



CentreVu[®]

Call Management System

Release 3 Version 9

External Call History Interface

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Notice

Every effort was made to ensure that the information in this book was complete and accurate at the time of printing. However, information is subject to change.

Preventing Toll Fraud

"Toll fraud" is the unauthorized use of your telecommunications system by an unauthorized party (for example, a person who is not a corporate employee, agent, subcontractor, or working on your company's behalf). Be aware that there may be a risk of toll fraud associated with your system and that, if toll fraud occurs, it can result in substantial additional charges for your telecommunications services.

Avaya Fraud Intervention

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An "outside party" is anyone who is not a corporate employee, agent, subcontractor, or 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:

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- 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/data privacy, intellectual property, material assets, financial resources, labor costs, and/or 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:

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- 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 Business Communications Systems declares that equipment specified in this document conforms to the referenced European Union (EU) Directives and Harmonized Standards listed below:

EMC Directive 89/336/EEC

Low Voltage Directive 73/23/EEC



The "CE" mark affixed to the equipment means that it conforms to the above Directives.

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Acknowledgment

This document was written by the CRM Development group of Avaya University

CentreVu ® Call Management System R3V9

External Call History Interface

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Introduction

Overview

The External Call History Interface (ECHI) is an optional CentreVu® Call Management System (CMS) feature that allows you to transfer the CentreVu CMS Release 3 Version 9 (R3V9) call record data to another computer for processing.

This feature is especially useful for call centers with a high volume of calls. A CMS system with ECHI can store a much higher volume of call record data than a CMS system alone.

About this document

This document is written for customers who have purchased the ECHI feature package.

This document describes the format of the external call history data files, and how to transfer these files to another computer. ECHI customers are responsible for the storage, formatting, printing, and any additional processing, of the data transferred to the computer.

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Reasons for reissue

The information in this document is being reissued for the following reason:

- Removed misleading information in [“File header” on page 4](#). The **Version** field will always contain a 5. The **Version** field does not describe the CMS version.

Space allocation

You will need to allocate space on CentreVu CMS for call records to be buffered (in System Setup: Data Storage Allocation, up to 99,999 segments in a buffer over all ACD's).

Call record processing

As calls are processed, call records will be recorded in a file (one record per call segment) until either the file size reaches 20 MB or the end of an interval is reached. Then the file of call record segments will be transferred to another computer via uucp or other designated software. If the computers are in close proximity, the data is transferred at speeds of up to 38,400 bps. A new file and its first record will be created as the first segment of the next call is processed.

Contents

The CentreVu[®] Call Management System Release 3 Version 9 External Call History Interface document contains the following information:

- [“Call record file format” on page 3](#)
- [“Setting up the ECHI package” on page 22](#)

Call record file format

Introduction

"[Call record file format](#)", describes the CentreVu CMS call record files that are transferred by the External Call History Interface (ECHI).

Contents

"[Call record file format](#)" contains the following information:

- "[Data characteristics](#)" on page 3
 - "[File name format](#)" on page 3
 - "[File header](#)" on page 4
 - "[Record field format](#)" on page 4
 - "[Sample call scenario and corresponding call records](#)" on page 14
-

Data characteristics

Integers are stored with the least significant byte first and the most significant byte last.

Data items of type char are ASCII character strings of the length specified in the Length column of the "[Call record field description table](#)" on page 5. If a string is shorter than the specified amount, the unused characters are zeros. (At least one zero always follows the data in a character string.)

NOTE:

The following paragraphs explain how CentreVu CMS sends integers to the receiving computer. The receiving computer may have different descriptions for integers. Once your software has parsed and stored the data on the receiving computer, it may be transformed to a different representation.

File name format

The call history files are named *chrxxxx* (*chr* followed by a 4-digit number) on the CentreVu CMS computer. The transfer process adds an extension of up to three digits so that the file name on the receiving computer is *chrxxxx.x*, *chrxxxx.xx* or *chrxxxx.xxx*.

File header

Each call record file has the following header:

VERSION (4-byte Integer)	SEQUENCE_NUMBER (4-byte Integer)
---------------------------------	---

The **VERSION** field will contain a 5 for every header.

The **SEQUENCE_NUMBER** field identifies a particular call record file so that duplicates can be recognized when retransmission has occurred.

These files are sequential. The **SEQUENCE_NUMBER** restarts at zero when its 4-byte integer reaches its limit (when all bits are high [ones] in its binary equivalent).

Example:

The following table is an example of the information contained in a call record header. The least significant bytes are stored first and most significant bytes are stored last.

	VERSION	SEQUENCE_NUMBER
Decimal	5	1
Binary	00000101 00000000 00000000 00000000	00000001 00000000 00000000 00000000

Record field format

The file header is followed by a file containing a variable number of fixed-length records whose fields appear *in the order shown* in the Field column of the [“Call record field description table” on page 5](#). These items are represented by their CMS database equivalents, because ECHI does not use CMS database items. This table also explains the type (integer, bit, or ASCII characters) and length of each field and the meaning of the data contained in that field. The call record fields will be populated as “null” or “0” unless the field is measured.

Call record field description table

Field (CMS Database Equivalent)	Type	Length	Description
CALLID	integer	4 bytes	A unique number assigned to this call and all its call segments. For conferenced/transferred calls, two (or more) calls are tied together. When the entire call is recorded, one call ID is used to tie together all call segments. In “meet-me” conferences, this may result in a “later” segment of the call starting earlier than the first segment. Call IDs are not necessarily strictly sequential, but will be unique for calls over a day. See the appropriate DEFINITY Enterprise Communications Server Administrator’s Guide for additional information on “meet-me” conferences.
ACWTIME	integer	4 bytes	The time spent, in seconds, in After Call Work (ACW) associated with this call by the answering agent in this segment.
ANSHOLDTIME	integer	4 bytes	The total time, in seconds, the call was put on hold by the answering agent in this call segment. In agent-to-agent calls, ANSHOLDTIME is accrued for the answering agent if the agent puts the call on hold, but not for the other agent (who continues to accrue talk time). For Generic 2.1 switches, hold time is accrued only for Automatic Call Distribution (ACD) calls. For Generic 2.2 and Generic 3 switches, and DEFINITY Enterprise Communications Server (ECS) Release 5 and later, hold time is accrued for any type of call.
CONSULTTIME	integer	4 bytes	The time an agent talked on any outbound call while in AUX work, ACW, or in Other with a call on hold. This includes the time the originating agent spent talking to the destination party while establishing a conference or transferring a call. (This is the time between presses of the transfer or conference button.) It includes wait time if the agent is calling a Vector Directory Number (VDN) or split/skill extension, but the wait time can be subtracted out by subtracting the DISPTIME item from CONSULTTIME .

Field (CMS Database Equivalent)	Type	Length	Description
DISPTIME	integer	4 bytes	The wait time (in the vector, in queue, and ringing) until the disposition is recorded in DISPOSITION for the segment. For extension calls made directly to agents (not through a VDN), this will always be zero.
DURATION	integer	4 bytes	The total time the trunk was in use. An alternate description would be the length of time the trunk has been in the TK state. This is the overall trunk holding time from the beginning of the call segment until the caller is disconnected. For the first segment of a call, this will be the trunk holding time for the caller for the entire call (from seized until idle). With a transfer, the original trunk remains associated with both call segments until the call ends.
SEGSTART	integer	4 bytes	<i>The UNIX[®]</i> time and date when the call segment started. (UNIX time and date is the number of seconds since midnight, 01/01/70.) Call segments start when CMS receives the first message for the call, since each call segment represents a call. (When an agent transfers or conferences a call, the agent makes another call to bring about the transfer/conference.)
SEGSTOP	integer	4 bytes	<i>The UNIX</i> time and date when the call segment ended. (UNIX time and date is the number of seconds since midnight, 01/01/70.) A call segment ends when all trunks and agents associated with the call segment have dropped off the call. This means that after call work time for the agent(s) is included when calculating the call segment stop time.
TALKTIME	integer	4 bytes	The Total talk time for the answering agent in this segment.
NETINTIME	integer	4 bytes	The time the call spent in a VDN processing at another switch located elsewhere in the network.
ORIGHOLDTIME	integer	4 bytes	The total time the call was put on hold by the originating agent.
DISPVECTOR	integer	2 bytes	The number of the first vector associated with the disposition VDN (DISPVDN).

Field (CMS Database Equivalent)	Type	Length	Description
DISPSPLIT	integer	2 bytes	The number of the split/skill associated with the call at its disposition in this call segment. Calls that were not queued to a split or skill at the time of disposition will have DISPSPLIT set to null. Calls that were queued to an unmeasured split/skill at the time of disposition will have DISPSPLIT set to zero.
FIRSTVECTOR	integer	2 bytes	The number of the first vector associated with the first VDN for the call segment. This will be blank if no vector is involved.
SPLIT1	integer	2 bytes	The first split/skill the call queued to in the first VDN with which it was associated in the call segment.
SPLIT2	integer	2 bytes	The second split/skill the call was also queued to in the first VDN with which it was associated in the call segment. Applies to Generic 2.2 with Expert Agent Selection (EAS), the ECS, and Generic 3 switches with vectoring only.
SPLIT3	integer	2 bytes	The third split/skill the call was also queued to in the first VDN with which it was associated in the call segment. Applies to Generic 2.2 with EAS, the ECS, and Generic 3 switches with vectoring only.
TKGRP	integer	2 bytes	The trunk group number for which data was collected (or for which an exception occurred). This will be null if the trunk group carrying the call is not measured.
EQ_LOCID	integer	2 bytes	The location ID of the trunk. This ID number is not assigned directly to a trunk, but rather the DEFINITY port network. Therefore, each trunk on the network will have the same location ID number. Valid values are ID numbers from 0 - 44.
ORIG_LOCID	integer	2 bytes	The location ID of the calling agent. This ID number is not assigned to an agent, but rather to the agent terminal and is associated with the DEFINITY port network ID. An agent may only be associated with a location ID upon login to the ACD. Valid values are ID numbers from 0 - 44.
ANS_LOCID	integer	2 bytes	The location ID of the answering agent. This ID number is not assigned to an agent, but rather to the agent terminal and is associated with the DEFINITY port network ID. An agent may only be associated with a location ID upon login to the ACD. Valid values are ID numbers from 0 - 44.

Field (CMS Database Equivalent)	Type	Length	Description
OBS_LOCID	integer	2 bytes	The location ID of the observing agent. This ID number is not assigned to an agent, but rather to the agent terminal and is associated with the DEFINITY port network ID. An agent may only be associated with a location ID upon login to the ACD. Valid values are ID numbers from 0 - 44.
ASSIST	bit	1 bit	This field indicates whether or not the answering agent in this segment requested supervisor assistance on this call. Valid values for ASSIST are 0=NO, 1=YES.
AUDIO	bit	1 bit	This field indicates whether or not an agent in this segment reported an audio difficulty problem. Values for AUDIO are 0=NO, 1=YES.
CONFERENCE	bit	1 bit	This field indicates whether or not the answering agent initiated a conference on this segment. Valid values for CONFERENCE are 0=NO, 1=YES. Available on the ECS, Generic 2.2 and Generic 3 switches.
DA_QUEUED	bit	1 bit	This field indicates whether or not the call was queued as a direct agent call. Valid values for DA_QUEUED are 0=NO, 1=YES. Applies to the ECS and Generic 3 switches only.
HOLDABN	bit	1 bit	This field indicates whether or not this call abandoned from hold in this call segment. Valid values for HOLDABN are 0=NO, 1=YES. With the ECS, Generic 2.2, and Generic 3 switches, this applies to all calls the agent put on hold.
MALICIOUS	bit	1 bit	This field indicates whether or not a malicious call trace was activated for this call segment. Valid values for MALICIOUS are 0=NO, 1=YES. Applies to the ECS, Generic 2, and Generic 3 (except Generic 3i Version 1) switches.
OBSERVINGCALL	bit	1 bit	This field indicates whether this call represents an agent observing or bridging on to an existing call. Valid values for OBSERVINGCALL are 0=NO, 1=YES. Some reports will only display a 1=YES value

Field (CMS Database Equivalent)	Type	Length	Description
TRANSFERRED	bit	1 bit	<p>This field indicates whether or not an answering agent initiated a transfer for this call segment. Valid values are 0=NO, 1=YES.</p> <p>For the ECS, Generic 2.2, and Generic 3 switches, TRANSFERRED includes all calls that are transferred.</p>
AGT_RELEASED	bit	1 bit	<p>The agent released or dropped the split/skill or direct agent ACD call. This is always true for ACD calls the agent transferred or conferenced. (0=NO, 1=YES). Available on Generic 3 and newer switches.</p>
ACD	integer	1 byte	<p>The ACD number for which data was collected.</p>

Field (CMS Database Equivalent)	Type	Length	Description
DISPOSITION	integer	1 byte	<p>This field represents the call disposition and indicates whether the call in the segment was:</p> <p>1=connected (CONN, non-ACD call to a measured agent) 2=answered (ANS, split/skill or direct agent call answered by an agent) 3=abandoned (ABAN) 4=interflowed (IFLOW) 5=forced busy (FBUSY) 6=forced disconnect (FDISC) 7=other (OTHER)</p> <p>A connected call is a non-ACD call to a measured agent for which CMS receives an indication that the call was connected. An answered call is any split/skill or direct agent ACD call for which CMS receives an indication that the call was answered by an agent and was not a phantom abandon.</p> <p>An abandoned call is any ACD call in which a caller hangs up before receiving an answer from an agent and for which CMS receives notification that the caller abandoned. Phantom abandons (PHANTOMABNS) are included as abandoned calls. Interflowed calls are calls that are interflowed to an off-switch destination.</p> <p>Forced busy calls are calls that CMS records as BUSYCALLS for the trunk group that carried them.</p> <p>These calls can be VDN calls that received a forced busy from the vector command or, on the ECS and G3 switches, a split/skill call for a nonvector-controlled split that received a busy indication from the switch because the split queue was full. For Generic 2.2, Generic 3 Version 2 and newer Generic 3 switches, and the DEFINITY ECS, forced disconnect calls are VDN calls that are disconnected by the switch due to the execution of a disconnect vector command.</p>

Field (CMS Database Equivalent)	Type	Length	Description
DISPOSITION (contd)	integer	1 byte	For the ECS, and Generic 3 Version 2 and later Generic 3 switches, forced disconnect calls also include calls disconnected because of the vector disconnect timer or because they reached the end of vector processing without being queued. For Generic 3 Version 1 switches, forced disconnect calls are calls that were given a forced disconnect announcement and listening to the entire announcement, then were disconnected by the switch. Other calls include any other calls that do not fall into categories such as answered or abandoned. See definitions for individual tables for OTHERCALLS .
DISPPRIORITY	integer	1 byte	The priority the call had at its disposition in this segment. Priorities can be 1=NO or 2=YES (without vectoring), or 3=LOW, 4=MED, 5=HIGH, or 6=TOP (with vectoring). If the call never gets queued to a split/skill, the priority will not be set. For the ECS, and Generic 3 switches with vectoring, calls directed to split/skills using "route to" or "messaging split/skill" commands and calls directly routed to splits/skills without going through a vector will have MED (no priority) or HIGH (priority) priority, depending on the class of restriction of the originator of the call (agent, extension, trunk group, or VDN).
HELD	integer	1 byte	The total number of times this call was placed on hold by the answering agent in this call segment. With agent-to-agent calls, this count is incremented for the agent who puts the call on hold, but not for the calling agent. (For the ECS, Generic 2.2, and Generic 3 switches, this applies to all calls the agent put on hold.)
SEGMENT	integer	1 byte	The number identifying the call segment. Segment numbers are from 1 up to the number of segments in the call.
ANSREASON	integer	1 byte	The reason code (0 through 9) associated with the answering agent's mode, if the agent is in the AUX mode. For agents in AUX on switches with releases prior to the ECS or switches that do not have EAS and reason codes active, ANSREASON is always 0.

Field (CMS Database Equivalent)	Type	Length	Description
ORIGREASON	integer	1 byte	The reason code (0 through 9) associated with the originating agent's mode, if the agent is in the AUX mode. For agents in AUX on switches with releases prior to the ECS or switches that do not have EAS and reason codes active, ORIGREASON is always 0.
DISPSKLEVEL	integer	1 byte	The skill level (1 through 16) associated with the skill for which the agent answered the call or, for calls that abandoned from ringing or from a direct agent queue, with the agent from whom the call abandoned.
EVENT1-9	integer	1 byte each	The number of times each event (stroke count) button (buttons 1 to 9) was entered for this call segment. Available with the ECS, Generic 2, and Generic 3 switches.
UCID	char	21 bytes	The UCID is the Universal Call Identifier—a unique number assigned to this call segment within the customer network.
DISPVDN	char	6 bytes	The number of the VDN associated with the call at its disposition for this call segment. DISPVDN will be blank for calls that are not associated with a VDN at their disposition.
EQLOC	char	10 bytes	The physical equipment location (trunk number) for which data was collected or for which the exception occurred. This will be blank if the trunk is not measured. The value for this field is eight characters followed by two null characters.
FIRSTVDN	char	6 bytes	The number of the first VDN associated with the call segment. This will be blank for calls not associated with a VDN.
ORIGLOGIN	char	10 bytes	The login ID of the agent originating the call. This is used for calls an agent originates to another agent, to an on-switch extension, or to an external destination.
ANSLOGIN	char	10 bytes	The login ID of the agent who answered the call in this segment. This field is blank for unmeasured extensions when EAS is not active.
LASTOBSERVER	char	10 bytes	The login ID of the last agent who service-observed or bridged on to this call.

Field (CMS Database Equivalent)	Type	Length	Description
DIALED_NUM	char	25 bytes	The number the caller dialed (up to 24 digits). This will be the VDN for inbound vectoring calls, blank for inbound calls without vectoring, and dialed digits for outbound calls.
CALLING_PTY	char	13 bytes	The calling party identification, which is the Automatic Number Identification (ANI)/Station Identification (SID) (for Generic 2.2 or Generic 3 Version 4 switches or the ECS with Integrated Services Digital Network (ISDN) ANI delivery), extension or trunk equipment location identifying the originator of the call. This field is blank if the trunk is not measured or, for internal calls, if the originating extension is not measured. (Up to 12 digits in this field.)
LASTDIGITS	char	17 bytes	The last set of collected digits sent to the CMS by the switch for this call. These are digits the switch sends to CMS when it executes a "collect" vector command. The digits may be digits the caller was prompted to enter, either through the prompting feature on the switch or through network-prompted digits [caller-entered digits (CED)], customer database-provided digits (CDPD from the network), or digits collected through a "converse" vector command. Available on ECS switches.
LASTCWC	char	17 bytes	The last call work code (up to 16 digits) entered by the answering agent in this segment. This database item applies to Generic 2.2 and Generic 3 switches and the ECS only.
CALLING_II	char	3 bytes	The Information Indicator (II) digits associated with the call. These digits are a two-digit string provided by ISDN Primary Rate Interface (PRI) to indicate the type of originating line of the caller. These digits supply information about the originator location; for example, pay phone, hospital, or prison. The column is blank if the call does not contain II digits. Available on ECS and newer switches.

Sample call scenario and corresponding call records

Scenario: An inbound vectored call is answered by an ACD agent and is then transferred to a VDN. Since the call is transferred, two call records are generated (one call record is generated for every *call segment*). The first call segment is shown below. The [“First call segment record table” on page 14](#) explains the call record for this segment.

First call segment

1. A call comes into ACD 1 on TG 32 (carried on the trunk located at 0101A0102) to VDN 43211 which points to Vector 33 at 07:37:10 on 04/16/94.
2. The call queues to Split 1 at medium priority via a “queue to” command, and then queues to backup Split 2 at low priority via a “backup” command.
3. The call waits 10 seconds, then rings for 5 seconds, and then is answered by agent 5018 in Split 1.
4. The caller and agent talk for 44 seconds. The agent transfers the call to VDN 43712 which points to Vector 37. (The call is held for 4 seconds while transferring.)
5. The agent has 42 seconds of after call work during which the agent enters call work code 12345.

First call segment record table

The first column in the [“First call segment record table”](#) shows whether the field is part of the header or a record field. See [“Record field format” on page 4](#) of this document for the field type (integer, smallint or character), field length and field description. The Call Report Entry column shows data that would appear on a standard CentreVu CMS call report for this call segment. The shaded Call Record Entry column shows the binary equivalent of the Call Report Entry data. This binary data appears in an actual call record file *in the order shown* in the following table. Spaces are shown between bytes for clarity in the Call Record Entry column.

	Field	Call Report Entry	Call Record Entry
File Header	VERSION	5	00000101 00000000 00000000 00000000
.	SEQUENCE_NUM	1	00000001 00000000 00000000 00000000
Record Fields	CALLID	212	11010100 00000000 00000000 00000000
.	ACWTIME	00:42	00101010 00000000 00000000 00000000
.	ANSHOLDTIME	00:04	00000100 00000000 00000000 00000000
.	CONSULTTIME	00:00	00000000 00000000 00000000 00000000
.	DISPTIME	00:15	00001111 00000000 00000000 00000000
.	DURATION	04:25	00001001 00000001 00000000 00000000
.	SEGSTART	07:37:10 04/16/94	10110110 10111110 01010110 00100110
.	SEGSTOP	07:42:35 04/16/94	10110110 10111110 01011010 11101011
.	TALKTIME	00:44	00101100 00000000 00000000 00000000
.	NETINTIME	98	01100010 00000000 00000000 00000000
.	ORIGHOLDTIME	55	00110111 00000000 00000000 00000000
.	DISPIVECTOR	33	00100001 00000000
.	DISPSPLIT	1	00000001 00000000
.	FIRSTIVECTOR	33	00100001 00000000
.	SPLIT1	1	00000001 00000000
.	SPLIT2	2	00000010 00000000
.	SPLIT3	0	00000000 00000000
.	TKGRP	32	00100000 00000000
.	EQ_LOCID	33	00100001 00000000
.	ORIG_LOCID	13	00001101 00000000
.	ANS_LOCID	23	00010111 00000000
.	OBS_LOCID	42	00101010 00000000
.	ASSIST	N	0

	Field	Call Report Entry	Call Record Entry
.	AUDIO	N	0
.	CONFERENCE	N	0
.	DA_QUEUED	N	0
.	HOLDABN	N	0
.	MALICIOUS	N	0
.	OBSERVINGCALL	N	0
.	TRANSFERRED	Y	1
.	AGT_RELEASED	Y	1
.	ACD	1	00000001
.	DISPOSITION	Ans	00000010
.	DISPPRIORITY	4 (MED)	00000100
.	HELD	1	00000001
.	SEGMENT	1	00000001
.	ANSREASON	0	00000000
.	ORIGREASON	0	00000000
.	DISPSKLEVEL	0	00000000
.	EVENT1-9	0	00000000 00000000 00000000 00000000 00000000 00000000 00000000 00000000 00000000
.	UCID	00063000890 885813486	00000000 00000000 00000000 00000110 00000011 00000000 00000000 00000000 00001000 00001001 00000000 00001000 00001000 00000101 00001000 00000001 00000011 00000100 00001000 00000110 00000000
.	DISPVDN	43211	00110100 00110011 00110010 00110001 00110001 00000000
.	EQLOC	0101A01	00110000 00110001 00110000 00110001 01000001 00110000 00110001 00110000 00000000 00000000

	Field	Call Report Entry	Call Record Entry
.	FIRSTVDN	43211	00110100 00110011 00110010 00110001 00110001 00000000
.	ORIGLOGIN	0	00000000 00000000 00000000 00000000 00000000 00000000 00000000 00000000 00000000 00000000
.	ANSLOGIN	5018	00110101 00110000 00110001 00111000 00000000 00000000 00000000 00000000 00000000 00000000
.	LASTOBSERVER	0	00000000 00000000 00000000 00000000 00000000 00000000 00000000 00000000 00000000 00000000
.	DIALED_NUM	43211	00110100 00110011 00110010 00110001 00110001 00000000
.	CALLING_PTY	0101A0102 (eqloc for Generic 3 V3 and earlier) ANI for Generic 2.2, Generlc 3 V4, and the ECS	00110000 00110001 00110000 00110001 01000001 00110000 00110001 00110000 00110010 00000000 00000000 00000000 00000000
.	LASTDIGITS	1	00000001 00000000 00000000 00000000 00000000 00000000 00000000 00000000 00000000 00000000 00000000 00000000 00000000 00000000 00000000 00000000 00000000
.	LASTCWC	12345	00110001 00110010 00110011 00110100 00110101 00000000 00000000 00000000 00000000 00000000 00000000 00000000 00000000 00000000 00000000 00000000 00000000
.	CALLING_II	0	00000000 00000000 00000000

Second call segment

The scenario continues with the second call segment of the inbound vectored call being transferred to a VDN. The call was transferred by agent 5018 to a VDN. The [“Second call segment record table” on page 18](#) explains the call record for the second call segment. This record has no header information because it follows the first call segment record in the same file.

1. The caller is transferred to VDN 43712 which points to Vector 37.
2. The call is queued to Splits 4 and 5 at high priority using a “queue to” step to queue to Split 4, and a “check” step to queue to Split 5.
3. The call waits 1 second and then rings for 2 seconds before being answered by agent 2139 in Split 5.
4. The caller and agent talk for 3 minutes, 19 seconds, and then the agent releases the call.
5. The agent has 1 minute of after call work during which the agent enters call work code 67890. Stop time is 7:42:35 (includes the ACW time that extends beyond the time at which the caller dropped).

Second call segment record table

The first column in the [“Second call segment record table”](#) shows that all fields in this record are record fields. See [“Record field format” on page 4](#) of this document for the field type (integer, smallint or character), length, and description. The Call Report Entry column shows data that would appear on a standard CentreVu CMS call report for this call segment. The shaded Call Record Entry column shows the binary equivalent of the Call Report Entry data. This binary data appears in an actual call record file *in the order shown in the following table*. Spaces are shown between bytes for clarity in the Call Record Entry column.

	Field	Call Report Entry	Call Record Entry
Record Fields	CALLID	212	11010100 00000000 00000000 00000000
.	ACWTIME	01:00	00111100 00000000 00000000 00000000
.	ANSHOLDTIME	00:00	00000000 00000000 00000000 00000000
.	CONSULTTIME	00:00	00000000 00000000 00000000 00000000
.	DISPTIME	00:03	00000011 00000000 00000000 00000000

	Field	Call Report Entry	Call Record Entry
.	DURATION	03:22	11001010 00000000 00000000 00000000
Record Fields	SEGSTART	07:38:13 04/16/94	10110110 10111110 01010111 00100101
.	SEGSTOP	07:42:35 04/16/94	10110110 10111110 01011010 11101011
.	TALKTIME	03:19	11000111 00000000 00000000 00000000
.	NETINTIME	98	01100010 00000000 00000000 00000000
.	ORIGHOLDTIME	55	00110111 00000000 00000000 00000000
.	DISPIVECTOR	37	00100101 00000000
.	DISPSPLIT	5	00000101 00000000
.	FIRSTIVECTOR	37	00100101 00000000
.	SPLIT1	4	00000100 00000000
.	SPLIT2	5	00000101 00000000
.	SPLIT3	0	00000000 00000000
.	TKGRP	32	00100000 00000000
.	EQ_LOCID	33	00100001 00000000
.	ORIG_LOCID	23	00010111 00000000
.	ANS_LOCID	23	00010111 00000000
.	OBS_LOCID	42	00101010 00000000
.	ASSIST	N	0
.	AUDIO	N	0
.	CONFERENCE	N	0
.	DA_QUEUED	N	0
.	HOLDABN	N	0
.	MALICIOUS	N	0
.	OBSERVINGCALL	N	0
.	TRANSFERRED	N	0
.	AGT_RELEASED	Y	1
.	ACD	1	00000001

	Field	Call Report Entry	Call Record Entry
.	DISPOSITION	Ans	00000010
Record Fields	DISPPRIORITY	5 (HIGH)	00000101
.	HELD	0	00000000
.	SEGMENT	2	00000010
.	ANSREASON	1	00000001
.	ORIGREASON	9	00001001
.	DISPSKLEVEL	0	00000000
.	EVENT1-9	0	00000000 00000000 00000000 00000000 00000000 00000000 00000000 00000000 00000000
.	UCID	00063000890 885813486	00000000 00000000 00000000 00000110 00000011 00000000 00000000 00000000 00001000 00001001 00000000 00001000 00001000 00000101 00001000 00000001 00000011 00000100 00001000 00000110 00000000
.	DISPVDN	43712	00110100 00110011 00110111 00110001 00110010 00000000
.	EQLOC	0101A01	00110000 00110001 00110000 00110001 01000001 00110000 00110001 00110000 00000000 00000000
.	FIRSTVDN	43712	00110100 00110011 00110111 00110001 00110010 00000000
.	ORIGLOGIN	5018	00110101 00110000 00110001 00111000 00000000 00000000 00000000 00000000 00000000 00000000
.	ANSLOGIN	2139	00110010 00110001 00110011 00111001 00000000 00000000 00000000 00000000 00000000 00000000
.	LASTOBSERVER	0	00000000 00000000 00000000 00000000 00000000 00000000 00000000 00000000 00000000 00000000

	Field	Call Report Entry	Call Record Entry
Record Fields	DIALED_NUM	43712	00110100 00110011 00110111 00110001 00110010 00000000
.	CALLING_PTY	0101A0102 (eqloc for Generic 3 V3 and earlier) ANI for Generic 2.2, Generic 3 V4, and the ECS	00110000 00110001 00110000 00110001 01000001 00110000 00110001 00110000 00110010 00000000 00000000 00000000 00000000
.	LASTDIGITS	0	00000000 00000000 00000000 00000000 00000000 00000000 00000000 00000000 00000000 00000000 00000000 00000000 00000000 00000000 00000000 00000000 00000000
.	LASTCWC	67890	00110110 00110111 00111000 00111001 00110000 00000000 00000000 00000000 00000000 00000000 00000000 00000000 00000000 00000000 00000000 00000000 00000000
.	CALLING_II	0	00000000 00000000 00000000

Setting up the ECHI package

Introduction

"[Setting up the ECHI package](#)" describes how to install the External Call History Interface software, connect the CentreVu CMS computer to the receiving computer, and select and set up the receiving computer.

NOTE:

If you are upgrading to CentreVu CMS R3V9, any applications associated with the ECHI may have to be rewritten because of changes to call record database items in CMS. Make sure the version field (which identifies the CMS version) is correct.

Customer responsibilities

You must perform the following steps to be able to transfer call history data.

- Purchase the External Call History Interface package.
- Contact the Technical Service Center (TSC) to authorize the feature. (If you are an international customer, contact your Avaya representative).
- Install the feature on CentreVu CMS.
- Set up the connection between the CentreVu CMS computer and the computer which will be receiving the data.
- Provide the receiving computer applications that will:
 - Allow the receiving computer to receive data via uucp or another file transfer utility of your choosing.
 - Parse the files of data being transferred.
 - Store the data in some usable fashion (such as in a database on the receiving computer).
 - Convert the data to a usable format.

Prerequisites

Before you begin these procedures, perform the following task:

- Obtain authorization for the External Call History Interface feature package.
-

Contents

"Setting up the ECHI package" contains the following procedures:

- ["Installing the External Call History Interface feature" on page 23](#)
 - ["Data collection with ECHI" on page 32](#)
 - ["Assigning ports on the Sun computer" on page 36](#)
 - ["Connecting the CMS to the receiving computer" on page 40](#)
 - ["Receiving computer requirements" on page 41](#)
 - ["Setting up uucp software" on page 43](#)
-

Installing the External Call History Interface feature

The following procedure describes how to install and set up the External Call History Interface on a Sun[®] system.

NOTE:

Once the External Call History Interface feature is installed, you will no longer be able to access any call record data from CMS nor will you be able to use the CMS Call Record report. CentreVu Explorer is an optional package that will allow you to view external call history data. Contact your Avaya representative for more information.

Ports

At installation, the ECHI feature will automatically select the port it will use if your CentreVu CMS computer is a Sun system.

For further information on setting up ports, see ["Assigning ports on the Sun computer" on page 36](#).

Procedure

1. Log in as **root**. The computer must be in run-level 2, and all file systems must be mounted.
2. To acbw
3. Press the Services menu, enter:

```
cmssvc
```

The system displays the Services menu.

```
Avaya CentreVu(R) Call Management System Services Menu
```

```
Select a command from the list below.
```

- ```

1) auth_display Display feature authorizations
2) auth_set Authorize capabilities/capacities
3) run_ids Turn Informix Database on or off
4) run_cms Turn CentreVu CMS on or off
5) disk_space Format/Assign disk space to Database Server
6) setup Set up the initial configuration
7) swinfo Display switch information
8) swsetup Change switch information
9) patch_inst Install a single CMS patch from CD
10) patch_rmv Backout an installed CMS patch
11) load_all Install all CMS patches found on CD
12) back_all Backout all installed CMS patches from machine

```

```
Enter choice (1-12) or q to quit:
```

4. Enter **1** to select `auth_display`, and verify that the system is authorized to install the External Call History package.

The system displays the following message:

```

Version purchased: R3V9
Capability/Capacity Authorization

disk mirroring authorized
vectoring authorized
forecasting authorized
graphics authorized
external call history authorized
expert agent selection authorized
external application authorized
More than 20000 VDNs measured authorized
Avaya CentreVu(R) Supervisor authorized
Avaya CentreVu(R) Report Designer authorized
Maximum number of split/skill members 10000
Maximum number of ACDS 2
Simultaneous CentreVu Supervisor logins 400

```

**⇒ NOTE:**

If External Call History is not authorized but needs to be, call the Avaya National Customer Care Center at 1-800-242-2121. International customers please contact your local Avaya distributor or representative.

5. CMS must be turned off before the package can be installed. Enter:  
**cmsadm**

The system displays the CentreVu CMS Administration menu.

```
Avaya CentreVu(R) Call Management System Administration Menu
```

```
Select a command from the list below.
```

- 1) acd\_create     Define a new ACD
- 2) acd\_remove    Remove all administration and data for an ACD
- 3) backup        Filesystem backup
- 4) pkg\_install    Install a feature package
- 5) pkg\_remove    Remove a feature package
- 6) run\_pkg       Turn a feature package on or off
- 7) run\_ids       Turn Informix Database on or off
- 8) run\_cms       Turn CentreVu CMS on or off
- 9) port\_admin    Administer Modems, Terminals, and Printers

```
Enter choice (1-9) or q to quit:
```

6. Enter: **8**

The system displays the following message:

```
Select one of the following
```

- 1) Turn on CMS
- 2) Turn off CMS but Leave IDS running
- 3) Turn off both CMS and IDS

```
Enter choice (1-3):
```

---

## 7. Enter: 2

CentreVu CMS turns off, and the system displays the following message:

```
Notifying users of impending shutdown...
.
Proceeding with cms shutdown.

*** Turning off CMS, Please wait ***
.
*** Turning off X25, Please wait ***

.

*** Cleaning up, Please wait ***

*** CMS is now off ***
```

## 8. To install ECHI, enter:

**cmsadm**

The system displays the CentreVu CMS Administration menu.

---

```
Avaya CentreVu(R) Call Management System Administration Menu
```

```
Select a command from the list below.
```

- 1) acd\_create Define a new ACD
- 2) acd\_remove Remove all administration and data for an ACD
- 3) backup Filesystem backup
- 4) pkg\_install Install a feature package
- 5) pkg\_remove Remove a feature package
- 6) run\_pkg Turn a feature package on or off
- 7) run\_ids Turn Informix Database on or off
- 8) run\_cms Turn CentreVu CMS on or off
- 9) port\_admin Administer Modems, Terminals, and Printers

```
Enter choice (1-9) or q to quit:
```

9. Enter **4** to select the `pkg_install` option.  
The system displays the following message:

```
The CMS Features that can be installed are
 1) forecasting
 2) external call history
Enter choice (1-2) or q to quit:
```

**⇒ NOTE:**

The system displays only feature packages that are authorized and not yet installed. If the External Call History package is already installed, it will not be shown.

10. Enter the number that corresponds to External Call History. (The number depends upon what has been installed.)

The system displays the following message:

```
Enter the name of the computer to which to send call records (up
to 256 characters):
```

11. Enter the name of the receiving computer.  
The system displays the following message:

```
Enter the full path of the program to transfer call history
files (default: /cms/dc/chr/uucp_copy):
```

**⇒ NOTE:**

Currently, CMS uses `uucp` to transfer external call history files to a designated remote machine and `uustat` to check that the files were transferred successfully. You may optionally change these default programs to be customer-specified file transfer and check programs such as Transmission Control Protocol/Internet Protocol (TCP/IP), or the *UNIX* commands `remote copy (rcp)` or `copy (cp)` using a remote file system (RFS), by entering a different full file path instead of the default `uucp/uustat` interface path.

12. Enter the full path of the default file transfer utility.

For example, `/cms/dc/chr/uucp_copy` or optionally enter the full path of your specific file transfer program.

The system displays the following message:

```
Enter the full path of the program to check the external call
history file transmission (default: /cms/dc/chr/uucp_check):
```

13. Enter the full path of the default file transmission check program.

For example, `/cms/dc/chr/uucp_check` or optionally enter the full path of your specific transmission checking program.

**⇒ NOTE:**

If you have chosen to enter your own file transfer and transmission checking programs, continue with Step 17, entering the number of call records in the buffer.

If you have chosen the CMS defaults, continue with Step 14.

The system displays the following message:

```
Enter password for nuucp login on xxxxxxxx (up to 8
characters):
```

14. Enter the nuucp password for the receiving computer.

The system displays the following message:

```
Enter CMS port for connection to xxxxxxxx (s-pdxxxx):
```



15. Enter the port on the CMS computer to be used by the receiving computer. (For a Sun system, `s_pdevxxxx` will display instead.)

The system displays the following message:

```
Select a speed for this connection
1) 19200
2) 38400
```

16. Enter the speed for the connection between the CMS and the receiving computer.

The system displays the following message:

```
Number of call segments to buffer for ACD xxxxxxxx (0-99999):
```

17. Enter the number of call records to be held in the buffer if the receiving machine cannot accept the data (this should equate to a minimum of 20 MB). This reserves disk space; therefore, sufficient disk space must be available.

 **NOTE:**

The range (0-99999) specified in the prompt represents the total allowed over all ACDs. If you expend the entire allotment on ACD 1, you will have no more space available to other ACDs.

 **CAUTION:**

You will lose external call record data if all the buffers on the CentreVu CMS computer fill up. (Standard CentreVu CMS call data is not affected.)

The buffers could become filled due to a link failure if the storage capacity of the receiving machine is exceeded or if the receiving machine goes down.

If you want to change the buffer size you need to change the Number of call records field in the System Setup: Data Storage Allocation window. (See Data Storage Allocation in Chapter 8, "System Setup," in the *CentreVu CMS Administration* book, 585-214-015 for more information).

Collection of external call records resumes when uucp finishes copying the files from the CentreVu CMS buffers to the receiving computer.

 **NOTE:**

Repeat Step 17 for each administered ACD.

The system displays the following message:

```
Start ECH in the on or off state: (default off)
```

18. Select whether ECH will start in the on or off state (default is off).

The system displays the following message:

```
Computing space requirements and file system
space availability.
```

```
External Call History package installed
```

19. To verify that the installation completed successfully, enter:

```
tail /cms/install/logdir/admin.log
```

If the External Call History package installed successfully, the system displays the following message:

```
.
. .
External Call History package installed <date/time>
```

20. To turn CMS back on, enter: `cmsadm`

The system displays the CMS Administration menu.

```
Avaya CentreVu(R) Call Management System Administration Menu
```

```
Select a command from the list below.
```

- 1) `acd_create` Define a new ACD
- 2) `acd_remove` Remove all administration and data for an ACD
- 3) `backup` Filesystem backup
- 4) `pkg_install` Install a feature package
- 5) `pkg_remove` Remove a feature package
- 6) `run_pkg` Turn a feature package on or off
- 7) `run_ids` Turn Informix Database on or off
- 8) `run_cms` Turn CentreVu CMS on or off
- 9) `port_admin` Administer Modems, Terminals, and Printers

```
Enter choice (1-9) or q to quit:
```

21. Enter: `8`

The system responds:

```
Select one of the following
```

- 1) Turn on CMS
- 2) Turn off CMS but Leave IDS running
- 3) Turn off both CMS and IDS

```
Enter choice (1-3): 1
```

22. To turn CMS on, enter: `1`

The system responds:

```
Please wait for initialization
```

```
..
```

When CMS is operational, the following message appears:

```
*** CMS is now up ***
```

## Data collection with ECHI

### Overview

When ECHI is off, records are still being collected in files, but the files are not sent to the receiving computer. The receiving computer can only receive files from one machine at a time.

### Contents

"Data collection with ECHI" contains the following procedures:

- ["Turning ECHI on or off" on page 32](#)
- ["CMS is not running and ECHI if off" on page 34](#)

### Turning ECHI on or off

1. To access the CentreVu CMS Administration menu, enter:

```
cmsadm
```

The CentreVu CMS Administration menu appears.

```
Avaya CentreVu(R) Call Management System Administration Menu
```

```
Select a command from the list below.
```

- |                |                                               |
|----------------|-----------------------------------------------|
| 1) acd_create  | Define a new ACD                              |
| 2) acd_remove  | Remove all administration and data for an ACD |
| 3) backup      | Filesystem backup                             |
| 4) pkg_install | Install a feature package                     |
| 5) pkg_remove  | Remove a feature package                      |
| 6) run_pkg     | Turn a feature package on or off              |
| 7) run_ids     | Turn Informix Database on or off              |
| 8) run_cms     | Turn CentreVu CMS on or off                   |
| 9) port_admin  | Administer Modems, Terminals, and Printers    |

```
Enter choice (1-9) or q to quit:
```

2. To run the ECHI program, enter: **6**

The system displays the following message:

```
The CMS features that can be run are
```

```
1. external call history
```

```
Enter choice (1-1) or q to quit
```

3. For External Call History Interface, enter: **1**

The system responds by listing the package status (on or off) and asking if you would like to turn it on or off:

```
ECHI is off. Do you wish to turn it on?
```

4. Enter **yes** or **no**, depending on what you want to do with the package. If you turn ECHI on, the system responds:

```
Do you wish to send the full call record buffer?
```

5. Enter **yes** or **no**, depending on what you want to do with the buffer.

**CMS is not running  
and ECHI is off**

If CMS is not running and if ECHI is off, the system responds as follows:

```
External Call History is off.
Do you wish to turn it on? (default: yes)
```

1. To turn ECHI on press **Enter**.

The system displays the following message:

```
External Call History package turned on successfully
```

**CMS is running and  
ECHI is off**

If CMS is running and if ECHI is off, the system displays the following message:

```
External Call History is off.
Do you wish to turn it on? (default: yes)
```

1. To turn ECHI on press **Enter**.

The system displays the following message:

```
Do you wish to transmit the full buffer of call records?:
(default: yes)
```

2. Press **Enter**.

The system displays the following message:

```
External Call History package turned on successfully
```

**CMS is either running or not running and ECHI is on**

If CMS is either running or not running and if ECHI is on, the system displays the following message:

```
External Call History is on.
Do you wish to turn it off? (default: yes)
```

1. To turn ECHI off press **Enter**.

The system displays the following message:

```
External Call History package turned off successfully
```

## Assigning ports on the Sun computer

### Overview

If your CMS computer is a Sun system, you must install the previously described feature, and then either set the Network Terminal Server (NTS) port connections, or use a Multiport<sup>®</sup> card.

Use the Network Administrator (na) program to address and configure the NTS ports.

#### ⇒ NOTE:

If you are using CentreVu Explorer or CentreVu Explorer II, you can skip this section because connectivity will be provided by the LAN/WAN.

### Procedure

1. You must log in as **root** at the console terminal.
2. At the system prompt, enter: **na**

The system displays the following message:

```
command:
```

3. To associate all subsequent administration with a specific NTS, enter:

```
annex name_of_your_NTS
```

Where, **name\_of\_your\_NTS** becomes the default NTS until another NTS is selected using the `annex` command. The default setting for the NTS ports is 9600 bps, 8 bits, no parity, and 1 stop bit.



The system displays the following message:

```
name of your NTS: Annex-3-UXR7, 64 ports
command:
```

4. Perform one of the following steps depending upon whether you have a direct connection or a modem connection.
  - a. For a direct connection, enter the following set port string command. You must include all the parameters you want to change.

```
set port=x-y mode slave speed value type hardwired location
value user_name value output_flow_control none
```

- b. For a modem connection, enter the following set port string command.

```
set port=x-y mode slave dedicated_address
Sunaddress control_lines modem_control speed value
type dial_in term_var dial_up broadcast_direction
network location value user_name value
output_flow_control none
```

You must include all the parameters you want to change. The set port string command sets the parameters for the serial line ports. The “x” value is the port number on the NTS. You can specify a range of ports. The speed value must be either 19200 or 38400 bps and must match the speed of the receiving computer. You can choose your own values for `location` and `user_name` attributes, but they should be port-specific. See the following table for other values

**⇒ NOTE:**

Be sure to set the `location` and `user_name` (and keep them populated) so that any problems can be traced to the correct port.

| Parameter                        | Recommended Setting                                                                                                                                        |
|----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <code>mode</code>                | <code>slave</code>                                                                                                                                         |
| <code>dedicated_address</code>   | Set to the <code>ip</code> address of the <i>Sun</i> host.<br>You can find this by searching (use “ <code>grep</code> ”) the file <code>/etc/host</code> . |
| <code>control_lines</code>       | Set to <code>modem_control</code> .                                                                                                                        |
| <code>speed</code>               | Set to match the speed of the receiving computer (19200 or 38400 bps).                                                                                     |
| <code>type</code>                | <code>dial_in</code>                                                                                                                                       |
| <code>term_var</code>            | <code>dial_up</code>                                                                                                                                       |
| <code>broadcast_direction</code> | <code>network</code>                                                                                                                                       |
| <code>location</code>            | <your location>                                                                                                                                            |
| <code>user_name</code>           | <your user name>                                                                                                                                           |

5. When you are finished, reset the ports. Enter:

```
reset [port number]
```

The system displays the following message:

```
resetting serial port number of annex your NTS number
```

6. To quit *na*, enter:

```
quit
```

**⚠ CAUTION:**

**The following procedure requires the CentreVu CMS computer to be rebooted. CMS will be down while the system is rebooting, and you will lose CMS data.**

7. To create a character special device, perform the following steps:

a. At the console terminal, enter:

```
cd /etc/rc2.d
```

b. Enter:

```
ls -l
```

c. Enter:

```
vi Speripherals
```

d. Add the following system command to the file. You must add one line per each modem or direct connection. (If the *Speripherals* file already exists, add the following line to the file.)

```
rtelnet -fmrt name_of_your_NTS xx /dev/s_pdevnxx
```

Where *n* is the NTS number and *xx* is the number of the port on the NTS.

 NOTE:

You can choose your own names, but the device name should reflect the terminal server and port names.

e. To write and quit the file, press **Esc**, and enter:

```
:wq!
```

f. Enter:

```
chmod 755 Speripherals
```

8. Reboot the CMS computer.

# Connecting the CMS to the receiving computer

## Overview

The port on the CentreVu CMS computer is set up for outgoing data only during feature installation. The port on the receiving computer must be set up for incoming data only.

The receiving computer must be connected to the CentreVu CMS computer by an RS-232 connection. This connection uses hardware flow control and runs at 19200 bps or 38400 bps.

### NOTE:

If you are using CentreVu Explorer or CentreVu Explorer II, you can skip this section because connectivity will be provided by the LAN/WAN.

## Contents

["Connecting the CMS to the receiving computer"](#) contains the following information:

- ["Cabling" on page 41](#)
- ["Receiving computer requirements" on page 41](#)
- ["Transferred file names" on page 42](#)
- ["Call record transfer" on page 43](#)

## Cabling

### Computers:

The computers can be connected up to a distance of 50 feet with RS-232 cabling and connectors. If the two computers cannot be located within 50 feet of each other, limited-distance modems can be used. Contact your account representative for information about modems.

### NTS:

If you are using a small NTS (8 or 16 ports), you need either a 10-pin or 8-pin straight-through connector cable. One end of the cable goes to a port on the small NTS, and the other end of the cable goes to the connector. The connector must then attach to a null modem.

## Receiving computer requirements

Consider the following points before purchasing or connecting the receiving computer:

- Processor speed should be as high as practically possible.
- The computer must have file transfer capabilities (the default is uucp, but you may choose another file transfer utility).

### NOTE:

If your receiving computer is a UNIX system, refer to your UNIX documentation to set up uucp. If the receiving computer is a Windows<sup>®</sup> based system, see [“Setting up uucp software” on page 43](#).

- If you are also using CentreVu Explorer, you must use uucp as the file transfer utility. Select the default settings when installing ECHI.
- The computer must be loaded with software in order to accept, store, and convert the transferred data.
- Transfer speed must be set to the same speed you chose to use on the CMS computer (19200 or 38400 bps).
- Certain files (such as System and Devices) and permissions must be set up on the receiving computer. See the documentation supplied by the computer or software manufacturer for more information.

- Storage capacity should be large enough to meet your needs (based on expected call traffic and the length of time you want to store the data). A minimum of 20 MB of available space is required.

**CAUTION:**

If the disk on the receiving computer fills up, a message is sent to the CMS computer and file transfer halts. This condition could cause files to back up in the CentreVu CMS computer buffers. If files back up, the call record data that has already been collected up to that moment will eventually be transferred to the receiving computer, but no new data will be collected. The standard CentreVu CMS data is not affected.

The capacity needed to store one record in the database is 233 bytes per record. One call record is generated for each call segment.

Multiply 233 by the number of records you want to store (based on estimated call traffic and the length of time you want to store the data) to calculate approximately how much storage capacity you need.

**Transferred file names**

The transfer process adds an extension of up to three digits to the call history data file name. Therefore, the file name on the receiving computer is *chrxxxx.x*, *chrxxxx.xx*, or *chrxxxx.xxx*.

## Call record transfer

The transferred call history files are placed in the ~/ directory. (The ~/ directory is the default uucp directory that you can administer on the receiving computer.)

The call history files are sent from CentreVu CMS at the end of each interval *or* when a file reaches 20 MB in size. You must set up your receiving application to continuously check the ~/ directory for files of the *chrxxx* format, and then copy these files to your database. The original files in ~/ should then be deleted. If files are not deleted from the ~/ directory after being copied to your database, they will eventually be overwritten.

### CAUTION:

If the disk on the receiving computer fills up, a message is sent to the CentreVu CMS computer and file transfer halts. This condition could cause files to back up in the CentreVu CMS computer buffers. If files back up, the call record data that has already been collected up to that moment will eventually be transferred to the receiving computer, but no new data will be collected. (Standard CentreVu CMS data is not affected.)

The purpose of the sequence numbers is to be able to detect duplicate files. If you receive two files with the same sequence number, those files are duplicates. If duplicated files are received, refer to the sequence number as previously described in [“File header” on page 4](#).

---

## Setting up uucp software

### Overview

You must provide the uucp software for the receiving computer. During setup, the site names (which may be identified by other terms such as node names or host names) must match for configuration on both machines. For assistance, call the Avaya National Customer Care Center at 1-800-242-2121. International customers may contact your local Avaya distributor or representative.

### NOTE:

If you are using CentreVu Explorer or CentreVu Explorer II, you can skip this section because connectivity will be provided by the LAN/WAN.

## Contents

Setting up the uucp software contains the following procedures:

- [“Setting up uucp software on a Windows based computer” on page 44](#)
- [“Testing the connection and configuration” on page 45](#)
- [“Reading mail on a UNIX system” on page 45](#)

## Setting up uucp software on a Windows based computer

The following steps briefly describe a typical method of setting up uucp software on a Windows based computer. Specific details will vary from machine to machine. See your uucp software documentation for more information.

1. Install and configure the uucp software on the receiving computer according to the instructions provided by the manufacturer.
2. Reboot the computer to verify that no configuration or startup procedures conflict.
3. Define the site name for the receiving computer. This must match the name that was entered on the CMS computer for the call history receiving machine during installation of the feature.
4. Define the *Spool* directory as `C:\uucp`
5. Define the *Public* directory as `C:\uucp\public`
6. Define the *UUXQT* path as `C:\bin`
7. Define the default drive as `C:\`
8. Define the receiving port as `COM1`
9. Define the name of the CMS computer that will be sending data. This needs to be the same as the node name of the CentreVu CMS computer.

Enter `uname -n`, and press **Enter** on the CMS at the UNIX prompt and run the name.

### NOTE:

For the following step, the login ID is `nuucp`. The password is that which was created during the feature installation.

10. Define the nuucp password that will be used by CMS to log in to the receiving computer and send data. This password must match the nuucp password assigned during the External Call History Interface feature installation.



## Testing the connection and configuration

Test the connection and configuration by performing the following procedure.

1. Send e-mail from the receiving computer to the CentreVu CMS computer.
  - a. Enter:  

```
mail cms_computer_name!cms
```
  - b. Create a test message and press **Enter**.
  - c. Enter:  

```
. (a period)
```
2. Send e-mail from the CentreVu CMS computer to the receiving computer.
  - a. Enter:  

```
mail receiving_computer_name!user1
```
  - b. Create a test message and press **Enter**.
  - c. Enter:  

```
. (a period)
```

If both machines receive the mail, the connection is configured and operating properly.

### NOTE:

The UNIX command `uutry machine_name` will test the machine and provide a log of actions for tracing problems.

## Reading mail on a UNIX system

To read mail on a UNIX based system, perform the following steps.

1. To display the message, enter: `mail`
2. To delete the message, enter: `?d`
3. To quit reading mail, enter: `?q`



# How Are We Doing?

Document Title: CentreVu® Call Management System Release 3 Version 9  
 External Call History Interface

Document No.: 585-215-952 Issue 2.0 Date: August 2001

Avaya welcomes your feedback on this document. Your comments are of great value in helping us to improve our documentation.

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