the ICM server to run the Transcript Added workflow](#) on page 238.

Configuring the ICM server to run the Transcript Added workflow

Your Internet Call Manager (ICM) server should already be configured and running properly. If you have a more complex ICM server configuration than what is described in this procedure, you may need to do more than the basic steps described in this procedure.

Related topic

For more information, see *IC Installation and Configuration*.

Where to perform this procedure

Perform this procedure at the following location.

Interface	System
IC Manager	Avaya IC

Procedure

To configure IC Manager to run the Transcript Added workflow:

1. Navigate to **Start > Programs > Avaya Interaction Center 6.1 > IC Manager**.
2. Log in to IC Manager.
3. Select the **Configuration** tab.

4. Select **Chat > ICM > icm**.

These directories are located in the left navigation pane.

5. Right-click anywhere in the gray area, and select **Show Advanced Properties**.
6. Scroll to the bottom to reveal the **Enable Transcript Added Flow** and **Transcript Added Flow Name** fields.
7. Select the **Enable Transcript Added Flow** field.
8. In the **Transcript Added Flow Name** field, type:
`icm_sb1.transcriptadded_sb1`
9. Click **Apply**.
10. Restart the **Avaya IC ICM Service** and Website for changes to take effect.
11. Continue to [Configuring a Siebel-first e-mail channel](#) on page 275
12. What channel are you also installing?

If	Then
E-mail - Avaya-first	Continue to Configuring an Avaya-first e-mail channel on page 241.
E-mail - Siebel-first	Continue to Configuring a Siebel-first e-mail channel on page 275.

Configuring Web chat qualification workflows

■ ■ ■ ■ ■ ■

Chapter 11: Configuring an Avaya-first e-mail channel

 **Important:**

Consider the following items:

- Use these procedures only if you are installing an e-mail channel on your system and you are using the Avaya-first e-mail method.
- Always refer to the latest Siebel documentation when performing any of the procedures that use Siebel Tools or the Siebel user interface. Avaya cannot guarantee the accuracy of these procedures.
- You *cannot* use the Avaya-first e-mail method with Siebel 7.7.

This section includes the following topics:

- [Obtaining the Catalog ID from Siebel](#) on page 242
- [Building the Avaya e-mail qualification workflows](#) on page 245
- [Configuring e-mail qualification workflows](#) on page 246
- [Configuring the workflow server to start the Trigger Cleanup Transfer workflow](#) on page 250
- [Configuring e-mail](#) on page 251
- [Installing the AED](#) on page 266
- [Configuring Siebel for the AED](#) on page 268
- [Configuring Smart Answer Manager](#) on page 274

Obtaining the Catalog ID from Siebel

Beginning with 6.1.3, agents replying to e-mails can access the full list of categories available in the Siebel catalog. This procedure adds that functionality.

This section includes the following topics:

- [Where to perform this procedure](#) on page 242
- [Before you begin](#) on page 242
- [Procedure](#) on page 243

Where to perform this procedure

Perform this procedure at the locations shown in the following table.

Procedure	Interface	System
Before you begin on page 242	Siebel windows	Siebel
Procedure on page 243	Workflow Designer	Avaya IC

Before you begin

Before you can configure Avaya IC to obtain the Catalog ID, you must obtain the **Row #**. To obtain the **Row #**:

1. Start the Siebel thin client using Internet Explorer.
2. From the Siebel user interface, go to the **Site Map** by pressing **Ctrl+Shift+A**.
3. Go to **Catalog Administration > More Info**.
4. Select the **Catalog Name** you want.
5. Press **Ctrl+Alt+K**.

Result: The **About Record** window opens.

6. Write down the **Row #** value.

Procedure

You need to make the changes described in this procedure only for the **preanalyzeoca_sbl** workflow.

To obtain the Catalog ID from Siebel:

1. Navigate to **Start > Programs > Avaya Interaction Center 6.1 > Workflow Designer**.
2. From the menu bar, select **File > Open Project**.
3. Open the **preanalyzeoca_sbl.prj** file.

This workflow is located in the following directory: **<AVAYA_IC_HOME>\design\IC\Flows\Siebel\ICemail\icemail_sbl.prj**

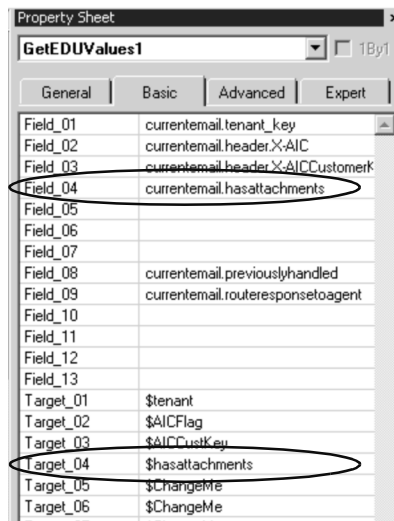
4. Select the **Get EDU Values** block in the workflow you just opened.
5. Under the **Basic** tab on the **Property Sheet** window frame, set an available **Field_nn** to:

currentemail.hasattachments

6. Set the corresponding **Target_nn** to:

\$hasattachments

Example:



This sequence couple will contain a *true* value if the e-mail has an attachment.

Result: The value in **\$hasattachments** in the **Get EDU Values** block is used in the **Has Attachment?** test data block. The **Has Attachment?** block occurs later in the workflow.

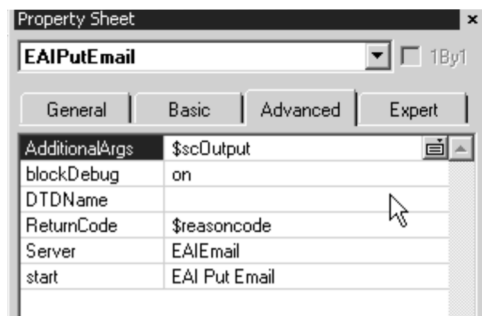
7. Select the **BuildSeqCouple** block.

Configuring an Avaya-first e-mail channel

8. Enter the **Row #** value you obtained in Step 6 of [Before you begin](#) on page 242 in the **Value_01** property.

Result: The output from the **BuildSeqCouple** block is passed to the **PutEmail to Siebel** block using the variable *\$scOutput* in the **AdditionalArgs** property.

Example:



9. Continue to [Building the Avaya e-mail qualification workflows](#) on page 245.

Building the Avaya e-mail qualification workflows

This section contains the following topics:

- [Where to perform this procedure](#) on page 245
- [Procedure](#) on page 245

Where to perform this procedure

Perform this procedure at the location shown in the following table.

Interface	System
Workflow Designer	Avaya IC

Procedure

To build default workflows:

1. Navigate to **Start > Programs > Avaya Interaction Center 6.1 > Workflow Designer**.
2. Select **File > Open Project**.
3. Browse to one of the following files:
 - icemail_sbl.prj
 - wacd_sbl.prj

Example:
e:\<AVAYA_IC61_HOME>\design\IC\Flows\Siebel\ICEmail\icemail_sbl.prj
4. Go to **Project > Settings**.
5. Select the **Database** tab.
6. Type the **Login Id** and **Password** and click **OK**.
7. Select **Build > Build Flow Set**. There should be no errors.
8. Close the project.
9. Return to Step 3 and repeat this procedure for the other workflow.
10. Exit Workflow Designer and continue to [Configuring e-mail qualification workflows](#) on page 246.

Configuring e-mail qualification workflows

The integration software includes default e-mail workflows. These default workflows will not work until you customize the workflows for your location using these procedures.

To configure the Avaya IC Workflow server to run an e-mail workflow when the TS.IncomingCall event is raised:

1. Navigate to **Start > Programs > Avaya Interaction Center 6.1 > IC Manager**.
2. Log in to IC Manager.
3. Double-click the Workflow server in IC Manager.
4. Has Avaya IC already been configured for e-mail qualification workflows?

If	Then
Yes	An association of the WACD.QualifyEmail event with a workflow already exists in IC Manager. Remove the existing association before continuing to Step 12.
No	Go to Step 5.

5. Select the **Channels** tab of the appropriate Workflow server.
6. Select **New Channel**.
7. In the **Channel Editor** dialog box, select the values shown in the following table.

Field	Value
Service	ICEmail
Criteria	*

8. Click **Ok**.
9. Select **New Channel**.
10. In the **Channel Editor** dialog box, select the values shown in the following table.

Field	Value
Service	WACD
Criteria	media=email

11. Click **Ok**.

12. Select **New Association**.

13. In the **Channel Association** dialog box, type the values shown in the following table.

Field	Values for a system <i>without</i> Content Analysis	Values for a system <i>with</i> Content Analysis
Event	ICEmail.Analyze	ICEmail.Analyze
Flow	icemail_sbl.preatalyzenoca_sbl	icemail_sbl.preatalyzeca_sbl

Note:

These fields are case-sensitive.

14. Click **Ok**.

15. Select **New Association**.

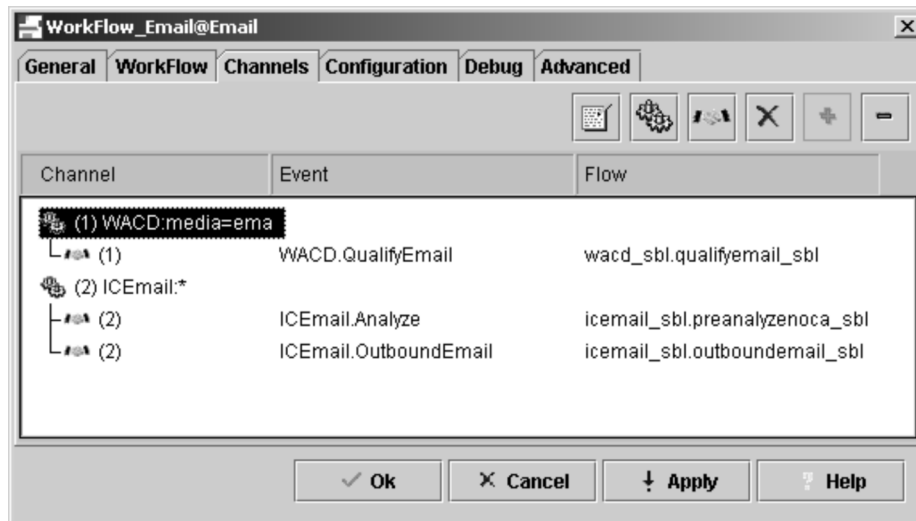
16. In the **Channel Association** dialog box, type the values shown in the following table.

Field	Value
Event	ICEmail.OutboundEmail
Flow	icemail_sbl.outboundemail_sbl

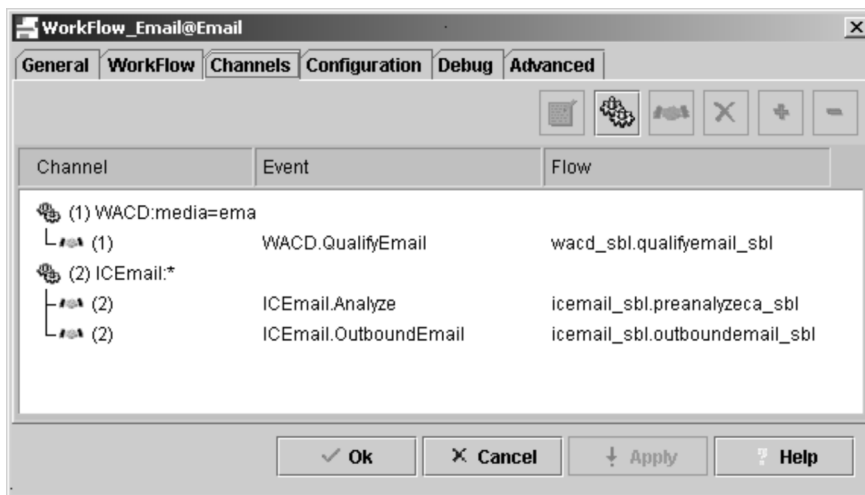
Configuring an Avaya-first e-mail channel

17. Click **Ok**.

Result for a system *without* Content Analysis:



Result for a system *with* Content Analysis:



18. Click **Ok**.

19. Stop and start the Workflow server if the server has already started by doing the following:

- Select the **Server** tab on the **IC Manager** window.
- Select the server from the list on the right side of the window.
- Select the **Start** or **Stop** button in the toolbar.

20. To cause the ICEmail.Analyze and ICEmail.OutboundEmail events to be triggered by the IC Email server, select the **Run Analyze Flow** and the **Run Outbound Email Flow** under the **Analysis** tab in the IC Email server.

21. Make sure contact routing is set up for the e-mail channel.

Reference: For more information, see.

- For basic information, see *Avaya IC Media Workflow Reference*
- For more detailed information about setting up contact routing, see *IC Installation and Configuration*
- For Business Advocate contact routing, see *IC Business Advocate Configuration and Administration*

22. Continue to [Configuring the workflow server to start the Trigger Cleanup Transfer workflow](#) on page 250.

Configuring the workflow server to start the Trigger Cleanup Transfer workflow

Perform the following procedure after you have completed the procedures for building and configuring the Avaya-first e-mail qualification workflows.

To configure the workflow server to start the Trigger Cleanup Transfer workflow:

1. Navigate to **Start > Programs > Avaya Interaction Center 6.1 > IC Manager**.
2. Log in to IC Manager.
3. Double-click the e-mail Workflow server in IC Manager.
4. Select the **WorkFlow** tab.
5. Click the ellipsis box to the right of **Startup Flows**.
6. Add **icemail_sb1.triggerxfcleanup_sb1** to the list of startup flows.
7. Click **OK**.
8. Stop and start the Workflow server if the server has already started.
9. Continue to [Configuring e-mail](#) on page 251.

Configuring e-mail

Handling e-mail is a complicated process that requires coordinated configuration between Siebel and Avaya IC. This section includes directions for configuring the system to handle e-mail.

The following components must work together in order to support the e-mail integration for the AICD:

- Siebel eScript
- Siebel workflows
- Siebel agent configuration
- Adaptive E-mail Driver, if you use e-mail Content Analysis

This section includes the following topics:

- [Where to perform these procedures](#) on page 252
- [Configuring the Avaya IC Resolve Status](#) on page 253
- [Activating existing Siebel workflows](#) on page 253
- [Importing new Siebel workflows](#) on page 254
- [Activating new Siebel workflows](#) on page 255
- [Creating an e-mail profile](#) on page 255
- [Adding a charset variable](#) on page 256
- [Installing eScripts and English error strings on the Siebel server](#) on page 257
- [Importing the CommOutboundItemFormApplet.js file](#) on page 261
- [Importing the CommInboundItemListApplet.js file](#) on page 262
- [Importing the SendCommunicationApplet.js file](#) on page 263
- [Compiling the SRF](#) on page 264

Where to perform these procedures

Perform these procedures at the following locations.

Procedure	Interface	System
Configuring the Avaya IC Resolve Status on page 253	IC Manager	Avaya IC
Activating existing Siebel workflows on page 253	Siebel windows	Siebel
Importing new Siebel workflows on page 254		
Activating new Siebel workflows on page 255		
Creating an e-mail profile on page 255		
Adding a charset variable on page 256		
Installing eScripts and English error strings on the Siebel server on page 257	Siebel Tools	
Installing localized error strings on the Siebel server (optional) on page 260		
Importing the CommOutboundItemFormApplet.js file on page 261		
Importing the CommInboundItemListApplet.js file on page 262		
Importing the SendCommunicationApplet.js file on page 263		
Compiling the SRF on page 264		

Related topics

For more information, see the following topics:

- [Siebel Tools](#) on page 111
- [Siebel user interface](#) on page 106

Configuring the Avaya IC Resolve Status

Although Siebel processes incoming e-mail, Avaya IC tracks the status of every e-mail. Resolve Status makes it possible for Avaya Agent to release e-mail work without first responding to the e-mail sender. Without Resolve Status, Avaya Agent will display an error and will not allow the agent to dismiss e-mail.

To configure the Avaya IC Resolve Status:

1. Navigate to **Start > Programs > Avaya Interaction Center 6.1 > IC Manager**.
2. Log in to IC Manager.
3. Select **Services > Mail Template Administration**.
4. Enter the **Name**, **Password**, and **Address**.

The address can be either the name or the IP address of your Avaya IC server. It may default to your exchange server, so be sure to change it.

5. Select **Login**.

Result: The **Response Library Configuration** tool opens.

6. Click **New**.
7. Select **New Status**.
8. In the **Name field**, type:
Resolved
9. Select **Messages set to this status should be treated as answered**.
10. Click **Apply**.
11. Click **OK**.
12. Exit the **Response Library Configuration** tool.
13. Continue to [Activating existing Siebel workflows](#) on page 253.

Activating existing Siebel workflows

To start some of the default e-mail response workflows:

1. From the Siebel user interface, go to the **Site Map** by pressing **Ctrl+Shift+A**.
2. Go to **Business Process Administration > Workflow Processes**.

Configuring an Avaya-first e-mail channel

- From the **Queries** field in the top-right corner, type the values shown in the following table.

Field	Type
Name	eMail Response*
Status	Inactive

- Click **Go**.
- Under the **Workflow Processes** tab, select the **eMail Response - Append Thread Id** workflow, and click **Revise**.
Result: The status changed to **In Progress**.
- Click **Activate**.
Result: A new entry is activated that does not display in the window. The inactive workflow is still displayed.
- Repeat Steps 5 and 6 for the following workflows:
 - eMail Response - Response Workflow
 - eMail Response - Update Activity Status
- Query the workflows you just activated and verify that their status is now active.
- Continue to [Importing new Siebel workflows](#) on page 254.

Importing new Siebel workflows

To import the Siebel workflows:

- From the Siebel user interface, go to the **Site Map** by pressing **Ctrl+Shift+A**.
- Go to **Business Process Administration > Workflow Processes**.
- Click the submenu button to the left of the **Query** button.

Example:



- Select **Import Workflow**.
- Import the **Integration\Email\AvayaFirst\Email Response - Client Send Email.xml** workflow from the integration CD.
- Import the **Avaya IC Client Send Email.xml** workflow from the integration CD.
- Continue to [Activating new Siebel workflows](#) on page 255.

Activating new Siebel workflows

To activate the workflows:

1. From the Siebel user interface, go to the **Site Map** by pressing **Ctrl+Shift+A**.
2. Go to **Business Process Administration > Workflow Processes**.
3. Click the submenu button to the left of the **Query** button.

Example:



4. Query for the newly-added workflows.
5. Click **Activate**.
6. Continue to [Creating an e-mail profile](#) on page 255.

Creating an e-mail profile

This section includes the following topics:

- [Before you begin](#)
- [Procedure](#)

Before you begin

The Siebel e-mail profile name must match an Avaya IC e-mail account. This account is a mailbox that IC Email polls for incoming e-mail. Example: ic2@leda.usae.avaya.com.

In IC Manager, navigate to **Services > Email Accounts** to view the e-mail accounts. You will use this name in Step 7.

Note:

This is not the standard usage of the Siebel e-mail profile name. Normally, the profile name is text and the profile attributes are used to store specific information, such as the From address. For this integration, the profile name is the From address.

Procedure

To create an e-mail profile:

1. Log in to Siebel as a Siebel administrator.
2. From the Siebel user interface, go to the **Site Map** by pressing **Ctrl+Shift+A**.

Configuring an Avaya-first e-mail channel

3. Go to **Administration - Communication > Communications Drivers and Profiles**.
4. Under the **Communications Drivers** tab, select **Internet SMTP/POP3 Server**.
5. Select the **Profiles** tab at the bottom of the window.
6. Click **New** under the **Profiles** tab to create a new profile.
7. Type the Avaya IC e-mail account name in the **Name** field.

This field is presented in a selection list to the agent when the agent replies to an e-mail. In Avaya-first e-mail, Avaya IC determines the actual From address on e-mails handled by Avaya IC.

8. Select the ellipsis in the **Responsibilities** field.
The Siebel ellipsis icon is located in the upper-right corner.
Result: The **Responsibilities** window opens.

9. Click **New**.
10. Select **Responsibility** in the **Find** field.
11. Type **AICD** in the search field and click **Go**.
12. Select **AICD Responsibility**.
13. Click **OK**.

Result: The **Responsibilities** window displays **AICD Responsibility** in the **Responsibility** field.

14. Click **OK**.
15. Continue to [Adding a charset variable](#) on page 256.

Adding a charset variable

To add a charset variable:

1. Log in to Siebel as a Siebel administrator.
2. From the Siebel user interface, go to the **Site Map** by pressing **Ctrl+Shift+A**.
3. Go to **Administration - Communication > Communications Drivers and Profiles**.
4. Select the **Internet SMTP/POP3 Server** as the driver.
5. Under the **Driver Parameters** tab, click **New**.

6. Add the values shown in the following table.

Field	Value
Name	charset
Default Value	iso-8859-1

7. Select **File > Save**.

Result: The **charset** value displays under the **Name** field, and **iso-8859-1** displays under the **Default Value** field.

8. Continue to [Installing eScripts and English error strings on the Siebel server](#) on page 257.

Installing eScripts and English error strings on the Siebel server

Use this procedure to:

- Install the eScripts and English error strings on the Siebel server
- Import the eScripts and English error strings from a Siebel SIF file

Important:

Test all changes to the Siebel object repository in a non production environment before deploying them in your production environment. Create a backup copy of the Siebel server object repository before making any changes using Siebel Tools.

For more information, see [Working with Siebel Tools](#) on page 167.

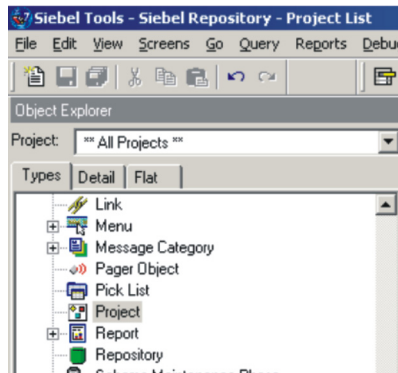
To install and import the eScripts and English error strings:

1. Start **Siebel Tools**.

Configuring an Avaya-first e-mail channel

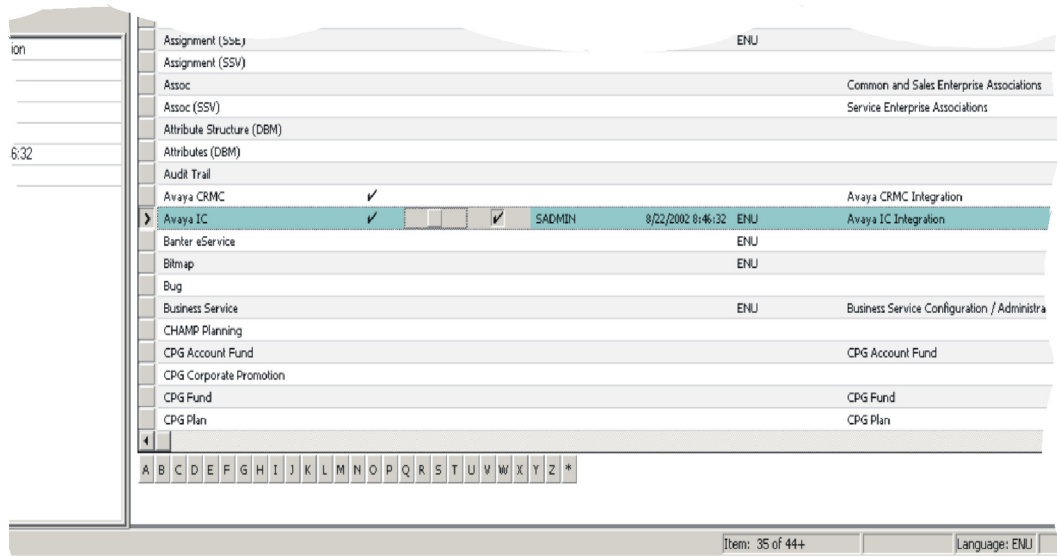
2. Select **Project** from the **Object Explorer** located in the top-left pane.

Example:



3. Select **Avaya IC** in the **Projects** pane.

Example:



4. Select the **Locked** column to lock the project.

Result:

Projects					
Name	Changed	Inactive	Locked	Locked By Name	Locked Date
Avaya IC	✓		✓	SADMIN	1/2/2003 10:05:4

5. Return to Step 2, but this time lock the **User Defined Errors** project.

6. Select **Tools > Import from Archive**.

If you get a message saying that you should be connected to the local database, ignore it.

7. Browse to the **Integration\Email\AvayaFirst\AvayaFirst.sif** file on the Avaya IC integration CD.8. Click **Open**.9. Make sure that **Merge the object definition from the archive file with the definition in the repository** is selected.10. Click **Next**.

Result: The **Review Conflicts and Actions** window opens. This window shows the Siebel integration objects found in the SIF file that you will import.

11. Click **Next**.

The following message displays:

```
The operation is going to modify your repository as follows:
  XXXX objects will be inserted
  0 objects will be deleted
  0 attributes will be updated
```

Do you wish to proceed?

12. Select **Yes** to get Siebel to import the eScripts into the database.**Note:**

This operation may take 1 to 2 minutes to complete.

13. You must stop the Siebel server to write to the Siebel Repository File (SRF). Do one of the following tasks:

If your operating system is:	Then stop Siebel services by doing the following steps:
Windows	Use the Windows services control panel to: 1. Select Siebel Server . 2. Select Action > Stop .
Solaris or AIX	Consult the Siebel administration guide for instructions.

14. From the **Siebel Tools - Siebel Repository - Project List** window, select **Tools > Compile Projects**.

Result: The **Object Compiler** window opens.

Configuring an Avaya-first e-mail channel

15. Are you using **Siebel Tools** from the actual Siebel server?

If	Then
Yes	Go to Step 16.
No	You may not be able to browse to the Siebel Repository File (SRF). Copy the SRF file found on your Siebel server (<SiebelHomeDir>\siebsrvr\objects\enu) to a location where Siebel Tools can access this file. In the next step, browse to this copy.

16. Browse to the SRF used by the Siebel server.

Example: e:\sea752\siebsrvr\objects\enu\siebel.srf

17. Select **Locked projects**.

18. Click **Compile**.

Note:

This operation may take up to 10 minutes to complete.

19. Unlock the project and exit **Siebel Tools**.

20. If you had to make a copy of the SRF file in Step 15 above, move the copy back to the Siebel server.

21. Start the Siebel server.

22. Do you want to install localized error strings?

If	Go to
Yes	Installing localized error strings on the Siebel server (optional) on page 260
No	Importing the CommOutboundItemFormApplet.js file on page 261

Installing localized error strings on the Siebel server (optional)

Perform this procedure only if you need to install localized error strings on the Siebel server.

To install localized error strings on the Siebel server:

1. Repeat all of the steps in [Installing eScripts and English error strings on the Siebel server](#) on page 257 up to Step 7.
2. Instead of Step 7, browse to <SIEBEL_HOME>\siebsrvr\Siebel7.5_L10N.sif on the Siebel server.

3. Repeat all the steps after Step 7.
4. Continue to [Importing the CommOutboundItemFormApplet.js file](#) on page 261.

Importing the CommOutboundItemFormApplet.js file

Important:

Test all changes to the Siebel object repository in a non production environment before deploying them in your production environment. Create a backup copy of the Siebel server object repository before making any changes using Siebel Tools.

For more information, see [Working with Siebel Tools](#) on page 167.

The **CommOutboundItemFormApplet.js** file is a Siebel eScript file. Siebel eScript is a JavaScript-like scripting language used with Siebel Tools, just as Siebel Visual Basic is a VBScript-like scripting language used with Siebel Tools.

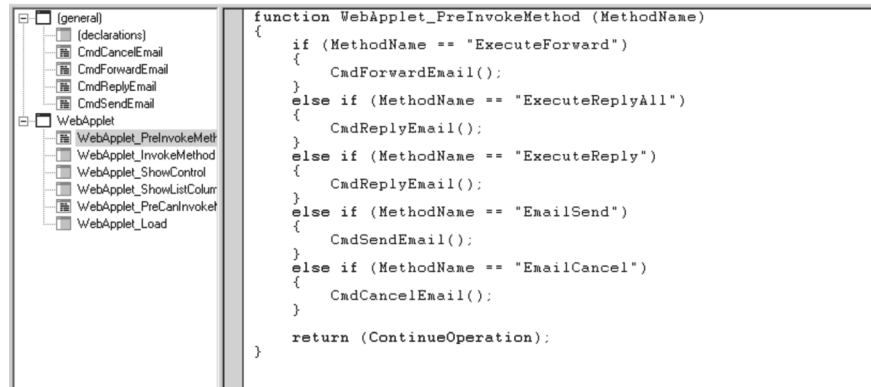
To import the **CommOutboundItemFormApplet.js** file:

1. Log in to **Siebel Tools**.
2. In **Siebel Tools**, select **Applet** from the **Object Explorer** navigation pane.
The **Object Explorer** navigation pane is located in the upper-left corner of the window.
3. Select the **Comm Outbound Item Form Applet** from the **Applets** content pane.
The **Applets** content pane is located in the large right pane of the window.
4. Select **Tools > Lock Project**.
This allows you to make changes to this applet.
5. Right-click the **Comm Outbound Item Form Applet** and select **Edit Server Scripts**.
6. If the **Scripting Language** window opens, make sure that **eScript** is selected and click **OK**.
Result: The **Script Editor** window opens.
7. Select **File > Import** to import the eScript.

Configuring an Avaya-first e-mail channel

8. Select the **Integration\Email\AvayaFirst\CommOutboundItemFormApplet.js** file from the integration CD, and click **OK**.

Result: This imports the eScript. The script editor window looks like the following screen after import.



```
function WebApplet_PreInvokeMethod (MethodName)
{
    if (MethodName == "ExecuteForward")
    {
        CmdForwardEmail();
    }
    else if (MethodName == "ExecuteReplyAll")
    {
        CmdReplyEmail();
    }
    else if (MethodName == "ExecuteReply")
    {
        CmdReplyEmail();
    }
    else if (MethodName == "EmailSend")
    {
        CmdSendEmail();
    }
    else if (MethodName == "EmailCancel")
    {
        CmdCancelEmail();
    }
    return (ContinueOperation);
}
```

9. Select **File > Save** to save the script.
10. Select **File > Close**.
11. Continue to [Importing the CommInboundItemListApplet.js file](#) on page 262.

Importing the CommInboundItemListApplet.js file

Important:

Test all changes to the Siebel object repository in a non production environment before deploying them in your production environment. Create a backup copy of the Siebel server object repository before making any changes using Siebel Tools.

For more information, see [Working with Siebel Tools](#) on page 167.

The **CommInboundItemListApplet.js** file is a Siebel eScript file.

To import the **CommInboundItemListApplet.js** file:

1. Log in to **Siebel Tools**.
2. In **Siebel Tools**, select **Applet** from the **Object Explorer** navigation pane.
The **Object Explorer** navigation pane is located in the upper-left corner of the window.
3. Select the **Comm Inbound Item List Applet** from the **Applets** content pane.
The **Applets** content pane is located in the large right pane of the window.

4. Select **Tools > Lock Project**.
This allows you to make changes to this applet.
5. Right-click the **Comm Inbound Item List Applet** and select **Edit Server Scripts**.
6. If the **Scripting Language** window opens, make sure that **eScript** is selected and click **OK**.
Result: The **Script Editor** window opens.
7. Select **File > Import** to import the eScript.
8. Select the **Integration\Email\AvayaFirst\CommInboundItemListApplet.js** file from the integration CD, and click **OK**.
Result: This imports the eScript.
9. Select **File > Save** to save the script.
10. Select **File > Close**.
11. Continue to [Importing the SendCommunicationApplet.js file](#) on page 263.

Importing the SendCommunicationApplet.js file

Important:

Test all changes to the Siebel object repository in a non production environment before deploying them in your production environment. Create a backup copy of the Siebel server object repository before making any changes using Siebel Tools.

For more information, see [Working with Siebel Tools](#) on page 167.

The **SendCommunicationApplet.js** file is a Siebel eScript file.

To import the **SendCommunicationApplet.js** file:

1. Log in to **Siebel Tools**.
2. In **Siebel Tools**, select **Applet** from the **Object Explorer** navigation pane.
The **Object Explorer** navigation pane is located in the upper-left corner of the window.
3. Select the **Send Communication Applet** from the **Applets** content pane.
The **Applets** content pane is located in the large right pane of the window.
4. Select **Tools > Lock Project**.
This allows you to make changes to this applet.
5. Right-click the **Send Communication Applet** and select **Edit Server Scripts**.

Configuring an Avaya-first e-mail channel

6. If the **Scripting Language** window opens, make sure that **eScript** is selected and click **OK**.

Result: The **Script Editor** window opens.

7. Select **File > Import** to import the eScript.
8. Select the **Integration\Email\AvayaFirst\SendCommunicationApplet.js** file from the integration CD, and click **OK**.

Result: This imports the eScript.

9. Select **File > Save** to save the script.
10. On the left side of the Siebel Tools window, expand the **Siebel Objects** for the **Send Communication Applet** if it is not already expanded.
11. Select **Control** from the **Object Explorer** pane.
12. Select **HTML Button 3** in the **Controls** pane.
13. Change the property **Method Invoked** to **AICDEmailSend**.

The **Properties** pane is usually located in the lower-left corner of the window.

14. Select **File > Save** to save the script.
15. Select **File > Close**.
16. Continue to [Compiling the SRF](#) on page 264.

Compiling the SRF

Important:

Test all changes to the Siebel object repository in a non production environment before deploying them in your production environment. Create a backup copy of the Siebel server object repository before making any changes using Siebel Tools.

For more information, see [Working with Siebel Tools](#) on page 167.

After importing the eScript for both the **Comm Outbound Item Form Applet**, the **Comm Inbound Item List Applet** and the **Send Communication Applet**, you must compile these changes to the Siebel Repository File (SRF).

To compile the SRF file:

1. Stop Siebel services.

For Windows	For Solaris/AIX
Select Control Panel > services	Consult the Siebel administration guide for instructions.

- In **Siebel Tools**, select **Tools > Compile Projects**.

Result: The **Object Compiler** window opens.

- Select **Locked projects**.
- Browse to the **siebel.srf** file in the **\siebsrvr\objects\enu** directory.

Note:

If Siebel Tools is not running on your Siebel server, you will have to move a copy of **siebel.srf** to the **Siebel Tools** server.

- Save a copy of the original **siebel.srf** file before proceeding.
- Select **Compile**.
- If you used a copy of **siebel.srf**, move it back to the Siebel server at the following location:
<SiebelHome>/siebsrvr/objects/enu
- Start the Siebel services.

For Windows	For Solaris/AIX
Select Control Panel > services	Consult the Siebel administration guide for instructions.

- Continue to [Installing the AED](#) on page 266.

Installing the AED

Important:

Use this procedure only if your system is using Content Analysis.

The Adaptive E-mail Driver (AED) is required for the Avaya IC for Siebel e-mail integration when you use Content Analysis.

This section includes the following topics:

- [Where to perform this procedure](#) on page 266
- [Creating a Siebel AED server](#) on page 266

Related topic

For more information about the AED, see [The AED](#) on page 96.

Where to perform this procedure

Perform this procedure on Avaya IC.

Creating a Siebel AED server

If your integration will include e-mail with content analysis, you must create a Siebel AED server. The AED requires that you administer a new server component using the IC Manager.

To create a Siebel AED server:

1. Navigate to **Start > Programs > Avaya Interaction Center 6.1 > IC Manager**.
2. Log in to IC Manager.
3. Select the **Server** tab, and select **All Domains**.
All Domains is located in the left navigation pane.
4. Select the window with the list of servers and right-click anywhere in the window.
5. Select **New...** from the right-click list.
6. In the **Server Type** field, select **SiebelAED**.
7. Click **Ok**.

8. Enter the values shown in the following table.

Field	Value
Name	Enter a name that identifies the AED and the Siebel host where the AED will reside. For example, AEDJaguar2.
Host	Enter the IP address of the Siebel host where the AED will reside. Note that most of the other servers will have the IP address of the Avaya IC system. The Siebel AED server has the IP address of the Siebel host.
Port	Enter a port number that does not conflict with an existing TCP/IP port on the Siebel host.
Domain	Select Email
Directory	This field is not used, but enter a valid directory name anyway.
Executable	This field is not used, but enter an executable path name anyway.

9. Select the **Debug** tab.

10. Click the ellipsis (...) button next to the **Trace Levels** field.

11. Select the following fields for minimal or maximum logging.

Minimal	Maximum
idl	<ul style="list-style-type: none"> ● usr1 ● usr2 ● usr3 ● usr4 ● flush ● idl

Reference: For more information about logging levels, see [Log files](#) on page 354.

 **Important:**

Do not set your logging level to flush for normal operating conditions. The flush setting slows down processes. For normal system operations, the log level should not be set at a level greater than usr2.

12. Click **Ok** to accept the trace level changes you made.

13. Click **Ok** to create the Siebel AED.

14. Continue to [Configuring Siebel for the AED](#) on page 268.

Configuring Siebel for the AED

 **Important:**

Use this procedure only if your system is using Content Analysis.

This section shows how to configure Siebel so that Siebel will start the AED software. It includes the following topics:

- [Where to perform these procedures](#) on page 268
- [Adding the AED as a new Communication Driver](#) on page 268
- [Creating a profile for the AED](#) on page 269
- [Creating a response group for the AED](#) on page 270
- [Associating the profile with the response group](#) on page 270
- [Adding input arguments for the response group](#) on page 271
- [Importing the Siebel workflows](#) on page 271
- [Activating the workflows](#) on page 272

Related topic

For more information about the AED, see [The AED](#) on page 96.

Where to perform these procedures

Perform these procedures at the following location.

Interface	System
Siebel windows	Siebel

Related topic

For more information, see [Siebel user interface](#) on page 106.

Adding the AED as a new Communication Driver

To add the AED as a Communications Driver in Siebel:

1. Go to **View > SiteMap**.

2. Go to **Administration - Communication > Communications Drivers and Profiles**.
3. Press **Ctrl+N** to create a new driver.
4. Type or select the values shown in the following table.

Field	Value
Name	Type Adaptive Email Driver
Channel Type	Select Email
Channel String	Type AED Channel
Inbound	Select Inbound
Interactive	Clear
Outbound	Clear
Library Name	Type aed.dll

5. Press **Ctrl+S** to save the record.
6. At the bottom applet, add the driver values shown in the following table.

Field	Value
Driver:SiebelExpireTime	The default is 60 seconds.
Driver:WaitToRelogin	The default is 30 seconds. This field is optional.

7. Continue to [Creating a profile for the AED](#) on page 269.

Creating a profile for the AED

To create a new profile for the AED:

1. Select the **Profiles** tab.
The **Profiles** tab is located in the middle of the window.
2. Click the **New** button under the **Profiles** tab.

Configuring an Avaya-first e-mail channel

3. Create a profile using the values shown in the following table.

Field	Value
Name	AED Profile
Organization	The name of your organization

4. Press **Ctrl+S**.

5. Continue to [Creating a response group for the AED](#) on page 270.

Creating a response group for the AED

To create a response group for the AED:

1. Select **All Response Groups**.
2. Create a new response group with the values shown in the following table.

Field	Value
Name	Type Avaya Email Driver
Service name	Workflow Process Manager
Method Name	RunProcess
Administrator Email Address	Enter the e-mail address for the administrator.
Server	CVCTICC Use the name of the Siebel server, not the host name of the machine.
Startup	Automatic

3. Click **Save**.

4. Continue to [Associating the profile with the response group](#) on page 270.

Associating the profile with the response group

You must associate a profile with every response group that you create. Otherwise, Siebel will not start the AED.

To associate a profile with a response group:

1. Select the **Profiles** tab.
2. Click **New** under the **Profiles** tab.

The **Add Communications Profiles** applet opens.

3. Select **AED Profile** on the **Add Communications Profiles** screen.

Note:

You created the AED Profile in section, [Adding the AED as a new Communication Driver](#) on page 268.

4. Click **OK**.

The **Add Communications Profiles** applet closes.

5. Press **Ctrl+S**.
6. Continue to [Adding input arguments for the response group](#) on page 271.

Adding input arguments for the response group

To add input arguments for the response group:

1. Select the **Input Arguments** tab.
2. Add the values shown in the following table.

Field	Value
ProcessName	Avaya IC Process Message
RowId	Leave blank

3. Continue to [Importing the Siebel workflows](#) on page 271.

Importing the Siebel workflows

To import the Siebel workflows:

1. From the Siebel user interface, go to the **Site Map** by pressing **Ctrl+Shift+A**.
2. Do one of the following tasks:
 - For Siebel 7.0, go to **Siebel Workflow Administration > Workflow Processes**.
 - For Siebel 7.5, go to **Business Process Administration > Workflow Processes**.

Configuring an Avaya-first e-mail channel

3. Click the submenu button, located on the left of the **Query** button.

Example:



4. Select **Import Workflow**.

Note:

If you receive the following error message, try again or change the order of the workflows that you import.

This operation is not allowed when there are no records displayed. Please execute a query that returns at least one record or add a new record.

5. Import these workflows from the integration CD, one at a time:
 - \Integration\Email\AvayaFirst\Avaya IC Analyze Message.xml
 - \Integration\Email\AvayaFirst\Avaya IC Append Thread ID.xml
 - \Integration\Email\AvayaFirst\Avaya IC Set Auto Acknowledge.xml
 - \Integration\Email\AvayaFirst\Avaya IC Set Auto Response.xml
 - \Integration\Email\AvayaFirst\Avaya IC Update Activity Status.xml
 - \Integration\Email\AvayaFirst\Avaya IC Parse Junk Email.xml
 - \Integration\Email\AvayaFirst\Avaya IC Process Message.xml
 - \Integration\Email\AvayaFirst\Avaya IC Identify Language.xml
6. Continue to [Activating the workflows](#) on page 272.

Activating the workflows

To activate the workflows:

1. Click **Query** under the **Workflow Processes** tab.
2. Select **Avaya*** in the **Name** field, and click **Go**.
3. Select one of the following workflows from the integration CD:
 - Avaya IC Analyze Message.xml
 - Avaya IC Append Thread Id.xml
 - Avaya IC Set Auto Acknowledge.xml
 - Avaya IC Set Auto Response.xml
 - Avaya IC Update Activity Status.xml

- Avaya IC Parse Junk Email.xml
- Avaya IC Process Message.xml
- Avaya IC Identify Language.xml

4. Click **Activate**.
5. Repeat Steps 3 and 4 until you have activated all of the workflows.
6. Restart the Siebel services before proceeding.
7. Continue to [Configuring Smart Answer Manager](#) on page 274.

Configuring Smart Answer Manager

The following list provides suggested actions that you can take to configure Smart Answer Manager:

1. Create a knowledge base.
2. Import the knowledge base.
3. Enable the Smart Answer Manager server component.
4. Administer Smart Answer Manager

As an option, add text as one of the settings in Smart Answer Administration.

5. Add one or more response templates.
6. Set the response thresholds for the categories in your knowledge base.
7. Associate templates with categories.

For the optimal configuration for your company, these steps may not be sufficient. You should carefully read the relevant Siebel documents to understand the capabilities and settings of Siebel Smart Answer Manager.

Related topics

- For basic information about Smart Answer Manager, see [Smart Answer and Smart Answer Manager](#) on page 112.
- For a complete description of Smart Answer Manager, see the Siebel documentation.

■ ■ ■ ■ ■ ■

Chapter 12: Configuring a Siebel-first e-mail channel

Important:

Consider the following items:

- Use these procedures only if you are installing an e-mail channel on your system and you are using the Siebel-first e-mail method.
- Always refer to the latest Siebel documentation when performing any of the procedures that use Siebel Tools or the Siebel user interface. Avaya cannot guarantee the accuracy of these procedures.

This section includes the following topics:

- [Configuring the Avaya IC server](#) on page 276
- [Modifying the Send Communication Applet](#) on page 282
- [Installing eScripts and English error strings on the Siebel server](#) on page 285
- [Installing localized error strings on the Siebel server \(optional\)](#) on page 289
- [Importing the CommOutboundItemFormApplet.js file](#) on page 290
- [Importing the CommInboundItemListApplet.js file](#) on page 292
- [Compiling the SRF](#) on page 293
- [Starting the default Siebel workflows](#) on page 295
- [Administering the Siebel workflows](#) on page 297
- [Configuring Siebel to poll the mailbox](#) on page 302
- [Configuring Smart Answer Manager](#) on page 306
- [Enabling Communications Outbound Manager](#) on page 307

Configuring the Avaya IC server

This section contains the following topics:

- [Where to perform these procedures](#) on page 276
- [Configuring the Avaya IC Email server](#) on page 276
- [Building the Siebel-first workflow](#) on page 277
- [Building the qualify e-mail workflows](#) on page 277
- [Creating and configuring an Avaya IC workflow](#) on page 278
- [Creating a default Email Dismiss Reason code](#) on page 280

Where to perform these procedures

Perform these procedures in the locations shown in the following table.

Procedure	Interface	System
Configuring the Avaya IC Email server on page 276	IC Manager	Avaya IC
Building the Siebel-first workflow on page 277	Workflow Designer	
Building the qualify e-mail workflows on page 277		
Creating and configuring an Avaya IC workflow on page 278	IC Manager	
Creating a default Email Dismiss Reason code on page 280	You must manually edit the CDL file and use Database Designer to rebuild Avaya Agent.	

Configuring the Avaya IC Email server

To configure the Avaya IC Email server:

1. Navigate to **Start > Programs > Avaya Interaction Center 6.1 > IC Manager**.
2. Log in to IC Manager.
3. Select the **Server** tab.

4. Select **All Domains**.
5. Double-click on your IC Email server to open the properties.
6. Select the **Analysis** tab.
7. Do the following steps:
 - a. Select the **Run Analyze Flow** field.
 - b. Clear the **Run Outbound Email Flow** field.
8. Click **Apply**.
9. Continue to [Building the Siebel-first workflow](#) on page 277.

Building the Siebel-first workflow

To build the Siebel-first workflow:

1. Go to Database Designer by navigating to **Start > Programs > Avaya Interaction Center 6.1 > Workflow Designer**.
2. In the Workflow Designer, open the **icemail_sbl_first** project file.
This file is located in:
<AVAYA_IC61_HOME>\Design\IC\flows\Siebel\icemail_sbl_first.
3. Select **Project > Settings**.
4. Select the **Database** tab.
5. Type the **Login Id** and **Password**.
6. Click **OK**.
7. Compile and store the workflow using **Menu Build > Build Flowset**.
8. Continue to [Building the qualify e-mail workflows](#) on page 277.

Building the qualify e-mail workflows

To build the Siebel-first and qualify e-mail workflows:

1. Go to Database Designer by navigating to **Start > Programs > Avaya Interaction Center 6.1 > Workflow Designer**.
2. Do one of the following tasks:
 - If you use Web Automatic Call Distributor (WACD), open the **wacd_sbl** project file.
Example:
<AVAYA_IC61_HOME>\Design\IC\flows\Siebel\WACD\wacd_sbl

Configuring a Siebel-first e-mail channel

- If you use Business Advocate, open the **advocate_sbl** project file.

Example:

<AVAYA_IC61_HOME>\Design\IC\flows\Siebel\Advocate\advocate_sbl

3. Select **Project > Settings**.
4. Select the **Database** tab.
5. Type the **Login Id** and **Password**.
6. Click **OK**.
7. Compile and store the workflow using **Menu Build > Build Flowset**.
8. Repeat Steps 2 and 7 if you need to build the other workflow.
9. Continue to [Creating and configuring an Avaya IC workflow](#) on page 278.

Creating and configuring an Avaya IC workflow

To create and configure an Avaya IC workflow to run the Siebel-first workflow and the qualify workflow:

1. Navigate to **Start > Programs > Avaya Interaction Center 6.1 > IC Manager**.
2. Log in to IC Manager.
3. Select the **Server** tab.
4. Select **All Domains**.
5. If not already created, create a Workflow server to run the Siebel-first workflow. The server should be in the e-mail domain.
For instructions on how to create a Workflow server, see [IC Installation and Configuration](#).
6. Select the **Channels** tab of the e-mail Workflow server.
7. Right-click and select **New Channel** from the list.
8. In the **Channel Editor** dialog box, select the values shown in the following table.

Field	Value
Service	ICEmail
Criteria	*

9. Click **Ok**.
10. Select **New Association**.

11. In the **Channel Association** dialog box, type the values shown in the following table.

Field	Value
Event	ICEmail.Analyze
Flow	icemail_sbl_first.analyze_sbl

Note:

These fields are case-sensitive.

12. Click **Ok**.

13. Select the **Channels** tab of the e-mail Workflow server.

14. Right-click and select **New Channel** from the list.

15. In the **Channel Editor** dialog box, select the values shown in the following table.

Field	Value
Service	WACD
Criteria	media=email

16. Click **Ok**.

17. Select **New Association** for this service.

18. In the **Channel Association** dialog box, type the values shown in the following tables.

- If you use Business Advocate:

Field	Value
Event	WACD.QualifyEmail
Flow	advocate_sbl.qualifyemail_adv_sbl

- If you do *not* use Business Advocate:

Field	Value
Event	WACD.QualifyEmail
Flow	wacd_sbl.qualifyemail_sbl

Note:

These fields are case-sensitive.

Configuring a Siebel-first e-mail channel

19. Click **Ok**.
20. Click **Apply**.
21. Stop and start the Workflow server if the server has already started by doing the following:
 - a. Select the **Server** tab on the **IC Manager** window.
 - b. Select the server from the list on the right side of the window.
 - c. Select the **Start** or **Stop** button in the toolbar.
22. Continue to [Creating a default Email Dismiss Reason code](#) on page 280.

Creating a default Email Dismiss Reason code

This section includes the following topics:

- [About creating a default Email Dismiss Reason code](#) on page 280
- [The Email Dismiss Reason setting in the CDL file](#) on page 280
- [Creating a new Resolve Status in the Email Response Library](#) on page 281

About creating a default Email Dismiss Reason code

A default reason code is used for every e-mail handled by Avaya Agent. Although Siebel handles the presentation of the e-mail to the agent, Avaya IC actually tracks the status of every e-mail. When the agent finishes composing the e-mail and selects the Release Work button from the Siebel toolbar, the agent may see an Email Dismiss Reason code dialog. The presentation of the reason code dialog depends on the following conditions:

- If the agent releases an e-mail without replying to it, Avaya Agent provides the agent with a list of e-mail dismiss reasons.
- If the agent sent an e-mail reply, Avaya Agent automatically uses the Email Dismiss Reason code configured in the CDL file. The Email Dismiss Reason code dialog is not presented to the agent.

It is important that the Email Dismiss Reason code in the CDL file agrees with a Resolve Status configured in the Email Response Library. Use the procedures in this section to configure the CDL file and create a new Resolve Status in the Email Response Library.

The Email Dismiss Reason setting in the CDL file

The Email Dismiss Reason code shown in the following figure is used when an agent replies to an e-mail. You can also configure different reason codes besides *Replied*, as long as you also configure these reason codes in the Email Response Library.

If you want to use the following setting in the CDL file, create a status for this file in the Email Response Library using the procedure in [Creating a new Resolve Status in the Email Response Library](#) on page 281.

```
<QSection Name="Siebel"  
  UserNameFieldname="SWEUserName"  
  PasswordFieldname="SWEPassword"  
  LoginOnClickCommand="SWEExecuteLogin"  
  SiebelFirstEmailDismissReason="Replied"  
>
```

Creating a new Resolve Status in the Email Response Library

To create a new Avaya IC Resolve Status in the Email Response Library:

1. Navigate to **Start > Programs > Avaya Interaction Center 6.1 > IC Manager**.
2. Log in to IC Manager.
3. Select **Services > Mail Template Administration**.
4. Enter the **Name**, **Password**, and **Address**.

The address can be either the name or the IP address of your Avaya IC server. It may default to your exchange server, so be sure to change it.

5. Select **Login**.

Result: The **Response Library Configuration** tool opens.

6. Click **New**.
7. Select **New Status**.
8. Type in the **Name**, and select **Messages set to this status should be treated as answered**.

Note:

The **Name** must be the same as the Email Dismiss Reason that was in the CDL file.

9. Click **Apply**.
10. Click **OK**.
11. Exit the **Response Library Configuration** tool.
12. In order for the change to take effect, rebuild the Avaya Agent design. Go to [Generating the Windows application](#) on page 175. Select only **Avaya Agent Layout** in Step 3.
13. Continue to [Modifying the Send Communication Applet](#) on page 282.

Modifying the Send Communication Applet

 **Important:**

Use this procedure only if you have an Avaya-first e-mail method and are changing to a Siebel-first e-mail method. Otherwise, continue to [Installing eScripts and English error strings on the Siebel server](#) on page 285.

 **Important:**

In order for agents to send new outbound e-mail using the Siebel toolbar, you must configure the Siebel Enterprise Server with the appropriate Siebel-provided mechanism.

For more information, see the Siebel documentation.

This section includes the following topics:

- [Removing eScripts](#) on page 282
- [Changing the Invoke Method on the Send button](#) on page 284

Perform these procedures at the following location.

Interface	System
Siebel Tools	Siebel

Removing eScripts

 **Important:**

Test all changes to the Siebel object repository in a non production environment before deploying them in your production environment. Create a backup copy of the Siebel server object repository before making any changes using Siebel Tools.

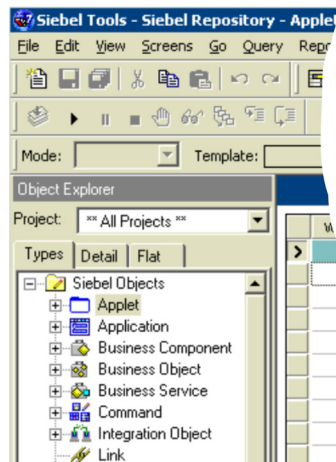
For more information, see [Working with Siebel Tools](#) on page 167.

To remove the eScripts:

1. Start **Siebel Tools**.
2. From the **Object Explorer** pane, select the **Types** tab.

3. Select **Applet** under the **Siebel Objects** folder.

Example:



4. From the **Applets** pane, select **Send Communication Applet**.
5. In the **Object Explorer** pane, expand **Applet**, and select **Applet Server Script**.
If there is no **Applet Server Script** node, add it to the view by doing the following steps:
 - a. Select **View > Options**.
Result: The **Development Tools Options** window opens.
 - b. Select the **Object Explorer** tab.
 - c. Expand the **Applet** node of the **Object Explorer Hierarchy**.
 - d. Check the box for **Applet Server Scripts**.
 - e. Click **OK**.
6. Right-click in the **Applet Server Scripts** pane and delete the records.
Result: There should not be any records in the **Applet Server Scripts** pane.
7. Continue to [Changing the Invoke Method on the Send button](#) on page 284.

Changing the Invoke Method on the Send button

 **Important:**

Test all changes to the Siebel object repository in a non production environment before deploying them in your production environment. Create a backup copy of the Siebel server object repository before making any changes using Siebel Tools.

For more information, see [Working with Siebel Tools](#) on page 167.

To change the Invoke Method on the Send button:

1. On the left-side of the **Siebel Tools** window, if it is not already expanded, expand the tree node **Siebel > Objects > Applets** for the **Send Communication Applet**.
2. Open **Control**.
3. Select **HTML Button3**.
4. Change the **Method Invoked** property from **AICDEmailSend** to **EmailSend**.
5. Continue to [Installing eScripts and English error strings on the Siebel server](#) on page 285.

Installing eScripts and English error strings on the Siebel server

Use this procedure to:

- Install eScripts and English error strings on the Siebel server
- Import eScripts and English error strings from a Siebel SIF file

▲ Important:

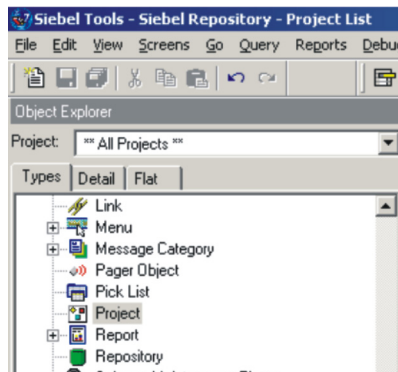
Test all changes to the Siebel object repository in a non production environment before deploying them in your production environment. Create a backup copy of the Siebel server object repository before making any changes using Siebel Tools.

For more information, see [Working with Siebel Tools](#) on page 167.

To install and import the eScripts and English error strings:

1. Start **Siebel Tools**.
2. Select **Project** from the **Object Explorer** located in the top-left pane.

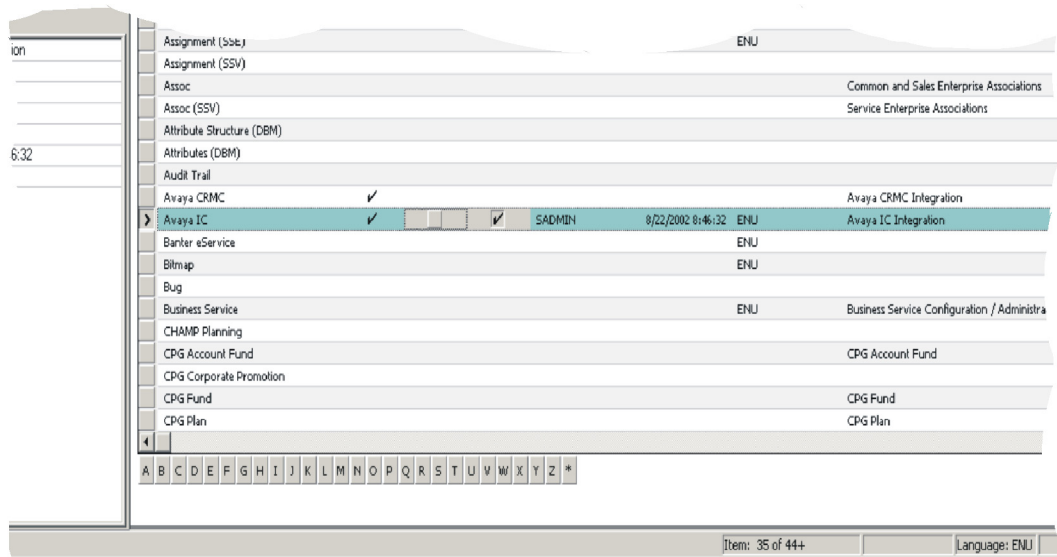
Example:



Configuring a Siebel-first e-mail channel

3. Select **Avaya IC** in the **Projects** pane.

Example:



4. Select the **Locked** column to lock the project.

Result:

Projects					
Name	Changed	Inactive	Locked	Locked By Name	Locked Date
Avaya IC	✓		✓	SADMIN	1/2/2003 10:05:4

5. Return to Step 2, but this time lock the **User Defined Errors** project.

6. Select **Tools > Import from Archive**.

If you get a message saying that you should be connected to the local database, ignore it.

7. Browse to one of the following files on the Avaya IC integration CD.

Siebel version	Browse to
7.0	Integration\sea704\Email\SiebelFirst\SiebelFirst.sif
7.5	Integration\Email\SiebelFirst\SiebelFirst.sif
7.7	Integration\Siebel 7.7\Email\SiebelFirst\SiebelFirst.sif

8. Click **Open**.

9. Make sure that **Merge the object definition from the archive file with the definition in the repository** is selected.

10. Click **Next**.

Result: The **Review Conflicts and Actions** window opens. This window shows the Siebel integration objects found in the SIF file that you will import.

11. Click **Next**.

The following message displays:

```
The operation is going to modify your repository as follows:
  XXXX objects will be inserted
  0 objects will be deleted
  0 attributes will be updated
```

```
Do you wish to proceed?
```

12. Select **Yes** to get Siebel to import the eScripts and English error strings into the database.

Note:

This operation may take 1 to 2 minutes to complete.

13. You must stop the Siebel server to write to the Siebel Repository File (SRF). Do one of the following tasks:

If your operating system is:	Then stop Siebel services by doing the following steps:
Windows	Use the Windows services control panel to: 1. Select Siebel Server . 2. Select Action > Stop .
Solaris or AIX	Consult the Siebel administration guide for instructions.

14. From the **Siebel Tools - Siebel Repository - Project List** window, select **Tools > Compile Projects**.

Result: The **Object Compiler** window opens.

Configuring a Siebel-first e-mail channel

15. Are you using **Siebel Tools** from the actual Siebel server?

If	Then
Yes	Go to Step 16.
No	You may not be able to browse to the Siebel Repository File (SRF). Copy the SRF file found on your Siebel server (< SiebelHomeDir >\siebsrvr\objects\enu) to a location where Siebel Tools can access this file. In the next step, browse to this copy.

16. Browse to the SRF used by the Siebel server.

Example: e:\sea752\siebsrvr\objects\enu\siebel.srf

17. Select **Locked projects**.

18. Click **Compile**.

Note:

This operation may take up to 10 minutes to complete.

19. Unlock the project and exit **Siebel Tools**.

20. If you had to make a copy of the SRF file in Step 15 above, move the copy back to the Siebel server.

21. Start the Siebel server.

22. Do you want to install localized error strings?

If	Go to
Yes	Installing eScripts and English error strings on the Siebel server on page 285
No	Importing the CommOutboundItemFormApplet.js file on page 290

Installing localized error strings on the Siebel server (optional)

Perform this procedure only if you need to install localized error strings on the Siebel server.

Note:

Localized error strings are supported only in Siebel 7.5 and later.

To install localized error strings on the Siebel server:

1. Repeat all of the steps in [Installing eScripts and English error strings on the Siebel server](#) on page 285 up to Step 7.
2. Instead of Step 7, browse to one of the following files on the Siebel server.

Siebel version	Browse to
7.5	<SIEBEL_HOME>\siebsrvr\Siebel7.5_L10N.sif
7.7	<SIEBEL_HOME>\siebsrvr\Siebel7.7_L10N.sif

3. Repeat all of the steps after Step 7.
4. Continue to [Importing the CommOutboundItemFormApplet.js file](#) on page 290.

Importing the CommOutboundItemFormApplet.js file

 **Important:**

Test all changes to the Siebel object repository in a non production environment before deploying them in your production environment. Create a backup copy of the Siebel server object repository before making any changes using Siebel Tools.

For more information, see [Working with Siebel Tools](#) on page 167.

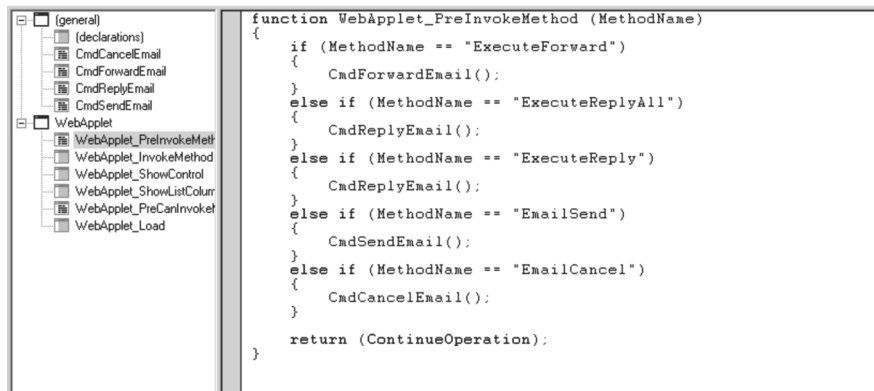
The **CommOutboundItemFormApplet.js** file is a Siebel eScript file. Siebel eScript is a JavaScript-like scripting language used with Siebel Tools, just as Siebel Visual Basic is a VBScript-like scripting language used with Siebel Tools.

To import the **CommOutboundItemFormApplet.js** file:

1. Log in to **Siebel Tools**.
2. In **Siebel Tools**, select **Applet** from the **Object Explorer** navigation pane.
The **Object Explorer** navigation pane is located in the upper-left corner of the window.
3. Select the **Comm Outbound Item Form Applet** from the **Applets** content pane.
The **Applets** content pane is located in the large right pane of the window.
4. Select **Tools > Lock Project**.
This allows you to make changes to this applet.
5. Right-click the **Comm Outbound Item Form Applet** and select **Edit Server Scripts**.
6. If the **Scripting Language** window opens, make sure that **eScript** is selected and click **OK**.
Result: The **Script Editor** window opens.
7. Select **File > Import** to import the eScript.
8. Do one of the following tasks:
 - For a Siebel system earlier than 7.7, select the **\Integration\Email\SiebelFirst\CommOutboundItemFormApplet.js** file from the integration CD.
 - For Siebel 7.7, select the **\Integration\Siebel7.7\Email\SiebelFirst\CommOutboundItemFormApplet.js** file from the integration CD.

9. Click **OK**.

Result: This imports the eScript. The script editor window looks like the following screen after import.



```
function WebApplet_PreInvokeMethod (MethodName)
{
  if (MethodName == "ExecuteForward")
  {
    CmdForwardEmail();
  }
  else if (MethodName == "ExecuteReplyAll")
  {
    CmdReplyEmail();
  }
  else if (MethodName == "ExecuteReply")
  {
    CmdReplyEmail();
  }
  else if (MethodName == "EmailSend")
  {
    CmdSendEmail();
  }
  else if (MethodName == "EmailCancel")
  {
    CmdCancelEmail();
  }
  return (ContinueOperation);
}
```

10. Select **File > Save** to save the script.

11. Select **File > Close**.

12. Continue to [Importing the CommInboundItemListApplet.js file](#) on page 292.

Importing the `CommInboundItemListApplet.js` file

 **Important:**

Test all changes to the Siebel object repository in a non production environment before deploying them in your production environment. Create a backup copy of the Siebel server object repository before making any changes using Siebel Tools.

For more information, see [Working with Siebel Tools](#) on page 167.

To import the `CommInboundItemListApplet.js` file:

1. Log in to **Siebel Tools**.

2. In **Siebel Tools**, select **Applet** from the **Object Explorer** navigation pane.

The **Object Explorer** navigation pane is located in the upper-left corner of the window.

3. Select the **Comm Inbound Item List Applet** from the **Applets** content pane.

The **Applets** content pane is located in the large right pane of the window.

4. Select **Tools > Lock Project**.

This allows you to make changes to this applet.

5. Right-click the **Comm Inbound Item List Applet** and select **Edit Server Scripts**.

6. If the **Scripting Language** window opens, make sure that **eScript** is selected and click **OK**.

Result: The **Script Editor** window opens.

7. Select **File > Import** to import the eScript.

8. Do one of the following tasks:

- For a Siebel system earlier than 7.7, select the `\Integration\Email\SiebelFirst\CommInboundItemListApplet.js` file from the integration CD.
- For Siebel 7.7, select the `\Integration\Siebel7.7\Email\SiebelFirst\CommInboundItemListApplet.js` file from the integration CD.

9. Click **OK**.

Result: This imports the eScript.

10. Select **File > Save** to save the script.

11. Select **File > Close**.

12. Continue to [Compiling the SRF](#) on page 293.

Compiling the SRF

 **Important:**

Test all changes to the Siebel object repository in a non production environment before deploying them in your production environment. Create a backup copy of the Siebel server object repository before making any changes using Siebel Tools.

For more information, see [Working with Siebel Tools](#) on page 167.

After importing the eScript for both the **Comm Outbound Item Form Applet**, the **Comm Inbound Item List Applet** and the **Send Communication Applet**, you must compile these changes to the Siebel Repository File (SRF).

To compile the SRF file:

1. Stop Siebel services.

For Windows	For Solaris/AIX
Select Control Panel > services	Consult the Siebel administration guide for instructions.

2. In **Siebel Tools**, select **Tools > Compile Projects**.

Result: The **Object Compiler** window opens.

3. Select **Locked projects**.
4. Browse to the **siebel.srf** file in the `\siebsrvr\objects\enu` directory.

Note:

If Siebel Tools is not running on your Siebel server, you will have to move a copy of **siebel.srf** to the **Siebel Tools** server.

5. Save a copy of the original **siebel.srf** file before proceeding.
6. Select **Compile**.
7. If you used a copy of **siebel.srf**, move it back to the Siebel server at the following location:

<SiebelHome>/siebsrvr/objects/enu

8. Start the Siebel services.

For Windows	For Solaris/AIX
Select Control Panel > services	Consult the Siebel administration guide for instructions.

Configuring a Siebel-first e-mail channel

9. Do one of the following tasks:

- For Siebel 7.7, continue to [Administering the Siebel workflows](#) on page 297.
- For earlier versions of Siebel, continue to [Starting the default Siebel workflows](#) on page 295.

Starting the default Siebel workflows

Important:

You only need to perform this procedure if your version of Siebel is earlier than 7.7. If you have Siebel 7.7, continue to [Administering the Siebel workflows](#) on page 297.

To start some of the default e-mail response workflows:

1. From the Siebel user interface, go to the **Site Map** by pressing **Ctrl+Shift+A**.
2. Do one of the following tasks:
 - For Siebel 7.0, go to **Siebel Workflow Administration > Workflow Processes**.
 - For Siebel 7.5, go to **Business Process Administration > Workflow Processes**.
3. Click the **Query** button in the **Workflow Process** window.
4. In the following fields, enter these values.

Field	Action
Name	Type eMail Response*
Status	Select Inactive

5. Click **Go**.
6. Under the **Workflow Processes** tab, select the **eMail Response - Append Thread Id** workflow, and select **Revise**.
Result: The status changed to **In Progress**.
7. Click **Activate**.
Result: A new entry is activated that does not display in the window. The inactive workflow is still displayed.
8. Repeat Steps 6 and 7 for the following workflows:
 - eMail Response - Create Activity
 - eMail Response - Get Entitlement Id
 - eMail Response - Identify Language
 - eMail Response - Parse Junk Email
 - eMail Response - Response Workflow
 - eMail Response - SR Help
 - eMail Response - Send Acknowledgement

Configuring a Siebel-first e-mail channel

- eMail Response - Send Auto Response
 - eMail Response - Update Activity Status
9. Continue to [Administering the Siebel workflows](#) on page 297.

Administering the Siebel workflows

This section includes the following topics:

- [Administering workflows for Siebel 7.0 and 7.5](#) on page 297
- [Administering workflows for Siebel 7.7](#) on page 298
- [Activating the Siebel workflows](#) on page 300

Perform these procedures at the following location.

Interface	System
Siebel Tools	Siebel

Administering workflows for Siebel 7.0 and 7.5



Important:

Perform this procedure only if you have Siebel 7.0 or 7.5.

Entering the Avaya e-mail address

To enter the Avaya e-mail address in the eMail Response - Process Message workflow:

1. From the Siebel user interface, go to the **Site Map** by pressing **Ctrl+Shift+A**.
2. Do one of the following tasks:
 - For a Siebel 7.0 system, go to **Siebel Workflow Administration > Workflow Processes**.
 - For a Siebel 7.5 system, go to **Business Process Administration > Workflow Processes**.
3. From the **Queries** field in the top-right corner, query for:
 - **Name = eMail Response***
 - **Status = In Progress**
4. If the workflow status is Active, select **Revise** to change the status to **In Progress**.
5. Select **eMail Response - Process Message**.
6. Select the **Process Properties** tab.
7. Query for **Avaya Email Address**.

Configuring a Siebel-first e-mail channel

8. In the **Default String** field, type in the mailbox that is being polled by Avaya IC.
Example: sales@xyz.com
9. Press **Ctrl+S** to save the record.
10. Return to the previous screen by selecting the **All Process** tab.
11. Continue to [Activating the Siebel workflows](#) on page 300.

Administering workflows for Siebel 7.7

Important:

Perform the procedures in this section only if you have Siebel 7.7.

This section contains the following topics:

- [Importing the Siebel 7.7 workflows](#) on page 298
- [Entering the Avaya e-mail address](#) on page 299
- [Deploying the imported Siebel 7.7 workflows](#) on page 299
- [Activating the Siebel workflows](#) on page 300


Importing the Siebel 7.7 workflows

To import the Siebel workflows:

1. Start **Siebel Tools**.
2. If the Workflow Process is not visible in the Siebel Object Explorer window, do the following steps:
 - a. Go to **View > Options**.
 - b. Click **Object Explorer**.
 - c. Check **Workflow Process**.
3. Click the **Workflow Process** object.
4. Right-click anywhere on the **Workflow Processes** window and select **Import Workflow Process**.
5. Import the **integration\Siebel 7.7>Email\Siebel FirstleMail Response - Analyze Message.xml** workflow from the integration CD.
6. Query for the **eMail Response - Analyze Message** workflow.

Result: The status shows:

In Progress

7. Right-click on the **eMail Response - Analyze Message** workflow with the **In Progress** status.
8. Select **Validate**.
Result: The **Validate** window opens.
9. Click **Start**.
Result: The total tests failed should be 0.
10. Repeat Steps 4 through 9 for the following workflows:
 -  **Important:**
Write down the version number of the imported workflows.
 - eMail Response - Process Message.xml
 - eMail Response - Route Avaya.xml
 - eMail Response - Route Email.xml
 - eMail Response - Client Send Email.xml
11. Continue to [Entering the Avaya e-mail address](#) on page 299.

Entering the Avaya e-mail address

To enter the Avaya e-mail address in the **eMail Response - Process Message** workflow:

1. Query the **eMail Response - Process Message** workflow with the **In Progress** status.
2. Expand the **Workflow Process Siebel Object** in the **Object** explorer.
3. Select **WF Process Prop**.
Result: The **WF Process Prop** window opens.
4. Query for **Avaya Email Address**.
5. In the **Default String** field, type in the mailbox that is being polled by Avaya IC.
Example: sales@xyz.com
6. Press **Ctrl+S** to save the record.
7. Continue to [Deploying the imported Siebel 7.7 workflows](#) on page 299.

Deploying the imported Siebel 7.7 workflows

To deploy the imported Siebel workflows:

1. Query the **eMail Response - Analyze Message** workflow with the **In Progress** status.
2. Make sure that the workflow is the same version that was imported in previous steps.
3. Click **Deploy**.

Configuring a Siebel-first e-mail channel

4. Repeat Steps 1 through 3 for the following workflows:
 - eMail Response - Process Message.xml
 - eMail Response - Route Avaya.xml
 - eMail Response - Route Email.xml
 - eMail Response - Client Send Email.xml
5. Compile the SRF and restart Siebel.

For more information, see [Compiling the SRF](#) on page 293.
6. Continue to [Activating the Siebel workflows](#) on page 300.

Activating the Siebel workflows

To activate the Siebel workflows:

1. Log in to the Siebel thin client.
2. From the Siebel user interface, go to the **Site Map** by pressing **Ctrl+Shift+A**.
3. Do one of the following tasks:
 - For a Siebel system earlier than 7.7, go to **Business Process Administration > Workflow Processes**.
 - For Siebel 7.7, go to **Administration - Business Process > Workflow Deployment**.
4. Click the **Query** button in the **Repository Workflow Process** window.
5. In the **Name** field, type:
eMail Response *
6. Select **eMail Response - Analyze Message**.
7. Click **Activate**.
8. Repeat Steps 6 through 7 for the following workflows:
 - eMail Response - Append Thread Id
 - eMail Response - Create Activity
 - eMail Response - Client Send Email.xml
 - eMail Response - Get Entitlement Id
 - eMail Response - Identify Language
 - eMail Response - Parse Junk Email
 - eMail Response - Process Message.xml
 - eMail Response - Response Workflow

- eMail Response - Route Avaya.xml
- eMail Response - Route Email.xml
- eMail Response - SR Help
- eMail Response - Send Acknowledgement
- eMail Response - Send Auto Response
- eMail Response - Update Activity Status

9. Continue to [Configuring Siebel to poll the mailbox](#) on page 302.

Configuring Siebel to poll the mailbox

This section includes the following topics:

- [Where to perform these procedures](#) on page 302
- [Creating a profile](#) on page 302
- [Creating a response group](#) on page 303
- [Associating the profile with the response group](#) on page 304
- [Adding input arguments for the response group](#) on page 304

Where to perform these procedures

Perform these procedures at the following location.

Interface	System
Siebel windows	Siebel

Creating a profile

To create a profile:

1. From the Siebel user interface, go to the **Site Map** by pressing **Ctrl+Shift+A**.
2. Do one of the following tasks:
 - For a Siebel system earlier than 7.7, go to **Communications Administration > Communications Drivers and Profile**.
 - For Siebel 7.7, go to **Administration - Communications > Communications Drivers and Profile**.
3. Select **Internet SMTP/POP3 Server** in the **Name** field of the **Communications Drivers** window.
4. Select the **Profiles** tab located below the **Communications Drivers** window.
5. Create a new profile by selecting **New**.
6. In the **Name** field, type:
Siebel First Email Response

7. In the **Profile Parameters Overrides**, select **New** to add the following parameter overrides.

Name	Value
From Address	Enter the mailbox where you want Siebel to poll for new e-mails.
POP3 Account Name	Enter the account name of the mailbox.
POP3 Account Password	Enter the account password.
POP3 Server	Enter the POP3 server.
PollingInterval	Enter the interval time in seconds that you want Siebel to check the mailbox.
SMTP Server	Enter the SMTP server.

8. Continue to [Creating a response group](#) on page 303.

Creating a response group

To create a response group:

1. Select **All Response Groups** located directly under the **Administration - Communications** tab.
2. Click **New** in the **Response Groups** window.
3. Create a new response group with the values shown in the following table.

Field	Value
Name	Siebel First Email Response
Service Name	Workflow Process Manager
Method Name	RunProcess
Administrator Email Address	Enter the e-mail address for the administrator.
Server	Use the name of the Siebel server, not the host name of the machine.
Startup	Automatic

4. Press **Ctrl+S**.

5. Continue to [Associating the profile with the response group](#) on page 304.

Associating the profile with the response group

You must associate a profile with every response group that you create.

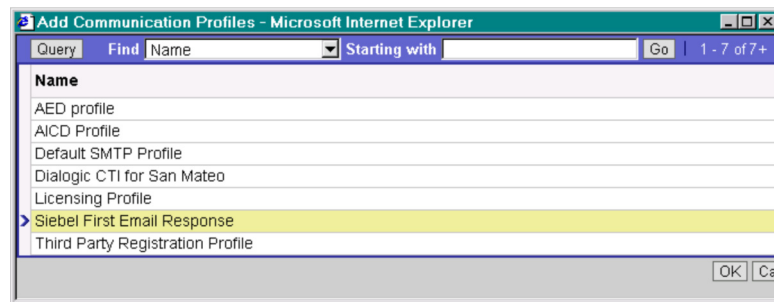
To associate a profile with a response group:

1. Select the **Profiles** tab located under the **Response Groups** window.
2. Click **New** under the **Profiles** tab.

The **Add Communication Profiles** applet opens.

3. Select the name of your Siebel-first e-mail profile.

Example: Siebel First Email Response



4. Click **OK**.
The **Add Communications Profiles** applet closes.
5. Press **Ctrl+S**.
6. Continue to [Adding input arguments for the response group](#) on page 304.

Adding input arguments for the response group

To add input arguments for the response group:

1. Select the **Input Arguments** tab.
2. Click **New**.

3. Add the values shown in the following table.

In the Name field	Enter the following values in the Value field
ProcessName	eMail Response - Process Message
Catalog Name	<ul style="list-style-type: none"> ● If you are configuring the AED and Smart Answer Manager, enter the name of your knowledge base. Example: <code>KB</code> ● If you are <i>not</i> configuring the AED and Smart Answer Manager, leave this field blank.
Enable Avaya Integration	TRUE
Enable Smart Answer	<ul style="list-style-type: none"> ● If you are configuring the AED and Smart Answer Manager, select TRUE. ● If you are <i>not</i> configuring the AED and Smart Answer Manager, select FALSE.
RowId	Leave blank

4. Restart Siebel services by doing one of the following tasks:

For Windows	For Solaris/AIX
Select Control Panel > services	Consult the Siebel administration guide for instructions.

5. Continue to [Configuring Smart Answer Manager](#) on page 306.

Configuring Smart Answer Manager

The following list provides suggested actions that you can take to configure Smart Answer Manager:

1. Create a knowledge base.
2. Import the knowledge base.
3. Enable the Smart Answer Manager server component.
4. Administer Smart Answer Manager
As an option, add text as one of the settings in Smart Answer Administration.
5. Add one or more response templates.
6. Set the response thresholds for the categories in your knowledge base.
7. Associate templates with categories.

For the optimal configuration for your company, these steps may not be sufficient. You should carefully read the relevant Siebel documents to understand the capabilities and settings of Siebel Smart Answer Manager.

Related topics

- For basic information about Smart Answer Manager, see [Smart Answer and Smart Answer Manager](#) on page 112.
- For a complete description of Smart Answer Manager, see the Siebel documentation.

Enabling Communications Outbound Manager

This section contains the following topics:

- [Where to perform these procedures](#) on page 307
- [Procedure](#) on page 307

Where to perform these procedures

Perform these procedures at the location shown in the following table.

Interface	System
Siebel windows	Siebel

Related topic

For more information, see [Siebel user interface](#) on page 106.

Procedure

To enable the Comm Outbound Manager:

1. From the Siebel user interface, go to the **Site Map** by pressing **Ctrl+Shift+A**.
2. Do one of the following tasks:
 - For a Siebel system earlier than 7.7, go to **Server Administration > Enterprise Configuration**.
 - For Siebel 7.7, go to **Administration - Server Configuration > Enterprises > Synchronize**.
3. Do one of the following tasks:
 - If your Siebel system is earlier than 7.7, select the **Batch Component Admin** tab. If there are no records in this applet, select **Synchronize**. The screen refresh may take a few minutes.
 - If you have a Siebel 7.7 system, select **Synchronize**.
4. Select the **Query** button and search for the **Communications Outbound Manager** component.

Configuring a Siebel-first e-mail channel

5. If the **Communications Outbound Manager** component is not enabled, see the Siebel documentation to enable this component.
6. Restart the Siebel services that are on the Siebel server by doing one of the following tasks.

For Windows	For Solaris/AIX
Select Control Panel > services	Consult the Siebel administration guide for instructions.



Chapter 13: Customizing open data and events

This section includes the following topics:

- [Event parameters vs. open data](#) on page 310
- [About open data](#) on page 311
- [How open data is passed](#) on page 313
- [Assigning a workflow to monitor AICD open data changes](#) on page 316
- [Customizing events](#) on page 318

Event parameters vs. open data

You can use either customizable Siebel event parameters or open data to configure your system.

Customizable Siebel event parameters have an advantage over open data; Siebel event parameters can pass any EDU data that was previously written to the EDU by an Avaya IC server or Avaya IC workflow. Whereas open data can pass only data contained in the siebel.data.attachments EDU container.

Open data has the following advantages over customizable Siebel event parameters:

- The Siebel definition file can write open data to the EDU.
- The NewOpenData command can pass data after the agent receives the work item.

Related topics

For more information, see the following topics:

- [About open data](#) on page 311
- [About events](#) on page 458

About open data

This section includes the following topics:

- [Definition of open data](#) on page 311
- [Open data example](#) on page 311
- [Open data and the EDU container](#) on page 312
- [Open data requirements](#) on page 312

Definition of open data

The AICD can pass data between Avaya IC workflows and the Siebel Communications Server without using or analyzing the content of the data being passed. The AICD is only a conduit through which the data passes. This type of data is known as open data. Open data stays associated with the work item as the system moves the work item between agents and Avaya IC workflows.

Open data is allowed on any command that causes work to be delivered to an agent. MuteTransferWork, InitConferenceCall, and MakeCall are examples of this type of command. Open data can be delivered with events that indicate that an agent is receiving new work. OnNewWorkItem and OnCallIncoming are examples of this type of event.

Open data example

The Siebel Bookmark is a Siebel mechanism that transfers a Siebel view from one Siebel agent to another agent so that both agents can see the same customer information. This work item transfer works as follows:

1. The Siebel Bookmark is passed to the AICD as open data, along with the driver command used to transfer the work item.
2. The AICD passes the open data, or Bookmark, to the Siebel event handler for the receiving agent.
3. The event handler uses the Bookmark to pop the Siebel screen.

Open data and the EDU container

Whatever is in the siebel.data.attachments EDU container is passed to the Siebel Communication server when certain events are triggered. Likewise, any unrecognized parameters are copied to siebel.data.attachments when certain commands are called.

In order to accommodate specific customer needs, you can use the siebel.data.attachments EDU container with a customized definition file. For example, the container can provide an Avaya IC workflow with special processing instructions.

Open data requirements

Open data requirements are shown in the following table.

Key-value parameter	Requirements
Key	<ul style="list-style-type: none"> ● Must be an ASCII string ● Must be a string containing between 1 and 34 characters ● May contain any lowercase letters, uppercase letters, digits, or the underscore (_) character ● Names are case-sensitive ● Must conform to EDU container syntax restrictions ● Cannot contain the following parameter names because they conflict with standard command parameters: <ul style="list-style-type: none"> - ActivityID - AgentExtension - AgentID - Destination - TrackingID - SuppressUAD
Value	<ul style="list-style-type: none"> ● Must be any string. The string size is limited only by the memory restrictions of the servers. ● Any character except the null character (��) is legal

Related topic

For information about EDU container syntax restrictions, see the *Avaya IC Electronic Data Unit Server Programmer Guide*.

How open data is passed

Open data passes data:

- [From Avaya IC workflows to the Siebel Communication server](#) on page 313
- [From the Siebel Communications Server to the Avaya IC workflows](#) on page 315
- [Between agent desktops](#) on page 315

From Avaya IC workflows to the Siebel Communication server

The Avaya IC workflows may place any key-value pair in the siebel-data-attachments EDU container and pass it as open data on certain AICD events. This data can be passed on to other events as well.

For example, Avaya IC workflows can specify what Siebel screen is popped to the Siebel agent. The workflow may specify the following EDU names with the appropriate values:

- siebel.data.attachments.viewID
- siebel.data.attachments.rowID

When the work is delivered to the Siebel agent, the OnNewWorkItem event includes the following parameters:

- name: viewID value: <value>
- name: rowID value: <value>

Notice that these parameters are not standard with the OnNewWorkItem event, and were only included because they were in the siebel.data.attachments EDU container. You must customize the definition file to expect this data and to interact with Siebel to get the intended result.

Example scenario: Siebel screen pop controlled by Avaya IC workflow

This example describes how open data is used to allow an Avaya IC workflow to control the Siebel screen pop. However, you may want to configure your Siebel screen pops differently. This example only describes a Siebel single view screen pop and does not show a Siebel multi-view screen pop.

You can hard code all the necessary combinations of Siebel View Name, Siebel BusObj Name, and Siebel BusComp Name under separate event responses in the definition file, then select one of the event responses for a particular screen pop based on an open data parameter such as *viewID*.

Before the contact is routed, an Avaya IC workflow places the following names into the EDU Open Data container with appropriate values:

Customizing open data and events

- siebel.data.attachments.viewID
- siebel.data.attachments.rowID

Example parameters

If the EDU contains the name **siebel.data.attachments.viewID** with the value *ContactRecordPop*, the following key-value parameter is passed to the Siebel Communication server in the OnNewWorkItem event.

Key-value parameter	
Key	viewID
Value	ContactRecordPop

Example definition file excerpt

This is an example of a definition file with hard-coded example parameters.

```
; Event Handler for Contact Record Pop
[EventHandler:XXXX]
    DeviceEvent="OnNewWorkItem"
    Filter.viewID="ContactRecordPop"
    Filter.rowID="?* "
    Response="OnNewWorkItem_ContactRecordPop"

    EventResponse:OnNewWorkItem_ContactRecordPop]
    QueryBusObj   = "Contact"
    QueryBusComp  = "Contact"
    QuerySpec     = "Id = '{rowID}'"
    SingleView    = "Contact Detail View"

; Event Handler for Email Pop
[EventHandler:YYYY]
    DeviceEvent="OnNewWorkItem"
    Filter.viewID="EmailPop"
    Filter.rowID="?* "
    Response="OnNewWorkItem_EmailPop"

    EventResponse:OnNewWorkItem_EmailPop]
    QueryBusComp = "Action"
    QueryBusObj  = "eMail Response"
    QuerySpec    = "Id = '{rowID}'"
    SingleView   = "Communication Detail - Response View"
```

This technique requires careful coordination between the Avaya IC workflow that may find or create the Siebel record using EAI, and the definition file that does a screen pop of the Siebel record. The *viewID* is used to select the correct event handler and the *rowID* is used to select the particular Siebel record. Also, the Avaya IC workflow must detect and resolve instances when multiple records are found in Siebel. For example, when multiple records

are found in Siebel, you may want to do a multi-view screen pop and let the agent select the correct record.

Related topics

- For more information about the OnNewWorkItem event, see [OnNewWorkItem](#) on page 484.
- Also see, [Assigning a workflow to monitor AICD open data changes](#) on page 316
- For detailed information about the Siebel definition file, see the *Communications Server Administration Guide* in the Siebel documentation.

From the Siebel Communications Server to the Avaya IC workflows

The Siebel Communications server can pass any key-value parameter on selected commands and the AICD populates the EDU container, siebel.data.attachments, with that key and value.

Example

The Siebel Communications server can pass any key-value parameter on selected commands and the AICD populates the EDU container, siebel.data.attachments, with that key and value.

Key-value parameters		Then the AICD creates the following EDU field:
Key	agentname	siebel.data.attachments.agentname
Value	SYDNEY	SYDNEY

Between agent desktops

The Siebel Communications Server can pass open data from one agent to another using AICD commands and events. The Siebel event handler for the agent receiving the data may use this open data to pop a different screen or to activate a control.

The default Siebel definition file, **AICD.def**, contains an example of a NewOpenData command that sends open data between Siebel agents. In this example, when agent 1 transfers a call to agent 2, agent 1 uses the NewOpenData command to pass the wrap-up code to agent 2.

Assigning a workflow to monitor AICD open data changes

To assign a workflow to monitor AICD open data changes:

1. Create a workflow that will process the EDU event. This workflow will inspect the input parameters, which will be the modified fields on the AICD Open Data container, and will process this data.

Example: test.aicd_open_data

Reference: For information about creating a workflow, see *Avaya Workflow Designer User Guide*.

2. Choose a workflow server to handle the processing. Create a separate workflow server if you think this will cause too much processing. Create one workflow server per Media EDU server by placing the workflow server into the same domain as each of the Media EDU servers.
3. Navigate to **Start > Programs > Avaya Interaction Center 6.1 > IC Manager**.
4. Log in to IC Manager.
5. Double-click the Workflow server in IC Manager.
6. Select the **Channels** tab of the appropriate Workflow server.
7. Select **New Channel**.
8. In the **Channel Editor** dialog box, select the values shown in the following table.

Field	Value
Service	VDU
Criteria	siebel.data.attachments

Note:

Criteria is: siebel.data.attachments.*={siebel.data.attachments.*}

9. Click **Ok**.
10. Select **New Association**.

11. In the **Channel Association** dialog box, type the values shown in the following table.

Field	Value
Event	VDU.change
Flow	test.aicd_open_data

Note:

These fields are case-sensitive.

12. Click **Ok**.

13. Select **New Association**.

14. In the **Channel Association** dialog box, type the values shown in the following table.

Field	Value
Event	VDU.watch
Flow	test.aicd_open_data

15. Click **Ok**.

16. Click **Ok** again.

Result: The test.aicd_open_data workflow will run whenever any field changes within the siebel.data.attachments container.

Customizing events

In the default configuration, there are many EDU fields that the AICD does not pass to the Siebel server. You can customize your integration to use these fields.

You can customize the following Siebel events:

- OnNewWorkItem
- OnWorkItemRemove
- OnCallIncoming

The AICD passes EDU fields that are written before the agent receives the work item. Do not customize parameters that are written to the EDU after the agent receives the work item. If the EDU field is written after the work item arrives, the EDU data does not get passed.

About customizing Siebel event parameters

Use the **AICDStrings.txt** file to customize the Siebel event parameters. The **AICDStrings.txt** file is read by the AICD during driver initialization and contains entries such as:

```
DEFINE_INTL_STRING(ON_NEW_WORK_ITEM_EDU_FIELD_1, "")
```

Each entry determines:

- The event that will pass the customizable Siebel event parameter
- The EDU field value that will be passed on the event
- The key name of the customizable Siebel event parameter

Each entry allows you to add one key-value parameter to an AICD > Siebel event. Modify an entry to contain an EDU field name, and the AICD will attempt to find that EDU field and pass its value on the event. If a customizable Siebel event parameter is not found in the EDU, then it is not passed on the event.

The key-name is the same as the EDU field name. For example, if you specify EDU field name, **calltype**, the key-name is **calltype**. If you specify an EDU field name such as, **currentemail.header.XWF_ReplyType**, the key-name will be, **currentemail.header.XWF_ReplyType**.

Example

Here is how you would customize the OnNewWorkItem event:

```
DEFINE_INTL_STRING(ON_NEW_WORK_ITEM_EDU_FIELD_1, "calltype")
```

- The AICD will look for the EDU field name, **calltype**. If found, the AICD adds this EDU field name and value the key-event parameters passed to Siebel on the OnNewWorkItem event.

■ ■ ■ ■ ■ ■

Chapter 14: Ensuring Avaya IC and Siebel compatibility

This section explains the relationship between your Siebel administration and Avaya IC administration. If certain administration parameters do not match, the Siebel toolbars for some agents will be disabled.

The section includes the following topics:

- [New Siebel driver configurations](#) on page 322
- [The AICD library and the SiebelAICD server](#) on page 323
- [Siebel configuration parameters and settings](#) on page 325
- [Calculating the number of AICD servers](#) on page 328
- [List of configuration examples](#) on page 329
- [Example 1](#) on page 330
- [Example 2](#) on page 331
- [Example 3](#) on page 333
- [Example 4](#) on page 334
- [Example 5](#) on page 335
- [Example 6](#) on page 336

New Siebel driver configurations

Starting with the 7.0 Service Pack 1 (SP1) Siebel 7 integration release, Avaya IC now supports Siebel driver configurations that were not previously supported.

Note:

There is a patch available that supports the following functions for 6.1.3.

These new configurations allow you to closely tailor your integration to customer needs. You can now perform the following actions with the new AICD.

Set Maximum MT Servers to a value greater than one - You can set the Maximum MT Servers parameter for the Communications Session Manager to a value greater than one. This Siebel parameter controls the number of Communications Session Managers that can run on a host. The AICD is loaded separately up to the value specified for Maximum MT Servers. For earlier AICD releases, Avaya Alert 611 stated that the Maximum MT Servers setting must remain at its default value of one.

For more information, see [Maximum MT Servers parameter](#) on page 325.

Specify multiple Siebel configurations that use the AICD library - You can specify multiple Siebel configurations that use the AICD library using the new AICD parameter, ConfigurationName. The AICD creates a new SiebelAICD server for each uniquely-identified Siebel configuration. In earlier AICD releases, you could create only one SiebelAICD server per Siebel Communication Server. When you can create more than one SiebelAICD server per Siebel Communication Server, you can partition your agents by Avaya IC domains using separate Siebel Computer Telephony Integration (CTI) configurations. You can also use this ability to optimize network usage and failover strategies for your system.

For more information, see:

- [ConfigurationName parameter](#) on page 326
- [AICD driver parameters](#) on page 527

Restrict a Siebel communications configuration to run under a specified Avaya IC domain - With the new AICD parameter, ServerDomain, you can restrict a Siebel communications configuration to run under a specified Avaya IC domain. This can optimize your network communication by ensuring that all agents in a Siebel configuration run under a particular Avaya IC domain.

For more information about the ServerDomain parameter, see [AICD driver parameters](#) on page 527.

The AICD library and the SiebelAICD server

The Siebel Communications Server uses the AICD library to support the Siebel toolbar. By default, each loaded AICD library creates one or more SiebelAICD servers.

This section includes the following topics:

- [SiebelAICD selection criteria](#) on page 323
- [SiebelAICD server administration](#) on page 324
- [AICDs and multihomed hosts](#) on page 324

SiebelAICD selection criteria

When the AICD library starts each SiebelAICD server, the AICD library looks for any Avaya IC server configured by Avaya IC Manager in the `<AVAYA_IC61_HOME>/etc/vesp.imp` file that meets the following criteria:

- The Avaya IC server type is SiebelAICD.
- The SiebelAICD server IP address configured using Avaya IC Manager matches the host IP address. If the host is multihomed, the AICD library compares all host IP addresses.
- If the Siebel ServerDomain driver parameter is specified, the AICD library compares the domain of the SiebelAICD server configured using Avaya IC Manager with the value of the ServerDomain parameter configured by Siebel. Both values must match exactly, including the letter case.
- The network TCP port address configured using Avaya IC Manager must not be in use by another SiebelAICD server nor by any other host process.

If these criteria are not met, the AICD library returns an error to Siebel and some Siebel agents will have disabled Siebel toolbars when they login. These errors are logged in the `<AVAYA_IC61_HOME>/logs/SiebelAICD.log` file.

Note:

If you are running a multihomed server, make sure that the *Port* values configured using Avaya IC Manager for all SiebelAICD servers on the host are unique. Otherwise, the AICD library will not be able to use some SiebelAICD servers. Avaya IC Manager cannot do this for you.

SiebelAICD server administration

To control the communication paths among the SiebelAICD servers and the Avaya IC servers, you must perform the following administrative tasks:

- Use Avaya IC Manager to administer each SiebelAICD server as Avaya IC server-type SiebelAICD.
- Assign the Siebel Communication Server host's IP address to each SiebelAICD server.
- Configure the Avaya IC domain on each SiebelAICD server.

AICDs and multihomed hosts

A multihomed host is a computer with two or more IP addresses. Typically, this is any host with two or more Network Interface Cards (NICs), or a single NIC configured for multiple IP addresses. The AICD library supports multihomed hosts by monitoring all host IP addresses.

IP assignment and performance

If your Siebel Communications Server host is multihomed, how you assign IP addresses during SiebelAICD server configuration can affect performance. Consider the following network performance criteria to determine the best IP address:

- Network topology
- Network bandwidth
- Number of network hops between your Avaya IC servers and Siebel Communications server host

Port assignment

Normally, Avaya IC Manager ensures that the specified SiebelAICD port entries are unique. However, Avaya IC Manager does not provide safeguards when specifying SiebelAICD port entries for a multihomed server.

When creating SiebelAICD servers for the same host and different IP addresses, you must ensure that the port entries are unique for all Avaya IC servers that run on the same host. In some special situations you must ensure that the port entries are unique for all Avaya IC servers across multiple hosts. If you pay attention to how you specify unique port addresses, you will save troubleshooting steps later.

Siebel configuration parameters and settings

This section describes the Siebel configuration parameters and settings that affect the number of SiebelAICD servers. Some configurations require you to administer more than one SiebelAICD server using Avaya IC Manager. This is controlled by the following Siebel and driver configuration parameters and settings as they apply to the AICD:

- [Maximum MT Servers parameter](#) on page 325
- [ConfigurationName parameter](#) on page 326
- [Siebel Communications Server host setting](#) on page 327

Maximum MT Servers parameter

Maximum MT Servers is a Siebel configuration parameter on the Siebel Communication Session Manager that determines the maximum number of Communications Session Managers that run on a host. Each session manager runs a new copy of the AICD. For each AICD, at least one SiebelAICD server is created. This parameter defaults to a value of one, but you can change the value using the **Siebel Server Component Administration** screen.

Example setting for Maximum MT Servers

If you specify the Maximum MT Servers parameter as 2, you can load the AICD library under two separate processes on the Communications Server host for a total of two SiebelAICD servers. In order for all SiebelAICD servers to work, your administration of Avaya IC Manager must specify two Avaya IC SiebelAICD servers, all configured for the IP address of the Siebel Communications Server host. If you do not specify enough Avaya IC servers with the correct IP addresses, some SiebelAICD servers will fail to initialize and some Siebel agents will have disabled Siebel toolbars.

Note:

This example assumes you are running one Siebel Communications Server host.

Considerations for setting Maximum MT Servers

Consider the following items:

- You can set the Maximum MT Servers differently for each Siebel Communication Session Manager.

Ensuring Avaya IC and Siebel compatibility

- Siebel allows you to also configure the number of Minimum MT Servers for the Communication Session Manager. Set the number to a value greater than 0 and less than or equal to the Maximum MT Servers setting. If the value of Minimum MT Servers is less than the value of Maximum MT Servers, not all AICD library instances or SiebelAICD server instances will be loaded during startup. Instead, loading will occur only on an as needed basis, as load increases and more agents log in.

Related topic

For more information and for the recommended settings for Minimum MT Servers, Maximum MT Servers, and Maximum Tasks for the Siebel Communication Session Manager, see Siebel FAQ 2091: *How do you use the MaxMTServers, MinMTServers, and MaxTasks parameters to improve stability of the Communications Session Manager and to manage multiple CommSessionMgr processes.*

ConfigurationName parameter

The Siebel communications configuration associates the Siebel agents, AICD library, AICD parameters, and more. The AICD parameter, ConfigurationName, allows the AICD library to distinguish the configurations and create a new SiebelAICD server for each.

About setting the ConfigurationName parameter

Consider the following items when setting the ConfigurationName parameter:

- Use the **Siebel Communications** screens to specify each Siebel configuration.
- In each Siebel communications configuration, specify a unique value for the ConfigurationName parameter. The AICD library recognizes a new configuration by a change in this value and creates a new SiebelAICD server.
- You can use the ConfigurationName parameter and the AICD parameter, ServerDomain, to associate unique groups of Siebel agents with an Avaya IC domain. This can optimize the communication paths for the agents in the Siebel configuration.
- You must administer the correct number of SiebelAICD servers using Avaya IC Manager.

Example setting for ConfigurationName

If you specify two Siebel communications configurations and give each a unique ConfigurationName value, the AICD library creates two SiebelAICD servers. You must specify two Avaya IC SiebelAICD servers using Avaya IC Manager. If you do not specify the correct number of Avaya IC servers, some SiebelAICD servers will fail to initialize and some Siebel agents will have disabled Siebel toolbars.

Note:

This example assumes you are running one Siebel Communications Server host and the Maximum MT Servers parameter is set to the default value of 1.

Related topic

For more information, see [AICD driver parameters](#) on page 527.

Siebel Communications Server host setting

During the installation of your Siebel enterprise, you can specify more than one Siebel Communications Server host. Each host can load the AICD library, and at least one SiebelAICD server is created for each Siebel Communications Server host. You must administer the correct number of SiebelAICD servers using Avaya IC Manager.

Example

If you administered two Siebel Communications Server hosts, you must specify two Avaya IC SiebelAICD servers using Avaya IC Manager. If you do not specify the correct number of Avaya IC servers, some SiebelAICD servers will fail to initialize and some Siebel agents will have disabled Siebel toolbars.

Note:

This example assumes you are running one Siebel configuration and the Maximum MT Servers parameter is set to the default value of 1.

Calculating the number of AICD servers

This section describes the formula you can use to determine the number of AICDs that you need to administer.

$$A = C(M_1 + M_2 + \dots + M_n)$$

A = C multiplied by (sum of the values of M for each n).

Variable	Definition
A	Number of AICDs that need to be administered using IC Manager for each Siebel enterprise
C	Number of AICD configurations in Siebel for each Siebel enterprise
n	Number of hosts that can run Siebel Communication Servers
M	Value of Maximum MT Servers for each Siebel Communication Server

List of configuration examples

You can use the following examples to help you configure Siebel and Avaya IC to ensure compatibility:

- [Example 1](#) on page 330 provides an example of one Siebel configuration with one Communication Server.
- [Example 2](#) on page 331 provides an example of two Siebel configurations with one Communication Server
- [Example 3](#) on page 333 provides an example of one Siebel configuration with one Communication Server, and the Maximum MT Servers parameter set to 2.
- [Example 4](#) on page 334 provides an example of two Siebel configurations with one Communication Server, and the Maximum MT Servers parameter set to 2.
- [Example 5](#) on page 335 provides an example of a multihomed host with two Siebel configurations, one Siebel Communication Server, and the Maximum MT Server parameter set to 2.
- [Example 6](#) on page 336 provides an example of two Siebel configurations with two Communication Server hosts and the Maximum MT Servers parameter set to 2.

Example 1

One Siebel configuration with one Siebel Communication Server

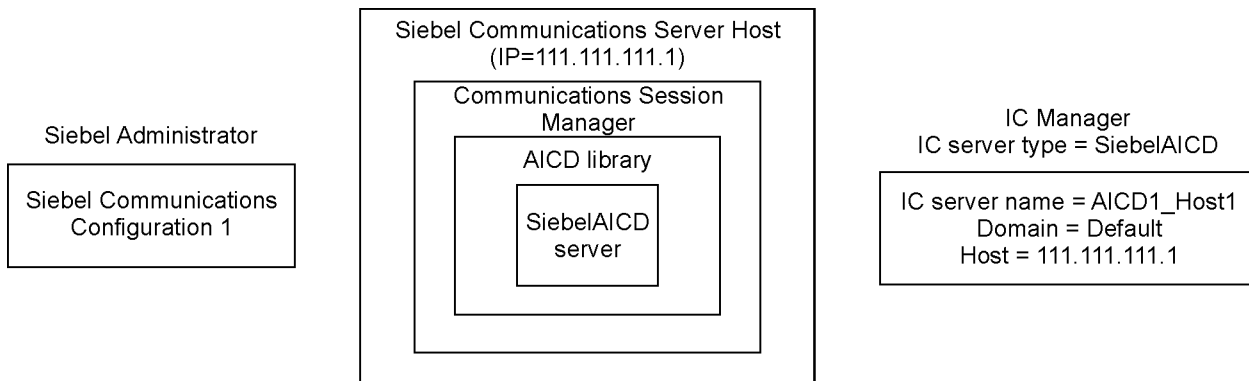
The simplest type of configuration consists of one Siebel configuration with one Siebel Communication Server. To set up this type of configuration:

1. Create one SiebelAICD server under the AICD library.
2. Using Avaya IC Manager, create only one Avaya IC server of type SiebelAICD.

When the AICD loads, it will determine the host IP address and use the only available SiebelAICD server that matches the IP address for its Siebel host.

Figure of example 1

The following figure shows a configuration that consists of one Siebel configuration with one Siebel Communication Server.



Example 2

Two Siebel configurations with one Communication Server

This example shows how to use two Siebel communications configurations. Each configuration uses a different Avaya IC domain. Consider the following items:

- Although not shown in [Figure of example 2](#) on page 332, each configuration contains a separate group of Siebel agents.
- Agents in Siebel configuration C1 use Avaya IC domain, User1.
- Agents in Siebel configuration C2 use Avaya IC domain, User2.

This technique optimizes the network communications between the SiebelAICD server and the other Avaya IC servers in the same Avaya IC domain. This is useful when the Avaya IC servers are distributed across a Wide Area Network (WAN).

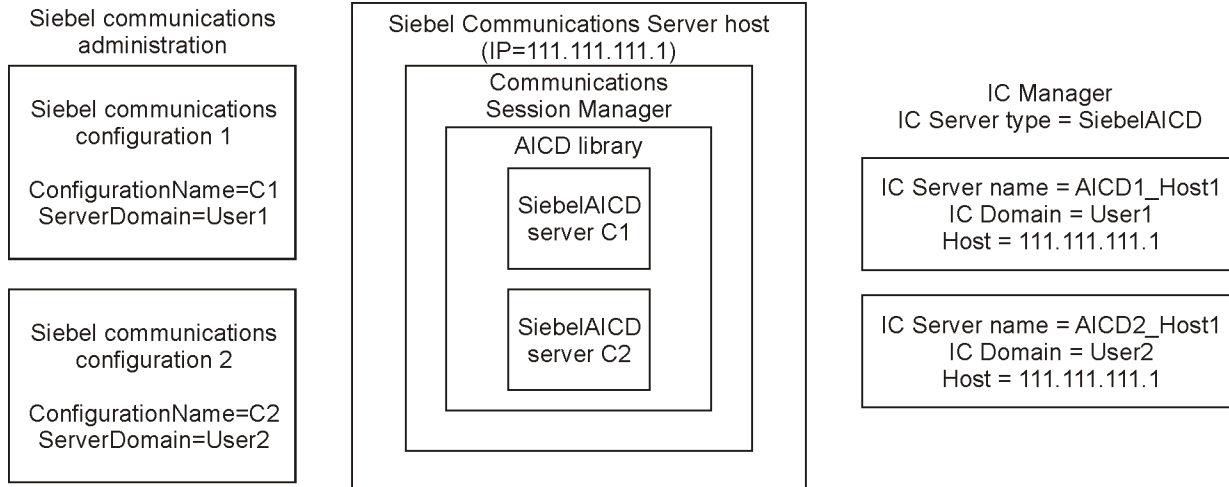
About setting up example 2

To set up this type of configuration:

- Administer two Siebel configurations.
- Use the driver configuration parameter, ConfigurationName, to distinguish the configurations to the AICD. To use this parameter effectively, supply unique values for this configuration parameter. Otherwise, the Siebel configurations will be indistinguishable and only one SiebelAICD server will be created.
- Use the ServerDomain driver parameter to ensure that the driver creates a SiebelAICD server that is in the specified Avaya IC domain. It is important that this parameter value matches the Avaya IC domain name exactly. Otherwise, the server will not start.

Figure of example 2

The following figure shows two Siebel communications configurations with one Siebel Communication Server.



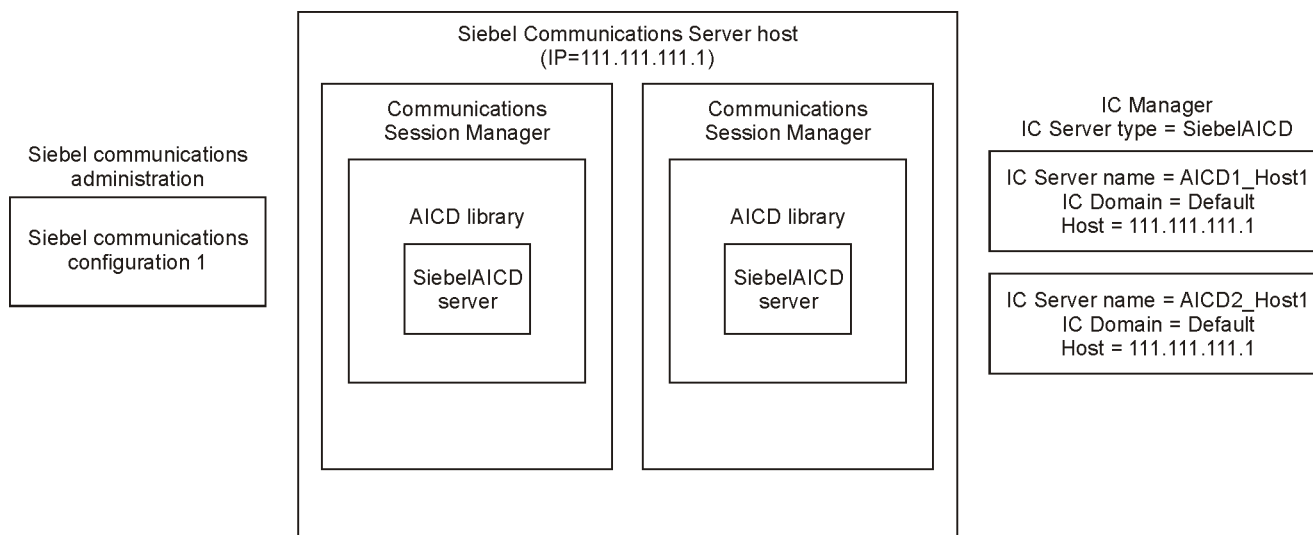
Example 3

One Siebel configuration with one Communication Server and the Maximum MT Servers parameter set to 2

The Siebel Communication Session Manager configuration parameter, Maximum MT Servers, determines the number of Communications Session Managers that run on a host. Each manager can run a new copy of the AICD library. This example shows the effect of the parameter on the number of SiebelAICD servers.

Figure of example 3

The following figure shows one Siebel communications configuration with one Siebel Communication Server and the Maximum MT Servers parameter set to 2.



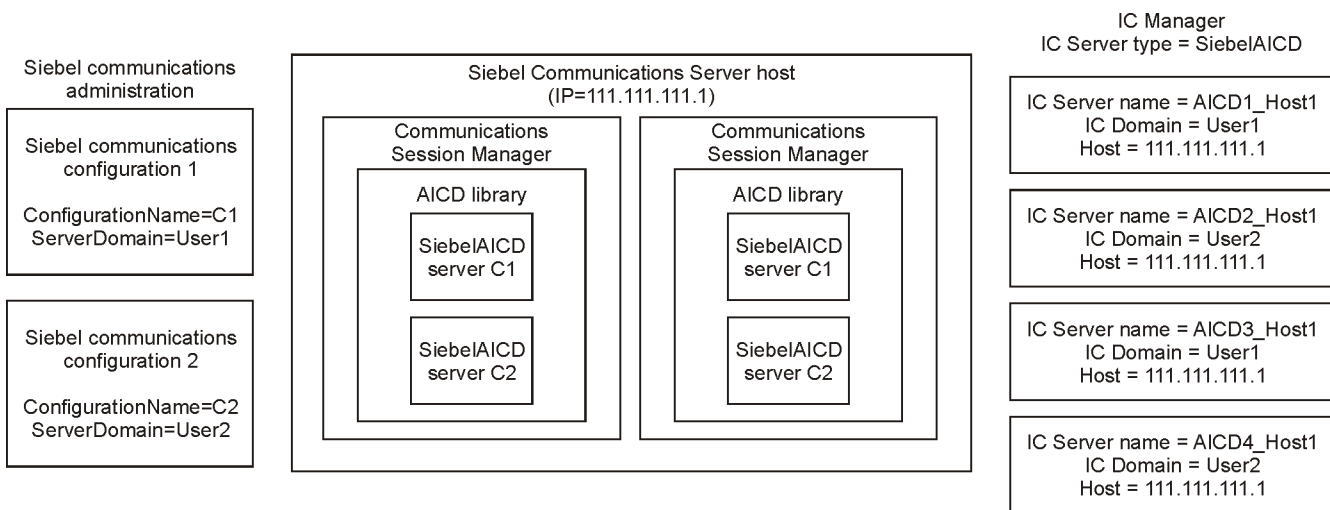
Example 4

Two Siebel configurations with one Communication Server, and the Maximum MT Servers parameter set to 2

This example combines the previous two examples and shows the effect on the number of SiebelAICD servers. You can use this configuration to provide redundancy for the Siebel agents in each configuration. If a server process were to fail, an alternate server process is available for the Siebel agents when they re-login.

Figure of example 4

The following figure shows two Siebel communications configurations with one Siebel Communication Server and the Maximum MT Servers parameter set to 2.



Example 5

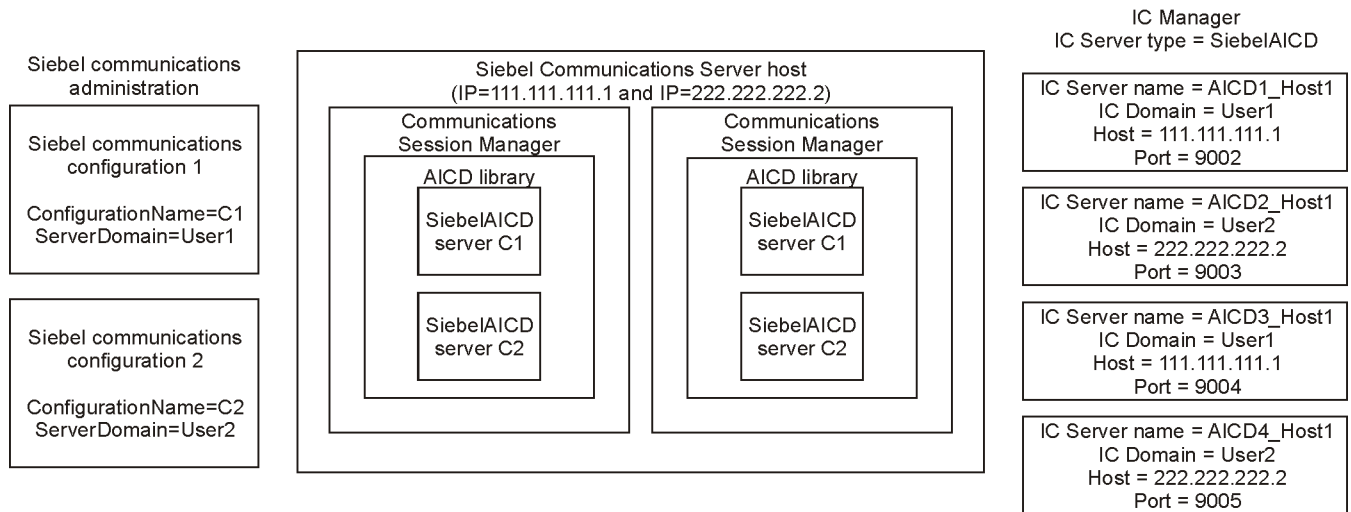
Multihomed host with two Siebel configurations, one Siebel Communication Server, and the Maximum MT Server parameter set to 2.

The multihomed host in this example has two IP addresses that are associated with the same host. In this example, Siebel agents in communications configuration 1 use Avaya IC domain User1, and IP address 111.111.111.1. Agents in configuration 2 use User2, and IP address 222.222.222.2. Like the previous example, you can use this configuration to provide redundancy for the Siebel agents in each configuration. If a server process fails, an alternate server process is available for the Siebel agents when they re-login.

Make sure that the port you specified in IC Manager is unique for all SiebelAICD servers on the host. Otherwise, the AICD library will not be able to use some of the SiebelAICD servers. Avaya IC Manager cannot determine whether or not the port is unique.

Figure for example 5

The following figure shows a multihomed host that consists of two Siebel communications configurations with one Siebel Communication Server and the Maximum MT Servers parameter set to 2.



Example 6

Two Siebel configurations with two Siebel Communication Server hosts, and the Maximum MT Servers parameter set to 2

You can use this type of configuration to provide server redundancy and process redundancy for the Siebel agents in each system. If a server process or server host fails, an alternate server process is available for the Siebel agents when they re-login. Notice how quickly the number of SiebelAICD servers grows when you:

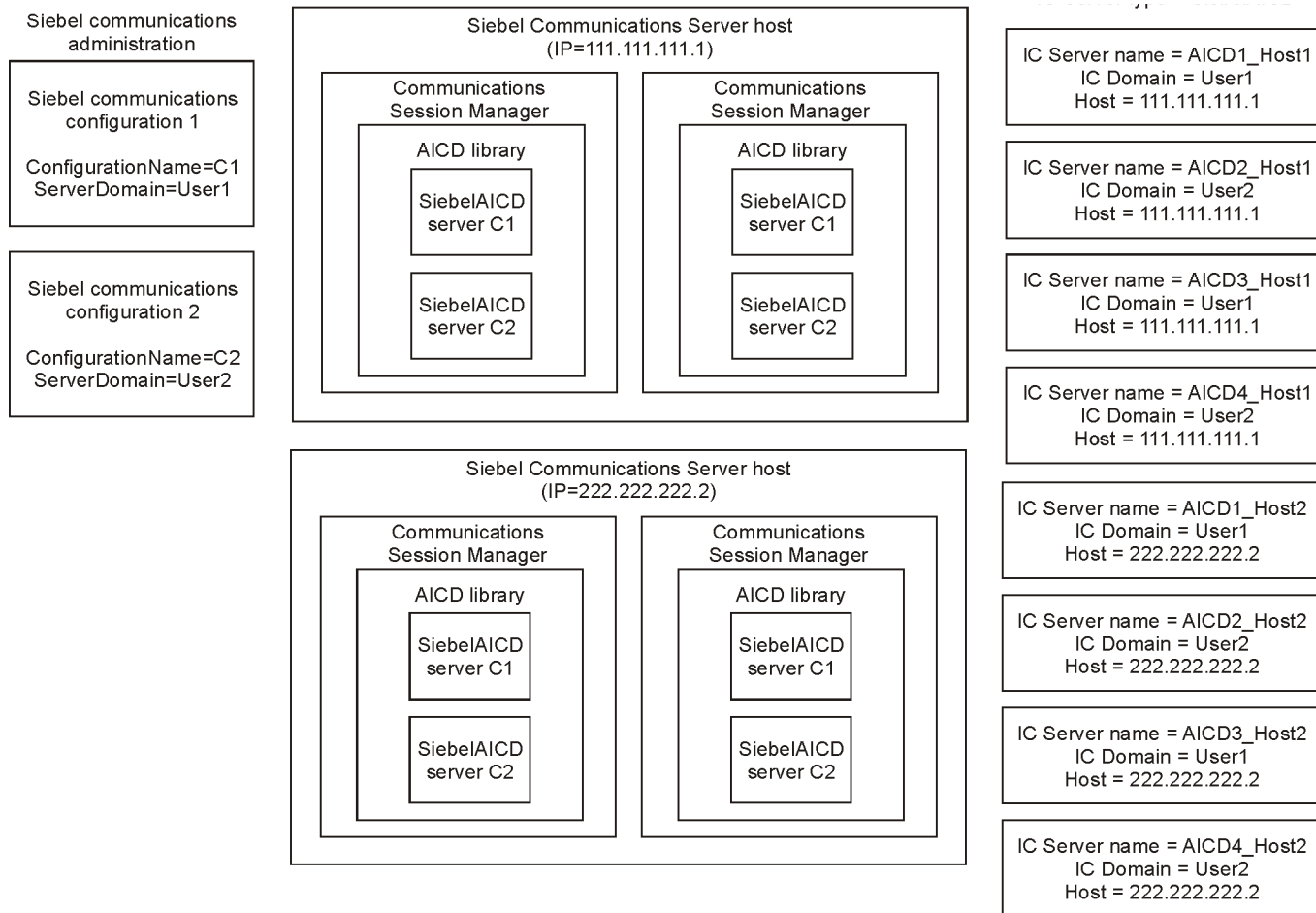
- Combine multiple Siebel Communications configurations
- Combine multiple Siebel Communication Server hosts
- Use the Siebel Communication Session Manager configuration parameter, Maximum MT Servers

Note:

This example assumes you have set the Maximum MT Server configuration parameter for the Siebel Communication Session Manager the same for each host. However, you can set this parameter differently for each host.

Figure for example 6

The following figure shows a two Siebel communications configuration with two Siebel Communication Servers and the Maximum MT Servers parameter set to 2.



■ ■ ■ ■ ■ ■

Chapter 15: Troubleshooting

This section includes the following topics:

- [The Siebel toolbar is not visible](#) on page 340
- [All buttons on the Siebel toolbar are disabled](#) on page 341
- [Diagnosing and clearing AICD loading problems](#) on page 343
- [Siebel GUI is unresponsive](#) on page 350
- [Some of the Avaya IC services do not start](#) on page 351
- [The Avaya Agent taskbar fails](#) on page 352
- [EDU information is lost](#) on page 353
- [Log files](#) on page 354
- [EAI server errors](#) on page 358
- [EAI servers do not start \(AIX platforms only\)](#) on page 359
- [EAI server is unable to read a file attachment](#) on page 360
- [AED errors](#) on page 361
- [AED is unloaded by Comm. Inbound Manager following upgrade](#) on page 362
- [Replacing English with Thai text in toolbar](#) on page 363

The Siebel toolbar is not visible

If the Siebel toolbar is not visible, use the following remedy.

Remedy

1. In the **Siebel Application** window, go to **Navigate > Communications > Reset Active Session Count**.

Note:

You can also press **Ctrl+F8**

2. Have the agent log out of Siebel and log back in.

All buttons on the Siebel toolbar are disabled

The Siebel toolbar becomes inactive when Siebel cannot successfully load the Adaptive Interaction Center Driver (AICD) or the AICD instance fails. All agents who were obtaining toolbar support through the failed AICD will be unable to use the Siebel toolbar. Any requests that display a Siebel window or process a Siebel toolbar command stop functioning. Agents can continue to use the Siebel windows to complete data entry, but this work is not tracked by Avaya IC.

Remedy 1

Have the agent log out of Siebel and log back in.

Remedy 2

The AICD may not be able to communicate with the Avaya IC servers because the **vesp.imp** file on the Siebel server contains old Avaya IC server or old Avaya IC domain information.

1. Update the copy of the **<AVAYA_IC61_HOME>/etc/vesp.imp** file on each Siebel Communications Server that runs the AICD. Use Avaya IC Manager to force the update of all ORB servers by selecting **Manager > Update All**. This propagates all server additions, deletions, and changes to the Avaya IC ORB servers.
2. Restart the AICD. Use the Siebel Server Administration screens to shutdown, then start the Siebel Communications Server that is running the AICD.
3. Log the agent into Siebel. This will load the AICD with the newest **vesp.imp** file.

Remedy 3

1. Relaunch the Siebel thin client, and carefully monitor the Siebel Message Area for messages.

The Siebel Message Area is located above the Siebel toolbar. Messages sometimes appear for only 5 seconds, so watch carefully.

2. If you see the following message:

Unable to load aicd with Media Type String = Avaya

Follow the procedures in [Diagnosing and clearing AICD loading problems](#) on page 343. This procedure provides an ordered approach to troubleshoot AICD loading problems.

Remedy 4

Enable Siebel Communications Server logging. Siebel provides information on how to enable Communications Server Logging on their support Web site. With logging enabled,

Troubleshooting

you can use the Siebel log files to pinpoint where a problem may have occurred and determine how to fix the problem.

Remedy 5

You may have logged into Siebel and Avaya IC with different agent login IDs. The login IDs must be identical. Although the character case of the Siebel login ID may be different, the character case of the Avaya Agent login ID must all be in lowercase.

1. Log the agent out of Siebel.
2. Check the Avaya Agent login ID using the Avaya Agent taskbar feature, *About Avaya Agent*.
3. Log the agent into Siebel using a correct agent login id. You may have to account for Agent Login ID case differences for Siebel.
4. Make sure that the Avaya Agent login ID does not have any uppercase characters.

Related topic

For more information about agent login IDs, see *Avaya IC for Siebel User Guide*.

Diagnosing and clearing AICD loading problems

There are configuration dependencies that must be fulfilled before Siebel can load the AICD. Normally, Siebel loads the AICD when the first Siebel agent logs into Siebel. However, there may be AICD, Siebel, and OS platform configuration issues that prevent the AICD from being loaded. Once these configuration problems are settled, the AICD will operate smoothly.

This section includes the following topics:

- [For Solaris or AIX platforms](#) on page 343
- [For Windows platforms](#) on page 346

For Solaris or AIX platforms

To troubleshoot and fix configuration issues on a Solaris or AIX platform:

1. Look for the **libmttlogger.so** and **libmtttoolkit.so** files in your **<AVAYA_IC61_HOME>/lib** directory on the Siebel Server.

These Avaya IC executable files must be present on the Siebel Server in order for the AICD to load properly. These files should have been placed on the Siebel Server when you installed the Avaya IC components.

2. Check that the Siebel environment file, **siebenv.sh**, has the correct settings.

Look for the **siebenv.sh** file in the **<SIEBEL_HOME>\siebsrvr** directory, but it could also be located in a different directory, depending on how you customized your Siebel installation.

Make sure that **siebenv.sh** has the following statements:

- **For Solaris:**

```
AVAYA_IC61_HOME=/opt/Avaya/IC61 ; export AVAYA_IC61_HOME
LD_LIBRARY_PATH=${AVAYA_IC61_HOME}/lib:${LD_LIBRARY_PATH} ; export LD_LIBRARY_PATH
```

- **For AIX:**

```
AVAYA_IC61_HOME=/opt/Avaya/IC61 ; export AVAYA_IC61_HOME
LIBPATH=${AVAYA_IC61_HOME}/lib:${LIBPATH} ; export LIBPATH
```

Note:

These settings must be adapted for your Siebel Server environment.

Troubleshooting

3. Check your current environment with the following statements on the UNIX command line before starting Siebel.

Solaris	AIX
<code>set grep AVAYA_IC61_HOME</code>	<code>set grep AVAYA_IC61_HOME</code>
<code>set grep LD_LIBRARY_PATH</code>	<code>set grep LIBPATH</code>

It is often worth checking your environment because of conditional statements in your Siebel environment file.

4. Make sure that the AICD library file, **libaicd.so**, is in the Siebel bin directory.
 - Use the following command to verify that the file has UNIX file execute permissions:
`ls -l libaicd.so`
 - If you need to add the file execute permissions, use the following command:
`chmod +x libaicd.so`
5. Make sure the AICD server was correctly configured using IC Manager. Check the following items under the Avaya IC Manager **Server** tab.

Field	Value
AICD Server Type	SiebelAICD
Host	Make sure that this is the IP address of the Siebel Server that runs the AICD.
Port	Make sure that the port number does not conflict with an existing TCP/IP port on the Siebel Server. See Step 7.
Directory and Executable	These settings do not matter because the AICD is loaded by Siebel and not by the Avaya IC ORB Server. However, you must select a valid directory name to satisfy IC Manager.
Domain	The preferred Avaya IC domain is one of the Avaya IC Agent domains or the default domain. For more information, see Avaya IC domain deployment guidelines on page 46.

6. Make sure that the **vesp.imp** file on your Siebel Server is current.

On UNIX, this file is located under **\${AVAYA_IC61_HOME}/etc**.

If the IC ORB Server is installed and running on your Siebel Server, you can do one of the following tasks to force the update:

 - Use **Update All** on IC Manager.

- Copy the **vesp.imp** file from your Avaya IC server to your Siebel Server.

7. Make sure the TCP/IP port for the AICD on the Siebel Server does *not* conflict with another application on the Siebel Server.

Do one of the following tasks to detect a port conflict:

- Go to the Siebel Server and look at the **SiebelAICD.log** file under directory, **<AVAYA_IC61_HOME>/logs**. If you see the following message in the AICD log file, you have a port conflict.

```
Cannot get port XXXX - is this server already running?
```

- View the ports in use on your Siebel Server by using the following command:

```
netstat -a
```

If the netstat results show that the TCP/IP port number assigned to the AICD using Avaya IC Manager is in use, there is likely to be a port conflict.

8. If you have a TCP/IP port conflict, use Avaya IC Manager to change the TCP/IP port. IC Manager will not allow you to directly change the **Port** setting. If you want to change the AICD Server port assignment, first delete the old IC Manager AICD Server and create a new server of type **SiebelAICD**.

Make the same IC Manager changes on all servers. Use **Update All** on IC Manager.

For more information, see [Creating a Siebel AICD server](#) on page 188.

9. Check the status of the Avaya IC servers using Avaya IC Manager.

The AICD and Avaya Agent depend on a running Avaya IC system. If the Avaya IC is not running, the AICD will not start.

10. Look for the following log file:

```
<AVAYA_IC61_HOME>/logs/SiebelAICD.log
```

11. If your Siebel Server contains more than one network board, you must provide additional AICD configuration information. Do the following steps:

- a. Look for the following message in the log file:

```
Cannot login() to eContact. ServerUUID = and ORBServerUUID =  
and ORBServer UUID= Check the vesp.imp file on this server  
and the Siebel Driver Configuration.
```

- b. If you see this message, your Siebel Server contains more than one network board and you must define the AICD parameter, ServerUUID.

For more information, see [AICD driver parameters](#) on page 527.

12. Do the following steps to make sure that the Siebel agent login name is associated with the AICD, and the Siebel agent is assigned to a teleset:

Troubleshooting

- a. Login to Siebel as SADMIN and navigate to the **Siebel Communications Administration** screen.
 - b. Under **All Configurations**, check that the Siebel login name for the agent is associated with the AICD configuration.
 - c. Select the AICD configuration, and select the **Agents** tab. The agent name should be listed here.
 - d. Navigate to **All Telesets** and check that the agent is assigned a teleset.
The AICD does not use this the teleset information, but Siebel will check for a teleset. You need only one teleset extension for all Avaya IC agents. All AICD agents may be assigned to the same teleset extension - extension type S.
13. Your AICD should now be able to start and be able to log any remaining problems in the AICD log files. Examine the AICD log file for any further errors and warnings.
- For more information about log files, see [Log files](#) on page 354.

For Windows platforms

To troubleshoot and fix configuration issues on a Windows platform:

1. Look for the **mttlogger.dll** and **mttoolkit.dll** files in your **<AVAYA_IC61_HOME>\bin** directory on the Siebel Server.
These Avaya IC executable files must be present on the Siebel Server in order for the AICD to load properly. These files should have been placed on the Siebel Server when you installed the Avaya IC components.
2. Check your Windows system environment settings by doing the following steps:
 - a. Navigate to **Start > Settings > Control Panel > System**.
 - b. Select the **Advanced** tab.
 - c. Click **Environment Variables**.
 - d. Make sure the following system variables are set correctly.

System variable name	System variable value
AVAYA_IC61_HOME	Make sure that this value is the Windows directory path to where Avaya IC was installed. Example: c:\Avaya\IC61 .
Path	Make sure that the path contains an entry similar to this: %AVAYA_IC61_HOME%\bin Note: Use ; to separate the entries.

⚠ CAUTION:

Restarted a server is service affecting. Follow your company procedures for restarting a server.

- e. If you changed any system variable settings, restart your server in order for the new settings to take effect for *all* processes on your Siebel Server.
- f. Open a command prompt window to check your current environment.
- g. Open a Windows command prompt, enter the following statements and examine the output to ensure that your environment is correctly set:

```
set AVAYA_IC61_HOME
```

```
set PATH
```

It is often worth checking the above statements in case you have accidentally altered your current environment.

- 3. Make sure that the AICD executable file, **aicd.dll**, is in the Siebel bin directory.
This file should have been installed on your Siebel Server when you installed the Avaya IC for Siebel integration.
- 4. Make sure the AICD server was correctly configured using IC Manager. Check the following items under the Avaya IC Manager **Server** tab.

Field	Value
AICD Server Type	SiebelAICD
Host	Make sure that this is the IP address of the Siebel Server that runs the AICD.
Port	Make sure that the port number does not conflict with an existing TCP/IP port on the Siebel Server. See Step 7.
Directory and Executable	These settings do not matter because the AICD is loaded by Siebel and not by the Avaya IC ORB Server. However, you must select a valid directory name to satisfy IC Manager.
Domain	The preferred Avaya IC domain is one of the Avaya IC Agent domains or the default domain. For more information, see Avaya IC domain deployment guidelines on page 46.

- 5. Make sure that the **vesp.imp** file on your Siebel Server is current. On Windows, this file is located under **\$(AVAYA_IC61_HOME)\etc**.
If the IC ORB Server is installed and running on your Siebel Server, you can do one of the following tasks to force the update:

Troubleshooting

- Use **Update All** on IC Manager.
 - Copy the **vesp.imp** file from your Avaya IC server to your Siebel Server.
6. Make sure the TCP/IP port for the AICD on the Siebel Server does *not* conflict with another application on the Siebel Server.

Do one of the following tasks to detect a port conflict:

- Go to the Siebel Server and look at the **SiebelAICD.log** file under directory, **<AVAYA_IC61_HOME>\log**. If you see the following message in the AICD log file, you have a port conflict.

```
Cannot get port XXXX - is this server already running?
```

- View the ports in use on your Siebel Server by using the following command:

netstat -a

If the netstat results show that the TCP/IP port number assigned to the AICD using Avaya IC Manager is in use, there is likely to be a port conflict.

7. If you have a TCP/IP port conflict, use Avaya IC Manager to change the TCP/IP port. IC Manager will not allow you to directly change the **Port** setting. If you want to change the AICD Server port assignment, first delete the old IC Manager AICD Server and create a new server of type **SiebelAICD**.

Make the same IC Manager changes on all servers. Use **Update All** on IC Manager.

For more information, see [Creating a Siebel AICD server](#) on page 188.

8. Check the status of the Avaya IC servers using Avaya IC Manager.

The AICD and Avaya Agent depend on a running Avaya IC system. If Avaya IC is not running, the AICD will not start.

9. Check if the AICD can log in to Avaya IC by doing the following steps:

- a. Look for the following log file:

<AVAYA_IC61_HOME>\logs\SiebelAICD.log

- b. Look for the following message in the log file:

```
Cannot login() to eContact. ServerUUID = and ORBServerUUID =  
and ORBServer UUID= Check the vesp.imp file on this server  
and the Siebel Driver Configuration.
```

- c. If you see this message, your Siebel Server contains more than one network board and you must define the AICD parameter, ServerUUID.

For more information, see [AICD driver parameters](#) on page 527.

10. Check the Siebel configuration for the AICD by doing the following steps:

- a. Login to Siebel as SADMIN and navigate to the **Siebel Communications Administration** screen.
 - b. Under **All Configurations**, check that the Siebel login name for the agent is associated with the AICD configuration.
11. Select the AICD configuration, and select the **Agents** tab. The agent name should be listed here.
 12. Navigate to **All Telesets** and check that the agent is assigned a teleset.

The AICD does not use this the teleset information, but Siebel will check for a teleset. You need only one teleset extension for all Avaya IC agents. All AICD agents may be assigned to the same teleset extension - extension type S.
 13. Your AICD should now be able to start and be able to log any remaining problems in the AICD log files. Examine the AICD log file for any further errors and warnings.

For more information about log files, see [Log files](#) on page 354.

Siebel GUI is unresponsive

Sometimes the Siebel GUI is unresponsive after the agent selects the **Reply**, **Reply All**, or **Forward** buttons. When these buttons are selected, Siebel invokes the eMail Response - Response Workflow. Siebel becomes unresponsive at the *Expand Template* step. When this happens, you need to restart the Siebel GUI.

Contact Siebel support if you need help troubleshooting this workflow.

Some of the Avaya IC services do not start

You cannot start or stop the AED or AICD using Interaction Center (IC) Manager. These components are started and stopped only by Siebel. Siebel starts the AICD on the first agent login. Siebel stops the AICD when the Siebel Communications Session Manager is shutdown. Siebel starts the AED on server initialization.

The Avaya Agent taskbar fails

One of the following events occurs if the Avaya Agent taskbar software fails:

- The Siebel login window takes up the entire screen and the Avaya Agent taskbar does not appear.
- Avaya IC stops processing new or existing work for an agent.

Agents can continue to work using only the Siebel window, but Avaya IC does not track the work. To resynchronize Avaya IC with Siebel, the agent has to start another Avaya Agent session and Siebel session. The new Siebel session overrides the old Siebel session.

Remedy 1

1. Minimize the browser window, and look for a message box that might contain one of the following messages:
 - Invalid state
 - Link is Down
 - Your configuration has changed
2. Click the retry button to try the login again. It is not necessary to select your login information again.

Remedy 2

1. Close the internet browser window.
2. Verify that your telephone is not off the hook, and that you have no active calls.
3. Log out of the telephone if you are using Softphone.
4. Log in to Avaya Agent and Siebel.

Remedy 3

1. Use the **ping** command to determine connectivity to Avaya IC servers.
2. When connectivity to the other servers is established, log in to Avaya Agent and the Siebel thin client.

EDU information is lost

Avaya IC telephony supports the tracking of calls when calls are transferred between Avaya IC agents. If a call is transferred from an Avaya IC agent to a non-Avaya IC agent telephone, Avaya IC ceases to track the call and retires the EDU. If this call is later transferred to an Avaya IC agent, the call looks like a new call and a new EDU is created.

Note:

The original EDU information that provided the Siebel screen pop to the first Avaya IC agent is retired and not available when the call is transferred from the non-Avaya IC agent telephone.

Log files

Errors, warnings, and trace messages are logged into log files at runtime. You can enable additional logging in order to get more information when troubleshooting the AED, AICD, or the EAI servers. For the AICD, you can create log files and files for each agent on the server where the AICD resides. For the AED and for the EAI servers, you can only create server log files.

This section includes the following topics:

- [Creating log files for the server](#) on page 354
- [Creating log files for the AICD, AED, and EAI servers](#) on page 355
- [Siebel log files](#) on page 356

Creating log files for the server

You can create server log files for the AICD, AED, and for the EAI servers.

Related topic

For more information about setting log files through IC Manager, see *IC Administration Volume 1: Servers & Domains*.

Server log names

Each AICD, AED, and EAI server logs into a file that has the same name as its interface suffixed with **.log**. Examples of log file names are included in the following table.

Interface name	Path and filename examples
SiebelAICD	<AVAYA_IC61_HOME>/logs/SiebelAICD.log
SiebelAED	<AVAYA_IC61_HOME>/logs/SiebelAED.log
EAI	<AVAYA_IC61_HOME>/logs/EAI.log
EAIEmail	<AVAYA_IC61_HOME>/logs/EAIEmail.log
EAIWorkflow	<AVAYA_IC61_HOME>/logs/EAIWorkflow.log

During startup, each AICD, AED, and EAI server logs into the Avaya IC system, finds its server name, and begins logging into a file that has the same name as its server name suffixed with **.log**. For example, if your EAI server name is **xyz**, when that is suffixed with

.log, the new log name will be **xyz.log**. All log files are logged into **<AVAYA_IC61_HOME>logs**.

AICD, AED, and EAI logging levels

For the AICD, AED, and EAI servers, set these **Debug Trace Levels** using the IC Manager Server Administration Dialogs.

Server logging level	Description
usr1	Errors
usr2	Warnings
usr3	Information
usr4	Debugging
flush	Causes every statement to flush. Use this level sparingly as it slows down processes.

Creating log files for the AICD, AED, and EAI servers

The AICD, AED and EAI servers create log files. Log files are enabled on a per agent basis using Siebel driver parameters.

Agent log names

The name of the log file is a combination of the agent name and the name of the server the agent is logged into. For example, if the AICD server for the agent is xyz and the name of the agent is abc, the log file for the agent will be **xyz_abc.log**.

Agent logging levels

For the AICD, use the service logging levels when you want to set up logging for each agent.

Service logging level	Description
TraceLevelUsr1	Errors
TraceLevelUsr2	Warnings

Service logging level	Description
TraceLevelUsr3	Information
TraceLevelUsr4	Debugging
TraceLevelFlush	Causes every statement to flush. Use this level sparingly as it slows down processes.

Facts about setting up agent log files

While the details of setting up driver-specific parameters and profiles are described in the Siebel documentation, consider the following items when performing those procedures:

- If you want to use TraceLevelFlush, you must first set a trace level between 1 and 4 so that logging will occur in a separate file for that agent.
- Do not set up log files for 50 or more agents as this may affect the performance of your Siebel Communication Server. On some systems, you may experience performance degradation with less than 50 agent log files.
- You can set driver parameters in one of two ways:
 - Set a default value for a Siebel driver parameter.
 - Specify an override value for the parameter in each profile you create for the Siebel driver.
- The setting for each agent overrides the common setting that was specified through IC Manager.
- If you used override values to set driver parameters, create a special Siebel profile that sets these override values for the AICD Siebel logging parameters.
- Associate this special profile with the agents that will have log files.

Related topics

For more information, see the following topics:

- For the AICD parameters used for logging, see [AICD driver parameters](#) on page 527.
- For a description on how to configure the Siebel service parameters for agent log files, see the Siebel documentation.

Siebel log files

Siebel also provides log files to help you track down a problem. Increase the level of logging for the Siebel Communications Server to get more detailed information in the

Siebel log files. You can use this information to see what commands and events have passed between the AED and Siebel, and between the AICD and Siebel.

Siebel describes how to enable logging on their support Web site at <http://ebusiness.siebel.com/supportweb>.

EAI server errors

The Enterprise Application Integration (EAI) server provides different tools that can be used for troubleshooting. The EAI server can:

- Create alarms for fatal errors with Siebel connectivity or errors returned from Siebel using the Alarm server. Any error information provided by Siebel is stored in the Siebel server log file, not the Alarm server.
- Support a server log file for improved diagnostics.

How the EAI server indicates errors

The EAI server indicates errors using the following different methods:

- Generates alarms to the alarm server based on the current condition. These are usually saved for severe errors such as connectivity problems or fatal server errors.
- Returns a code at the completion of each task. This code allows the calling workflow to determine if there was an error and what that error was. If available, the EAI server returns a text string that provides a detailed description of the problem.
- Maintains a complete and comprehensive log of all work within itself. This log is named after the alias name of the server itself. This logging functionality follows all of the standard conventions for interaction servers.

EAI servers do not start (AIX platforms only)

If you have an AIX platform and the EAI servers do not start, you should see the following error message:

```
unable to create JVM
```

Look at the EAI log file to see this message. The EAI log file is located at **<AVAYA_IC61_HOME>/logs**, on the machine that runs the EAI server.

Related topic

For more information about log files, see [Log files](#) on page 354.

Remedy

To fix this error, set the LIBPATH correctly in the **icenv** file. Both of the following directories should be included in the LIBPATH:

- The directory containing libjvm.a (**<AVAYA_IC61_HOME>/Java/bin/classic**)
- The parent directory (**<AVAYA_IC61_HOME>/Java/bin**)

Example

This is a script code example for the setting of LIBPATH on AIX platforms. Place this code in the **icenv** file, located under **<AVAYA_IC61_HOME>/bin**.

```
LIBPATH=${<AVAYA_IC61_HOME>}/Java/bin/classic:${<AVAYA_IC61_HOME>}/Java/bin: ${LIBPATH}
export LIBPATH
```

Related topic

For more information, see [Updating the LIBPATH environment variable for AIX platforms](#) on page 215.

EAI server is unable to read a file attachment

When adding a file attachment, you can run into permission problems if the workflow is trying to attach a file that exists on a different machine, and the filename is passed to the EAI server as a Universal Naming Convention (UNC) filename. If the EAI server is unable to read the file, the Put Data block will return an error code of 2, and an alarm is raised stating that the EAI server was unable to read the file. This is likely caused by permission issues between the remote machine and the user account that started the EAI server. By default, when the ORB Server starts the EAI server, the EAI server inherits the user account and permissions from the ORB server.

Remedy

1. Start the Avaya IC ORB service using a Windows domain account that has permission to view the remote directory.
2. If this is not possible, map the remote directory to a driver letter on the local machine. Use the fully-qualified domain name of the remote machine. Example: `machine.usae.avaya.com/share/filename` and not `machine/share/filename` or `ipaddress/share/filename`.

In order to avoid this situation, always locate file attachments on the same machine as the EAI server.

AED errors

This section includes the following topics:

- [The AED does not start](#) on page 361
- [IC servers have a new IP address and the AED does not work](#) on page 361
- [The AED is not returning all the expected data](#) on page 361

The AED does not start

If there is no **AED.log** file in the **<AVAYA_IC61_HOME>/logs** directory:

- Make sure that the Avaya IC environment is running before you attempt to log in.
- Check that your AED configuration was done properly in accordance with the steps in the [Configuring Siebel for the AED](#) on page 268. Verify that the **vesp.imp** file in your **<AVAYA_IC61_HOME>/etc** directory on your Siebel server matches the one on your Avaya IC server. If you installed Avaya Agent on your Siebel Server before you administered the Siebel Server in IC Manager, the vesp entry for the AED is not present in the **vesp.imp** or **vesp.ini** on your Siebel Server.
- On the Siebel server, verify that the Avaya IC multi-threaded toolkit and logger are accessible to the AED. On Windows platforms, the files **mttlogger.dll** and **mttoolkit.dll** should be in your **<AVAYA_IC61_HOME>/bin** directory. On Solaris and AIX platforms, the **libmttlogger.so** and **libmttoolkit.so** files should be in your **<AVAYA_IC61_HOME>/lib** directory. The AED depends on both of these files, and there may be a path problem if it is not finding these files.

IC servers have a new IP address and the AED does not work

The AED communicates to the IC servers using GUIDs that are created from the IP addresses. Generate a new **vesp.imp** file and move the file to **<AVAYA_IC61_HOME>/etc**.

The AED is not returning all the expected data

The maximum data the AED can receive from Siebel as part of the disposition is 50 name/value pairs. If this number of name/value pairs is exceeded, the data is dropped and the failure is noted in the log as a warning.

AED is unloaded by Comm. Inbound Manager following upgrade

After you upgrade to Siebel 7.5.2 patch 211, 214, or higher; Comm. Inbound Manager may error and shut down after starting.

To fix this upgrade error:

1. Log in to your call center application as SADMIN.
2. Navigate to **Server Administration > Components**.
3. Select **Communication Inbound Manager**.
4. Select the **Parameters** tab.
5. Search for the parameter, ***Application Name***.
6. Change the name of the application to **Siebel Universal Agent**.
This is the name of the application for call center.
7. Restart Siebel services.

Related topics

For more information, refer to the following Siebel Service Requests at the Siebel support Website:

- 38-929065651
- 38-950057351
- 38-941309360

Replacing English with Thai text in toolbar

If your system is translated into Thai, you may get a mixture of English and Thai in the toolbar. This happens because Siebel does not currently support a language pack for Thai. If you want Thai language support for the toolbar, install Siebel in English, or another Siebel-supported language, and configure Avaya IC for Thai. You must now modify the toolbar so that the agent sees only Thai text in the tool tips.

Modifying tool tip text for disabled buttons

Important:

Test all changes to the Siebel object repository in a non production environment before deploying them in your production environment. Create a backup copy of the Siebel server object repository before making any changes using Siebel Tools.

For more information, see [Working with Siebel Tools](#) on page 167.

To modify the tool tip text for disabled buttons:

1. Log in to **Siebel Tools**.
2. In the **Object Explorer** navigation pane, select **Toolbar**.
The **Object Explorer** navigation pane is located in the upper-left corner of the window.
If you do not see the **Toolbar** object, enable it in **View > Options > Object Explorer**.
3. Navigate to **Toolbar > Communication > Toolbar Item**.
4. Modify the tool tip text by selecting one of the following toolbar items:
 - **Accepting Work**
 - **Release Work**
 - **Retrieve Work**
 - **Hold Work**
 - **Resume Work**
 - **Forward Work**
 - **SignOff**
 - **InQueue Time**
5. In the command associated with that toolbar item, navigate to the **Tooltip Text** property and modify the text.

Note:

For **InQueue Time**, change the **Dynamic Tooltip** value to **FALSE**.

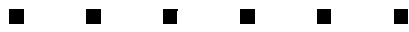
6. Stop the Siebel Server.
7. Compile the SRF.
8. Start the Siebel Server.

Modifying tool tip text for enabled buttons

The tool tip specified in Siebel Tools is only visible for disabled buttons. The tool tip text for the enabled messages are derived either from the command parameter descriptions in the Siebel definition file, or from defaults provided by the AICD. The latter are changeable by editing the applicable **AICDStrings.txt** file that was installed with the AICD.

To modify the tool tip text for enabled buttons:

1. Decide where do you want to locate your tool tip text.
 - In the command descriptions of the Siebel definition file
 - In the defaults provided by the AICD
2. Open the file and modify the text in one of the following files:
 - AICD definition file. Modify the command descriptions.
 - **AICDStrings.txt** file. Modify the default file that was installed with the AICD.
3. Import the new AICD definition file or restart one of the following files:
 - AICD definition file. Re-import the AICD definition file into Siebel.
 - **AICDStrings.txt** file. Shutdown and restart the Siebel Comm. Session Manager in order to reload the AICD and have it reread the **AICDStrings.txt** file.



Chapter 16: Integrating with Siebel 7.0.4

The Avaya IC integration with Siebel 7.0.4 integration is the same as integrations with other Siebel releases with the following exceptions:

- The files are in a different location on the CD. Go to:

Integration\sea704

- Localized error strings are not supplied for Siebel 7.0.4.
- The EAIWorkflow servers support only workflows without MIME.
- The Web chat transcripts are not passed to Siebel.
- The Avaya-first e-mail method is not supported.

For a description of the changed Siebel objects, see:

- [Siebel objects related to EAI](#) on page 366
- [Siebel objects related to e-mail](#) on page 367

Siebel objects related to EAI

The following table describes the differences in a Siebel 7.0.4 integration for Siebel objects located on the EAI server. This applies only to a Siebel-first e-mail method.

Siebel interface	Siebel object	Name	Change for 7.0.4
Siebel Tools	Business service	Avaya IC Identify Charset	Used only for Avaya-first e-mail method which is not supported in Siebel 7.0.4.
Siebel Tools	Integration Object	Avaya IC - Get Contact	Status field is not available.
		Avaya IC - Put Contact	
Siebel GUI	Siebel workflow	Avaya IC EAI MIME	7.0.4 does not support MIME.
eai.cfg file	File	-	[HTTP Services] AvayaICAdapter = AvayaICEAIAdapter [AvayaICEAIAdapter] Mode = Document Method = RunProcess Service = Avaya IC Integration Business Service

Siebel objects related to e-mail

The following table describes the differences in a Siebel 7.0.4 integration for Siebel objects related to e-mail. This applies only to a Siebel-first e-mail method.

Siebel interface	Siebel object	Name	Change for 7.0.4
Siebel Tools	Siebel workflow	eMail Response - Analyze Message	The Categorize block uses Smart Answer Client Service instead of Smart Answer Manager. Smart Answer Client Service is a new Siebel 7.5 Business Service.
		eMail Response - Process Message	The Parse Message block uses the new Siebel 7.5 AckHtmlTemplateName and AckTextTemplateName.

■ ■ ■ ■ ■ ■

Chapter 17: Upgrading from Avaya IC 6.1 to 6.1.3

This section includes the following topics:

- [Before you begin](#) on page 369
- [Overview of tasks](#) on page 370
- [Upgrading on Avaya IC](#) on page 371
- [Upgrading on Siebel](#) on page 373
- [Re-running installation steps for an upgrade](#) on page 375

Before you begin

Do the following tasks before beginning an upgrade:

- Back up your Avaya IC 6.1 servers. If problems occur, you can restore your 6.1 configurations.
- Make sure you have a copy of the *6.1.3 IC/OA Software Upgrade and Data Migration* guide.
- Read the considerations and prerequisites in the *6.1.3 IC/OA Software Upgrade and Data Migration* guide.

Overview of tasks

The following table provides an overview of the tasks that are required to perform an upgrade to 6.1.3.

Server	Tasks to upgrade Avaya IC to 6.1.3	Tasks to upgrade the Avaya IC for Siebel integration to 6.1.3
Avaya IC	Upgrading the Avaya IC servers on page 371	1. Upgrading the Avaya IC for Siebel integration components on Avaya IC on page 371
Siebel	Upgrading the Siebel servers on page 373	2. Upgrading the Avaya IC for Siebel integration components on Siebel on page 373

3. When these tasks are completed, perform [Re-running installation steps for an upgrade](#) on page 375.

Upgrading on Avaya IC

This section includes the following topics:

- [Upgrading the Avaya IC servers](#) on page 371
- [Upgrading the Avaya IC for Siebel integration components on Avaya IC](#) on page 371

Upgrading the Avaya IC servers

Upgrade the Avaya IC servers using the procedures in *IC/OA Software Upgrade and Data Migration*. Continue to [Upgrading the Avaya IC for Siebel integration components on Avaya IC](#) on page 371.

Upgrading the Avaya IC for Siebel integration components on Avaya IC

To upgrade the Avaya IC for Siebel integration components on Avaya IC:

1. Run the installer located on the integration CD.

Reference: For a detailed procedure, see [Installing integration components on Avaya IC](#) on page 170.

- If you have EAI installed on your Avaya IC server, select **Interaction Engine Servers** to upgrade the EAI.
- Select **Design & Admin** to upgrade Avaya Agent and the workflows.

The following table describes the directories that are backed up when you perform the **Design & Admin** upgrade on the Avaya IC server.

Description	Source directory	Backup directory (including subdirectories)
Avaya Agent	<AVAYA_IC61_HOME>\design\QConsole\siebel	<AVAYA_IC61_HOME>\backup\siebel\design\QConsole\siebel
Integration workflows	<AVAYA_IC61_HOME>\design\IC\Flows\Siebel	<AVAYA_IC61_HOME>\backup\siebel\design\IC\Flows\Siebel
	<AVAYA_IC61_HOME>\design\common\QWorkflowDesigner\catalogs	<AVAYA_IC61_HOME>\backup\siebel\design\common\QWorkflowDesigner\catalogs

Upgrading from Avaya IC 6.1 to 6.1.3

2. If you have customized Avaya IC 6.1 workflows, reapply the customizations to the 6.1.3 workflows and test the result.
3. If you have customized your Avaya Agent implementation, reapply the customizations. In particular, check your Avaya Agent Integration Hook Handlers under the following directory:
<AVAYA_IC_HOME>\design\QConsole\siebel\custom
4. Continue to [Re-running installation steps for an upgrade](#) on page 375.

Upgrading on Siebel

This section includes the following topics:

- [Upgrading the Siebel servers](#) on page 373
- [Upgrading the Avaya IC for Siebel integration components on Siebel](#) on page 373

Upgrading the Siebel servers

Upgrade the ORB Server on the Siebel Communication Servers using the procedures in *IC/OA Software Upgrade and Data Migration*.

Continue to [Upgrading the Avaya IC for Siebel integration components on Siebel](#) on page 373.

Upgrading the Avaya IC for Siebel integration components on Siebel

To upgrade the Avaya IC for Siebel integration components on Siebel:

1. Manually backup the **AICD.def** and **AICDStrings.txt** files. Locate each file under the sub-directories for the languages they support.

Siebel directory	Language
...\siebsrvr\bin\ENU	US English
...\siebsrvr\bin\ESN	Spanish
...\siebsrvr\bin\DEU	German
...\siebsrvr\bin\FRA	French
...\siebsrvr\bin\ITA	Italian
...\siebsrvr\bin\PTB	Brazilian Portuguese
...\siebsrvr\bin\CHS	Simplified Chinese
...\siebsrvr\bin\KOR	Korean
...\siebsrvr\bin\JPN	Japanese
...\siebsrvr\bin\THA	Thai

Upgrading from Avaya IC 6.1 to 6.1.3

2. Uninstall the 6.1 integration by doing the following steps:
 - a. Go to the Control Panel.
 - b. Select **Add/Remove Programs**.
 - c. Select **Avaya Interaction Center Servers for Siebel 7**.
 - d. Click **Change/Remove**.
2. Perform the procedure in [Installing the AICD and the AED](#) on page 191.
3. If the Avaya IC EAI server was installed on Siebel, upgrade the EAI server.
Select **Interaction Engine Servers** when the wizard prompts you.
Reference: For a detailed procedure, see [Installing integration components on Avaya IC](#) on page 170.
4. Continue to [Re-running installation steps for an upgrade](#) on page 375.

Re-running installation steps for an upgrade

After upgrading the Avaya IC software and the Siebel integration software, re-run some of the installation steps. Use the installation steps to check the accuracy of your installation and to apply the updates.

Upgrading for all channels

To re-run the installation steps to apply updates or verify the accuracy of the upgrade for all channels:

 **Important:**

Read the wording of each step closely. You do *not* always have to re-run the steps. In some steps, verifying information is all that is required.

1. Perform [Generating the Windows application](#) on page 175 to apply the 6.1.3 updates to the Avaya Agent databases.
2. Verify [Configuring Avaya IC](#) on page 181 to check the accuracy of the Avaya IC properties.
3. Verify [Creating a Siebel AICD server](#) on page 188 to make sure that your 6.1 settings accurately upgraded to 6.1.3.
4. Restore the **AICD.def** and the **AICDStrings.txt** files.
5. Verify [Configuring the AICD](#) on page 195 to make sure that your 6.1 configuration accurately upgraded to 6.1.3. You do *not* need to change the configuration of the AICD for 6.1.3.
6. Verify [Checking the AICD environment \(optional\)](#) on page 203 because the AICD executable has changed. Use this procedure to verify your configuration.
7. Verify [Importing a custom eScript for Siebel Universal Agent](#) on page 206 to check your configuration. The Siebel workflow, Siebel Universal Agent has not changed.
8. Verify most of the procedures in [Configuring the Avaya EAI servers](#) on page 208 to make sure that your 6.1 configuration accurately upgraded to 6.1.3.

You must re-run [Importing and deploying the Siebel 7.7 workflow](#) on page 222. Consider the following items:

- The Siebel workflows have changed. Reinstall the updated Siebel workflows from the integration CD and re-run all installation steps on the Siebel server.
- If you have modified the default 6.1 Siebel workflows, reapply your customized workflow files to the default 6.1.3 workflows in order to take advantage of the 6.1.3 enhancements.

Upgrading for voice and Web chat channels

Your customized Avaya IC voice or Web chat workflows will continue to work, but you must re-apply your customized workflows to the default Avaya IC workflows to take advantage of the 6.1.3 enhancements.

To re-run the installation steps to apply updates for voice and Web chat channels:

1. If your system has a voice channel, perform [Configuring voice qualification workflows](#) on page 161.
2. If your system has a Web chat channel, perform [Configuring Web chat qualification workflows](#) on page 229.

Upgrading for an e-mail channel

Use this section if your system has an e-mail channel. This section includes the following topics:

- [Avaya IC and Siebel workflow changes](#) on page 376
- [6.1.3 eScript files](#) on page 376
- [Upgrading for an Avaya-first e-mail channel](#) on page 377
- [Upgrading for a Siebel-first e-mail channel](#) on page 378

Avaya IC and Siebel workflow changes

Your 6.1 customized Avaya IC and Siebel e-mail workflows will continue to work in 6.1.3, but you must re-apply your customized workflows to the default 6.1.3 Avaya IC and Siebel workflows to take advantage of the 6.1.3 enhancements.

6.1.3 eScript files

Some Siebel eScript files have been internationalized. You can continue to use your existing Siebel eScript files or install the new 6.1.3 Siebel eScript files. The following Siebel eScript files have been changed to internationalize the error strings:

- AvayaICDriver.js
- CommInboundItemListApplet.js
- CommOutboundItemFormApplet.js
- SendCommunicationApplet.js (Avaya-first only)

The **AvayaICDriver.js** file and the English error strings are imported using **AvayaFirst.sif** (for Avaya-first e-mail) or **SiebelFirst.sif** (for Siebel-first e-mail) on the integration CD. The localized strings are imported using the **Siebel7.5_L10N.sif** file.

Upgrading for an Avaya-first e-mail channel

 **Important:**

Read the wording of each step closely. You do *not* always have to re-run the steps. In some steps, verifying information is all that is required.

You *cannot* use the Avaya-first e-mail method with Siebel 7.7.

Re-run the installation steps to apply updates or verify the accuracy of the upgrade for an Avaya-first e-mail channel.

Procedure	Description
Obtaining the Catalog ID from Siebel on page 242	Use this procedure so agents replying to e-mails can access the full list of categories available in the Siebel catalog. This is new for 6.1.3.
Building the Avaya e-mail qualification workflows on page 245	For more information, see Avaya IC and Siebel workflow changes on page 376.
Configuring e-mail qualification workflows on page 246	The Avaya IC 6.1 configuration should upgrade to 6.1.3. Use these procedures to check the accuracy of your settings.
Configuring the workflow server to start the Trigger Cleanup Transfer workflow on page 250	
Configuring the Avaya IC Resolve Status on page 253	
Activating existing Siebel workflows on page 253	
Importing new Siebel workflows on page 254	For more information, see Avaya IC and Siebel workflow changes on page 376.
Activating new Siebel workflows on page 255	Perform this procedure if you have changed your Siebel workflows.
Creating an e-mail profile on page 255	Use this procedure to verify that your configuration is still accurate.
Adding a charset variable on page 256	

Upgrading from Avaya IC 6.1 to 6.1.3

Procedure	Description
Installing eScripts and English error strings on the Siebel server on page 257	If you want to take advantage of the new internationalized eScripts, perform these procedures. For more information, see 6.1.3 eScript files on page 376.
Importing the CommOutboundItemFormApplet.js file on page 261	
Importing the CommInboundItemListApplet.js file on page 262	
Importing the SendCommunicationApplet.js file on page 263	
Compiling the SRF on page 264	If you have made any changes to your Siebel configuration, you must perform this procedure.
Installing the AED on page 266	Use this procedure to verify that your AED configuration is still accurate. For more information about importing and activating the workflows, see Avaya IC and Siebel workflow changes on page 376.
Configuring Siebel for the AED on page 268	
Configuring Smart Answer Manager on page 274	Use this procedure to verify that your configuration is still accurate.

Upgrading for a Siebel-first e-mail channel

Important:

Read the wording of each step closely. You do *not* always have to re-run the steps. In some steps, verifying information is all that is required.

Re-run the installation steps to apply updates or verify the accuracy of the upgrade for an Siebel-first e-mail channel.

Procedure	Description
Configuring the Avaya IC server on page 276	For more information, see Avaya IC and Siebel workflow changes on page 376.
Modifying the Send Communication Applet on page 282	Use this procedure only if you currently have an Avaya-first e-mail channel and want to change to a Siebel-first e-mail channel.

Procedure	Description
Installing eScripts and English error strings on the Siebel server on page 285	If you want to take advantage of the new internationalized eScripts, perform these procedures. For more information, see 6.1.3 eScript files on page 376.
Importing the CommOutboundItemFormApplet.js file on page 290	
Importing the CommInboundItemListApplet.js file on page 292	
Compiling the SRF on page 293	If you have made any changes to your Siebel configuration, you must perform this procedure.
Starting the default Siebel workflows on page 295	Use this procedure to verify that your configuration is still accurate.
Administering the Siebel workflows on page 297	For more information, see Avaya IC and Siebel workflow changes on page 376.
Configuring Siebel to poll the mailbox on page 302	Use these procedures to verify that your configuration is still accurate.
Configuring Smart Answer Manager on page 306	
Enabling Communications Outbound Manager on page 307	

Appendix A: AICD commands

This section includes the following topics:

- [Command definition](#) on page 382
- [Key-value parameters](#) on page 383
- [Selected vs. current work item](#) on page 384
- [Commands and media types](#) on page 385
- [How to access the buttons](#) on page 386
- [Overview of buttons and AICD commands](#) on page 389
- [AcceptEmail](#) on page 392
- [AcceptVoicePreviewCall](#) on page 393
- [AcceptWeb](#) on page 394
- [AgentAvailable on page 395](#)
- [AgentUnavailable](#) on page 396
- [AnswerCall](#) on page 397
- [AvayaAgentCommand](#) on page 399
- [CancelConferenceCall](#) on page 400
- [CancelConferenceWork](#) on page 402
- [CancelConsultTransferCall](#) on page 404
- [CancelConsultTransferWork](#) on page 406
- [CancelEmail](#) on page 408
- [ChangeAuxReasonCode](#) on page 409
- [CompleteConferenceCall](#) on page 410
- [CompleteConferenceWork](#) on page 412
- [CompleteConsultTransferCall](#) on page 414
- [CompleteConsultTransferWork](#) on page 416
- [DeferEmail](#) on page 418
- [DisconnectWork](#) on page 419
- [EmailAvailable on page 420](#)
- [EmailUnavailable on page 421](#)
- [ForwardEmail](#) on page 422
- [HangupCall](#) on page 424
- [HoldCall](#) on page 425
- [HoldReconnectCall](#) on page 426
- [InitConferenceCall](#) on page 427
- [InitConferenceWork](#) on page 429
- [InitConsultTransferCall](#) on page 431
- [InitConsultTransferWork](#) on page 433
- [Login](#) on page 435
- [Logout](#) on page 436
- [MakeCall](#) on page 437
- [MuteTransferCall](#) on page 438
- [MuteTransferWork](#) on page 439
- [NewOpenData](#) on page 440
- [RejectVoicePreviewCall](#) on page 442
- [ReleaseWork](#) on page 443
- [ReplyEmail](#) on page 444
- [ResumeEmail](#) on page 446
- [SendEmail](#) on page 447
- [SendNewEmail](#) on page 449
- [SetCurrentWorkItem](#) on page 450
- [ShowStatusText](#) on page 451
- [VoiceAvailable on page 452](#)
- [VoiceUnavailable on page 453](#)
- [WebAvailable on page 454](#)
- [WebUnavailable on page 455](#)

Command definition

The system uses commands to send requests and data to the Adaptive Interaction Center Driver (AICD). When an agent presses a button on the Siebel toolbar, a command is sent to the AICD. The Siebel definition file defines the association of the Siebel toolbar buttons and the commands. Another way to call a command is through an event response.

Commands always flow from the Siebel Communications Server to the AICD.

Related topics

For more information, see any of the following topics:

- For a description of an event response, see [AICD events](#) on page 457.
- For a detailed description of the Siebel toolbar, see the *Avaya IC for Siebel User Guide*.
- [Siebel definition file](#) on page 108
- [Customizing the definition file](#) on page 109

Key-value parameters

Key-value parameters represent input data to AICD commands. Most commands sent to the AICD have parameters. Each parameter consists of a parameter key and a parameter value. These parameters can be either mandatory or optional. If optional, the AICD assumes the default parameter value when the command is called. The default values for the optional parameters are specified in this appendix.

Related topic

For similar information, see [Differences in terminology](#) on page 24.

Selected vs. current work item

This section describes the difference between selected work items and current work items.

Selected work item - A selected work item is always highlighted in the appropriate Avaya Agent task list and in the EDU Viewer. The Accept Work Item button is always associated with the selected work item.

The following commands default to the selected work item if no Tracking ID is provided:

- AcceptEmail
- AcceptVoicePreviewCall
- AcceptWeb
- AnswerCall

Current work item - The Work Item drop-down list always displays the current work item.

All remaining commands that are not associated with a selected work item will default to the current work item if no Tracking ID is provided.

The Tracking ID and work items - If the Tracking ID is provided, the Tracking ID is used to locate the work item. The Tracking ID overrides the default of current or selected work item. For example, the current work item can be a call, but someone can issue a ReleaseWork command on an e-mail by specifying the Tracking ID of the e-mail work item.

Related topic

For more information, see *Avaya Agent User Guide*.

Commands and media types

In general, AICD commands are restricted to act on work items of a particular media type. For example, the `DeferEmail` command acts only on work items with an *email* media type. Also, a work item must be in the correct state for a command to act on it. For example, the `HoldReconnectCCall` command is permitted for work items with the *voice* media type, but only if the voice work item is currently on hold.

Related topic

For more information, see [Media types](#) on page 495.

How to access the buttons

This section includes the following topics:

- [Siebel Communications Toolbar](#) on page 386
- [Change Ready State submenu](#) on page 386
- [Send Email window](#) on page 387
- [Communication Detail - Response View](#) on page 387

Siebel Communications Toolbar

Most of the buttons described in this chapter are accessed from the Siebel toolbar which is located near the top of the **Siebel Application** window.



Related topic

For more information about the Siebel toolbar, see the *Avaya IC for Siebel User Guide*.

Change Ready State submenu

Use the Change Ready State submenu to access the Change Ready State E-mail, Change Ready State Phone, and Change Ready State Web buttons.

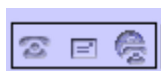
To display the Change Ready State submenu:

1. From the Siebel toolbar, click the arrow to the right of the Change Ready State button.

Example:

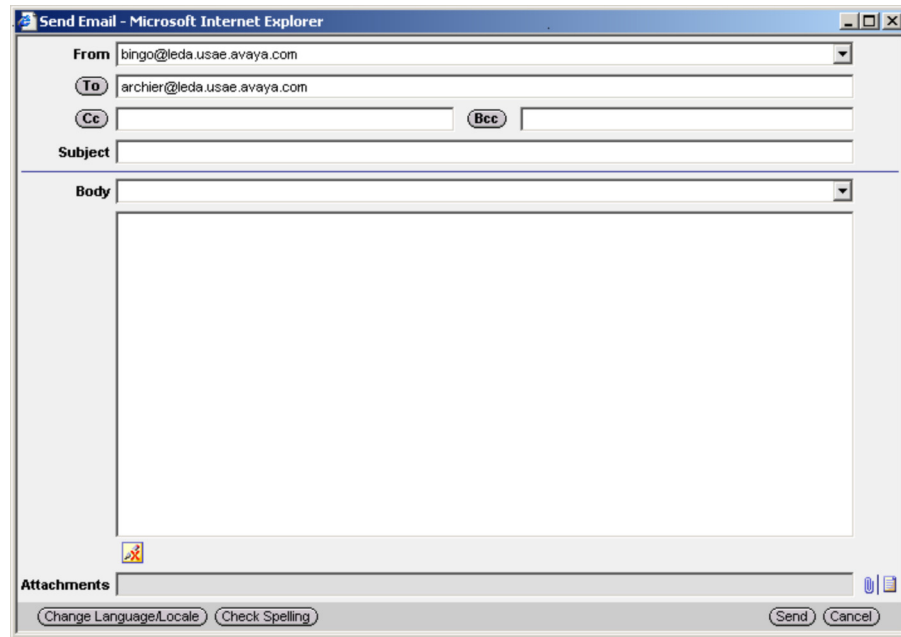


Result:



Send Email window

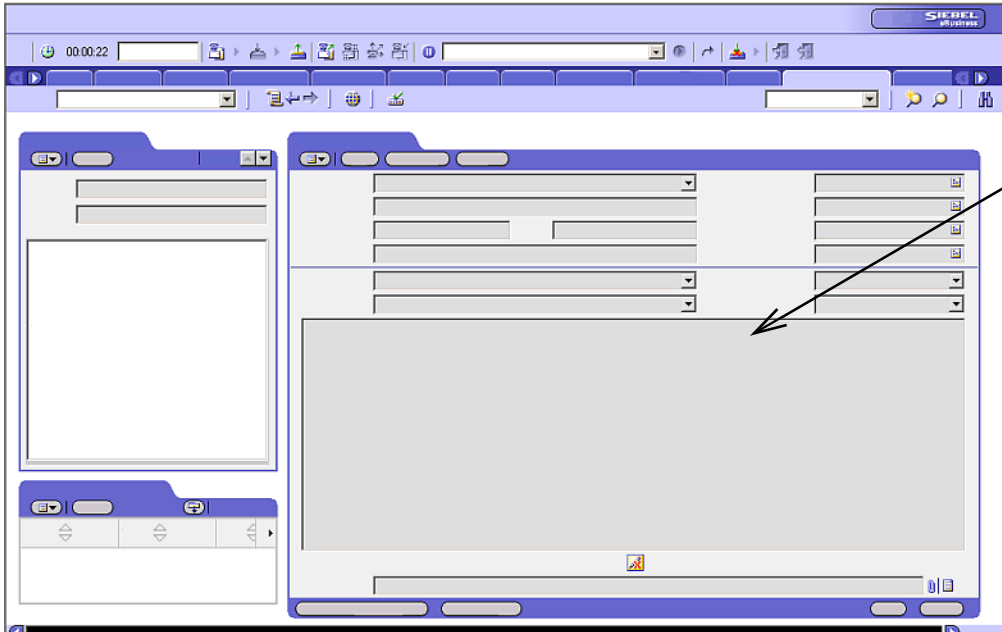
The **Send Email** window opens when the agent presses the **F9** key or selects the Initiate Email button. The agent uses this window to compose e-mail messages.



Communication Detail - Response View

Use the **Communication Detail - Response View** to access the Cancel E-mail, Forward E-mail, Reply E-mail, Reply All E-mail, and Send E-mail buttons. This view is located in the middle of the Siebel Application window and is used for outgoing e-mail messages.



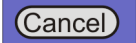




AICD commands



**Communication
Detail - Response View**






Overview of buttons and AICD commands

The following table shows the buttons, button names, button locations, and corresponding AICD commands.

Button	Button name	Button location	Commands
	Accept Work Item	Siebel Communications Toolbar	AcceptEmail
			AcceptVoicePreviewCall
			AcceptWeb
			AnswerCall
	Blind Transfer	Siebel Communications Toolbar	MuteTransferCall
			MuteTransferWork
	Cancel E-mail	Communication Detail - Response View	CancelEmail
	Change Ready State	Siebel Communications Toolbar	AgentAvailable
			AgentUnavailable
	Change Ready State E-mail	Change Ready State submenu	EmailAvailable
			EmailUnavailable
	Change Ready State Phone	Change Ready State submenu	VoiceAvailable
			VoiceUnavailable
	Change Ready State Web	Change Ready State submenu	WebAvailable
			WebUnavailable

AICD commands

Button	Button name	Button location	Commands
	Conference Work Item	Siebel Communications Toolbar	CompleteConferenceCall
			CompleteConferenceWork
			InitConferenceCall
			InitConferenceWork
	Consultative Transfer	Siebel Communications Toolbar	InitConsultTransferCall
			InitConsultTransferWork
			CompleteConsultTransferCall
			CompleteConsultTransferWork
	Forward E-mail	Communication Detail - Response View	ForwardEmail
	Initiate Work Item Email	Siebel Communications Toolbar	This button does not generate an AICD command. Instead, the Send Email window pops up so that the agent can compose an e-mail. This window includes a Send button that calls the SendNewEmail command.
	Initiate Work Item Phone	Siebel Communications Toolbar	MakeCall
	Pause Work Item	Siebel Communications Toolbar	DeferEmail
			HoldCall
	Release Work Item	Siebel Communications Toolbar	DisconnectWork
			HangupCall
			RejectVoicePreviewCall
			CancelEmail
			ReleaseWork
	Reply E-mail	Communication Detail - Response View	ReplyEmail

Button	Button name	Button location	Commands
	Reply All E-mail	Communication Detail - Response View	ReplyEmail
	Resume Work Item	Siebel Communications Toolbar	HoldReconnectCall
			ResumeEmail
	Cancel Work Item	Siebel Communications Toolbar	CancelConsultTransferCall
			CancelConsultTransferWork
			CancelConferenceCall
			CancelConferenceWork
	Send E-mail	Send Email window	SendNewEmail
	Sign On	Siebel Communications Toolbar	Login

AcceptEmail

When the agent selects the blinking Accept Work Item button and the *selected* work item is an offered e-mail work item, the following actions occur:

- The e-mail work item is accepted.
- The e-mail work item is popped if not already popped.
- The e-mail work item is now the current work item.
- If the TrackingID is passed, the e-mail specified by the TrackingID is accepted rather than the *selected* work item.

Parameter

The AcceptEmail command has the following parameter.

Name	Value	Optional?
TrackingID	Tracking ID that identifies the work item and was supplied in the OnNewWorkItem event.	Yes

Media type

The AcceptEmail command is permitted on work items with only the *email* media type when offered.

Related topic

For more information, see [Media types](#) on page 495.

AcceptVoicePreviewCall

When the agent selects the blinking Accept Work Item button and the *selected* work item is an offered voice preview call work item, the following actions occur:

- The voice preview work item is accepted and the call is placed.
- If the TrackingID is passed, the e-mail specified by the TrackingID is accepted rather than the *selected* work item.

Related topic

For more information, see [RejectVoicePreviewCall](#) on page 442.

Parameter

The AcceptVoicePreviewCall command has the following parameter.

Name	Value	Optional?
TrackingID	Tracking ID that identifies the work item and was supplied in the OnNewWorkItem event.	Yes

Media type

The AcceptVoicePreviewCall command is permitted on work items with only the *voicePreview* media type when the voicePreview work item has been offered to the agent but the agent has not yet accepted or rejected the work item.

Related topic

For more information, see [Media types](#) on page 495.

AcceptWeb

When the agent selects the blinking Accept Work Item button and the *selected* work item is an offered Web chat work item, the following actions occur:

- The Web chat work item is accepted and the call is placed.
- The Web chat work item is popped if not already popped.
- The Web chat work item is now the current work item.
- The Avaya Web Agent is brought to the foreground.
- If the TrackingID is passed, the Web chat specified by the TrackingID is accepted rather than the *selected* work item.

Parameter

The AcceptWeb command has the following parameter.

Name	Value	Optional?
TrackingID	Tracking ID that identifies the work item and was supplied in the OnNewWorkItem event.	Yes

Media types

The AcceptWeb command is permitted on work items with the following media types when offered:

- web
- webIVChat
- webVoice

Related topic

For more information, see [Media types](#) on page 495.

AgentAvailable

The AgentAvailable command makes the agent available for incoming customer contacts. The agent is available only on channels that the agent is logged into and the channel load is greater than zero. The agent will not receive outbound work while the agent is available for inbound work. If the agent is available for inbound work and is configured for outbound work and an outbound job is running, the agent can be drafted into receiving the outbound work item.

This command is permitted when the agent is unavailable for incoming work, and not in outbound mode.

Parameters

The AgentAvailable command has no parameters.

AgentUnavailable

The AgentUnavailable command makes the agent unavailable for incoming customer contacts. The agent will receive neither inbound nor outbound work while the agent is unavailable.

This command is permitted when the agent is available for incoming work, and not in outbound mode.

Parameter

The AgentUnavailable command has the following parameter.

Name	Value	Optional?
Reason	A reason code for the agent being unavailable.	Yes. If not supplied, the reason code is set to iî.

AnswerCall

When the agent selects the blinking Accept Work Item button and the *selected* work item is an offered call, the following actions occur:

- The call is answered.
- The call work item is popped if not already popped.
- The call work item is now the current work item.
- If another call was previously active, the previously-active call is placed on hold.
- If the TrackingID is passed, the call specified by the TrackingID is answered rather than the *selected* work item.

Parameter

The AnswerCall command has the following parameter.

Name	Value	Optional?
TrackingID	Tracking ID that identifies the work item and was supplied in the OnNewWorkItem event.	Yes

Media types

The AnswerCall command is permitted on work items with the following media types when offered:

- voice
- voiceAutoDial
- voiceOut
- voicePredictive
- voicePreview
- webIVChat

AICD commands

- webVoice

Related topic

For more information, see [Media types](#) on page 495.

AvayaAgentCommand

The AvayaAgentCommand enables the implementation of a custom driver command that can be associated with a toolbar button and does the following actions:

- Sends a request from the Siebel agent to a hook within Avaya Agent.
- Functions as a placeholder. The actual custom command name can be passed as one of the parameters. All key-value parameters are delivered to Avaya Agent. The parameters are transferred to the custom script within Avaya Agent.
- Enabled as long as Avaya Agent is successfully assigned to the AICD.

Related topic

For more information, see [OnAvayaAgentEvent](#) on page 462.

Parameters

The AvayaAgentCommand accepts all parameters.

CancelConferenceCall

The CancelConferenceCall command cancels a conference call while it is in the consult stage. If the TrackingID is passed, the conference call in progress for the work item specified by the TrackingID is cancelled. Otherwise, the *current* work item conference call is cancelled.

The CancelConferenceCall works as follows:

1. The InitConferenceCall command initiates a conference call.
2. The InitConferenceCall command puts the contact on hold while a consult call is attempted between the original agent and the conference-to agent.
3. The original agent cancels the conference call from the Siebel toolbar.
4. The CancelConferenceCall command is generated.
5. The consult call is dropped and the original call is reconnected.

Related topics

For more information, see the following topics:

- [InitConferenceCall](#) on page 317
- [CompleteConferenceCall](#) on page 312

Parameter

This command has the following parameter.

Name	Value	Optional?
TrackingID	Tracking ID that identifies the work item and was supplied in the OnNewWorkItem event.	Yes

Media types

This command is permitted on work items with the following media types when a conference call is in the consult stage:

- voice
- voiceAutoDial

- voiceOut
- voicePredictive
- voicePreview

Related topic

For more information, see [Media types](#) on page 495.

CancelConferenceWork

The CancelConferenceWork command cancels the conference of a multimedia work item such as a webVoice or webIVChat while it is in the consult stage. If the TrackingID is passed, the conference in progress for the work item specified by the TrackingID is cancelled. Otherwise, the *current* work item conference is cancelled.

The CancelConferenceWork command works as follows:

1. The InitConferenceWork command initiates a multimedia conference call.
2. The InitConference command conferences the call portion of the multimedia item.
3. The contact phone call is put on hold while a consult call is attempted between the original agent and the conference-to agent.
4. The original agent cancels the multimedia conference call from the Siebel toolbar.
5. The CancelConferenceWork command is generated.
6. The consult call is dropped and the original call reconnected.

Related topics

For more information, see the following topics:

- [InitConferenceWork](#) on page 318
- [CompleteConferenceWork](#) on page 313

Parameter

This command has the following parameter.

Name	Value	Optional?
TrackingID	Tracking ID that identifies the work item and was supplied in the OnNewWorkItem event.	Yes

Media types

This command is permitted on work items with the following media types when the voice portion of the work item is in the consult stage of a conference call:

- webIVChat

- webVoice

Related topic

For more information, see [Media types](#) on page 495.

CancelConsultTransferCall

The CancelConsultTransferCall command cancels a consult transfer call while it is in the consult stage. If the TrackingID is passed, the consult transfer call in progress for the work item specified by the TrackingID is cancelled. Otherwise, the *current* work item consult transfer call is cancelled.

The CancelConsultTransferCall command works as follows:

1. The InitConsultTransferCall command initiates a consult transfer call.
2. The InitConsultTransferCall command puts the contact on hold while a consult call is attempted between the original agent and the conference-to agent.
3. The original agent cancels the consult transfer call from the Siebel toolbar.
4. The CancelConsultTransferCall command is generated.
5. The consult call is dropped and the original call is reconnected.

Related topics

For more information, see the following topics:

- [InitConsultTransferCall](#) on page 321
- [CompleteConsultTransferCall](#) on page 315

Parameter

This command has the following parameter.

Name	Value	Optional?
TrackingID	Tracking ID that identifies the work item and was supplied in the OnNewWorkItem event.	Yes

Media types

This command is permitted on work items with the following media types when the consult transfer call is in the consult stage:

- voice
- voiceAutoDial

- voiceOut
- voicePredictive
- voicePreview

Related topic

For more information, see [Media types](#) on page 495.

CancelConsultTransferWork

The CancelConsultTransferWork command cancels the consult transfer of a multimedia work item such as a webVoice or webIVChat while it is in the consult stage. If the TrackingID is passed, the consult transfer in progress for the work item specified by the TrackingID is cancelled. Otherwise, the *current* work item consult transfer is cancelled.

The CancelConsultTransferWork command works as follows:

1. The InitConsultTransferWork command initiates a multimedia consult transfer call.
2. The InitConsultTransferWork command consult transfers the call portion of the multimedia work item.
3. The contact phone call is put on hold while a consult call is attempted between the original agent and the consult transfer-to agent.
4. The original agent cancels the multimedia consult transfer call from the Siebel toolbar.
5. The CancelConsultTransferWork command is generated.
6. The consult call is dropped and the original call is reconnected.

Related topics

For more information, see the following topics:

- [InitConsultTransferWork](#) on page 322
- [CompleteConsultTransferWork](#) on page 315

Parameter

This command has the following parameter.

Name	Value	Optional?
TrackingID	Tracking ID that identifies the work item and was supplied in the OnNewWorkItem event.	Yes

Media types

This command is permitted on work items when the voice portion of the multimedia work item is in the consult stage of a consult transfer call:

- webIVChat
- webVoice

Related topic

For more information, see [Media types](#) on page 495.

CancelEmail

The CancelEmail command cancels the composition of an e-mail reply or forward message. If the TrackingID is passed, the e-mail reply or forward message in progress for the work item specified by the TrackingID is cancelled. Otherwise, the *current* work item e-mail reply or forward message is cancelled.

The CancelEmail command works as follows:

1. The [Communication Detail - Response View](#) is popped when the agent receives e-mail.
2. When the agent selects the Reply, Reply to All, or Forward buttons, the **Communication Detail - Response View** is enabled.
3. The agent replies to or forwards the e-mail. While the agent is composing the e-mail message, the agent cannot dismiss, transfer, or defer the original e-mail.
4. The agent cancels the e-mail by selecting the Cancel button from the Siebel toolbar.
5. The CancelEmail command cancels the composition of the e-mail message.
6. The **Communication Detail - Response View** is cleared and disabled.
7. The agent can now dismiss, transfer, or defer the original e-mail.

Parameter

This command has the following parameter.

Name	Value	Optional?
TrackingID	Tracking ID that identifies the work item and was supplied in the OnNewWorkItem event.	Yes

Media type

This command is permitted on work items with the *email* media type when the e-mail is in the process of being replied to or forwarded.

Related topic

For more information, see [Media types](#) on page 495.

ChangeAuxReasonCode

The ChangeAuxReasonCode command changes the Aux Reason Code while the agent is unavailable. The agent can use this command if his or her reason for being unavailable changes. For example, the agent is at lunch, then attends a meeting directly afterwards.

The ChangeAuxReasonCode command is permitted when the agent is unavailable.

Parameter

This command has the following parameter.

Name	Value	Optional?
Reason	A reason code for the agent being unavailable.	Yes. If not supplied, the reason code is set to ì.

CompleteConferenceCall

The CompleteConferenceCall command completes a conference call while it is in the consult stage. If the TrackingID is passed, the conference call in progress for the work item specified by the TrackingID is completed. Otherwise, the *current* work item conference call is completed.

The CompleteConferenceCall command works as follows:

1. The agent selects the Conference Work Item button from the Siebel toolbar.
2. The InitConferenceCall command generates a conference call and puts the contact on hold while a consult call is attempted between the original agent and the conference-to agent.
3. The original agent completes the conference call by selecting the Conference Work Item button from the Siebel toolbar.
4. The CompleteConferenceCall command is generated.
5. The consult call and the original call are merged, resulting in a conference call.

Related topics

For more information, see the following topics:

- [InitConferenceCall](#) on page 427
- [CancelConferenceCall](#) on page 400

Parameter

This command has the following parameter.

Name	Value	Optional?
TrackingID	Tracking ID that identifies the work item and was supplied in the OnNewWorkItem event.	Yes

Media types

This command is permitted on work items with the following media types when the work item is in the consult stage of a conference call:

- voice

- voiceAutoDial
- voiceOut
- voicePredictive
- voicePreview

Related topic

For more information, see [Media types](#) on page 495.

CompleteConferenceWork

The CompleteConferenceWork command completes the conference of a multimedia work item such as a combined chat&PSTN call or chat&VOIP call while it is in the consult stage. If the TrackingID is passed, the conference in progress for the work item specified by the TrackingID is completed. Otherwise, the *current* work item conference is completed.

The CompleteConferenceWork command works as follows:

1. The agent selects the Conference Work Item button from the Siebel toolbar.
2. The InitConferenceWork command initiates a multimedia conference call and conferences the call portion of the multimedia item.
3. The contact phone call is put on hold while a consult call is attempted between the original agent and the conference-to agent.
4. Once the consult call is connected, the original agent completes the multimedia conference call by selecting the Conference Work Item button from the Siebel toolbar.
5. The CompleteConferenceWork command is generated.
6. All parties are conferenced together, including the Web chat.

Related topics

For more information, see the following topics:

- [InitConferenceWork](#) on page 429
- [CancelConferenceWork](#) on page 402

Parameter

This command has the following parameter.

Name	Value	Optional?
TrackingID	Tracking ID that identifies the work item and was supplied in the OnNewWorkItem event.	Yes

Media types

This command is permitted on work items with the following media types when the voice portion of the multimedia work item is in the consult stage of a conference call:

- web
- webIVChat
- webVoice

Related topic

For more information, see [Media types](#) on page 495.

CompleteConsultTransferCall

The CompleteConsultTransferCall command completes a consult transfer call while it is in the consult stage. If the TrackingID is passed, the consult transfer call in progress for the work item specified by the TrackingID is completed. Otherwise, the *current* work item consult transfer call is completed.

The CompleteConsultTransferCall command works as follows:

1. The agent selects the Consultative Transfer button from the Siebel toolbar and initiates the InitConsultTransferCall command.
2. The contact is put on hold while a consult call is attempted between the original agent and the conference-to agent.
3. While the consult call is connected, the original agent completes the consult transfer call by selecting the Consultative Transfer button from the Siebel toolbar.
4. The CompleteConsultTransferCall command is generated.
5. The customer and the transfer-to agent are connected into one call and the original agent is dropped.

Related topics

For more information, see the following topics:

- [InitConsultTransferCall](#) on page 431
- [CancelConsultTransferCall](#) on page 404

Parameter

This command has the following parameter.

Name	Value	Optional?
TrackingID	Tracking ID that identifies the work item and was supplied in the OnNewWorkItem event.	Yes

Media types

This command is permitted on work items with the following media types when the work item is in the consult stage of a consult transfer call:

- voice
- voiceAutoDial
- voiceOut
- voicePredictive
- voicePreview

Related topic

For more information, see [Media types](#) on page 495.

CompleteConsultTransferWork

The CompleteConsultTransferWork command completes the consult transfer of a multimedia item such as a webVoice or webIVChat, while it is in the consult stage. If the TrackingID is passed, the consult transfer in progress for the work item specified by the TrackingID is completed. Otherwise, the *current* work item consult transfer is completed.

The CompleteConsultTransferWork command works as follows:

1. The agent selects the Consultative Transfer button from the Siebel toolbar.
2. The InitConsultTransferWork command generates a multimedia consult transfer call.
3. The InitConsultTransferWork command performs a consult transfer on the call portion of the multimedia work item.
4. The contact phone call is put on hold while a consult call is attempted between the original agent and the consult transfer-to agent.
5. The original agent completes the multimedia consult transfer call by selecting the Consultative Transfer button from the Siebel toolbar.
6. The CompleteConsultTransferWork command is generated.
7. The original agent is dropped from all calls and the consult-to agent is put on an active call with the customer contact.
8. The Web chat is briefly conferenced between all parties before the original agent is dropped from the chat.

Related topics

For more information, see the following topics:

- [InitConsultTransferWork](#) on page 433
- [CancelConsultTransferWork](#) on page 406

Parameter

This command has the following parameter.

Name	Value	Optional?
TrackingID	Tracking ID that identifies the work item and was supplied in the OnNewWorkItem event.	Yes

Media types

This command is permitted on work items with the following media types when the voice portion of the multimedia work item is in the consult stage of a consult transfer call:

- webIVChat
- webVoice

Related topic

For more information, see [Media types](#) on page 495.

DeferEmail

The DeferEmail command postpones the sending of an e-mail. If the TrackingID is passed, the e-mail work item specified by the TrackingID is deferred. Otherwise, the *current* work item is deferred.

Related topics

For more information, see [ResumeEmail](#) on page 446.

Parameter

This command has the following parameter.

Name	Value	Optional?
TrackingID	Tracking ID that identifies the work item and was supplied in the OnNewWorkItem event.	Yes

Media type

This command is permitted on work items with the *email* media type when the work item is active.

Related topic

For more information, see [Media types](#) on page 495.

DisconnectWork

The DisconnectWork command stops work on a customer interaction phase of an e-mail, Web chat, or multimedia work item. Conceptually, this is equivalent to hanging up on a phone call. For multimedia items, this disconnects the Web chat, but leaves the phone call active. The HangupCall command disconnects the phone call. Depending on the system configuration, a work item can go into wrap-up immediately after the DisconnectWork command. If the TrackingID is passed, the work item specified by the TrackingID is disconnected. Otherwise, the *current* work item is disconnected.

Related topics

For more information, see the following topics:

- [HangupCall](#) on page 424
- [ReleaseWork](#) on page 443

Parameter

This command has the following parameter.

Name	Value	Optional?
TrackingID	Tracking ID that identifies the work item and was supplied in the OnNewWorkItem event.	Yes

Media types

This command is permitted on work items with the following media types when the work item is connected:

- email
- web
- webIVChat
- webVoice

Related topic

For more information, see [Media types](#) on page 495.

EmailAvailable

The EmailAvailable command makes the agent available for e-mail work. If making the agent available for e-mail also makes the agent available for all logged-in channels, the agent is also placed in automatic mode.

The EmailAvailable command is permitted when the agent is:

- Available for incoming work
- Unavailable for e-mail
- Logged into the e-mail channel
- Not in outbound mode

Parameters

The EmailAvailable command has no parameters.

EmailUnavailable

The EmailUnavailable command makes the agent unavailable for e-mail work. The agent is also placed in manual mode.

This command is permitted when the agent is:

- Available for incoming work
- Available for e-mail
- Logged into the e-mail channel
- Not in outbound mode

Parameters

The EmailUnavailable command has no parameters.

ForwardEmail

The ForwardEmail command begins the process of forwarding an e-mail message. If the TrackingID is passed, an e-mail for the work item specified by the TrackingID is forwarded. Otherwise, the *current* work item is forwarded.

The ForwardEmail command works as follows:

1. The [Communication Detail - Response View](#) is popped when the agent receives an e-mail message.
2. The agent selects the Forward button on the **Communication Detail - Response View**.
3. The ForwardEmail command is generated.
4. The **Communication Detail - Response View** is enabled, and the agent can then edit the e-mail.
5. When the agent is finished composing the e-mail, the agent selects the Send button in the **Communication Detail - Response View**.
6. The SendEmail command forwards the e-mail message.
7. The **Communication Detail - Response View** is cleared and disabled.
8. The agent is permitted to dismiss, transfer, or defer the original e-mail, and can also compose a reply, or forward the e-mail again.

Related topics

For more information, see the following topics:

- [SendEmail](#) on page 447
- [ReplyEmail](#) on page 444
- [CancelEmail](#) on page 408

Parameter

This command has the following parameter.

Name	Value	Optional?
TrackingID	Tracking ID that identifies the work item and was supplied in the OnNewWorkItem event.	Yes

Media type

This command is permitted on work items with the *email* media type when the work item is active.

Related topic

For more information, see [Media types](#) on page 495.

HangupCall

The HangupCall command hangs up a call. If the TrackingID is passed, the work item specified by the TrackingID is hung up. Otherwise, the *current* work item is hung up.

Related topics

For more information, see the following topics:

- [DisconnectWork](#) on page 419
- [ReleaseWork](#) on page 443

Parameter

This command has the following parameter.

Name	Value	Optional?
TrackingID	Tracking ID that identifies the work item and was supplied in the OnNewWorkItem event.	Yes

Media types

This command is permitted on work items with the following media types when the call is active:

- voice
- voiceAutoDial
- voiceOut
- voicePredictive
- voicePreview
- webIVChat
- webVoice

Related topic

For more information, see [Media types](#) on page 495.

HoldCall

The HoldCall command puts a call on hold. For multimedia work items, the Web chat portion of the work item is still active even when the call is on hold. If the TrackingID is passed, the call work item specified by the TrackingID is put on hold. Otherwise, the *current* work item is put on hold.

Related topics

For more information, see the following topics:

- [DeferEmail](#) on page 418
- [HoldReconnectCall](#) on page 426

Parameter

This command has the following parameter.

Name	Value	Optional?
TrackingID	Tracking ID that identifies the work item and was supplied in the supplied in the OnNewWorkItem event.	Yes

Media types

This command is permitted on work items with the following media types when the call is active and no consult call is ringing:

- voice
- voiceAutoDial
- voiceOut
- voicePredictive
- voicePreview
- webIVChat
- webVoice

Related topic

For more information, see [Media types](#) on page 495.

HoldReconnectCall

The HoldReconnectCall command takes a call off hold. For multimedia work items, the Web chat portion of the work item is still active even when the call is on hold, so this command affects only the call. If the TrackingID is passed, the call work item specified by the TrackingID is taken off hold. Otherwise, the *current* work item is taken off hold.

Related topics

For more information, see the following topics:

- [DeferEmail](#) on page 418
- [HoldCall](#) on page 425

Parameter

This command has the following parameter.

Name	Value	Optional?
TrackingID	Tracking ID that identifies the work item and was supplied in the supplied in the OnNewWorkItem event.	Yes

Media types

This command is permitted on work items with the following media types when the call is on hold:

- voice
- voiceAutoDial
- voiceOut
- voicePredictive
- voicePreview
- webIVChat
- webVoice

Related topic

For more information, see [Media types](#) on page 495.

InitConferenceCall

The InitConferenceCall command initiates a conference call. If the TrackingID is passed, the conference call for the work item specified by the TrackingID is initiated. Otherwise, a conference call on the *current* work item is initiated.

The InitConferenceCall command works as follows:

1. The agent selects the Conference Work Item button from the Siebel toolbar.
2. The InitConferenceCall command initiates a conference call by putting the contact on hold while a consult call is attempted between the original agent and the conference-to agent.
3. The original agent does one of the following tasks:
 - Completes the conference call by selecting the Conference Work Item button. This generates the CompleteConferenceCall command.
 - Cancels the conference call by selecting the Cancel Work Item button. This generates the CancelConferenceCall command.

Related topics

For more information, see the following topics:

- [CompleteConferenceCall](#) on page 410
- [CancelConferenceCall](#) on page 400

Parameters

This command has the following parameters.

Name	Value	Optional?
TrackingID	Tracking ID that identifies the work item and was supplied in the OnNewWorkItem event.	Yes
Destination	An extension, phone number, agent ID, or queue	Yes
SuppressUAD	Can be <i>true</i> or <i>false</i> . If <i>true</i> , and a destination is supplied, the presentation of the UAD is suppressed.	Yes. If not supplied, the default is <i>false</i> .
<Open>	-	Yes

Related topics

For more information, see the following topics:

- [About open data](#) on page 311
- [OnNewWorkItem](#) on page 484

Media types

This command is permitted on work items with the following media types when the call is active and not on hold:

- voice
- voiceAutoDial
- voiceOut
- voicePredictive
- voicePreview

Related topic

For more information, see [Media types](#) on page 495.

InitConferenceWork

The InitConferenceWork command initiates the conference of a Web chat or multimedia work item such as a webVoice or webIVchat. If the TrackingID is passed, a conference for the work item specified by the TrackingID is initiated. Otherwise, a conference for the *current* work item is initiated.

The InitConferenceWork command works as follows:

1. The agent selects the Conference Work Item button on the Siebel toolbar to initiate a multimedia conference.
2. The InitConference command conferences the call portion of the multimedia work item. The contact phone call is put on hold while a consult call is attempted between the original agent and the conference-to agent.
3. Once the consult call is connected, the original agent completes the multimedia conference call by selecting the Conference Work Item button on the Siebel toolbar.
4. The CompleteConferenceWork command is generated.

Note:

The agent can also cancel the multimedia conference call by selecting the Cancel Work Item button and generating the CancelConferenceWork command.

You can also use the InitConferenceWork command to initiate a Web chat conference. Chat conferences are one-step conferences. That is, they do not have a consult stage and they are completed automatically as soon as the other agent is connected. No further commands are needed to complete the chat conference, and it is not possible to cancel a chat conference.

Related topics

For more information, see the following topics:

- [CompleteConferenceWork](#) on page 412
- [CancelConferenceWork](#) on page 402

Parameters

This command has the following parameters.

Name	Value	Optional?
TrackingID	Tracking ID that identifies the work item and was supplied in the OnNewWorkItem event.	Yes
Destination	An extension, phone number, agent ID, or queue	Yes
SuppressUAD	Can be <i>true</i> or <i>false</i> . If <i>true</i> , and a destination is supplied, the presentation of the UAD is suppressed.	Yes. If not supplied, the default is <i>false</i> .
<Open>	-	Yes

Related topic

For more information, see [About open data](#) on page 311.

Media types

This command is permitted on work items with the following media types when a Web chat is connected:

- web
- webIVChat
- webVoice

For webIVchat and webVoice, the call must be active and cannot be on hold.

Related topic

For more information, see [Media types](#) on page 495.

InitConsultTransferCall

The InitConsultTransferCall command initiates a consult transfer call. If the TrackingID is passed, a consult transfer call for the work item specified by the TrackingID is initialized. Otherwise, a consult transfer call for the *current* work item is initialized.

The InitConsultTransferCall command works as follows:

1. The agent selects the Consultative Transfer button from the Siebel toolbar.
2. The InitConsultTransferCall command initiates a consult transfer call by putting the contact on hold while a consult call is attempted between the original agent and the conference-to agent.
3. While the consult call is connected, the original agent does one of the following tasks:
 - Completes the consult transfer call by selecting the Consultative Transfer button. This generates the CompleteConsultTransferCall command.
 - Cancels the consult transfer call by selecting the Cancel Work Item button. This generates the CancelConsultTransferCall command.

Related topics

For more information, see the following topics:

- [CompleteConsultTransferCall](#) on page 414
- [CancelConsultTransferCall](#) on page 404

Parameters

This command has the following parameters.

Name	Value	Optional?
TrackingID	Tracking ID that identifies the work item and was supplied in the OnNewWorkItem event.	Yes
Destination	An extension, phone number, agent ID, or queue	Yes
SuppressUAD	Can be <i>true</i> or <i>false</i> . If <i>true</i> , and a destination is supplied, the presentation of the UAD is suppressed.	Yes. If not supplied, the default is <i>false</i> .
<Open>	-	Yes

Related topic

For more information, see [About open data](#) on page 311.

Media types

This command is permitted on work items with the following media types when the call is active and not on hold:

- voice
- voiceAutoDial
- voiceOut
- voicePredictive
- voicePreview

Related topic

For more information, see [Media types](#) on page 495.

InitConsultTransferWork

The InitConsultTransferWork command initiates the consult transfer of a multimedia item such as a webVoice or webIVChat. If the TrackingID is passed, a consult transfer for the work item specified by the TrackingID is initiated. Otherwise, a consult transfer of the *current* work item is initiated.

The InitConsultTransferWork command works as follows:

1. The agent selects Consultative Transfer button from the Siebel toolbar.
2. The InitConsultTransferWork command initiates a multimedia consult transfer call by performing a consult transfer of the call portion of the multimedia work item.
3. The contact phone call is put on hold while a consult call is attempted between the original agent and the consult transfer-to agent.
4. The original agent does one of the following tasks:
 - Completes the multimedia consult transfer call by selecting the Consultative Transfer button. This generates the CompleteConsultTransferWork command.
 - Cancels the multimedia consult transfer by selecting the Cancel Work Item button. This generates the CancelConsultTransferWork command.

Related topics

For more information, see the following topics:

- [CompleteConsultTransferWork](#) on page 416
- [CancelConsultTransferWork](#) on page 406

Parameters

This command has the following parameters.

Name	Value	Optional?
TrackingID	Tracking ID that identifies the work item and was supplied in the OnNewWorkItem event.	Yes
Destination	An extension, phone number, agent ID, or queue	Yes

AICD commands

Name	Value	Optional?
SuppressUAD	Can be <i>true</i> or <i>false</i> . If <i>true</i> , and a destination is supplied, the presentation of the UAD is suppressed.	Yes. If not supplied, the default is <i>false</i> .
<Open>	-	Yes

Related topics

For more information, see [About open data](#) on page 311.

Media types

This command is permitted on work items with the following media types when the voice portion of the multimedia work item is active and not on hold:

- webIVChat
- webVoice

Related topic

For more information, see [Media types](#) on page 495.

Login

The Login command logs the agent into the Interaction Center. This command is permitted when the agent is logged out.

The Login command forms the necessary association between the Siebel agent session and Avaya Agent. This command does not log the agent into an Automatic Call Distribution (ACD) split.

Parameter

This command has the following parameter.

Name	Value	Optional?
AgentID	<i><UserName></i> Use the @UserName macro to obtain the Siebel agent login name that is passed as the value of the AgentID parameter.	No

Logout

The Logout command logs the agent out of the Interaction Center. The Logout command is permitted when the agent is logged in.

Parameter

This command has the following parameter.

Name	Value	Optional?
AgentID	<UserName> Use the @UserName macro to obtain this value.	No

MakeCall

The MakeCall command places an outgoing call. MakeCall creates a voiceOut work item.

This command is permitted when the agent is connected to telephony services and is not already active on another call.

Parameters

This command has the following parameters.

Name	Value	Optional?
Destination	An extension, phone number, agent ID, or queue	Yes
SuppressUAD	Can be <i>true</i> or <i>false</i> . If <i>true</i> , and a destination is supplied, the presentation of the UAD is suppressed.	Yes. If not supplied, the default is <i>false</i> .
<Open>	-	Yes

Related topic

For more information, see [About open data](#) on page 311.

MuteTransferCall

The MuteTransferCall command performs a one-step transfer of a call, also called a blind transfer. If the TrackingID is passed, a blind transfer for the work item specified by the TrackingID is performed. Otherwise, a blind transfer of the *current* work item is performed.

Parameters

This command has the following parameters.

Name	Value	Optional?
Destination	An extension, phone number, agent ID, or queue	Yes
SuppressUAD	Can be <i>true</i> or <i>false</i> . If <i>true</i> , and a destination is supplied, the presentation of the UAD is suppressed.	Yes. If not supplied, the default is <i>false</i> .
<Open>	-	Yes

Related topic

For more information, see [About open data](#) on page 311.

Media types

This command is permitted on work items with the following media types when the call is active and not on hold:

- voice
- voiceAutoDial
- voiceOut
- voicePredictive
- voicePreview

Related topic

For more information, see [Media types](#) on page 495.

MuteTransferWork

The MuteTransferWork command transfers an e-mail to another agent. If the TrackingID is passed, a one-step, or blind transfer, is performed for the e-mail work item specified by the TrackingID. Otherwise, a blind transfer of the *current* work item is performed.

Parameters

This command has the following parameters.

Name	Value	Optional?
Destination	An extension, phone number, agent ID, or queue	Yes
SuppressUAD	Can be <i>true</i> or <i>false</i> . If <i>true</i> , and a destination is supplied, the presentation of the UAD is suppressed.	Yes. If not supplied, the default is <i>false</i> .
<Open>	-	Yes

Related topic

For more information, see [About open data](#) on page 311.

Media type

This command is permitted on work items with the *email* media type when the e-mail is active.

Related topic

For more information, see [Media types](#) on page 495.

NewOpenData

The NewOpenData command copies new open data to the open data container in the work item EDU. The TrackingID of the work item must be specified.

In addition to copying new data to the open data container in the EDU, the NewOpenData command can alert other components of the system that NewOpenData is available. For example, other agents on a conference call can be notified of the presence of the new open data, and can re-read the open data container in the EDU. This behavior is controlled by the SendEvent parameter.

The SendEvent parameter can be used to specify which parties should receive an event when the new open data is copied to the EDU. The following table describes the possible choices.

All	All agents monitoring the EDU receive the OnNewOpenData event.
JustIC	No agents receive the OnNewOpenData event, but the IC Agent Scripts for this agent receive notification. This can be a useful customization hook.
JustMe	Only the agent who originated the NewOpenData command can receive the OnNewOpenData event.
None	Nobody receives the OnNewOpenData event, and the Avaya IC agent is not notified.
NotMe	All agents receive the OnNewOpenData event, except for the agent who originated the NewOpenData command.

Related topic

For more information about the OnNewOpenData event, see [OnNewOpenData](#) on page 358.

Parameters

This command has the following parameters.

Name	Value	Optional?
TrackingID	Tracking ID that identifies the work item and was supplied in the OnNewWorkItem event.	Yes
SendEvent	One of the following values: <ul style="list-style-type: none"> ● All ● JustMe ● NotMe ● JustIC ● None 	Yes. If not specified, the default is <i>None</i> .
<Open>	-	No

Related topic

For more information, see [About open data](#) on page 311.

Media types

This command is permitted on work items with *all* media types in *any* state.

Related topic

For more information, see [Media types](#) on page 495.

RejectVoicePreviewCall

The RejectVoicePreviewCall rejects the voice preview call work item and the call is not placed. If the TrackingID is passed, the voice preview call specified by the TrackingID is rejected. Otherwise, the *current* voice preview call work item is rejected.

Related topic

For more information, see [AcceptVoicePreviewCall](#) on page 393.

Parameter

This command has the following parameter.

Name	Value	Optional?
TrackingID	Tracking ID that identifies the work item and was supplied in the OnNewWorkItem event.	Yes

Media type

This command is permitted on work items with the *voicePreview* media type when the voicePreview work item has been offered but not yet accepted or rejected.

Related topic

For more information, see [Media types](#) on page 495.

ReleaseWork

The ReleaseWork command signals that the agent has completed Siebel wrap-up. This removes the work item from the agent work list.

Parameter

This command has the following parameter.

Name	Value	Optional?
TrackingID	Tracking ID that identifies the work item and was supplied in the OnNewWorkItem event.	Yes

Media types

This command is permitted on work items with *all* media types when they are in Siebel wrap-up.

Related topics

For more information, see the following topics:

- [Media types](#) on page 495
- [Wrap-up](#) on page 89

ReplyEmail

The ReplyEmail command begins the process of replying to an e-mail. If the TrackingID is passed, an e-mail for the work item specified by the TrackingID is sent a reply. Otherwise, the *current* work item is sent a reply.

The ReplyEmail command works as follows:

1. The [Communication Detail - Response View](#) is popped when the agent receives e-mail.
2. The agent selects either the Reply or Reply to All button.
3. The ReplyEmail command is generated.
4. The **Communication Detail - Response View** is enabled.
5. The agent composes a reply e-mail.
6. When the agent is finished composing the reply e-mail, the agent selects the Send button in the **Communication Detail - Response View**.
7. The SendEmail command sends the e-mail message.
8. The **Communication Detail - Response View** is cleared and disabled.
9. The agent can again dismiss, transfer, or defer the original e-mail, and can also choose to compose another reply or forward the e-mail.

Related topics

For more information, see the following topics:

- [SendEmail](#) on page 447
- [ForwardEmail](#) on page 422
- [CancelEmail](#) on page 408

Parameter

This command has the following parameter.

Name	Value	Optional?
TrackingID	Tracking ID that identifies the work item and was supplied in the OnNewWorkItem event.	Yes

Media type

This command is permitted on work items with the *email* media type when the e-mail is active.

Related topic

For more information, see [Media types](#) on page 495.

ResumeEmail

The ResumeEmail command removes an e-mail from its deferred status. Conceptually, this is similar to taking a call off hold. If the TrackingID is passed, the e-mail work item specified by the TrackingID is resumed. Otherwise, the *current* work item is resumed.

Related topic

For more information, see [DeferEmail](#) on page 418.

Parameter

This command has the following parameter.

Name	Value	Optional?
TrackingID	Tracking ID that identifies the work item and was supplied in the OnNewWorkItem event.	No

Media type

This command is permitted on work items with the *email* media type when the work item has been deferred.

Related topic

For more information, see [Media types](#) on page 495.

SendEmail

The SendEmail command completes the process of replying to or forwarding an e-mail. If the TrackingID is passed, an e-mail for the work item specified by the TrackingID is used. Otherwise, the *current* work item is used.

The SendEmail command works as follows:

1. The [Communication Detail - Response View](#) is popped when the agent receives e-mail.
2. The agent selects the Reply, Reply to All, or Forward button.
3. The **Communication Detail - Response View** becomes enabled.
4. The agent edits the e-mail.
5. When the agent is finished composing the e-mail, the agent selects the Send button in the **Communication Detail - Response View**.
6. The SendEmail command sends the e-mail message.
7. The **Communication Detail - Response View** is cleared and disabled.
8. The agent is again permitted to dismiss, transfer, or defer the original e-mail, and can also choose to compose another reply or forward the e-mail again.

Related topics

For more information, see the following topics:

- [ReplyEmail](#) on page 444
- [ForwardEmail](#) on page 422
- [CancelEmail](#) on page 408

Avaya-first e-mail method parameters

This command has the following parameters if you are using the Avaya-first e-mail method.

Name	Value	Optional?
TrackingID	Tracking ID that identifies the work item and was supplied in the OnNewWorkItem event.	Yes
ActivityID	Siebel ActivityID of the reply or forward e-mail	No
<Open>	-	Yes

Related topics

For more information, see [About open data](#) on page 311.

Siebel-first e-mail method parameter

This command has the following parameter if you are using the Siebel-first e-mail method.

Name	Value	Optional?
TrackingID	Tracking ID that identifies the work item and was supplied in the OnNewWorkItem event.	Yes

Media type

This command is permitted on work items with the *email* media type when the agent is forwarding e-mail or sending a reply.

Related topic

For more information, see [Media types](#) on page 495.

SendNewEmail

The SendNewEmail command sends an e-mail.

The SendNewEmail command works as follows:

1. The agent presses the **F9** key or selects the Initiate Email button to open the [Send Email window](#).
2. The agent composes the e-mail message and selects the Send button.
3. The Send button creates an activity record in Siebel and calls the SendNewEmail command.
4. The SendNewEmail command retrieves the activity record from Siebel and sends the e-mail.
5. The SendNewEmail command creates a new EDU. Neither the selected nor the current work item is used, and no work item is specified using a TrackingID.

This command is permitted when the agent is logged into the e-mail channel.

Parameters

This command has the following parameters.

Name	Value	Optional?
ActivityID	Siebel ActivityID of the e-mail being sent.	No
<Open>	-	Yes

Related topic

For more information, see [About open data](#) on page 265.

SetCurrentWorkItem

The SetCurrentWorkItem command sets the current work item to the work item that is specified by the TrackingID.

The agent chooses a work item from the Work Item drop-down list. This results in a SetCurrentWorkItem command that changes the current work item to the new work item the agent has chosen and pops the screen accordingly.

The SetCurrentWorkItem command is always permitted.

Parameter

This command has the following parameter.

Name	Value	Optional?
TrackingID	Tracking ID that identifies the work item and was supplied in the OnNewWorkItem event.	No

ShowStatusText

The ShowStatusText command displays the specified text string in the Siebel thin client status line.

The ShowStatusText command is always permitted.

Note:

Indiscriminate use of this command can overwrite other useful status line data.

Parameter

This command has the following parameter.

Name	Value	Optional?
StatusText	Status text string that is displayed	No

VoiceAvailable

The VoiceAvailable command makes the agent available for voice work. If making the agent available for voice causes the agent to become available for all logged-in channels, the agent is also placed in automatic mode.

The VoiceAvailable command is permitted when the agent is:

- Available for incoming work
- Unavailable for voice work
- Logged into the voice channel
- Not in outbound mode

Parameters

The VoiceAvailable command has no parameters.

VoiceUnavailable

The VoiceUnavailable command makes the agent unavailable for voice work and places the agent in manual mode.

The VoiceUnavailable command is permitted when the agent is:

- Available for incoming work
- Available for voice work
- Logged into the voice channel
- Not in outbound mode

Parameters

The VoiceUnavailable command has no parameters.

WebAvailable

The WebAvailable command makes the agent available for Web work. If making the agent available for the Web causes the agent to become available for all logged-in channels, the agent is also placed in automatic mode.

The WebAvailable command is permitted when the agent is:

- Available for incoming work
- Unavailable for Web work
- Logged into the chat channel
- Not in outbound mode

Parameters

The WebAvailable command has no parameters.

WebUnavailable

The WebUnavailable command makes the agent unavailable for Web work and places the agent in manual mode.

The WebUnavailable command is permitted when the agent is available for incoming work, available for Web work, logged into the chat channel, and not in outbound mode.

Parameters

The WebUnavailable command has no parameters.

AICD commands

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Appendix B: AICD events

This section includes the following topics:

- [About events](#) on page 458
- [Event parameter groups](#) on page 459
 - [Common event parameters](#) on page 459
 - [Common call event parameters](#) on page 459
 - [Common e-mail event parameters](#) on page 460
 - [Common Web event parameters](#) on page 461
 - [Open event parameters](#) on page 461
- Events
 - [OnAvayaAgentEvent](#) on page 462
 - [OnCallAbandoned](#) on page 463
 - [OnCallBusy](#) on page 464
 - [OnCallConference](#) on page 465
 - [OnCallConnect](#) on page 466
 - [OnCallDisconnect](#) on page 467
 - [OnCallDrop](#) on page 468
 - [OnCallIncoming](#) on page 469
 - [OnCallHold](#) on page 470
 - [OnCallHoldReconnect](#) on page 471
 - [OnCallQueued](#) on page 472
 - [OnCallRinging](#) on page 473
 - [OnCallTransfer](#) on page 474
 - [OnChangeCurrentWorkItem](#) on page 475
 - [OnEmailCancel](#) on page 476
 - [OnEmailDeferred](#) on page 477
 - [OnEmailForward](#) on page 478
 - [OnEmailReply](#) on page 479
 - [OnEmailSend](#) on page 480
 - [OnLoginAgent](#) on page 481
 - [OnLogoutAgent](#) on page 482
 - [OnNewOpenData](#) on page 483
 - [OnNewWorkItem](#) on page 484
 - [OnSiebelWrapUp](#) on page 486
 - [OnWorkConference](#) on page 487
 - [OnWorkConnect](#) on page 488
 - [OnWorkDisconnect](#) on page 489
 - [OnWorkItemRemove](#) on page 490
 - [OnWorkTransfer](#) on page 492

About events

An event notifies the Siebel Communications Server about a specific occurrence so that the Siebel Communications Server can take appropriate action. As a general rule, events are generated by occurrences that are controlled by Avaya IC. These are examples of occurrences that can generate events:

- The agent sends e-mail or places a voice call.
- A customer sends an inbound Web chat message, e-mail, or voice call.

Event handlers in the Siebel definition file evaluate each event. Event responses provide the instructions to act on the evaluated event. The typical event response is to pop a Siebel screen - although many other event responses are possible, such as sending an Adaptive Interaction Center Driver (AICD) command.

Events always flow from the AICD to the Siebel Communications Server.

Related topics

For more information, see any of the following topics:

- [Media types](#) on page 495
- [Siebel definition file](#) on page 108
- [Customizing the definition file](#) on page 109
- [Customizing events](#) on page 318
- [AICD commands](#) on page 381
- For a description of the Avaya IC events described in this appendix, for example TS.Hold, see *IC Telephony Connectors Programmer Guide*.

Event parameter groups

This section includes the following topics:

- [Common event parameters](#) on page 459
- [Common call event parameters](#) on page 459
- [Common e-mail event parameters](#) on page 460
- [Common Web event parameters](#) on page 461
- [Open event parameters](#) on page 461

Common event parameters

The following event parameters are common to most of the events described in this appendix.

Name	Value
AgentID	The login ID for the Siebel agent.
AgentExtension	The extension for the agent, if the agent has one.
EDUID	The EDU ID of the work item.
TrackingID	The TrackingID is a string that is generated by the AICD. The Tracking ID uniquely identifies the work item.

Common call event parameters

The following event parameters are common to some of the call-related events described in this appendix.

Name	Value
ANI	The ANI supplied by the TS event.
CallID	The call_ref_id supplied by the TS event.
DNIS	The DNIS supplied by the TS event.

AICD events

Name	Value
OutboundCallNumber	The <i>outboundcallnumber</i> placed in the EDU by the dialing kernel, if available.
PrimaryANI	The PrimaryANI obtained from the EDU.
PrimaryDNIS	The PrimaryDNIS obtained from the EDU.
VoiceDirection	Indicates where the call originated. This will not change during the life of the call, including during transfers and conferences. VoiceDirection can have the following values: <ul style="list-style-type: none">● inbound● outbound

Common e-mail event parameters

The following event parameters are common to most of the email-related events described in this appendix.

Name	Value
EmailActivityID	A Siebel activity ID that identifies the row ID of the Siebel record for the e-mail.
Recipient	The e-mail address of the recipient. This will not be supplied if it is not available.
Sender	The e-mail address of the sender. This will not be supplied if it is not available.
Subject	The e-mail subject line. This will not be supplied if it is not available.

Common Web event parameters

The following event parameters are common to most of the Web-related events described in this appendix.

Name	Value
UserName	Login ID for the customer. If the user logged in as a guest, the format of this parameter is: <code>guest_<UserNameDisplay>_<SomeUniqueString></code> For example: <code>guest_Alice_23771953</code>
UserNameDisplay	The Login ID for the customer, or the name the guest supplied. If the user supplied the name, <code>ìAlice,î</code> the value will be <code>ìAlice.î</code>

Open event parameters

Events that have the `<Open>` parameter allow data attachments. In general, the `<Open>` parameters are allowed on most events that indicate that work has been delivered to the agent. For example, `OnNewWorkItem` and `OnCallIncoming`.

Related topic

For more information, see [About open data](#) on page 311.

OnAvayaAgentEvent

The OnAvayaAgentEvent is generated in response to a request by the Avaya Agent. The parameters are supplied in the request from Avaya Agent.

The OnAvayaAgentEvent allows you to implement a custom driver event sent from Avaya Agent to the AICD and to the Siebel agent. This event is a placeholder. The actual event name can be passed as one of the event parameters. An arbitrary number of parameters can be passed from Avaya Agent to Siebel. The Avaya Agent script constructs and defines the contents of the event. This event can be used to call the event handler defined in the **AICD.def** file and cause some action within Siebel.

Related topic

For more information, see [AvayaAgentCommand](#) on page 399.

Parameter

OnAvayaAgentEvent accepts all parameters.

OnCallAbandoned

This event is sent when a call has been abandoned before the call could be connected to an agent. The AICD sends OnCallAbandoned when it receives the TS.Abandoned event.

Parameters

The following parameters are supplied with the OnCallAbandoned event.

Name	Value
NoInQueue	The <i>number_in_queue</i> parameter from the TS.Abandoned event, if present.
Common event parameters on page 459	
Common call event parameters on page 459	

OnCallBusy

This event is sent when a call receives a busy signal. The AICD sends OnCallBusy when it receives the TS.Busy event.

Parameters

The following parameters are supplied with the OnCalBusy event.

Name
Common event parameters on page 459
Common call event parameters on page 459

OnCallConference

This event is sent when a conference call is successfully completed. The AICD sends OnCallConference when it receives the TS.Conference event.

Parameters

The following parameters are supplied with the OnCallConference event.

Name	Value
OldCallID	The CallID of the original call.
Common event parameters on page 459	
Common call event parameters on page 459	

OnCallConnect

This event is sent when a call is answered. The AICD sends OnCallConnect when it receives the TS.Connect event.

Parameters

The following parameters are supplied with the OnCallConnect event.

Name
Common event parameters on page 459
Common call event parameters on page 459

OnCallDisconnect

This event is sent when a call ends. The AICD sends OnCallDisconnect when it receives the TS.Disconnect event.

Parameters

Name	Value
NoInQueue	The <i>number_in_queue</i> parameter from the TS.Disconnect event, if present.
OldCallID	The <i>call_ref_id</i> supplied by the TS.Disconnect event.
Common event parameters on page 459	
Common call event parameters on page 459	

OnCallDrop

This event is sent when a party is dropped from a call involving two or more parties. The AICD sends OnCallDrop when it receives the TS.Drop event.

Parameters

The following parameters are supplied with the OnCallDrop event.

Name	Value
CallID	The <i>call_ref_id</i> supplied by the TS.Disconnect event.
DestinationNumber	The <i>dest</i> parameter that is supplied with the TS.Drop event.
NoInQueue	The <i>number_in_queue</i> parameter from the TS.Drop event, if present.
OriginatingNumber	The <i>orig</i> parameter that is supplied with the TS.Drop event.
Common event parameters on page 459	

OnCallIncoming

This event is sent when an agent receives a call. The AICD sends OnCallIncoming when it receives the TS.IncomingCall event.

Parameters

The following parameters are supplied with the OnCallIncoming event.

Name	Value
CalledNumber	The called parameter supplied by the TS.Incoming event.
DestinationNumber	The <i>dest</i> parameter that is supplied with the TS.Incoming event.
NoInQueue	The <i>number_in_queue</i> parameter from the TS.Incoming event, if present.
OriginatingNumber	The <i>orig</i> parameter that is supplied with the TS.Incoming event.
Common event parameters on page 459	
Common call event parameters on page 459	
Up to ten custom event parameters. For more information, see Customizing events on page 318.	

OnCallHold

This event is sent when an agent puts a call on hold. The AICD sends OnCallHold when it receives the TS.Hold event.

Parameters

The following parameters are supplied with the OnCallHold event.

Name	Value
CallID	The <i>call_ref_id</i> supplied by the TS.Hold event.
DestinationNumber	The <i>dest</i> parameter that is supplied with the TS.Hold event.
Common event parameters on page 459	

OnCallHoldReconnect

This event is sent when an agent takes a call off hold. The AICD sends OnCallHoldReconnect when it receives the TS.HoldReconnect event.

Parameters

The following parameters are supplied with the OnCallReconnect event.

Name	Value
CallID	The <i>call_ref_id</i> supplied by the TS.HoldReconnect event.
Common event parameters on page 459	

OnCallQueued

This event is sent when a call is placed into a queue. The AICD sends OnCallQueued when it receives the TS.Queued event.

Parameters

The following parameters are supplied with the OnCallQueued event.

Name	Value
CallID	The <i>call_ref_id</i> supplied by the TS.Queued event.
NoInQueue	The <i>number_in_queue</i> parameter from the TS.Queued event, if present.
Queue	The queue parameter from the TS.Queued event.
Common event parameters on page 459	

OnCallRinging

This event is sent when a call has been delivered to its destination, but not yet answered. The AICD sends OnCallRinging when it receives the TS.Ring event.

Parameters

The following parameters are supplied with the OnCallRinging event.

Name	Value
DestinationNumber	The <i>dest</i> parameter that is supplied with the TS.Ring event.
OriginatingNumber	The <i>orig</i> parameter that is supplied with the TS.Ring event.
Common event parameters on page 459	
Common call event parameters on page 459	

OnCallTransfer

This event is sent when a an agent successfully transfers a call. The AICD sends OnCallTransfer when it receives the TS.Transfer event.

Parameters

The following parameters are supplied with the OnCallTransfer event.

Name	Value
DestinationNumber	The <i>dest</i> parameter that is supplied with the TS.Transfer event.
NoInQueue	The <i>number_in_queue</i> parameter from the TS.Transfer event, if present.
OldCallID	The CallID of the original call.
OriginatingNumber	The <i>orig</i> parameter that is supplied with the TS.Transfer event.
Common event parameters on page 459	
Common call event parameters on page 459	

OnChangeCurrentWorkItem

This event is sent when an agent changes the current work item. The current workitem may be changed when:

- The agent selects another work item from the Work Item drop-down list.
- The agent double-clicks an item in the Call list, E-mail list, or Chat list.
- New work arrives and is automatically accepted.

Parameters

The following parameters are supplied with the OnChangeCurrentWorkItem event, and refer to the new current work item.

Name	Value
Media Type	Indicates the media type of the new current work item.
Common event parameters on page 459	
Common call event parameters on page 459 for media types webVoice and webIVChat.	
Common e-mail event parameters on page 460	
Common Web event parameters on page 461 for media types webVoice and webIVChat.	

Related topic

For more information, see [Media types](#) on page 495.

OnEmailCancel

When an agent cancels the composition of an e-mail reply or forwarding message, the OnEmailCancel event is generated.

To generate an OnEmailCancel event, the following actions occur:

1. The [Communication Detail - Response View](#) is popped when the agent receives e-mail.
2. When the agent selects the Reply, Reply to All, or Forward buttons, the **Communication Detail - Response View** is enabled.
3. Depending on which button was selected, either the OnEmailReply or the OnEmailForward events are generated.
4. The agent can compose a reply or forward an e-mail. While the e-mail message is being composed, the agent cannot dismiss, transfer, or defer the original e-mail.
5. The agent cancels the message by selecting the Cancel button from the Siebel toolbar.
6. The CancelEmail command cancels the message.
7. The **Communication Detail - Response View** is cleared and disabled.
8. The OnEmailCancel event is generated.
9. The agent can dismiss, transfer, or defer the original e-mail.

Parameters

The following parameters are supplied with the OnEmailCancel event.

Name
<Open> All values that are in the open data container of the EDU.
Common event parameters on page 459
Common call event parameters on page 459

OnEmailDeferred

When an agent suspends work on an e-mail message, the following actions occur:

1. A DeferEmail command is generated
2. The DeferEmail command defers the e-mail and generates the OnEmailDeferred event.

Related topic

For more information, see [DeferEmail](#) on page 418.

Parameters

The following parameters are supplied with the OnEmailDeferred event.

Name
Common event parameters on page 459
Common e-mail event parameters on page 460

OnEmailForward

When the agent begins composing an e-mail message the agent wants forwarded, the OnEmailForward event is generated.

To generate an OnEmailForward event, the following actions occur:

1. The [Communication Detail - Response View](#) is popped when the agent receives an e-mail message.
2. The agent selects the Forward button on the **Communication Detail - Response View**.
3. The ForwardEmail command is generated.
4. The **Communication Detail - Response View** is enabled.
5. The OnEmailForward event is generated.
6. The agent can edit the e-mail he or she wants forwarded.

Parameters

The following parameters are supplied with the OnEmailForward event.

Name
Common event parameters on page 459
Common e-mail event parameters on page 460

OnEmailReply

When the agent begins composing a reply e-mail message, the OnEmailReply event is generated.

To generate an OnEmailReply event, the following actions occur:

7. The [Communication Detail - Response View](#) is popped when the agent receives an e-mail.
8. If the agent selects the Reply or the Reply to All buttons, the ReplyEmail command is called.
9. The **Communication Detail - Response View** is enabled.
10. The OnEmailReply event is generated.
11. The agent can compose a reply e-mail message.

Parameters

The following parameters are supplied with the OnEmailReply event.

Name
Common event parameters on page 459
Common e-mail event parameters on page 460

OnEmailSend

When either an e-mail reply or an e-mail forward message is sent, the OnEmailSend event is generated.

To generate an OnEmailSend event, the following actions occur:

12. The [Communication Detail - Response View](#) is popped when the agent receives e-mail.
13. When the agent selects the Reply, Reply to All, or Forward buttons, the **Communication Detail - Response View** is enabled.
14. Depending on which button was selected, either the OnEmailReply or the OnEmailForward events are generated.
15. The agent can edit the e-mail.
16. When the agent has finished composing the e-mail, the agent selects the Send button.
17. The SendEmail command is called.
18. The **Communication Detail - Response View** is cleared and disabled.
19. The OnEmailSend event is generated.
20. The agent is now permitted to do any of the following tasks:
 - Dismiss, transfer, or defer the original e-mail.
 - Compose another reply or forward the e-mail again.

Parameters

The following parameters are supplied with the OnEmailSend event.

Name	Value
NewEmailActivityID	The Siebel Activity ID of the new reply or forward e-mail.
Common event parameters on page 459	
<Open> All values that are in the open data container for the EDU.	

OnLoginAgent

When the Siebel agent has successfully logged into Avaya IC, the OnLoginAgent event is generated.

Parameters

The following parameters are supplied with the OnLoginAgent event.

Name	Value
AgentID	The login ID for the Siebel agent.
AgentExtension	The extension for the agent, if the agent has one.

OnLogoutAgent

When the Siebel agent has logged out of Avaya IC, the OnLogoutAgent event is generated.

Parameters

The following parameters are supplied with the OnLogoutAgent event.

Name	Value
AgentID	The login ID for the Siebel agent.
AgentExtension	The extension for the agent, if the agent has one.

OnNewOpenData

When there has been a request to generate an OnNewOpenData event, the OnNewOpenData event is generated. This request originates with the NewOpenData command.

Related topics

For more information, see the following topics:

- [NewOpenData](#) on page 440
- [About open data](#) on page 311

Parameters

The following parameters are supplied with the OnNewOpenData event.

Name	Value
TrackingID	A string generated by the AICD that uniquely identifies the work item.
<Open> All values that are in the open data container of the EDU.	

OnNewWorkItem

When the agent receives a new work item and indicates that the work item should be popped, the OnNewWorkItem event is generated.

The open data parameters in conjunction with the MediaType are typically used to determine which screen to pop. For example, SiebelViewBmk can be passed as an open data parameter. If the SiebelViewBmk parameter is included, the bookmark screen is popped. The **AICD.def** file contains many examples of popping the screen based on parameters that are available through open data in conjunction with the MediaType.

Parameters

The following parameters are supplied with the OnNewWorkItem event.

Name	Value
Cause	Indicates the source of this work item. Can be one of the following values: <ul style="list-style-type: none"> ● NEW ● TRANSFER ● CONFERENCE Also see, Information about the cause parameter on page 485.
InitialPop	Indicates whether this is the first time this work item is being popped. Can be one of the following values: <ul style="list-style-type: none"> ● Yes ● No
Media Type	Indicates the Media types of the new current work item.
	Common event parameters on page 459
	Common call event parameters on page 459 for media types webVoice and webIVChat.
	Common e-mail event parameters on page 460
	Common Web event parameters on page 461 for media types webVoice and webIVChat.
	Up to ten custom event parameters. For more information, see Customizing events on page 318.
	<Open> All values that are in the open data container of the EDU.

Information about the cause parameter

The cause parameter is accurate for all consultative transfers on Avaya communication servers. This includes transfer to queue, as long as the transferring agent remains on the call until the call arrives at the transferred-to agent.

However, in some blind transfers on Avaya communication servers, the cause field will have a NEW value even for the transferred call. This may occur on blind transfer to queue scenarios where the transferred-to agent is not available until after the blind transfer completes.

The cause field can also be inaccurate on non-Avaya communication servers. For example, cause may be NEW for a transferred call.

OnSiebelWrapUp

When the work item is going into Siebel wrap-up, the OnSiebelWrapUp event is generated. OnSiebelWrapUp events are generated only if the wrap-up type for the agent is administered as *Siebel* and wrap-up is enabled for the agent.

Example: For a work item of media type *voice*, the following commands and events could occur if Siebel wrap-up was enabled and the customer contact hung up the call:

1. The OnCallDrop event indicates that the customer hung up.
2. The OnCallDisconnect event is generated.
3. The agent receives the OnSiebelWrapUp event. At this point, only the ReleaseWork command is permitted. The agent could perform any final actions related to the work item.
4. When the agent has completed all final actions, the agent sends the ReleaseWork command to release the work item.

Related topics

For more information, see the following topics:

- [Wrap-up](#) on page 89
- [ReleaseWork](#) on page 443
- [OnCallDisconnect](#) on page 467
- [OnCallDrop](#) on page 468

Parameters

The [Common event parameters](#) on page 459 are supplied with the OnSiebelWrapUp event.

OnWorkConference

When another agent is conferenced into a Web chat, the OnWorkConference event is generated. The chat can be a combined voice-chat interaction.

Parameters

The following parameters are supplied with the OnWorkConference event.

Name
Common event parameters on page 459
Common Web event parameters on page 461

OnWorkConnect

When either an e-mail or a Web chat is connected, the OnWorkConnect event is generated. This can occur when an agent does the following tasks:

- Accepts the work item
- Removes an e-mail work item from its deferred status
- Cancels an e-mail reply or message about to be forwarded

This event is similar to OnCallConnect, and indicates that both the agents and the customer contact are active on the work item.

Related topic

For more information, see [OnCallConnect](#) on page 466.

Parameters

The following parameters are supplied with the OnWorkConnect event.

Name
Common event parameters on page 459
Common e-mail event parameters on page 460
Common Web event parameters on page 461
<Open> All values that are in the open data container of the EDU.

OnWorkDisconnect

When either an e-mail or a Web chat is disconnected, the OnWorkDisconnect event is generated. This is similar to OnCallDisconnect, and indicates that neither the agents nor the customer contact are connected on the work item. Although it is disconnected, the work item is still present at the agent desktop until the agent gets an OnWorkItemRemove event. The OnWorkDisconnect event occurs prior to the agent entering wrap-up, if wrap-up is enabled.

Related topics

For more information, see the following topics:

- [OnCallDisconnect](#) on page 467
- [OnWorkItemRemove](#) on page 490

Parameters

The following parameters are supplied with the OnWorkDisconnect event.

Name
Common event parameters on page 459
Common e-mail event parameters on page 460
Common Web event parameters on page 461
<Open> All values that are in the open data container of the EDU.

OnWorkItemRemove

When the work item is removed from the Siebel toolbar, the OnWorkItemRemove event is generated. This is the final event for the work item, and is preceded by an OnWorkDisconnect event, and optionally an OnSiebelWrapUp event.

The parameters that were passed when the OnNewWorkItem event was generated are passed when the OnWorkItemRemove event is generated. Additional parameters can be passed if the original work item was of MediaType=web and it transitioned to MediaType=webVoice or MediaType=webIVChat while it was active at the agent desktop.

Related topics

For more information, see the following topics:

- [OnWorkDisconnect](#) on page 489
- [OnNewWorkItem](#) on page 484

Parameters

The following parameters are supplied with the OnWorkItemRemove event.

Name	Value
Cause	Indicates the source of this work item. Can be one of the following values: <ul style="list-style-type: none"> ● NEW ● TRANSFER ● CONFERENCE Also see, Information about the cause parameter on page 485.
InitialPop	Indicates whether this is the first time this work item is being popped. Can be one of the following values: <ul style="list-style-type: none"> ● Yes ● No
Media Type	Indicates the Media types of the new current work item.
Common event parameters on page 459	
Common call event parameters on page 459 for media types webVoice and webIVChat.	
Common e-mail event parameters on page 460	
Common Web event parameters on page 461 for media types webVoice and webIVChat.	

Name	Value
	Up to ten custom event parameters. For more information, see Customizing events on page 318.
	<Open> All values that are in the open data container of the EDU.

OnWorkTransfer

When an e-mail is transferred, the OnWorkTransfer event is generated.

Although a webVoice or webIVChat work item can be transferred, doing so will not generate an OnWorkTransfer event. When a webVoice or webIVChat is transferred, the voice portion of the work item is transferred first. Web chat transfers are not supported by Avaya IC, so the chat transfer is simulated. To simulate the chat transfer, the Web portion of the work item is conferenced and the original agent is dropped from the conference. There will be an OnWorkConference event when the chat is conferenced, but there will not be an OnWorkTransfer event.

Related topic

For more information, see [OnWorkConference](#) on page 487.

Parameters

The following parameters are supplied with the OnWorkTransfer event.

Name
Common event parameters on page 459
Common e-mail event parameters on page 460
Common Web event parameters on page 461

Appendix C: TS call events

The following table lists the call events that are generated as Siebel events and the corresponding Telephony Server (TS) event names.

Voice connector event	AICD event
TS.Abandoned	OnCallAbandoned
TS.AgentOtherWork	Not supported
TS.AuxWork	Not supported
TS.Busy	OnCallBusy
TS.Conference	OnCallConference
TS.Connect	OnCallConnect
TS.Disconnect	OnCallDisconnect
TS.Diverted	Not Supported
TS.Drop	OnCallDrop
TS.Hold	OnCallHold
TS.HoldReconnect	OnCallHoldReconnect
TS.IncomingCall	OnCallIncoming
TS.Login	Not Supported
TS.Logout	Not Supported
TS.Ready	Not Supported
TS.Ring	OnCallRinging
TS.SessionFailed	Not Supported
TS.Transfer	OnCallTransfer

TS call events

■ ■ ■ ■ ■ ■ Appendix D: Media types

The following table describes the supported media types.

Media type	Definition
email	An inbound e-mail.
voice	An inbound PBX call originated by a customer.
voiceAutoDial	An outbound contact auto-dial mode. The PBX calls the customer and notifies the agent about the call as the call is dialing. The agent reviews the customer information at the same time that the PBX is placing the outbound call to the customer.
voiceOut	An outbound PBX call originated by an agent.
voicePredictive	An outbound contact predictive mode call. The PBX automatically initiates an outgoing call. If the customer answers, the call is routed to an available agent.
voicePreview	An outbound contact preview mode call. The agent is notified before the PBX makes the call. This gives the agent the opportunity to review customer data before the PBX places the call.
web	An inbound chat.
webIVChat	Multimedia with inbound Chat & VoIP call.
webVoice	Multimedia with inbound chat and Public Switched Telephone Network (PSTN) call.

Media types

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Appendix E: EAI Get and Put operations

This section describes the integration objects contained within the Get Data, Put Data, Get Email, and Put Email blocks. Each integration object has a unique format written in eXtensible Markup Language (XML) that conforms to a Document Type Definition (DTD). Each integration object contains a pair of messages: one for the request from Avaya IC to Siebel, and one for the response from Siebel to Avaya IC. You can customize your system by changing the content passed in the messages without changing the DTD.

This section includes the following topics:

- [About customizing Get operations](#) on page 498
- [About customizing Put operations](#) on page 499
- [About attachments](#) on page 501
- [Get and Put Data](#) on page 504
- [Get and Put Email](#) on page 522

Related topics

For more information, see the following topics:

- [EAI server](#) on page 66
- [Siebel palette blocks](#) on page 117
- [Integration objects](#) on page 100

Before you begin

This appendix assumes that you have installed the **Avaya IC EAI Objects.sif**.

Related topics

For more information, see the following topics:

- [Installing a custom integration object](#) on page 216
- For more information about Avaya IC EAI Objects, see the Siebel documentation.

About customizing Get operations

To customize Get operations, you need the following information.

Integration object name - Always type the integration object name accurately. Spaces, capitalization, and spelling must match exactly or the request will return an error.

Query key name - For Get operations, this is the exact name you must specify when making the Get request. These are the names described in the Get structure figures in this appendix. For example, Contact.HomePhone is a query key name for the Get Contact integration object. A telephone number is passed as data with this query key name. The data type and number of digits must agree with what Siebel is expecting.

The data returned by Siebel will have the form shown in the structure figures.

There are no required fields for Get operations.

About customizing Put operations

This section includes the following topics:

- [Names](#) on page 499
- [Required fields](#) on page 499

Names

To customize Put operations, you need the following information.

Integration object name - Always type the integration object name accurately. Spaces, capitalization, and spelling must match exactly or the request will return an error.

Name - For Put operations, this is the name of the field that will be populated with data. These are the names described in the Put structure figures in this appendix. For example, Action.Description is a name for the Put Action integration object.

The data returned by Siebel will have the form shown in the structure figures.

Required fields

The required fields for each Siebel integration object are shown in the structure figures, marked with a star. In general, these fields must be supplied and contain data that conforms to what Siebel expects. For example, the Avaya IC - Put Action integration object contains the following required primary fields:

Id - Siebel will validate that this field was supplied. However, a different Id will actually be created for the activity record. Avaya recommends that you supply the data *<new>* as a placeholder so that the Siebel validation works.

Description - Siebel will validate that this field was supplied and populate the Description field of the activity. Keep in mind that Siebel has restrictions on the length of the Description field data.

Type - Siebel will validate that this field was supplied and also validate that the text of this field conforms to a valid Siebel activity type. The Avaya IC - Put Action integration object also contains other required fields. However, they are required only when passing a ListOfActionAttachment or ListOfAction_Contact. Use Siebel Tools to examine the field

EAI Get and Put operations

mapping for the integration object and Siebel business component requirements for the data.

About attachments

Along with the integration object figures in this appendix, you will also see a chart stating whether or not the integration object allows attachments. Integration objects can sometimes pass documents as attachments to and from Siebel, along with the Get and Put requests.

Creating an integration object to query on a multi-value field

Default Integration Objects have Multi Value Groups (MVGs). Each of these MVGs needs a separate integration component definition. Each field defined for an integration component maps to a field in the MVG. When you have a requirement to execute a query on just a multi-value field, you must create another business object and an integration object based on the business object. The integration object must have the MVG as a root component, and its parent as its child component.

This section includes the following topics:

- [Example](#) on page 502
- [Procedure](#) on page 502

Example

A query on **Account State** using the **Avaya IC - Get Account** integration object does *not* return all accounts that fall under that state. You can query for all accounts that fall under that state by creating an integration object.

Procedure

To create an integration object to query on a multi-value field:

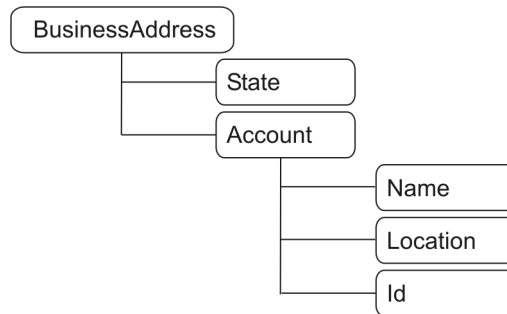
1. Create a business object with **BusinessAddress** as the parent business component.
Reference: For more information about creating a business object, see the Siebel documentation.
2. Create a link with **BusinessAddress** as the parent business component and **Account** as the child business component.
3. Associate the link with the business object.
4. Create the integration object using the business object you created in Step 1.
Reference: For more information about creating an integration object, see the Siebel documentation.
5. Activate or inactivate the fields in the integration object per the requirement.

Creating an integration object to query on a multi-value field

6. Change the Avaya IC workflow to send the right parameters to the EAI server.

Reference: For more information, see *Roadmap for creating integration objects* in the *Avaya IC for Siebel 7 Integration* guide.

Result: The integration object hierarchy should look like the following figure.



Get and Put Data

Get Data and Put Data blocks contain the following integration objects:

- [Get Action](#) on page 505
- [Put Action](#) on page 507
- [Get Account](#) on page 508
- [Get Contact and Put Contact](#) on page 510
- [Get Service Request](#) on page 512
- [Put Service Request](#) on page 514
- [Get Order Entry](#) on page 515
- [Put Order Entry](#) on page 517
- [Put Opportunity](#) on page 518
- [Get Quote](#) on page 519
- [Put Quote](#) on page 521

Get Action

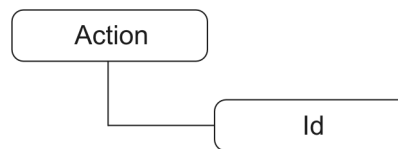
The Get Action integration object retrieves information from the Siebel database about actions that agents took in response to previous contacts with this customer.

This section includes the following topics:

- [Get Action query keys from Avaya IC to Siebel](#) on page 505
- [Get Action responses from Siebel to Avaya IC](#) on page 506

Get Action query keys from Avaya IC to Siebel

The following figure shows the default query keys that Avaya IC requests from Siebel for data transfers using the Avaya IC - Get Action integration object.

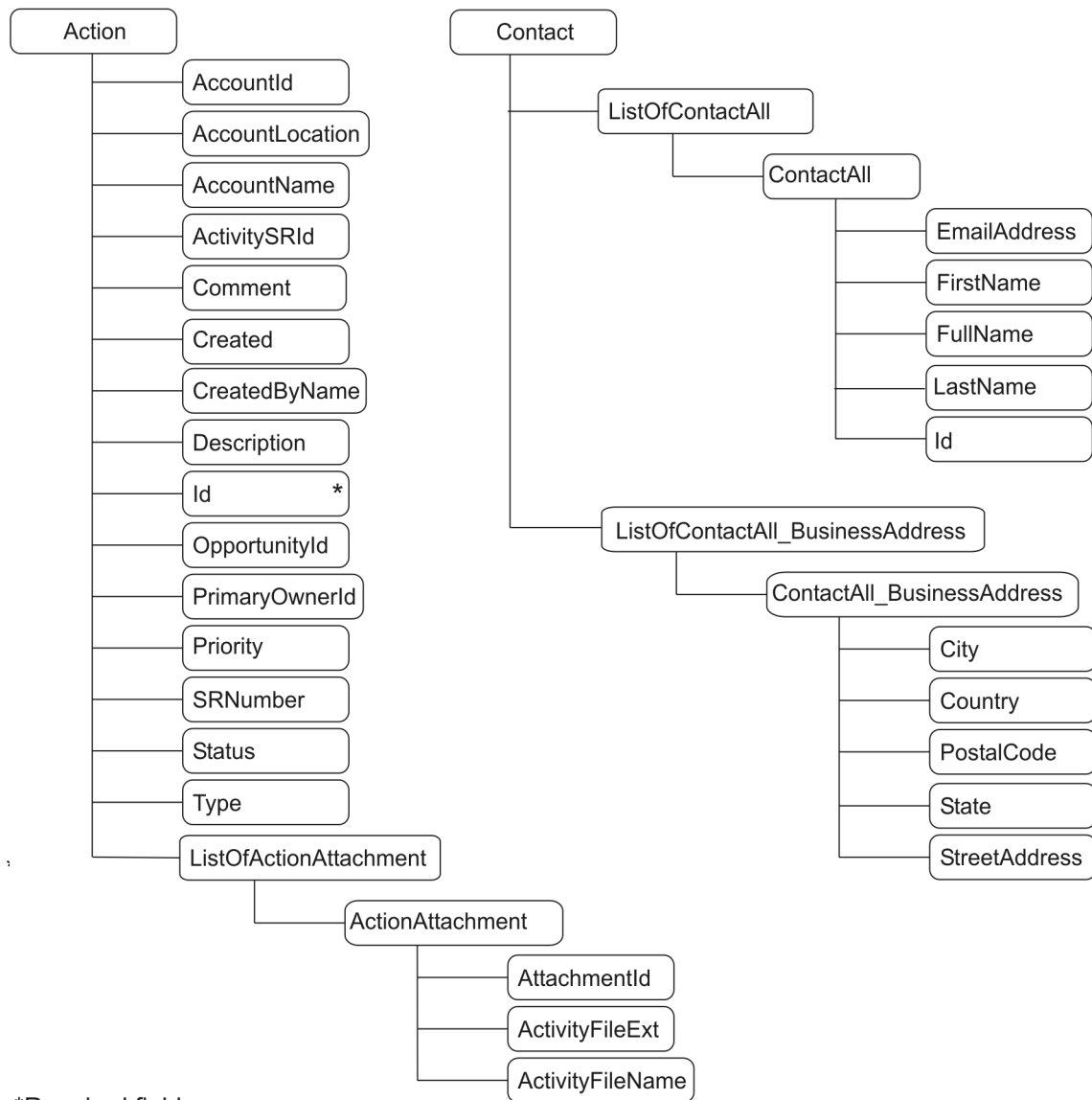


Get Action responses from Siebel to Avaya IC

The following figure shows the default fields that Avaya IC receives from Siebel for data transfers using the Avaya IC - Get Action integration object.

Integration object name: Avaya IC - Get Action

Attachment support: No

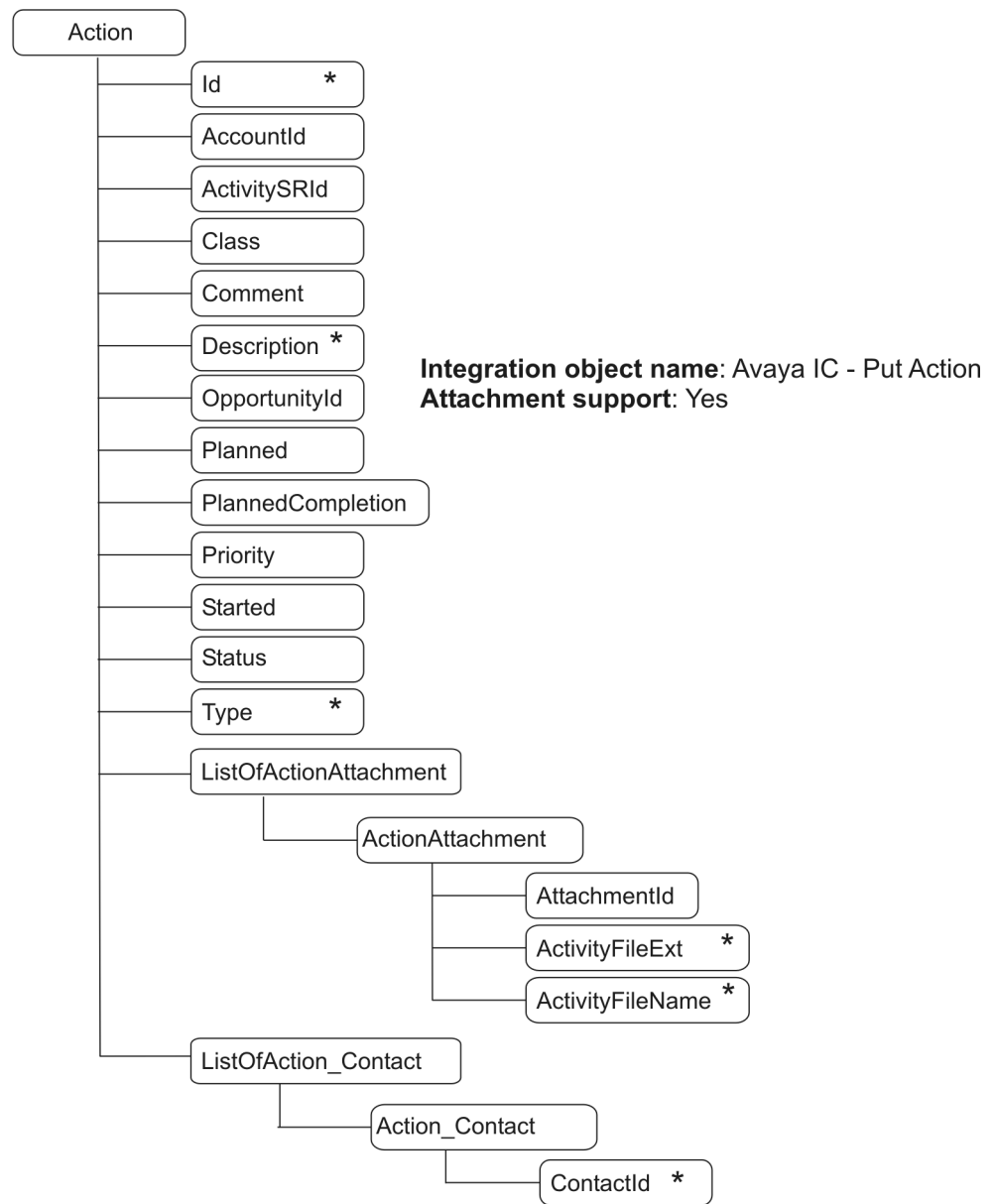


*Required field

Put Action

The Put Action integration object requests Siebel to store information in the Siebel database about the current actions that an agent took in response to a customer contact.

The following figure shows the default fields that Siebel receives from Avaya IC for data transfers using the Avaya IC - Put Action integration object.



Get Account

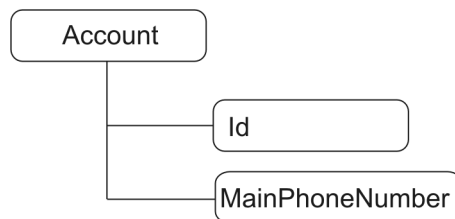
The Get Account integration object retrieves customer billing information from the Siebel database.

This section includes the following topics:

- [Get Account query keys from Avaya IC to Siebel](#) on page 508
- [Get Account responses from Siebel to Avaya IC](#) on page 509

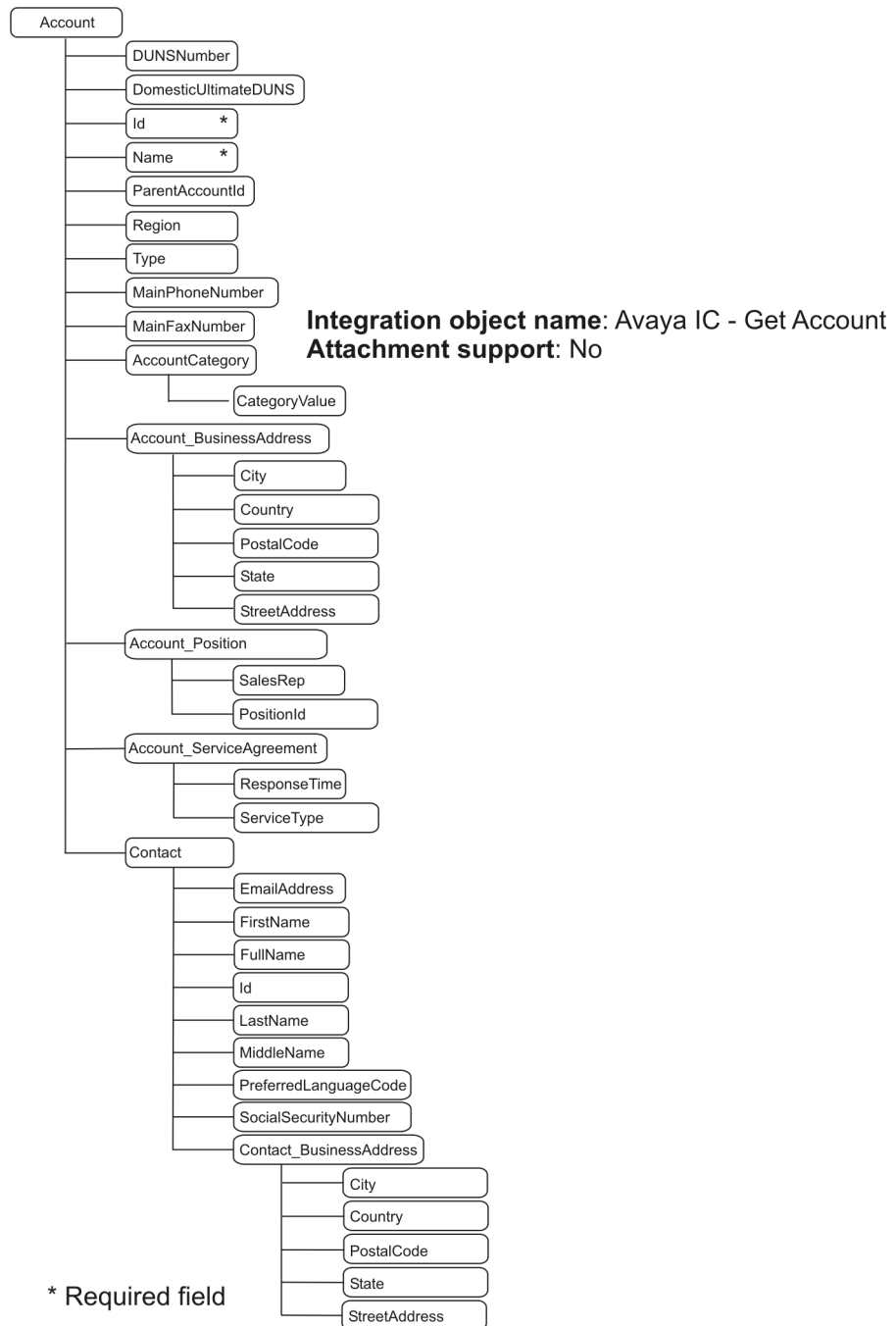
Get Account query keys from Avaya IC to Siebel

The following figure shows the default query keys that Avaya IC requests from Siebel for data transfers using the Avaya IC - Get Account integration object.



Get Account responses from Siebel to Avaya IC

The following figure shows the default fields that Avaya IC receives from Siebel for data transfers using the Avaya IC - Get Account integration object.



Get Contact and Put Contact

The Avaya IC - Get Contact integration object retrieves identification and communication information for the current contact from the Siebel database.

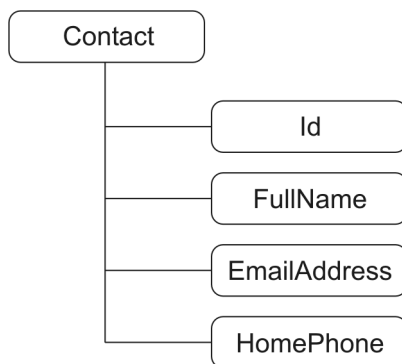
The Avaya IC - Put Contact integration object requests Siebel to store identification and communication information into the Siebel database.

This section includes the following topics:

- [Get Contact query keys from Avaya IC to Siebel](#) on page 510
- [Get and Put Contact responses from Siebel to Avaya IC](#) on page 511

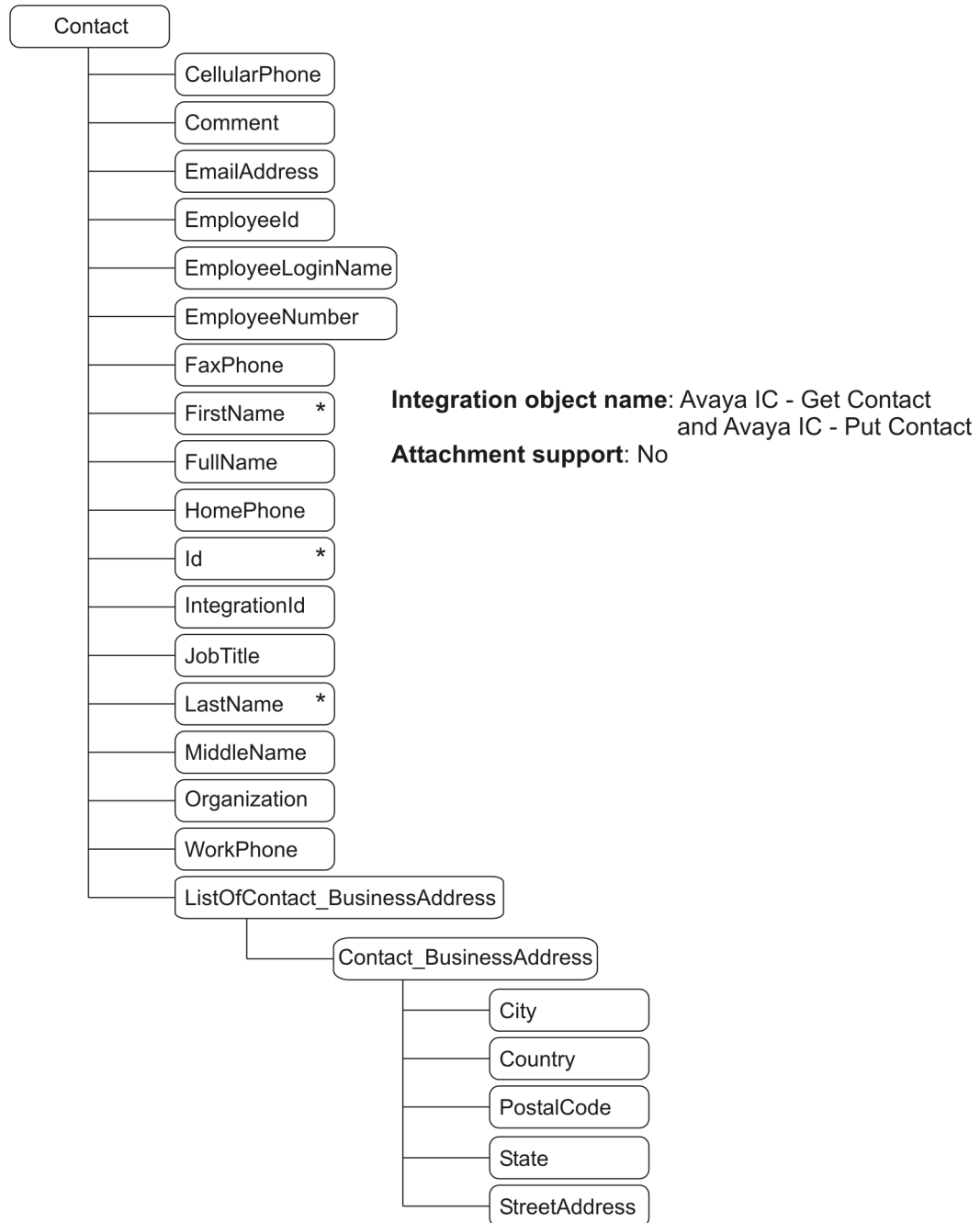
Get Contact query keys from Avaya IC to Siebel

The following figure shows the default query keys that Avaya IC requests from Siebel for data transfers using the Avaya IC - Get Contact integration object.



Get and Put Contact responses from Siebel to Avaya IC

The following figure shows the default fields that Avaya IC receives from Siebel for data transfers using the Avaya IC - Get and Put Contact integration objects.



* Required field for Put Contact only

Get Service Request

The Avaya IC - Get Service Request integration object retrieves information from the Siebel database about services that the agent's company provided to the customer.

This section includes the following topics:

- [Get Service Request query requests from Avaya IC to Siebel](#) on page 512
- [Get Service Request responses from Siebel to Avaya IC](#) on page 513

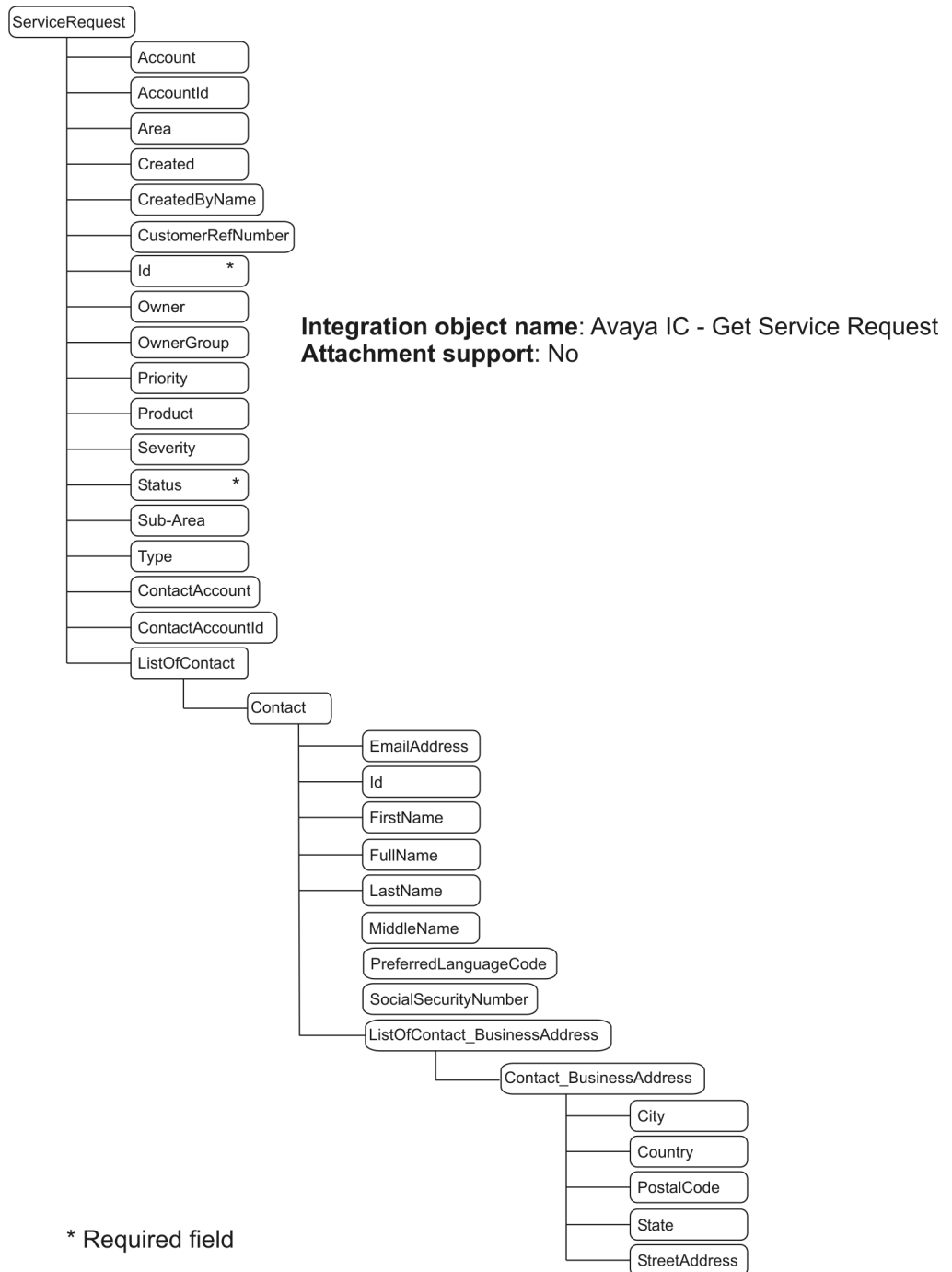
Get Service Request query requests from Avaya IC to Siebel

The following figure shows the default query keys that Avaya IC requests from Siebel for data transfers using the Avaya IC - Get Service Request integration object.



Get Service Request responses from Siebel to Avaya IC

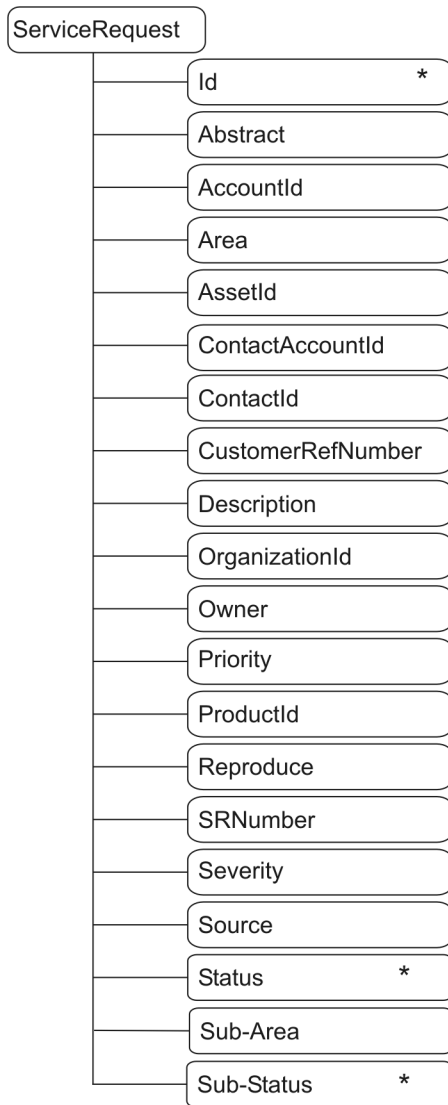
The following figure shows the default fields that Avaya IC receives from Siebel for data transfers using the Avaya IC - Get Service Request integration object.



Put Service Request

The Put Service Request integration object requests Siebel to store information in the Siebel database about services that the agent provided to the customer.

The following figure shows the default fields that Avaya IC requests to Siebel for data transfers using the Avaya IC - Get Service Request integration object.



Integration object name: Avaya IC - Put Service Request
Attachment support: No

* Required field

Get Order Entry

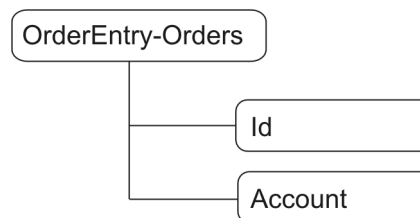
The Get Order Entry integration object retrieves information from the Siebel database about customer purchases.

This section includes the following topics:

- [Get Order Entry query requests from Avaya IC to Siebel](#) on page 515
- [Get Order Entry responses from Siebel to Avaya IC](#) on page 516

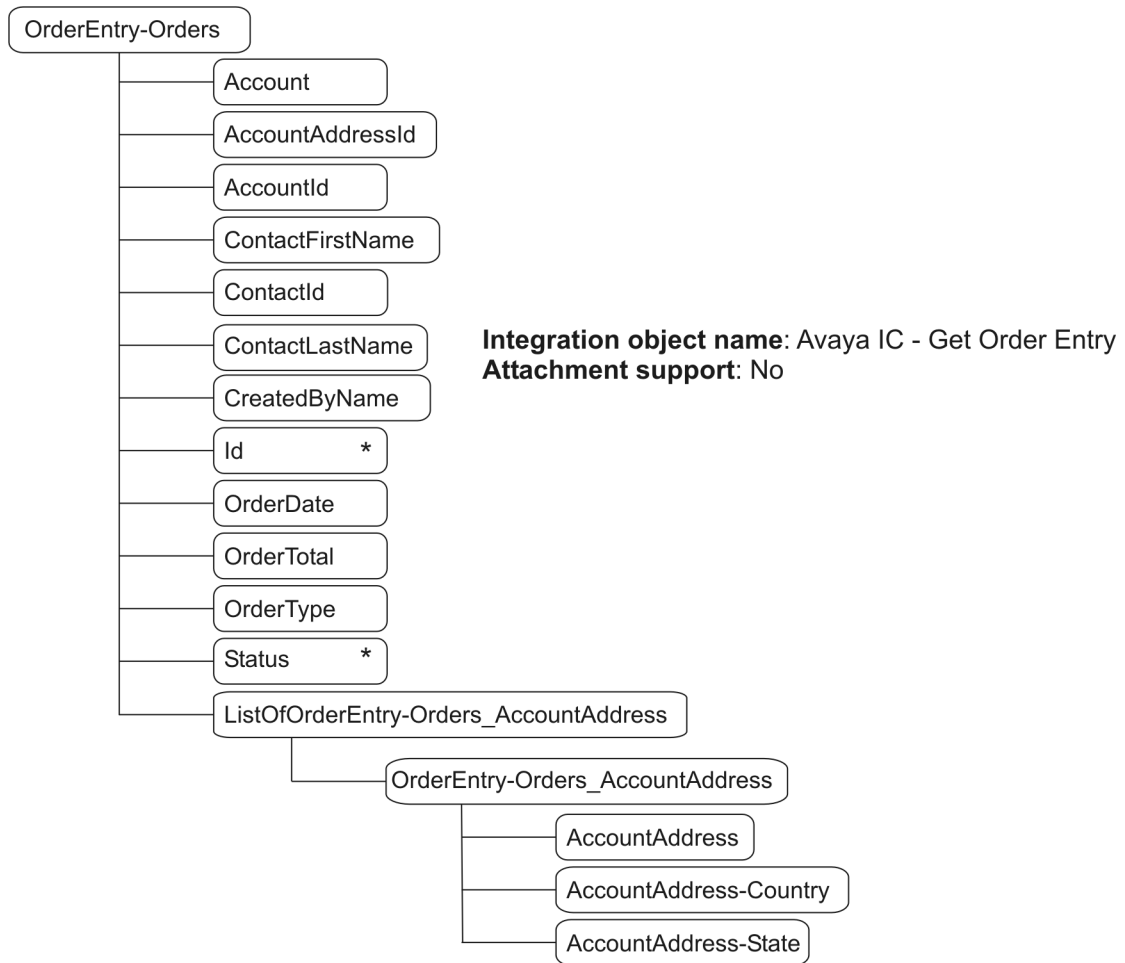
Get Order Entry query requests from Avaya IC to Siebel

The following figure shows the default query keys that Avaya IC requests from Siebel for data transfers using the Avaya IC - Get Order Entry integration object.



Get Order Entry responses from Siebel to Avaya IC

The following figure shows the default fields that Avaya IC receives from Siebel for data transfers using the Avaya IC - Get Order Entry integration object.

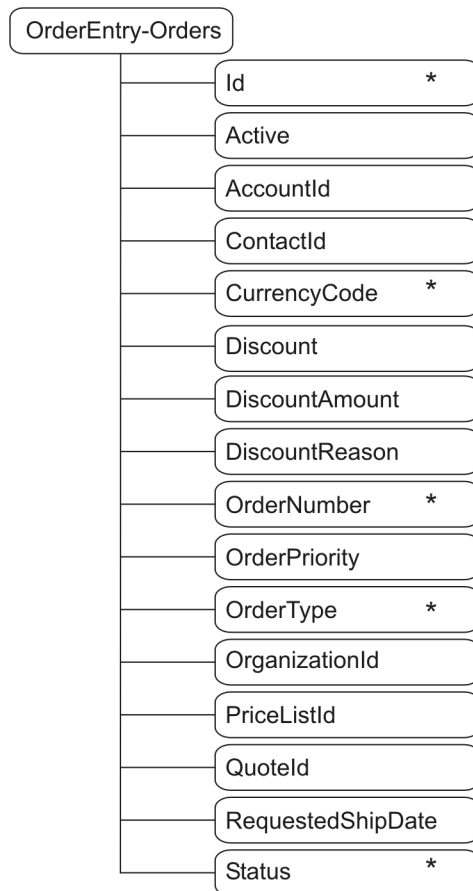


* Required field

Put Order Entry

The Put Order Entry integration object requests Siebel to store customer purchase information in the Siebel database.

The following figure shows the default fields that Avaya IC requests to Siebel for data transfers using the Avaya IC - Put Order Entry integration object.



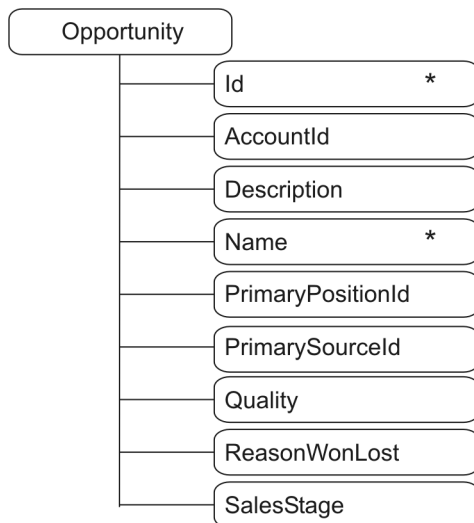
Integration object name: Avaya IC - Put Order Entry
Attachment support: No

* Required field

Put Opportunity

The Put Opportunity integration object requests Siebel to store sales contact information in the Siebel database.

The following figure shows the default fields that Avaya IC requests to Siebel for data transfers using the Avaya IC - Put Opportunity integration object.



Integration object name: Avaya IC - Put Opportunity
Attachment support: No

* Required field

Get Quote

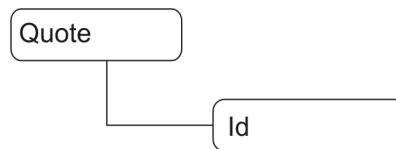
The Get Quote integration object retrieves price-quote information from the Siebel database.

This section includes the following topics:

- [Get Quote query requests from Avaya IC to Siebel](#) on page 519
- [Get Quote responses from Siebel to Avaya IC](#) on page 520

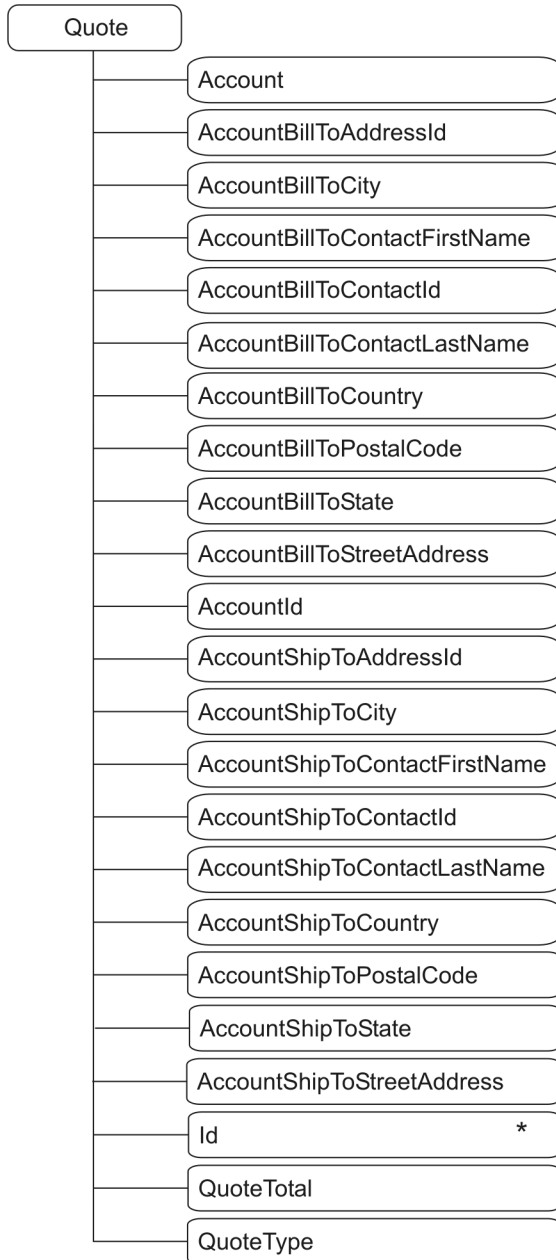
Get Quote query requests from Avaya IC to Siebel

The following figure shows the default query keys that Avaya IC requests from Siebel for data transfers using the Avaya IC - Get Quote integration object.



Get Quote responses from Siebel to Avaya IC

The following figure shows the default fields that Avaya IC receives from Siebel for data transfers using Get Quote integration object.



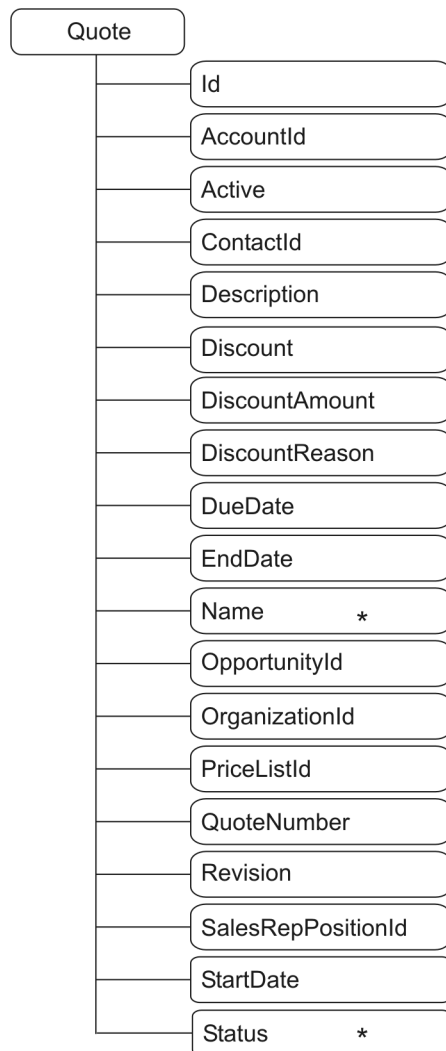
Integration object name: Avaya IC - Get Quote
Attachment support: No

* Required field

Put Quote

The Put Quote integration object requests Siebel to store price-quote information in the Siebel database.

The following figure shows the default fields that Avaya IC requests to Siebel for data transfers using the Avaya IC - Put Quote integration object.



Integration object name: Avaya IC - Put Quote
Attachment support: No

* Required field

Get and Put Email

Get Email and Put Email blocks contain the following integration objects:

- [Get Email](#) on page 522
- [Put Email](#) on page 524

Get Email

This section includes the following topics:

- [Get Email requests from Avaya IC to Siebel](#) on page 522
- [Get Email responses from Siebel to Avaya IC](#) on page 523

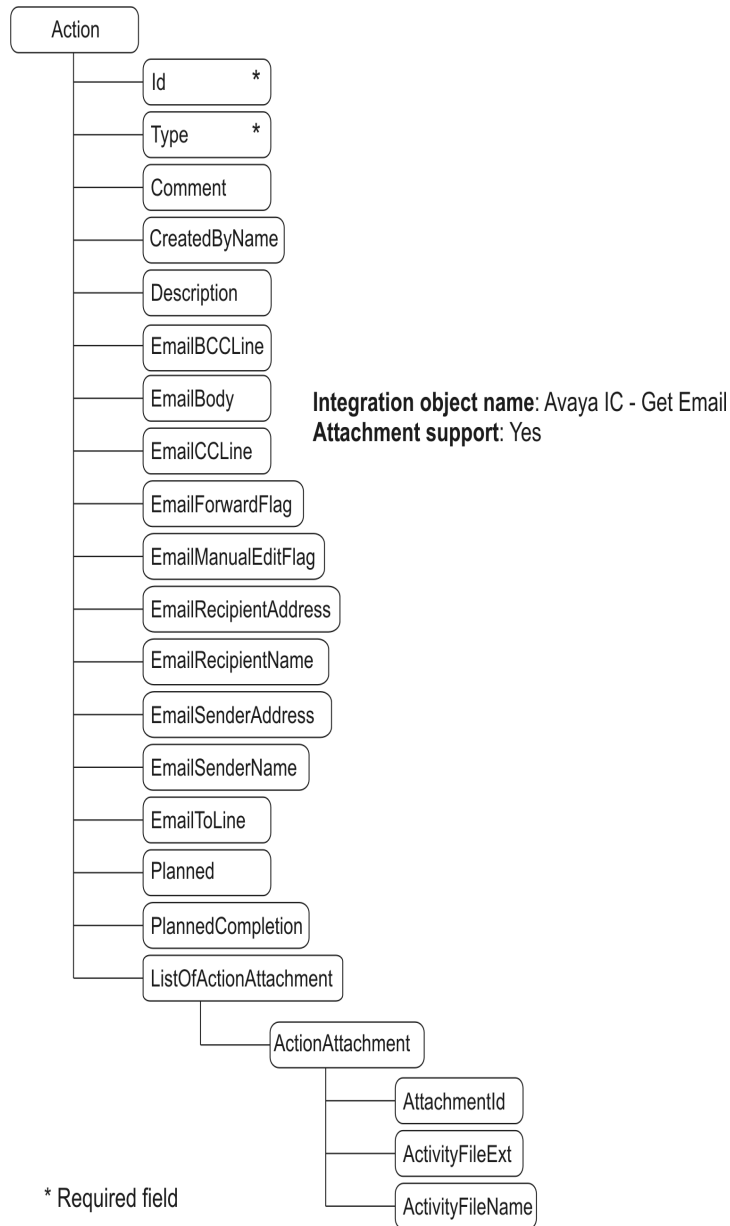
Get Email requests from Avaya IC to Siebel

The following figure shows the default query keys that Avaya IC requests from Siebel for e-mail transfers using the Avaya IC - Get Email integration object.



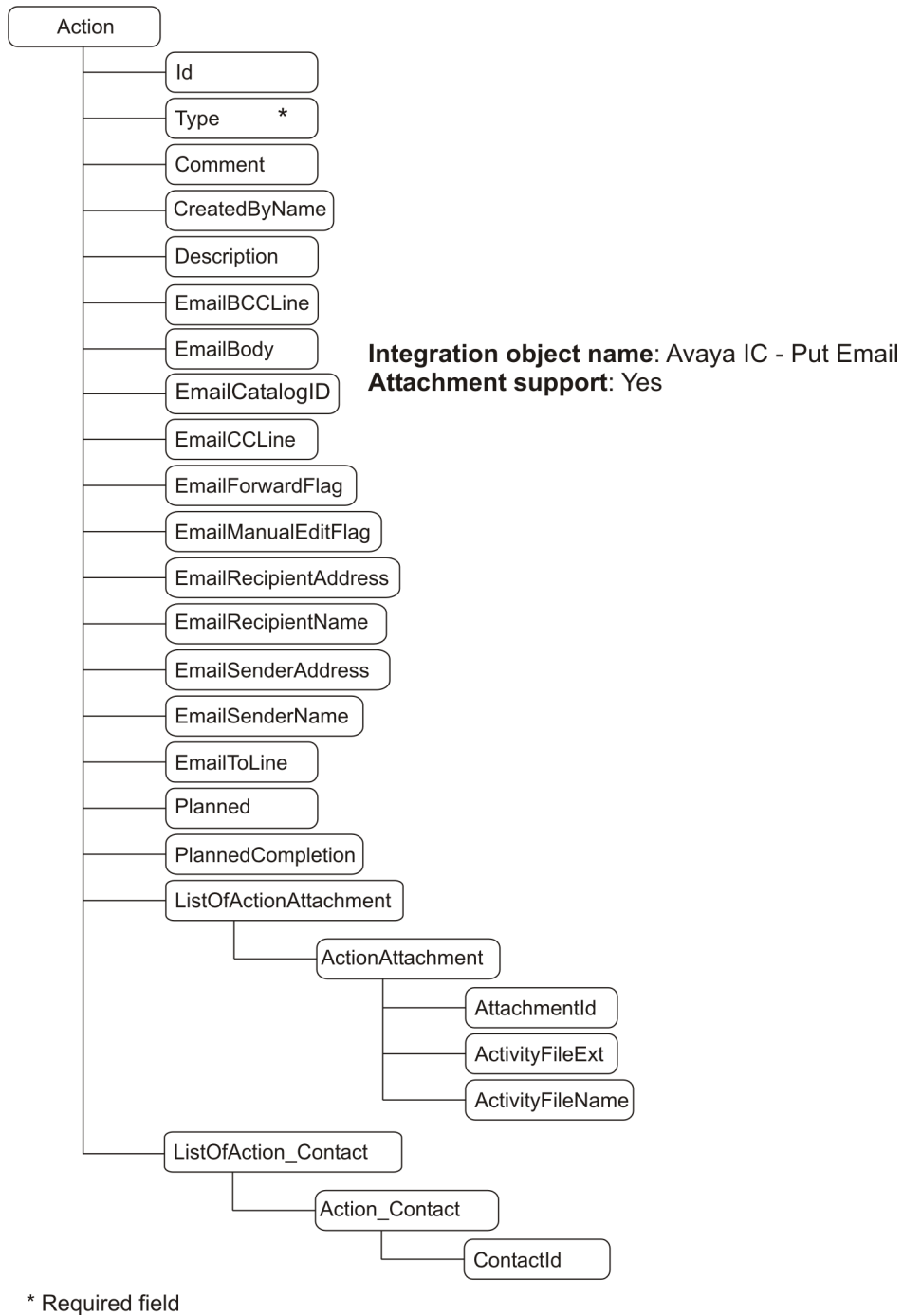
Get Email responses from Siebel to Avaya IC

The following figure shows the default fields that Avaya IC receives from Siebel for e-mail transfers using the Avaya IC - Get Email integration object.



Put Email

The following figure shows the default fields that Avaya IC receives from Siebel for e-mail transfers using the Avaya IC - Put Email integration object.





Appendix F: Driver parameters

This section includes the following topics:

- [About driver parameters](#) on page 526
- [AICD driver parameters](#) on page 527
- [AED driver parameters](#) on page 529

About driver parameters

This section contains the driver parameters you need to set for a successful integration.

Use	To set the following driver parameters...	For the...
IC Manager	<ul style="list-style-type: none"> • Error logging levels • Server name 	AICD and AED
The Communications Drivers and Profiles view in the Siebel Communications Administration window	Error logging levels for the agent log files	AICD
	Size of Thread Pool	
	Siebel Configuration Name	
	IC Domain	
	IC UUID	

Related topics

For information about setting driver parameters, see:

- *IC Administration Volume 1: Servers & Domains*
- The Siebel documentation

AICD driver parameters

The supported AICD driver parameters for the Siebel Communications Server are described in the following table. When setting up log files for agents, the only driver parameters you can set are the parameters with the name Service: as a prefix. All AICD driver parameters are optional, but may be required based on your specific needs.

Driver parameter name	Default value	Description
Driver:ConfigurationName	N/A	<p>The ConfigurationName is any string unique to the Siebel configuration and connected to the AICD. This driver parameter makes it possible for a single AICD library instance within a single Siebel Communications Server to support multiple configurations as long as multiple AICD servers have been configured in Avaya IC Manager.</p> <p>To use this parameter correctly, you will need to have multiple AICD configurations in Siebel. Do the following steps:</p> <ol style="list-style-type: none"> 1. Import the AICD.def file excluding the Drivers and Profiles into all but the first configuration. 2. Create multiple profiles for that AICD driver and correspondingly associate them with the AICD configurations. <p>You can now use this parameter as an AICD driver parameter and. override the parameter with unique values in various AICD profiles</p>
Driver:InitialThreadCount	8	<p>The InitialThreadCount is the number of threads created at driver start-up to process agent requests. Generally, the more agents you have serviced by this AICD, the higher you want this number. However, having excess threads will increase your server CPU overhead. On all platforms, this has a minimum value of 8 and a maximum value of 64.</p>
Driver:ServerDomain	N/A	<p>The ServerDomain establishes a filter for the identity of the AICD to the Avaya IC server. Normally, the driver automatically gets the server UUID from the vesp.imp file. However, if this parameter is specified, only those UUIDs that match the specified domain are chosen as a possible identity.</p>

Driver parameters

Driver parameter name	Default value	Description
Driver:ServerUUID	N/A	The ServerUUID explicitly establishes the identity of the AICD to the Avaya IC server. Normally, the driver automatically gets the server UUID from the vesp.imp file. However, if this parameter is given, the specified UUID overrides any other UUID that the AICD has automatically chosen. Use this parameter with caution.
Service:TraceLevelFlush	false	If true, the agent-specific file is flushed from memory to the disk for every log statement. Setting this to true is likely to slow down the performance of the AICD.
Service:TraceLevelUsr1	false	If true, errors are logged to an agent-specific file.
Service:TraceLevelUsr2	false	If true, warnings are logged to an agent-specific file.
Service:TraceLevelUsr3	false	If true, information messages are logged to an agent-specific file.
Service:TraceLevelUsr4	false	If true, debugging information is logged to an agent-specific file.

AED driver parameters

The supported AED driver parameters for the Siebel Communications Server are described in the following table.

Driver parameter name	Default value	Description
SiebelExpireTime	30	Time in seconds that the AED waits for Siebel to perform e-mail Content Analysis and respond with an e-mail disposition. If this timeout expires, the data is discarded and an alarm is raised. Should Siebel respond after the timeout has occurred, the data is still discarded.
AedStartupSleepTime	0	Time in seconds that the AED is inactive before logging into the Avaya IC environment. The default value is 0 and should work for most configurations. Change this value only if you experience problems with AED properly initializing with Avaya IC.

Driver parameters

Glossary

Adaptive E-mail Driver	Avaya-provided driver software that runs under the Siebel Communications Server. The Adaptive E-mail Driver (AED) allows Avaya IC to request Siebel to perform Content Analysis on e-mails and return the results back to the Avaya IC.
Adaptive Interaction Center Driver	Avaya-provided driver that runs under the Siebel Communications Server. The Adaptive Interaction Center Driver (AICD) coordinates the delivery of work between Avaya IC and Siebel agents, and is also responsible for managing some aspects of the Siebel Communications Toolbar user interface.
ADU	See Agent Data Unit .
AED	See Adaptive E-mail Driver .
agent	An individual who handles inbound or outbound customer contacts through phone calls, e-mails, or Web chats. Each agent is associated with one or more media channels through their login IDs, and can be a member of one or more workgroups.
Agent Data Unit	A record created each time an agent logs into Avaya IC. The record contains information about agent activities during the Avaya Agent session, including information about each media channel and any active contacts assigned to the agent.
AICD	See Adaptive Interaction Center Driver .
auto-acknowledgement	An e-mail automatically sent in response to e-mail from a customer that acknowledges the receipt of the message.
auto-response	An e-mail automatically sent in response to e-mail from a customer that is based on the Content Analysis of the e-mail.
available state	The agent state in which the agent is ready to receive another contact through the media channels.

Avaya Agent

Avaya Agent	The client application that enables agents to handle customer contacts via incoming and outgoing phone calls, e-mails, and chat sessions. The Avaya Agent is displayed on agent desktops as a framework containing tabs and panes and their controls, such as task lists. Also called <i>Avaya Agent Desktop</i> .
Avaya Agent Desktop	See Avaya Agent .
Avaya IC	See Avaya Interaction Center .
Avaya Interaction Center	A complete software system for contact centers that routes and manages inbound and outbound agent-customer interactions. These interactions can occur across multiple media channels including voice, e-mail, and Web chat.
Avaya Web Agent	<p>The GUI desktop application used by agents to interact with customers using Web management features. Fully integrated into the Avaya Agent, the Web Agent provides the interface that agents use to handle their chat contacts after selecting them from either the Avaya Agent chat task list or the Siebel work item list.</p> <p>For this integration, Avaya Web Agent supports only chat contacts.</p>
Blender server	A server on the Avaya IC system that controls agent availability across different channel types, and monitors ADU change events. The Blender server is preconfigured to run workflows when any agent state changes. The Blender server can also be configured to raise alarms or run flows when agent or queue ADU thresholds are exceeded.
blind transfer	A one-step transfer of a work item. There is no consult phase for this type of transfer.
block	See workflow .
CDL	See Console Design Layout file .
chat	A system in which users can exchange typed messages in real-time over a computer network or the internet.
Common Object Request Broker Architecture	An architecture that enables servers to communicate with one another regardless of the programming language in which they were written or the operating system on which they run. VESP (Voice Enhanced Services Platform) is the CORBA implementation used in Avaya IC.
Communications server	See Siebel Communications server .

Console Design Layout file	A file that specifies the Avaya Agent screen layout.
consultative transfer	A two-step transfer of a work item. This type of transfer allows the transferring agent to communicate with the person receiving the work item before completing the transfer.
contact	<p>(1) In Avaya IC, an event consisting of an interaction between a customer and an agent, or a request for such interaction. The interaction can occur by phone, e-mail, or chat.</p> <p>(2) In Siebel applications, the term contact refers to a business object or component that typically represents a customer.</p>
contact center	A single site or multiple sites at which contacts are received and answered on voice, e-mail, and chat media channels for the purpose of communicating with customers, vendors, or employees.
Content Analysis	<p>An automated analysis of e-mail that determines the topic and language of the e-mail. Based on this analysis, automated responses are sent to customers, or to agents for final approval.</p> <p>For this integration, the actual Content Analysis is performed by Siebel.</p>
CORBA	See Common Object Request Broker Architecture .
definition file	See Siebel definition file .
EAI server	See Enterprise Application Integration server .
Enterprise Application Integration server	A new Siebel component located within Avaya IC that accepts workflow blocks on Avaya IC to perform operations that read and write data and e-mail to and from the Siebel database.
EDU	See Electronic Data Unit .
Electronic Data Unit	A record maintained by Avaya IC about a contact from a customer. Avaya IC stores all information related to a particular contact in the Electronic Data Unit (EDU). Similar to the Agent Data Unit , which represent agents rather than customers.
e-mail Content Analysis	See Content Analysis .
flow	See workflow .

IC Email server

IC Email server

A server that integrates with SMTP and POP3 servers. The IC Email server also manages all polling and forwarding, from the customer to the agent, of e-mails that come into the Avaya IC system. Through workflows, this server also handles the filtering of spam, the delivery of automatic replies, and the management of traffic flow to external agents and approval agents.

incoming call

A call offered to a route or service from an external carrier.

media channel

The method by which contacts enter Avaya IC - voice, e-mail, and Web chat.

multihomed host

A computer with two or more IP addresses.

mute transfer

A term previously used by Siebel that is synonymous with blind transfer. See [blind transfer](#).

on hold

A caller is placed in a wait state.

ORB Server

An Avaya IC server that controls and maintains other servers. Every machine that runs servers must have an ORB Server running. The ORB Server can start, stop, and monitor the status of any server on its machine.

outbound

Calls or e-mail sent to a prospect or customer from a contact center.

queue

A group of agents, often with similar skills or knowledge, to which customer contacts are routed in a contact center. For example, there may be a Hardware Sales queue, a Hardware Support queue, a Software Sales queue, and a Software Support queue, each containing agents who handle a particular type of issue.

ready state

See [available state](#).

SCAPI

See [Siebel Adaptive Communications API](#).

screen pop

A term used to describe how contact information is displayed in the **Siebel Application Window** in response to either new work being delivered to the agent or work being accepted by the agent. Typically a new screen or view that is associated with the incoming contact is presented, or popped, to the agent. In Siebel, screen pops are usually driven from driver events and the associated rules in the Siebel definition file that define the Siebel views to present to the agent, and the data items that should be queried from the Siebel database.

shared browsing

A set of features used during a chat session that enable the browsers for agents and customers to be synchronized so that they display the same Web pages simultaneously.

Siebel Adaptive Communications API	<p>A Siebel driver interface that the Adaptive Interaction Center Driver (AICD) and Adaptive E-mail Driver (AED) use to communicate to Siebel. The Siebel Adaptive Communications API (SCAPI) interface is a C-Language function call interface that passes work item events from the AICD to Siebel, and work item commands from Siebel to the AICD.</p> <p>The SCAPI interface is located on the Siebel system.</p>
Siebel Communications server	<p>A Siebel server that supports communication-related functions between the Siebel client PCs and application-specific drivers, such as the Adaptive Interaction Center Driver (AICD). Also called <i>Siebel Comm. server</i>.</p>
Siebel definition file	<p>A Siebel proprietary language that describes the rules associated with how events and commands are processed and passed between Siebel and the Adaptive Interaction Center Driver (AICD). The definition file determines Siebel desktop behavior, such as what Siebel screen to pop. The definition file also controls the commands passed from Siebel to the AICD. Also called <i>.def file</i>.</p>
Siebel Desktop	<p>A customizable graphical user interface (GUI) that hosts the Siebel application and runs in a browser. The agent also uses the Siebel Desktop to control the media through the Siebel Communications Toolbar.</p>
Siebel integration servers	<p>Servers that were created specifically for the Avaya IC for Siebel integration. The following servers and drivers are considered Siebel integration servers:</p> <ul style="list-style-type: none"> ● Adaptive Interaction Center Driver (AICD) ● Adaptive E-mail Driver (AED) ● Enterprise Application Integration (EAI) server
suggested response	<p>E-mail responses that are generated automatically, after Content Analysis. When an agent receives an e-mail contact for which a set of suggested responses have been generated, the agent selects the most appropriate response and sends it to the customer.</p>
Telephony Server	<p>A server on Avaya IC that monitors calls, including abandoned calls, and controls the routing of telephony requests. The TS uses the Electronic Data Unit to record information on incoming or outgoing calls.</p>
TS	<p>See Telephony Server.</p>
UAD	<p>See Unified Agent Directory.</p>

Unified Agent Directory

Unified Agent Directory

An internal directory that provides lists of contact center resources, which may include agents, queues, and customized contact lists. Agents use the Unified Agent Directory graphical user interface to select a destination for a transfer, conference, or make call operations, such as a queue, another agent, an external agent, a supervisor, or a person with a specified proficiency in a particular skill.

work item

(1) In Avaya IC, every contact a customer makes to an agent and vice versa is represented by a work item. If a customer calls, then sends e-mail, and then participates in a Web chat, each of these contacts is considered a separate work item. However, multi-media contacts are combined into one work item. For example, a Web chat + call is one work item.

(2) In Siebel, every entry in the **Siebel Communications Toolbar Work Item Drop-Down List** represents a unique work item.

workflow

A script that defines a sequence of steps the system performs when handling voice, e-mail, and Web chat contacts. Workflows are flowcharts that consist of a series of connected blocks. Each block defines a step in the workflow. The order of the blocks in the workflow determines the order in which the steps are performed. Default workflows are provided during installation. Integrators can use the Avaya IC Workflow Designer to modify the default workflows. Also called *flows*.

workgroup

A set of agents and queues. Workgroups enable the pooling of agents and queues by their related responsibilities and skills, resulting in better use of resources and more efficient management. Each workgroup can contain one or more agents and queues as well as other workgroups, structured hierarchically. A workgroup can contain supervisors, who are agents assigned the role of supervisor.

wrap-up

State the agent enters after contact with a customer ends. During wrap-up, an agent can complete the transaction and may be required to enter reason codes or complete a script.

Index

A

- AcceptEmail command 392
- AcceptVoicePreviewCall command 393
- AcceptWeb command 394
- ACD 27
- ActiveX controls 77
- activity records 104
- Adaptive E-mail Driver, see AED
- Adaptive IC Driver, see AICD
- Adobe Acrobat Reader 44
- Advocate Siebel workflows 114, 116
- AED
 - adding as new Communication Driver 268
 - configuring Siebel for 268
 - Content Analysis 56
 - creating a profile for 269
 - creating a response group for 270
 - creating Siebel AED server 266
 - description 96
 - domain guidelines 47
 - driver parameters 529
 - e-mail content and 96
 - errors 361
 - installing 266
 - log file 354
 - multi-site configurations 96
 - Postanalyze Error workflow 153
 - Postanalyze workflow 70, 151
 - Preanalyze CA workflow 70, 147
 - Siebel user interface 106
 - Trigger Siebel CA block 136
- AED.log file 361
- AedStartupSleepTime parameter 529
- AgentAvailable command 395
- AgentUnavailable command 396
- AICD
 - Agent Data Unit (ADU) 99
 - Alarm server 99
 - associating Siebel agents with 198
 - Avaya Agent 99
 - Avaya IC interfaces and 98
 - checking the environment 203
 - commands 381, 382
 - commands and events 108
 - configuring 195
 - creating 188
 - customizing events and 318
 - customizing the definition file and 109
 - definition file 108
 - description of 97
 - domain guidelines 47
 - driver parameters 527
 - EDU 99
 - e-mail and 251
 - events 457, 458
 - figure of architecture 98
 - first e-mail entry 60
 - formula for calculating number of 328
 - importing AICD Siebel configuration 197
 - key-value parameters 383
 - library and the SiebelAICD server 322
 - log file 354
 - multiple 99
 - open data and 311, 314, 316
 - SCAPI interface 103
 - Siebel Communications Toolbar disabled 341
 - Siebel interfaces and 98
 - Siebel user interface 106
 - Telephony Server (TS) 98
 - VESP 98
- AICD library
 - ConfigurationName parameter and 326
 - Siebel Communications Server host setting and 327
 - Siebel configurations that use 322
- AICDEngine 87
- AICDStrings.txt file 192, 193, 318
- AIX platform, EAI servers do not start 359
- Analyze workflow
 - description of 159
 - figure 160
 - Siebel-first 159
 - Workflow server 159
- AnswerCall command 397
- Application Object Manager 38
- architecture in an integrated system 29
- Aspect 8 43
- assisted Web browsing 45
- Auto Response disposition
 - Postanalyze workflow 151
- auto-acknowledgement
 - Avaya-first e-mail entry overview 56
 - e-mail channel functions 27
 - Postanalyze workflow 151
- automatic call distributor 27
- auto-response
 - Avaya-first e-mail entry process 56
 - e-mail channel functions 27

Postanalyze workflow	70
AUX reason codes	85
Avaya Agent	
ADU	99
AED	361
agent properties	92
AICD	97
AICD and interfaces	99
architecture	76
areas of functionality	77
AvayaAgentCommand	399
configuring Avaya IC Resolve Status	253
Create Agent Desktop Data block	117
definition file customizations	109
designing databases	173
Email Dismiss Reason code	280
generating Windows application	175
IC Scripts	81
integration hooks	82
interactions	77
layout file	79
Login command	435
login ID	342
OnAvayaAgentEvent	462
screen layout	79
selected work item	384
taskbar fails	352
taskbars	79
Trigger Outbound Transfer workflow	154
Web Agent	74
Avaya IC EAI MIME.xml workflow	101, 222, 223
Avaya IC requirements	50
Avaya IC servers in an integrated system	30
Avaya IC supported server platforms	42
Avaya Interactive Response	26
Avaya Outbound Contact	26
Avaya PBXs supported	43
avaya_agent_sbl_en.cdl	80, 175
AvayaAgentCommand	399
Avaya-first e-mail entry method	
advantages of	55
Content Analysis	58
description	56
differences between Siebel-first	62
figure	54
project and workflow names	114
similarities to Siebel-first	61
workflows	145
AvayaFirst.sif	259

B

blended delivery of e-mail	27
blocks	
Create Agent Desktop Data	117
Create External Contact Mapping	135
EAI Get Data	119
EAI Get Email	123
EAI Put Data	125
EAI Put Email	131
Get CA Results from EDU	136
Siebel palette	117
Trigger Siebel CA	136
Business Advocate	26, 27
buttons	
accessing	386
AICD and	97
Change Ready State Web	386
Communication Detail - Response View	387
customizing	109
definition file and	109, 382
disabled	341
overview of commands and	389
Siebel Communications Toolbar	386

C

call-routing workflow, see Incoming Call flow	
CancelConferenceCall command	400
CancelConferenceWork command	402
CancelConsultTransferCall command	404
CancelConsultTransferWork command	406
CancelEmail command	408
Catalog ID, obtaining from Siebel	242
cause parameter	485
CDL file	
description of	79
differences between integrated and non-integrated	80
specifying language	175
specifying layout	93
CDs for installation	51
Change Ready State submenu	386
chat contact routing workflow, see Qualify Chat flow	
chat qualification	
Customer Management workflows for Web	140
Qualify Chat flow	140
Transcript Added workflow	142
workflows	140
client operating systems supported	43
clients in an integrated system	30
Comm Outbound Manager	307
commands	

AICD	381	Content Analysis	
AICD and	97	AED	96
AICD and Siebel interfaces	98	Avaya-first e-mail entry methods	58
AICD and TS.	98	Get CA Results from EDU block	136
customizing	109	multi-site configurations	37
definition file and	108, 109	overview of incoming e-mail workflow	145
definition of	382	Postanalyze Error workflow	153
events and	108	Postanalyze workflow	151
importing	198	Preanalyze CA workflow.	146
list of	389	Preanalyze no-CA workflow	149
media types and	385	Route To Agent disposition	151
open data and	312	Siebel-first e-mail entry method	59
SCAPI interface	103	Trigger Siebel CA block	136
Siebel Communications Server	107, 315	Create Agent Desktop Data block	117
Siebel log files	357	Create External Contact Mapping block	135
CommInboundItemListApplet.js file	262, 292	creating	
common call event parameters	459	AED server	266
common e-mail event parameters	460	AICD server	188
common event parameters	459	Avaya IC workflow	278
common Web event parameters	461	communication configuration	196
CommOutboundItemFormApplet.js file	261, 290	default Email Dismiss Reason code	280
Communication Detail - Response View.	387	domains	46
communications infrastructure	30	EAI e-mail agent	208
Communications Server, see Siebel Communications Server		e-mail profile for Avaya-first	255
Communications Session Manager	38	integration objects	101
and Maximum MT Servers	322	log files for the AICD, AED, and EAI servers	355
CompleteConferenceCall command	410	log files for the server	354
CompleteConferenceWork command	412	new Resolve Status in Email Response Library	281
CompleteConsultTransferCall command	414	profile for Siebel-first	302
CompleteConsultTransferWork command	416	profile for the AED	269
ConfigurationName parameter	322, 527	response group for Siebel-first	303
about	326	teleset	199
specifying multiple Siebel configurations	322	Web chat record with transcripts	69
configuring		current work item.	384
AICD	195	Customer Management workflows	
Avaya IC	181	about.	140
Avaya IC Resolve Status	253	description of	140
Avaya-first e-mail channel	241	customizing	
default e-mail qualification workflows	246	commands, buttons, and events	109
e-mail	251	definition file	109
IC Manager to run Transcript Added workflow	238	event parameters vs. open data	310
IC Repository	177	events	318
secondary ORB server	185	open data	311
Siebel for the AED	268	Siebel event parameters.	318
Siebel to poll the mailbox	302		
Siebel-first e-mail channel	275		
Smart Answer Manager.	274, 306		
voice qualification workflows	161		
Web chat qualification workflows	229		
workflow servers to use voice workflows	164		
workflow servers to use Web chat workflows	234		
Console Definition Language file, see CDL file		D	
		data exchange	32
		Database Designer.	71
		databases	
		multi-site configurations	37
		supported	43

DataWake	28
def file, see definition file	
DeferEmail command	418
definition file	
about customizing.	109
AICD.	197
commands and	382
commands and events	108
coordinating customizations	109
customizing.	109
description of	108
event handlers	458
event parameters and open data.	310
importing	197
NewOpenData command	315
deployment guidelines	46
DisconnectWork command	419
Dismiss disposition	151
disposition	
Auto Response	151
Dismiss	151
Route to Agent	151
documents as e-mail attachments	45
domain deployment guidelines	46
driver parameters	
about	526
AED	529
AICD.	527

E

EAI e-mail agent	208
EAI Get Data block	
chat qualification	140
description	119
Incoming Call workflow	138
Preanalyze CA workflow.	147
Preanalyze no-CA workflow	149
voice qualification	137
EAI Get Email block	123
Auto Response disposition	151
Postanalyze workflow	151
Route To Agent disposition	151
Route to Agent disposition.	151
EAI Put Data block	125, 138
EAI Put Email block	
description	131
Preanalyze no-CA workflow	149
EAI server type	
adding server to IC Manager.	210
description	68
failover.	49

limitations	69
log file	354
EAI servers	
adapter	33
adding to IC Manager	210
blocks	33
customizing and	109
do not start on AIX platforms	359
domain guidelines	49
errors	358
figure of	67
Get and Put operations	497
Incoming Call flow	138
information about	66
installing	208
installing integration objects	217
integration objects and	100
interfaces	67
log files and	354
multi-site configurations	37
security policies	52
server type limitations	69
server types.	68
transcript-added workflow	142
unable to read a file attachment	360
workflow blocks	117
eai.cfg file	224
EAIEmail server type	
adding server to IC Manager	213
creating an EAI e-mail agent	208
description	68
domain guidelines	49
limitations	69
log file	354
EAIWorkflow server type	
adding server to IC Manager	212
customizing the Put Data block.	101
description	68
failover	49
limitations.	69
log file	354
EDU	
container for open data	312
container syntax restrictions	312
Content Analysis	70
Incoming Call flow	138
information lost	353
server.	99
servers and database configurations	37
e-mail	
Avaya-first e-mail entry workflows	145

blended delivery	27
channel, information about	26
history	27
incoming processing	145
outbound processing	146
push delivery.	27
Email Dismiss Reason code	
about creating	280
creating a default.	280
setting in the CDL file.	280
e-mail entry methods	
Avaya-first	56
Siebel-first	59
Email Response Library	280
EmailAvailable command	420
EmailUnavailable command	421
error strings	
installing English for Avaya-first	257
installing English for Siebel-first	285
installing localized for Avaya-first	260
installing localized for Siebel-first	289
eScript	
differences between Avaya-first and Siebel-first	62
importing CommInboundItemListApplet	262, 292
importing CommOutboundItemFormApplet.	261, 290
importing for Siebel Universal Agent	206
importing SendCommunicationApplet	263
installing for Avaya-first	257
installing for Siebel-first	285
removing for Siebel-first	282
similarities between Avaya-first and Siebel-first.	61
upgrading 6.1.3 files	376
events	
common call event parameters	459
common e-mail event parameters	460
common event parameters	459
common Web event parameters.	461
customizing	109, 309
definition file and	108
description of	458
IC Scripts and	81
importing	198
list of	457
open event parameters	461
Siebel Communications Server and	107
Siebel log files and	357
eXtensible Markup Language, see XML	
eXtensible Stylesheet Language, see XSL	

F

failover	49
--------------------	----

AED domain guideline.	47
AICD domain guideline	48
domains and	46
EAI domain guideline	49
setting Avaya IC properties	184
Trigger Outbound Transfer workflow	154
Fax as e-mail attachment	45
file attachments, EAI server unable to read	360
flows, see workflows	
formula for calculating number of AICDs	328
ForwardEmail command	422

G

Get CA Results from EDU block.	136
Get Data	
EAI Get and Put operations	497
EAI server and	66
EAI server type	68
integration objects	504
Get Data block, see EAI Get Data block	
Get Email	
EAI Get and Put operations	497
EAI server and	66
EAIEmail server type and	68
integration objects	522
Get Email block, see EAI Get Email block	

H

HangupCall command	424
help files, installing	178
heterogeneous switch	26
HoldCall command	425
HoldReconnectCall command.	426
hook handlers	82
hooks for the integration	82
HTTP	
data exchange	33
EAI interface	68
modifying the eai.cfg file.	224
response timeout for EAI server	211
response timeout for EAIEmail server	214
response timeout for EAIWorkflow server.	213
security	52
HyperText Transfer Protocol, see HTTP	

I

IC Email server	
Analyze workflow for Siebel-first	159
configuring e-mail qualification workflows	249

EAI domain guidelines	49
EAI interfaces	67
in data exchange process	33
Peanalyze CA workflow.	147
Peanalyze no-CA workflow	149
IC Manager	71
IC Scripts	77, 78, 81, 175
icenv file.	215, 216, 359
importing	
AICD Siebel configuration	197
CommInboundItemListApplet	262, 292
CommOutboundItemFormApplet.	261, 290
custom eScript for Siebel Universal Agent	206
new Siebel workflows	254
SendCommunicationApplet	263
Siebel workflow when configuring EAI servers	221, 222
Siebel workflows when configuring the AED	271
Incoming Call flow	
about	137
configuring	164
description of	137
EAI Get Data block	138
EAI Put Data block	138
EAI server	138
EDU	138
installing	162
process	138
TS.IncomingCall event	137
incoming e-mail workflows	145
InitConferenceCall command	427
InitConferenceWork command	429
InitConsultTransferCall command	431
InitConsultTransferWork command	433
InitialThreadCount parameter	527
installation CDs	51
installing	
AED	266
AICD.	191
Avaya IC server on Siebel	185
custom integration objects.	216
EAI servers.	208
eScript and English error strings for Avaya-first	257, 260, 289
eScript and English error strings for Siebel-first	285
Incoming Call flow	162
integration objects	216
Siebel integration components on Avaya IC.	170
Transcript Added workflow	236
Web chat qualification workflow	236
integrating with Siebel 7.0.4.	365
integration hook handlers	82
integration hooks.	82

integration objects	
about	100
creating	101
description	100
Get and Put Data	504
installing	216
Interaction Center Manager, see IC Manager	
Interactive Voice Response	26, 45
Internet Explorer	44, 93
IP assignment for SiebelAICD server configurations.	324
IP text chat	45
IVR	26, 45

K

key-value parameters	383
--------------------------------	-----

L

LIBPATH, updating for AIX	215
load balancing software	48
log files.	354
logging levels	
adding the EAI server	211
adding the EAIEmail server	214
adding the EAIWorkflow server.	213
creating a Siebel AED server.	267
creating a Siebel AICD server	190
description of	354
Login command.	435
login IDs	50
Logout command	436

M

MakeCall command.	437
Maximum MT Servers parameter	322
about	325
considerations for setting.	325
example setting	325
MaxMTServers parameter, see Maximum MT Servers parameter	
media channels supported.	45
media types	
commands and	385
supported.	495
MIME	
adding EAIWorkflow server.	213
creating integration objects.	102
data transfer	33
EAI interface	68
EAI server type limitations	69
MTTLogger.dll	205

MTToolkit.dll	205
multihomed hosts	
AICDs and	324
definition	324
example	335
SiebelAICD selection criteria	323
multihomed server	323, 324
Multipurpose Internet Mail Extensions, see MIME	
multi-site configurations	
AED in	96
agents, sites, and Siebel Communications servers	37
associating a Siebel agent with a communications session	38
Centralized Siebel complex	36
database in	37
domain deployment guidelines	48
EAI	37
e-mail	37
figure	36
MuteTransferCall command	438
MuteTransferWork command	439

N

NewOpenData command	440
Nortel	43
ntpd process	44

O

OnAvayaAgentEvent	462
OnCallAbandoned event	463
OnCallBusy event	464
OnCallConference event	465
OnCallConnect event	466
OnCallDisconnect event	467
OnCallDrop event	468
OnCallHold event	470
OnCallHoldReconnect event	471
OnCallIncoming event	469
OnCallQueued event	472
OnCallRinging event	473
OnCallTransfer event	474
OnChangeCurrentWorkItem event	475
OnEmailCancel event	476
OnEmailDeferred event	477
OnEmailForward event	478
OnEmailReply event	479
OnEmailSend event	480
OnLoginAgent event	481
OnLogoutAgent event	482
OnNewOpenData event	483
OnNewWorkItem event	484
OnSiebelWrapUp event	486

OnWorkConference event	487
OnWorkConnect event	488
OnWorkDisconnect event	489
OnWorkItemRemove event	490
OnWorkTransfer event	492
open event parameters	461
operating systems supported	43
ORB Servers	
information about	73
installing a secondary	185
Outbound Contact	26
Outbound Email workflow	
about	158
description of	158
figure	158
process within Avaya IC	70
Workflow server	158
Outbound Transfer workflow	
about	156
description of	156
figure	157
Workflow server	156

P

parameters	
common call events	459
common e-mail events	460
common events	459
common Web events	461
open events	461
passwords for agents	50
PBXs supported	43
PDF reader	44
POP3	
Avaya-first e-mail entry overview	56
creating a profile for Siebel-first	302
creating an e-mail profile	256
e-mail channel functions	27
Siebel-first e-mail entry process	59
port assignment on SiebelAICD	324
Postanalyze Error workflow	
about	153
description of	153
figure	153
Workflow server	153
Postanalyze workflow	
about	151
Auto Response disposition	151
auto-response and auto-acknowledgement	57
description of	151
Dismiss disposition	151

figure	152
incoming e-mail workflow processing	145
Preanalyze CA workflow and	147
process within Avaya IC	70
Workflow server	152
Preanalyze CA workflow	
about	146
auto-response and auto-acknowledgement	56
description of	146
EAI Get Data block	147
figure	148
incoming e-mail workflow processing	145
Postanalyze Error workflow and	153
Postanalyze workflow and	152
process	147
process within Avaya IC	70
Workflow server	146
Preanalyze no-CA workflow	
about	149
description of	149
figure	150
incoming e-mail workflow processing	145
obtaining Catalog ID from Siebel	242
process	149
Workflow server	149
process	
Incoming Call workflow	138
Preanalyze CA workflow	147
Preanalyze no-CA workflow	149
Transcript Added workflow	142
PSTN	28
Public Switched Telephone Network	28
push e-mail delivery	27
Put Data	
customizing	101
EAI Get and Put operations	497
EAI server and	66
EAIWorkflow server type and	68
installing a custom integration object	217
integration objects	504
Put Data block, see EAI Put Data block	
Put Email	
EAI Get and Put operations	497
EAI server and	66
EAIEmail server type and	68
integration objects	522
Preanalyze CA workflow	70

Q	
Qualify Chat flow	
description of	140

R

reason codes, AUX	85
RejectVoicePreviewCall command	442
ReleaseWork command	443
ReplyEmail command	444
required software	44
Resolve Status	
configuring	253
creating new	281
Email Dismiss Reason code	280
IC Manager	71
response group	
adding input arguments for	271
adding Siebel-first input arguments	304
associating a Siebel-first profile with	304
associating the profile with	270
creating for Siebel-first	303
creating for the AED	270
ResumeEmail command	446
Route to Agent disposition	151

S

SCAPI	103
screen layout	79
secondary ORB Server	185
security policies	52
Selected work item	384
SendCommunicationApplet.js file	263
SendEmail command	447
SendNewEmail command	449
server platforms supported	42
ServerDomain parameter	322, 527
ServerUUID parameter	528
SetCurrentWorkItem command	450
ShowStatusText command	451
Siebel	
Content Analysis	136
Siebel 7.0.4 integrations	365
Siebel activity records	104
Siebel Advocate workflows	114, 116
Siebel Communications Server	
AICD	97, 98
checking AICD environment on	204
commands and	382
commands and events	108
driver parameters for	527
events and	458
information about	107
installing an Avaya IC server on	186
log files	356

multiple AICDs	99
open data and	311, 315
Siebel Communications Toolbar	382, 386
Siebel help files	178
Siebel log files.	356
Siebel palette	
about	117
Create Agent Desktop Data block	117
EAI Get Data block	119
EAI Get Email block	123
EAI Put block	125
Siebel Repository File, see SRF	
Siebel Resonate.	48
Siebel servers in an integrated system	30
Siebel templates.	27
Siebel Tools.	111, 167
Siebel Universal Agent.	206
Siebel7.5_L10N.sif	260, 289
Siebel7.7_L10N.sif	289
SiebelAICD	
IP assignment	324
SiebelExpireTime parameter	529
Siebel-first e-mail entry method.	59
advantages of	55
configuring an e-mail channel for	275
differences between Avaya-first	62
figure	54
process description.	59
project and workflow names.	114
similarities to Avaya-first	61
workflow description	159
SiebelFirst.sif	286
Smart Answer	112
Smart Answer Manager	
about	112
configuring.	274, 306
software, required	44
SRF	
compiling	264, 293
description of	111
installing a custom integration object	220, 259, 287
suggested response	27

T

Telephony Server (TS).	49, 98
templates, Siebel	27
time synchronization utility	44
TraceLevelFlush parameter	528
TraceLevelUsr1-4 parameters	528
Tracking ID, information about	384
Transcript Added workflow	
about	142

installing	236
process	142
transcripts	28
Trigger Cleanup Transfer workflow	
about.	155
building and configuring	250
description of	155
figure.	155
Outbound Transfer workflow and.	156
Workflow server	155
Trigger Outbound Transfer workflow	
about.	154
description of	154
figure.	154
Outbound Transfer workflow and.	156
Workflow server	154
Trigger Siebel CA block.	136
TS event names	493
TS.IncomingCall event	137
configuring workflow servers to use Siebel voice workflows	164
OnCallIncoming event.	469
TS call events	493

U

unable to create JVM error message	359
updating LIBPATH variable for AIX	215

V

vesp.imp file	341
voice qualification	
Incoming Call flow	137
workflows	137
voice workflows	
configuring	161
VoiceAvailable command	452
VoiceUnavailable command	453
VoIP.	26, 28, 45

W

WACD.QualifyChat event.	140, 234
WACD.QualifyEmail event	279
Web Agent.	74
Web Agent Client	28
Web browser.	44
Web browsing	45
Web callbacks	45
Web chat transcript.	28
Web forms as e-mail attachments	45
Web workflows	

configuring	229
WebACD server	27, 49
WebAvailable command	454
WebUnavailable command	455
Windows 2000	43
Windows 2003	43
Windows NT	43
Windows XP	43
work delivery and control	33
Workflow Designer	72
Workflow server	
AED domain guidelines	47
auto-response and auto-acknowledgement	56
configuring e-mail channels	246
EAI	212
EAI domain guidelines	49
EAI interfaces	67
workflow servers	
Analyze workflow	159
configuring for Siebel voice workflows	164
monitoring AICD open data changes	316
Outbound Email workflow	158
Outbound Transfer workflow	156
Postanalyze Error workflow	153
Postanalyze workflow	152
Preanalyze CA workflow	146
Preanalyze no-CA workflow	149
properties	93, 184
transcript-added workflow	142
Trigger Cleanup Transfer workflow	155
Trigger Outbound Transfer workflow	154
voice workflows	137
Web Center workflows	141
web channel workflows	140
workflows	145
Avaya-first e-mail entry method	145
blocks	117
chat qualification	140
Customer Management for Web	140
Incoming Call	137
installing Transcript Added	236
Outbound Email	158
Outbound Transfer	156
Postanalyze	151
Postanalyze Error	153
Preanalyze CA	146
Preanalyze no-CA	149
Qualify Chat	140
Transcript Added	142
Trigger Cleanup Transfer	155
Trigger Outbound Transfer	154
voice qualification	137

wrap-up	74
Avaya IC vs. Siebel	90
between agent desktops	315
description	89
integration methods of	89
OnSiebelWrapUp event	486
properties	94

X

XML	79
Avaya IC EAI MIME	222
EAI interface	68
Get and Put blocks	497
integration objects	100, 497
layout file	79
Siebel workflows	272
transcript-added workflow process	143
XSL	
changing the default transcript-added	237
generating the Windows application	176