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Predictive Outbound Fundamentals

This chapter provides an overview of Predictive Outbound tools and utilities.

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- [Avaya Outbound Solution \(page 8\)](#)
- [Outbound Dialing \(page 8\)](#)
- [Preview and Predictive Outbound Dialing \(page 9\)](#)
- [Campaigns \(page 9\)](#)
- [Call Classification \(page 9\)](#)
- [Pacing Algorithm \(page 10\)](#)
- [Abandoned calls \(page 10\)](#)
- [Combining Inbound and Outbound modes \(page 10\)](#)

Overview

Avaya Aura™ Contact Center Predictive Outbound is for Contact Center Predictive Outbound customers, specifically for administrators and supervisors who create, manage and use Predictive Outbound reports.

Administrators and supervisors must have the required privileges and access rights to perform the procedures for Predictive Outbound.

Avaya Outbound Solution

Predictive Outbound, a fully featured application suite, optimizes your outbound dialing needs. The solution has the following features:

- High Capacity Outbound Dialer
- Extensive list management and campaign management tools
- Support for Preview, Progressive, Paced, Predictive, Manual and Agentless campaigns
- Automatic blending of agents between inbound and outbound dialing as traffic volumes change
- High accuracy call progress detection
- Optimization of agent productivity while meeting abandoned call settings
- Integrated strategies for call recycling and record selection
- Fully integrated management of agents and skillsets for inbound, multimedia and outbound.
- Comprehensive Reporting includes three reporting types:
 - Unified reporting of agent performance across all media types - inbound, outbound and multimedia in real-time and historical
 - Real-time and historical reporting of the campaigns performance and dialing progress
 - Report Creation Wizard reporting to customize and generate individualized statistics to meet your business requirements.
- Manage scripts and workflows to maximize agent productivity.
- Call Recording and Quality Management capabilities

Outbound Dialing

Outbound dialing is the concept of agents or a dialer initiating outbound calls to customers from defined lists. The calls initiate if an agent is available (Preview, Progressive, Paced or Manual dialing modes) or the system can anticipate the availability of an agent and dial before the agent becomes available (Predictive dialing).

Preview and Predictive Outbound Dialing

With preview dialing, the agent receives customer details, and after a defined period of time, the agent or system dials the customer. At this point the agent must wait for the customer to answer the call or disposition accordingly, for example, busy, ring no answer, or voice mail. This reduces the agent's potential talk time.

Predictive Outbound dialing is different from preview dialing. Instead of waiting for an agent to become available, The system predicts the availability of an agent and initiates calls accordingly. The pacing algorithm manages the prediction capability and uses a combination of historical statistics and other data to decide if the system initiates calls. The system also filters the busy signals and no answer calls for the agents. Therefore, agents receive only available customers. Predictive Outbound dialing maximizes the agents' productivity.

Campaigns

Campaigns are managed lists of numbers to call. A campaign can contain high volumes of calls that the system dials and presents to the agents. These calls have associated recycle strategies to determine when to retry numbers that result in Ring No Answer, Busy, and Voicemails. The Avaya Outbound Solution provides extensive management tools to effectively manage your campaigns.

Call Classification

The process of call progress and call analysis is referred to as call progress analysis (CPA) or call classification. Predictive Outbound dialing applications use CPA for accurate positive voice detection (PVD) or positive answering machine detection (PAMD) after a call connects.

Call progress is an outbound call preconnect information, which can include the following status:

- Busy
- No answer
- Circuit Unavailable Special Information Tone (SIT)

Call analysis is the postconnect information about the party destination media type. Call analysis can detect three media types:

- Voice
- Answering machine
- Fax machine

You can configure your system to transfer only available contacts to agents in order to maximize their productivity. The system can retry other call attempts at defined intervals to fully exhaust your campaign list.

Pacing Algorithm

The solutions Smart-Pace® VI dialing algorithm, a recognized leader in the field, is the predictive component of the dialer. The algorithm complies with FCC / FTC (USA), Ofcom (UK) requirements.

The pacing algorithm includes three objectives:

- Perform the minimum number of necessary dials to obtain a connect.
- Minimize the agent idle time between calls.
- Maintain the threshold for abandoned calls.

To achieve the objectives, the pacing algorithm performs three tasks:

- Adjusts automatically real-time to changing circumstances in the contact center environment
- Maintains individual dial results campaign statistics, agent talk time, and wrap time.
- Ranks and prioritizes automatically calls based on the probability of success

Abandoned calls

The pacing algorithm forecasts the agents' availability and the customer answer rate. However, the system can dial a customer without an available agent to take the call. In this case, the customer hears a message and the system abandons the call. Regulatory requirements obligate you to maintain a low abandon rate. To meet the requirements, the solution imposes an abandon rate with no excess.

Combining Inbound and Outbound modes

To maximize the contact center productivity, you can transition agents between inbound and outbound calls as traffic levels change. For example, agents, primarily focused on outbound dialing, can transition to inbound call processing to deal with an unexpected high call rate. The solution supports this capability and provides the flexibility to prioritize the agents to transition and the inbound queues to combine.

Introduction

This document details the procedures to configure Predictive Outbound in Avaya Aura™ Contact Center Release 6.0.

Prerequisites

- Ensure that you have the latest documentation. Documentation is available on the Avaya web site at www.avaya.com/support.
- Install the Contact Center software.

Navigation

- [Predictive Outbound Fundamentals \(page 7\)](#)
- [Predictive Outbound configuration \(page 13\)](#)
- [PABX configuration for primary rate interface \(PRI\) cards \(page 17\)](#)
- [Predictive Outbound Dialing configuration \(page 51\)](#)
- [Inbound and Outbound traffic blending \(page 61\)](#)
- [Campaigns progress and results \(page 71\)](#)
- [Appendices \(page 111\)](#)

Predictive Outbound configuration

This chapter provides an overview of Predictive Outbound configuration.

In a Predictive Outbound environment, agents do not receive calls. Instead, Predictive Outbound uses call force. Agents have no option to accept or decline as the customer already answers the initiated call by the dialer. The objective must be to minimize the connect time between determining that the system reaches a live customer and connects to an agent. In order to minimize the connect time, a logged-on agent in a ready state holds a nailed-up connection to the dialer. After the dialer reaches the live customer, the system transfers the customer to that agent.

Navigation

- [Predictive Outbound components \(page 14\)](#)
- [Tie lines \(page 15\)](#)

Predictive Outbound components

Avaya Aura™ Contact Center Release 6.0 Predictive Outbound introduces the following new components onto your network:

- TSP telephony server
- CPSE² application server
- Portfolio server

TSP telephony server

The TSP Telephony Server is a dedicated dialer that interfaces to the PSTN and your Avaya Communication Server 1000 (CS1000). This dialer originates calls for agents. Predictive Outbound requires specific hardware to achieve Call Progress Detection to ensure that agents receive only available customers for a maximum talk time.

TSP telephony server contains the following PCIe cards according to the required dialing capacity from Dialogic/NMS:

- CG6565e/32-2L/8TE
- CG6565e/64-2L/8TE

A standby server, HP DL340/DSL580 recommended, houses the PCIe cards. The server hosts the TSP v4.0 software on a RedHat platform.

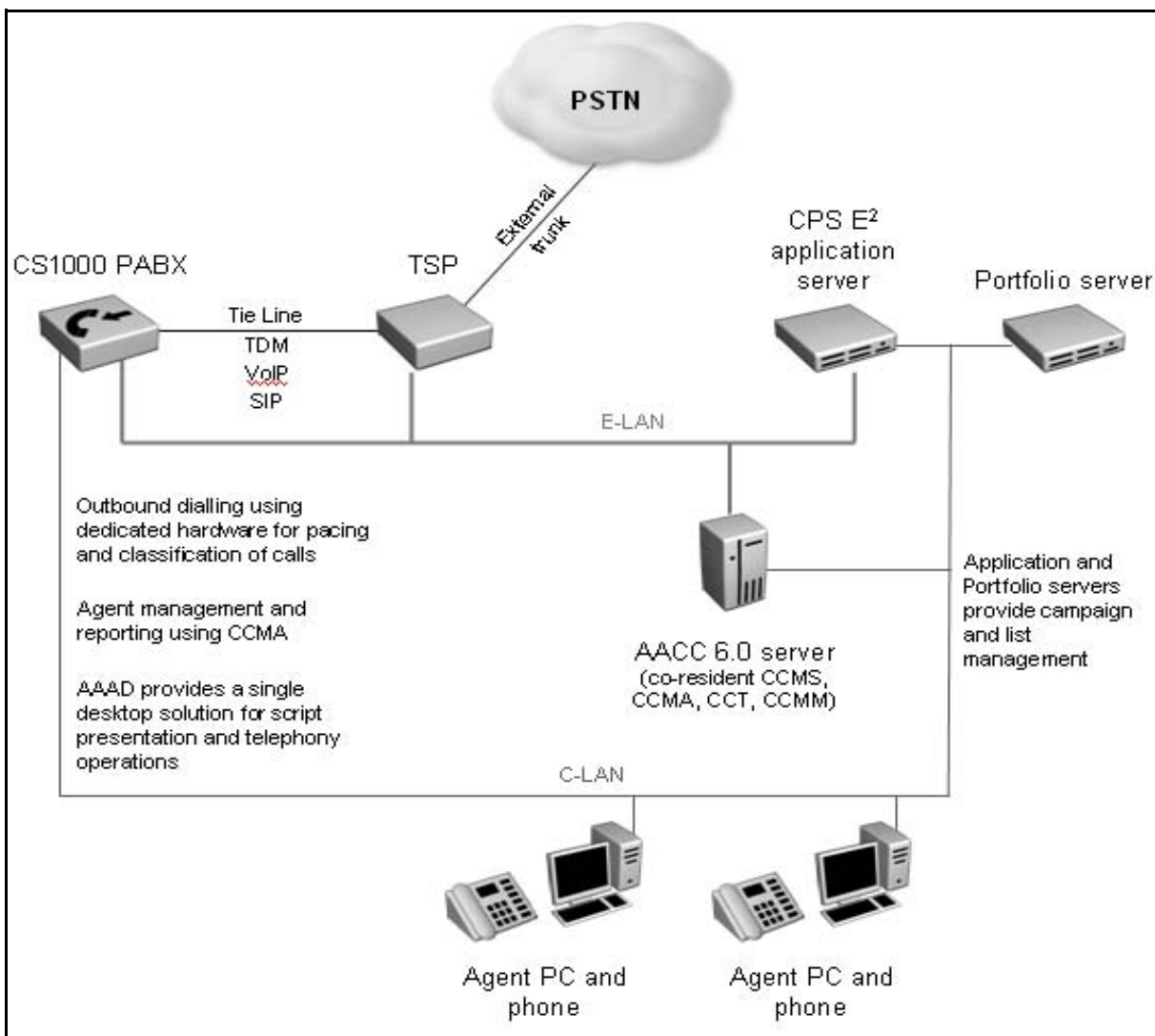
CPSE² application server

The CPSE² is the server solution application. The server hosts the pacing algorithm to determine the pace at which calls initiate on behalf of agents. It also hosts application logic to determine call processing and the recycle strategy for No Answers.

Portfolio server

This server manages the calling list. The server is essentially a MS SQL Server 2005 database server that hosts both the historical statistics of the campaigns and the dialing lists.

Network diagram



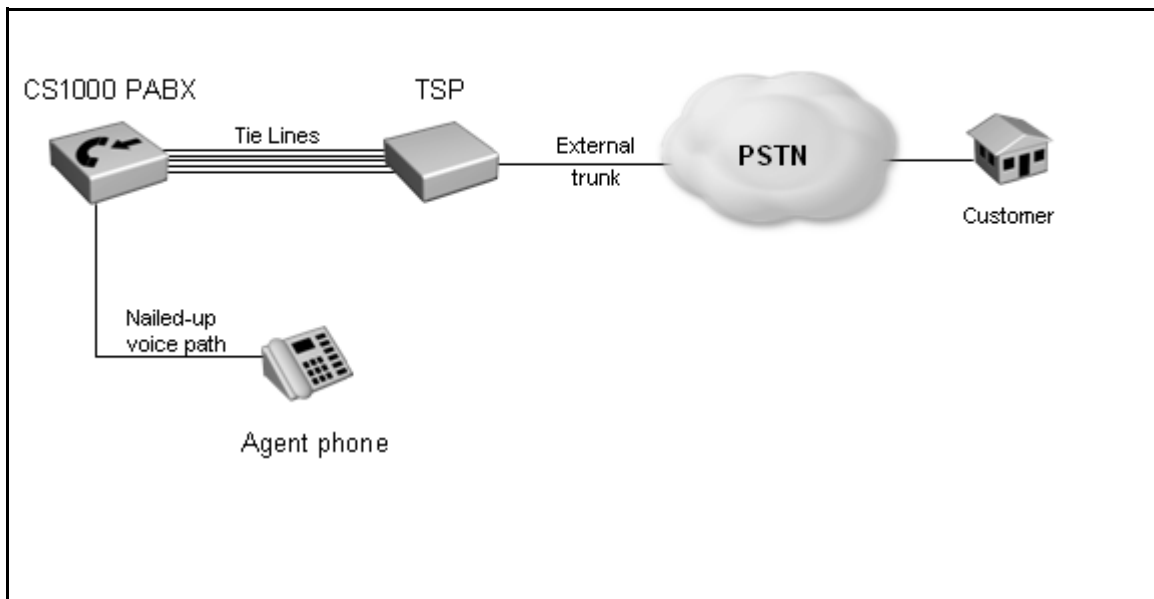
Tie lines

After an agent that you assign a Predictive Outbound skillset changes their status to Ready, the dialer initiates a call to the agent's DN key. Agent Desktop, automatically answers the call. At this stage there is no customer, the dialer opens a voice path (through a tie line channel) to the agent's DN. After the dialer reaches the customer, instead of a voice mail, busy signal or ring tone, it patches the trunk with the voice path to the agent.

The agent hears a beep sound in the headset to indicate the start of a call with a customer. The agent does not answer the call because the voice path is already in place. This approach ensures minimal time between a customer that answers a call and the customer's connection with an agent. The voice path establishes if the agent toggles Ready or terminates if the agent toggles Not Ready.

Predictive Outbound configuration

Nailed-up voice path



PABX configuration for primary rate interface (PRI) cards

This chapter describes how the Avaya Communication Server 1000 and TSP PABX can interoperate with PRI cards and the ESIG protocol for E1 trunks and nail-ups. This chapter describes two PRI cards:

- PRI card that provides the nailed up connection to agent telephones
- PRI card that simulates trunk dialing

For complete instructions on the installation of PRI Cards, refer to the Option 11C 2.0Mb DTI/PRI Installation Guide.

Prerequisites to PABX configuration for PRI cards

- Ensure that you have a NTB50AA 2.0 MB PRI Card
- Ensure that you have NTB05CA Coaxial Cables
- Ensure that you have a MT242A-F-UK-75 Ohm Balun (Black Box)

PABX configuration (PRI cards) tasks

To configure the PABX for Predictive Outbound, you must complete the following tasks: PABX configuration for PRI cards and TSP configuration.

Navigation

- [Avaya Communication Server 1000 configuration details for PRI cards \(page 18\)](#)
- [TSP configuration details for PRI cards \(page 31\)](#)

Avaya Communication Server 1000 configuration details for PRI cards

PRI cards provide the PABX with digital trunks. Digital trunks in PABX systems connect through 2MB links, each link carries 32 channels (timeslots) of 64Kb. Use Timeslot 0 for link control; and timeslot 16, called D Channel, for signaling. Timeslots 1 to 15 and 17 to 31 give the speech or bearer channels. The information in timeslot 16 has no direct relation to the bearer channels, but it is only a signalling channel between the CPUs at each end of the link.

After equipment connects through digital trunks, the systems must synchronize. Enable the clock controller on one system to configure it as the master of the for the synchronization.

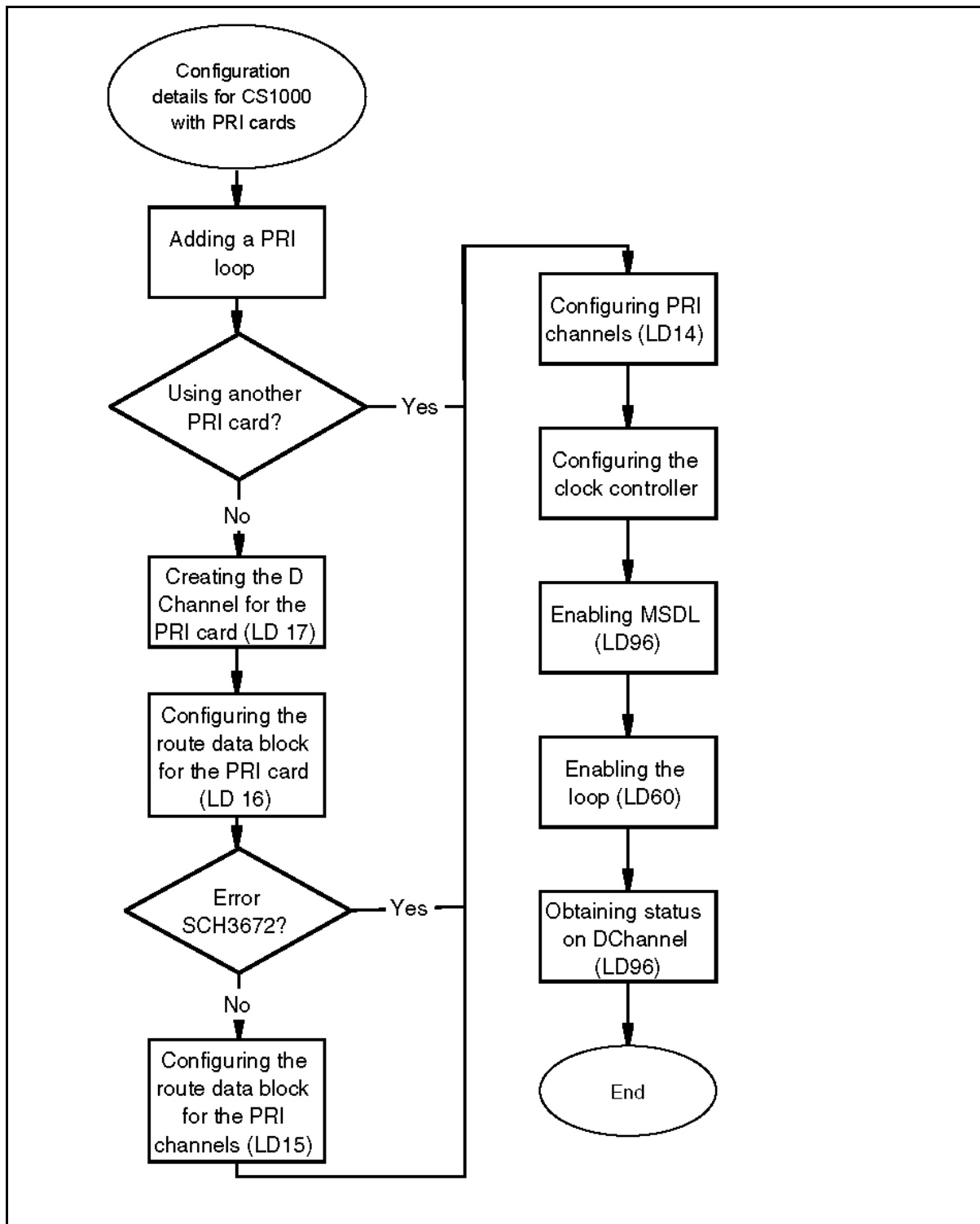
Prerequisites to Avaya Communication Server 1000 configuration details for PRI cards

- Slot the PRI cards into the cabinet.

Avaya Communication Server 1000 configuration details for PRI cards

This task flow has the sequence of procedures to configure PRI cards in the Avaya Communication Server 1000 PABX. The procedures use slots one and two of the cabinet for PRI cards. To link to any procedure, click [Avaya Communication Server 1000 configuration details for PRI cards navigation \(page 20\)](#).

Avaya Communication Server 1000 configuration details for PRI cards



Avaya Communication Server 1000 configuration details for PRI cards navigation

- [Adding a PRI loop with LD 17 \(page 20\)](#)
- [Creating the D channel for the PRI card \(page 21\)](#)
- [Configuring the route data block for the PRI \(LD16\) \(page 22\)](#)
- [Configuring the route data block for the PRI \(LD15\) \(page 24\)](#)
- [Configuring the PRI channels \(LD 14\) \(page 25\)](#)
- [Configuring the clock controller \(page 26\)](#)
- [Enabling MSDL \(LD 96\) \(page 27\)](#)
- [Enabling the loop \(LD 60\) \(page 28\)](#)
- [Verifying the card status \(LD 60\) \(page 29\)](#)
- [Obtaining the D channel status \(LD 96\) \(page 30\)](#)
- [Enabling the D channel \(LD 96\) \(page 31\)](#)

Adding a PRI loop with LD 17

You must add a PRI loop for each card you install on the system.

Prerequisites

- Ensure that you have administrator access privileges.

Procedure steps

Step	Action
1	Connect to server with administrator access credentials.
2	Enter LD 17 .
3	At the REQ prompt, enter <NEW> or <CHG> .
4	At the TYPE prompt, enter CEQU
5	Press return until PR12 prompt appears.
6	Enter <slot number> .
7	Press return until REQ prompt appears.
8	Repeat steps 1 to 6 for each PRI card in the slots.

--End--

Variable definitions

Prompt	Response	Descriptions
REQ	CHG	Change existing data block
TYPE	NEW	New data block
TYPE	CEQU	Change to common equipment parameters
PR12	<slot number>	PRI loop number, for example, one and two.

Creating the D channel for the PRI card

To configure the PRI card correctly, you must create the D channel.

Prerequisites

- Configure the PRI card to A-law for European Configuration.
If you configure PCML to mu, the PRI card has US companding configuration.
- Ensure that you have administrator access privileges.

Procedure steps

- | Step | Action |
|------|--|
| 1 | Connect to the server with administrator access credentials. |
| 2 | Enter LD 17 . |
| 3 | At the REQ prompt, enter CHG . |
| 4 | At the TYPE prompt, enter ADAN . |
| 5 | At the ADAN NEW DCH prompt, Enter <X>. |
| 6 | At the CTYP prompt, enter MSDL. |
| 7 | Enter <SDI> . |
| 8 | Enter PRA . |
| 9 | Enter ESIG . |
| 10 | Enter <Number> . |
| 11 | Enter net . |
| 12 | Press return until REQ prompt appears. |

--End--

Variable definitions

Prompt	Response	Descriptions
REQ	NEW	New data block
TYPE	ADAN	Action device and number
ADAN NEW DCH	<X>	D channel number (0 to 15)
CTYP	MSDL	Card type-Multipurpose Serial Data Link (for Downloadable D-Channel on Option 11)
CDNO	<Number>	serial Data Interface (SDI) card number, which is the same as the PRI loop
VSR	PRA	Primary route
IFC	ESIG	Protocol to use
DCHL	<PRI>	Associated PRI number with the D-Channel, which is the same as the loop number
SIDE	net	CS1000 node type (aaa = (USR) or NET, see Back to back configuration (page 132)).

Configuring the route data block for the PRI (LD16)

To configure the PRI card correctly, you must configure the route data block in overlay 16.

Prerequisites

- Ensure that you have administrator access privileges.

Procedure steps

Step	Action
1	Connect to the server with administrator credentials.
2	Enter LD 16 . REQ prompt appears.
3	At the REQ prompt, enter NEW .
4	At the TYPE prompt, enter RDB .
5	At the CUST prompt, enter 0 .

- 6 At the **ROUT** prompt, enter **70**.
- 7 At the **TKTP** prompt, enter **TIE**.
- 8 At the **DTRK** prompt, enter **YES**.
- 9 At the **DGTP** prompt, enter **PR12**.
MODE prompt appears.
- 10 At the **MODE** prompt, enter **PRA**.
- 11 At the **IFC** prompt, enter **ESIG**.
- 12 At the **ICOG** prompt, enter **IAO**.
- 13 At the **ACOD** prompt, enter **77**.
- 14 At the **TARG** prompt, enter **1**.

--End--

Variable definitions

Prompt	Response	Descriptions
REQ	CHG	Change existing data block
CUST	0	Customer number
ROUT	70	Route number
TKTP	TIE	Trunk type, for example, tie, cot, and did.
DTRK	YES	Digital trunk
DGTP	PR12	Digital trunk type
MODE	PRA	Mode of operation, see Primary rate access (PRA) (page 132) and Channels (page 132) .
IFC	ESIG	Interface type for the route, see Interface types (page 132) .
ICOG	IAO	Route type incoming and outgoing
ACOD	77	Access code for the trunk
TARG	1	Trunk access group restriction 0-31

Configuring the route data block for the PRI (LD15)

Configure the PRI card with LD 15 if you receive the error SCH3672 after you enter PR12 at the DGTP prompt in Overlay 16 (LD 16).

Prerequisites

- Ensure that you have administrator access privileges.

Procedure steps

Step	Action
1	Connect to the server with administrator credentials.
2	Enter LD 15 .
3	At the REQ prompt, enter CHG .
4	At the TYPE prompt, enter CDB .
5	At the CUST prompt, enter 0 .
6	Press Return until LDN_DATA prompt appears.
7	Enter YES .
8	At the LDN0 prompt, enter 4 .
9	At the LDN1 prompt, enter 4 .
10	Press return until NET DATA prompt appears.
11	Enter YES .
12	At the ISDN prompt, enter YES .
13	Press return until REQ prompt appears.

--End--

Variable definitions

Prompt	Response	Descriptions
REQ	CHG	Change existing data block
TYPE	CDB	Customer data block
CUST	0	Customer number
LDN_DATA	YES	Departmental Listed Directory Numbers
LDN0	4	1-63 ALL, Attendant consoles associated with LDN0
LDN1	4	Listed DN 1
NET_DATA	YES	Networking
ISDN	YES	

Configuring the PRI channels (LD 14)

To configure channels for the PRI card correctly, you must configure the channels in overlay 14.

Prerequisites

- Ensure that you have administrator access privileges.

Procedure steps

Step	Action
1	Connect to the server with administrator credentials.
2	Enter LD 14 .
3	Enter NEW 30 .
4	Enter TIE .
5	Enter 2 1 .
6	Press Return until RTMB prompt appears.
7	Enter 70 , and then space , and then 1 .
8	Press Return until TGAR prompt appears.
9	Enter 0 .
10	Enter UNR DTN .
11	Press Return .

PABX configuration for primary rate interface (PRI) cards

The server configures the 30 members.

--End--

Variable definitions

Prompt	Response	Descriptions
REQ	NEW 30	Configure 30 channels simultaneously
TYPE	TIE	Trunk type
TN	2 1	1st channel is not 0
RTMB	70 1	Route number and route member number
TGAR	0	Trunk Group Access Restriction 0-(1)-31
CLS	UNR DTN	Class of Service Unrestricted Digitone

Configuring the clock controller

Configure overlay 73 (LD 73) on the PRI card to use the clock controller as the system clock.

Prerequisites

- Ensure that you have administrator access privileges.

Procedure steps

Step	Action
1	Connect to the server with administrator credentials.
2	Enter LD 73 .
3	At the REQ prompt, enter CHG .
4	At the TYPE prompt, enter PR12 .
5	At the FEAT prompt, enter SYT1 .
6	At the CLKN prompt, enter 2 .
7	At the PREF prompt, enter CK0 Loop .

Attention: Use only one Clock Controller card. Install the PRI card with the enabled clock controller in slots one to three of the server cabinet.

--End--

Variable definitions

Prompt	Response	Descriptions
FEAT	SYT1	PRI2 data blocks (FEAT=SYT1)
CLKN	2	Card number for clock controller 1-9 (loop number)
PREF	CK0 Loop	Primary Reference DTI/PRI loop for clock controller zero

Enabling MSDL (LD 96)

To configure the PRI card correctly, you must enable MSDL in overlay 96. See [MSDL \(page 132\)](#).

Prerequisites

- Ensure that you have administrator access privileges.

Procedure steps

- | Step | Action |
|------|--|
| 1 | Connect to the server with administrator credentials. |
| 2 | Enter LD 96 . |
| 3 | At the ENL MSDL prompt, enter <DCH NUmber> . |
| 4 | At the Stat prompt, enter MSDL . |
- If you configure correctly, the following prompts appear:
- MSDL 3: MAN DSBL
 - MSDL 5: MAN DSBL

--End--

Variable definitions

Prompt	Response	Descriptions
ENL MSDL	<DCH Number>	D Channel number in overlay 96
STAT	DCH	Obtains D Channel status
STAT	MSDL	Obtains the MSDL status
MSDL	3	Outcome for D channel 3
MSDL	5	Outcome for D channel 5

Enabling the loop (LD 60)

Enable the loop in overlay 60 to enable the clock controller.

Prerequisites

- Ensure that you have administrator access privileges.

Procedure steps

Step	Action
1	Connect to the server with administrator credentials.
2	Enter LD 60 .
3	At the ENLL prompt, enter 2 .
4	Enter CC 0 .
5	To disable the PRI card in loop 2, enter DISL 2 .
6	Enter STAT <loop number> .

If all channels are idle, the PRI card configures correctly.

--End--

Variable definitions

Prompt	Response	Descriptions
ENLL	2	Loop number
ENL CC	0	Enables the clock controller
DSL	2	Disables the PRI card in loop 2
STAT	<loop number>	Displays the channels on the card

Verifying the card status (LD 60)

To verify if the PRI card has the correct configuration, verify the status on the PRI card in overlay 60.

Prerequisites

- Ensure that you have administrator access privileges.

Procedure steps**Step Action**

- 1 Connect to the server with administrator credentials.
- 2 Enter **LD 60**.
- 3 Enter **2**.

For the card in loop two, the following output appears:

CH01 - IDLE TIE VOD *	CH02 - IDLE TIE VOD *
CH03 - IDLE TIE VOD *	CH04 - IDLE TIE VOD *
CH05 - IDLE TIE VOD *	CH06 - IDLE TIE VOD *
CH07 - IDLE TIE VOD *	CH08 - IDLE TIE VOD *
CH09 - IDLE TIE VOD *	CH10 - IDLE TIE VOD *
CH11 - IDLE TIE VOD *	CH12 - IDLE TIE VOD *
CH13 - IDLE TIE VOD *	CH14 - IDLE TIE VOD *
CH15 - IDLE TIE VOD *	CH16 - IDLE TIE VOD *
CH17 - IDLE TIE VOD *	CH18 - IDLE TIE VOD *
CH19 - IDLE TIE VOD *	CH20 - IDLE TIE VOD *

PABX configuration for primary rate interface (PRI) cards

CH21 - IDLE TIE VOD *	CH22 - IDLE TIE VOD *
CH23 - IDLE TIE VOD *	CH24 - IDLE TIE VOD *
CH25 - IDLE TIE VOD *	CH26 - IDLE TIE VOD *
CH27 - IDLE TIE VOD *	CH28 - IDLE TIE VOD *
CH29 - IDLE TIE	CH30 - IDLE TIE VOD *
CH31 - DCH 3	

--End--

Procedure job aid

Value type	Result
PR12 LOOP 2	ENBL
REF CLK	ENBL
SERVICE RESTORE	YES
ALARM STATUS	ACCEPTABLE

Obtaining the D channel status (LD 96)

To verify if the D channel has the correct configuration, obtain the D Channel status in overlay 16.

Prerequisites

- Ensure that you have administrator access privileges.

Procedure steps

Step	Action
------	--------

- | | |
|---|---|
| 1 | Connect to the server with administrator credentials. |
| 2 | Enter LD 96 . |
| 3 | Enter STAT DCH . |

The following output appears:

DCH 03 : DSBL RST	AUTO	DES : 1stpri
DCH 05 : OPER RLS	AUTO	DES : 2ndpri

--End--

Enabling the D channel (LD 96)

To configure the PRI card correctly, enable the D channel in overlay 96.

Prerequisites

- Ensure that you have administrator access privileges.

Procedure steps

- | Step | Action |
|------|---|
| 1 | Connect to the server with administrator credentials. |
| 2 | Enter LD 96 . |
| 3 | At the ENL prompt, enter DCH 3 . |

--End--

Variable definitions

Prompt	Response	Descriptions
ENL	DCH 3	Enable D channel 3

TSP configuration details for PRI cards

To use the TSP telephony server, you must configure the TSP. The settings vary according to the customer and carrier environment.

The TSP has two telephony connection types:

- A nailed up agent connection to the Avaya Communication Server 1000.
- An outbound trunk connection to the PSTN.

The configuration establishes successful connectivity that uses Esig PRI configured on the Avaya Communication Server 1000 and Qsig PRI configured on the TSP. The procedures in this section have frequently used settings on the TSP. However, the firmware, flags for install, options, and ISDN settings vary according to the customer and carrier environment. The procedures use:

- Trunk 8 to Avaya Communication Server 1000 PRI card for agent connectivity
- Trunk 1 to Avaya Communication Server 1000 PRI card for trunk

Prerequisites to TSP configuration details for PRI cards

The following table provides TSP connection specifications:

Side	Requirements
Carrier (PSTN)	PRI Q.931 or QSIG Network side E1Framing-CEPT (2.048 mb) Line Code-HDB3 CRC4 (on) default Single D Channel for each E1 Span - Channel 16 (No NFAS) 30 b channels (exclusive)-originator selects the channel to use Line impedance 120 ohms Inbound/Outbound Audio compression A-law
User side (Avaya Communication Server 1000)	PRIQ.931 or QSIG User / slave side E1Framing - CEPT (2.048 mb) Audio compression A-law

Configuring TSP admin terminal license

To configure the TSP correctly, you must configure TSP admin terminal license.

Prerequisites

- Ensure that you have administrator access privileges.

Procedure steps

Step	Action
1	Connect to the server with administrator credentials.
2	Verify that the following values for TSP admin terminal license appear:

lic	
Enter Command->	
Licensed items:	
Boards	1
Agents	30
ManualOnly	32
Monitors	
VOIP Agents:	30
Features:	
Inbound	yes
International	yes

--End--

Configuring TSP admin terminal option flag

To configure the TSP correctly, you must configure the TSP admin terminal option flag.

Prerequisites

- Ensure that you have administrator access privileges.

Procedure steps

Step	Action
1	Connect to the server with administrator credentials.
2	Type option .
3	Verify that the following values appear:

PABX configuration for primary rate interface (PRI) cards

```
option
Enter Command ->
Options = 60e3
1 Allow Dial Tone to Stations
1 Allow Manual Dialing
0 Perform Zapper Detection
0 Monitor Key - Use pound Sign - #123#

0 Allow Caller ID Name
1 Ignore Cadence Break
1 Support New Legislation Events

1 Process SITS Via D Channel

0
0
0
0

0 Let Dials Complete On Campaign Close
1 Dont Route Inbound Calls
1 Always Beep Agent On Connect
0 Dont Answer On Timeout
```

--End--

Configuring TSP admin terminal install flags

Perform the following procedure to configure the TSP admin terminal install flags.

Prerequisites

- Ensure that you have administrator access privileges.

Procedure steps

Step	Action
1	Connect to server with administrator credentials.
2	Type Install 100 .
3	Verify that the following values appear:

```

Install = 100
0    Monitor Agents Between Calls
0    Disconnect Trunk to Trunk Transfer if connected too long
0    Allow Trunk Prep
0    Host Selects Agents

0    Use Monitor Key "123" when Manual Monitoring
0    Analyze Abandons for Answering Machines
0    Multi Country Dialing
0    Retry Dial Errors and Reorder tones

1    Connect Remote Agent Dials o Supervision
0    Connect All Dials on Supervision
0    Declare Answering Machine with no Supervision as Unknown SIT
0    Recording Capability Must be Operation in order to Dial

```

--End--

Configuring TSP ISDN

You must configure TSP ISDN.

Prerequisites

- Ensure that you have administrator access privileges.

PABX configuration for primary rate interface (PRI) cards

Procedure steps

Step	Action
------	--------

- | | |
|---|---|
| 1 | Connect to server with administrator credentials. |
| 2 | Type span number . |
| 3 | Verify that the following values appear: |

Enter Span Number or "All" for all spans [q to quit]: 1	
Span Number: 1	
Transfer_Capability	Speech
Transfer_Mode	Circuit
Transfer_Rate	64Kbits/sec
User_Info_Layer_1	C.711_A-Law
Network_Signaling_Behaviour	Default
Destination_Number_Plan	ISDN
Destination_Number_Type	National
Origination_Number_Plan	ISDN
Origination_Number_Type	National
Origination_Number_Screen	User_Provided_Not_Screened
Origination_Number_Presentation	Presentation_Allowed
Facility_Feature_Service	Service
Facility_Coding_Value	None
Calling Name	Do_Not_Send

Enter Span Number or "All" for all spans [q to quit]: 8	
Span Number: 8	
Transfer_Capability	Speech
Transfer_Mode	Circuit
Transfer_Rate	64Kbits/sec
User_Info_Layer_1	C.711_A-Law
Network_Signaling_Behaviour	Default
Destination_Number_Plan	ISDN
Destination_Number_Type	National
Origination_Number_Plan	ISDN

Origination_Number_Type	National
Origination_Number_Screen	User_Provided_Not_Screened
Origination_Number_Presentation	Presentation_Allowed
Facility_Feature_Service	Service
Facility_Coding_Value	None
Calling Name	Do_Not_Send

--End--

Configuring TSP trunks

Perform the following procedure to configure TSP trunks.

Prerequisites

- Ensure that you have administrator access privileges.

Procedure steps

Step Action

- 1 Connect to server with administrator access.
- 2 Verify that the following TSP Trunks configuration values appear:

! The "WaitForDig" field indicates number of milliseconds						
! To wait for the subsequent digits to arrive on a inbound						
! call.						
!						
!						
Span	Type	Protocol	CardNumber	Variant	Wait1stDig	WaitForDig s
1	T	isdn	7	QSIG	0	0
2	T	isdn	7	QSIG	0	0
3	T	isdn	7	QSIG	0	0
4	T	isdn	7	QSIG	0	0
5	T	isdn	7	QSIG	0	0
6	T	isdn	7	QSIG	0	0
7	T	isdn	7	QSIG	0	0

PABX configuration for primary rate interface (PRI) cards

8	D	isdn	7	QSIG	0	0
---	---	------	---	------	---	---

--End--

Configuring TSP dialing rules

Perform the following procedure to configure TSP dialing rules.

Prerequisites

- Ensure that you have administrator access privileges.

Procedure steps

Step	Action
------	--------

- | | |
|---|---|
| 1 | Connect to server with administrator credentials. |
| 2 | Verify that the following output values appear: |

LOCNAME SER Solutions -		Dialing Rules	
NAI_ZERO	0		
COUNTRY	UNITED KINGDOM	! Host Country	
ALAW	1	! VLAW = 0, ALAW =1	
NUM_TRUNKS	240	! Number of Trunks (Include Digital Stations)	
NUM_STATIONS	30	! Number of Stations	
OUTBOUND DIGITAL TRUNKS	211 240	!Trunk port numbers not station numbers	
TRUNK IDLE TIME	2		
VERSION	1		
AUTO LOG	287		
DOWNLOAD_BOARDS	1		
!OUTBOUND_DIGITAL_TRUNKS		! These are trunks - not stations	
LOCAL WAIT	0	! Preferred Trunk Group for Local Calls	
MEDIUM WAIT	0	! Preferred Trunk Group for Intra Latta Calls	

PABX configuration for primary rate interface (PRI) cards

LONG WAIT 0 ! Preferred Trunk Group for Long Distance Calls

!

! Spy List Enter Stations (in numerical order) that can Manual Monitor

!

SPYLIST

!

! Manual Monitor ONLY Stations. (in numerical order) Maximum of 32

!

MONITOR_ONLY

!

! Manual Monitor Assignments. Station is 1st number. followed by list

!

! Disabled Trunks

!

DISABLED TRUNKS

!

! Inbound trunks

!

INBOUND

!

! Third Party Trunks

!

THIRD_PARTY

!

! IVR Trunks

!

IVR TRUNKS

!

Rules <local> <other local> <intra latta> <inter latta> <digital> Intl>

!

Rule_0 Idldldldldl 011id

Rule_1 Idldldldldl 011id

Rule_2 Idldldldldl 011id

PABX configuration for primary rate interface (PRI) cards

```
Rule_3      IdIdIdIdIdId 011id
Rule_4      IdIdIdIdIdId 011id
!
! Local Area Codes & Exchanges Local to those areas
!
Local_Areacode_0  203
Local_Exchange_0  0
!
Local_Areacode_1  0
Local_Exchange_1  0
!
Local_Areacode_2  0
Local_Exchange_2  0
!
Local_Areacode_3  0
Local_Exchange_3  0
!
Local_Areacode_4  0
Local_Exchange_4  0

!
! Enter the number of digits in the Local area code
AREACODE_DIGITS    3
!
! All trunks are assigned to Trunk Group 0, unless specified otherwise.
!
TRUNK_GROUP_0
TRUNK_GROUP_1
TRUNK_GROUP_2
TRUNK_GROUP_3
TRUNK_GROUP_4
!
!
MAX_LOGSIZE        520          !maximum log file size in megabytes
```



```
!
!Global Calling Party Number (ISDN)
CALLING_NUMBER
!
```

--End--

Configuring TSP hosts file

To confirm configuration of TSP hosts file, you must verify that the output is correct.

Prerequisites

- Ensure that you have administrator access privileges.

Procedure steps

- | Step | Action |
|------|---|
| 1 | Connect to server with administrator credentials. |
| 2 | Verify that the following values for TSP host appear: |

```
[cpstsp@tsp500 cpstsp]$ more /etc/hosts
# Do not remove the following line, or various programs
# that require network functionality will fail.
47.166.111.123  tsp500.ct.ser.com      tsp500
10.2.58.112    cmm.ct.ser.com cmm
199.199.199.200 tsp500a.ct.ser.com    tsp500a
199.199.199.199 cm.ct.ser.com cm
199.199.199.202 cmm1.ct.ser.com cmm1
199.199.199.203 cmm2.ct.ser.com cmm2
199.199.199.205 fabric.ct.ser.com    fabric
199.199.199.210 adit1.ct.ser.com    adit1
199.199.199.211 adit2.ct.ser.com    adit2
199.199.199.109 digi9.ct.ser.com    digi9
127.0.0.1      localhost
[cpstsp@tsp500 cpstsp]$ _
```

--End--

Administration of agents and skillsets

This chapter provides procedures to configure Predictive Outbound skillsets.

A skillset is a group of abilities necessary to answer a specific type of call. Skillsets are the basic building blocks of skill-based routing. Use skillsets to match a caller with the agent who can best meet the caller's needs. Skill-based routing uses skillsets to match callers with the agents who can best meet their needs.

Navigation

- [Adding a Predictive Outbound server \(page 44\)](#)
- [Associating a Predictive Outbound server with a Contact Center Manager Server \(page 45\)](#)
- [Creating agents to handle Predictive Outbound contacts \(page 46\)](#)
- [Creating Predictive Outbound skillsets \(page 48\)](#)
- [Assigning Predictive Outbound skillsets to agents \(page 49\)](#)

Adding a Predictive Outbound server

Add a server to Contact Center Manager Administration to administer the server from the client application. You can add Contact Center Manager Servers, Contact Center Multimedia servers, and Predictive Outbound servers.

Prerequisites

- Obtain a user ID and password for the Contact Center Manager Administration client application.
- Know the computer name of the server to add.
- To add a Predictive Outbound server, you must have a user name and password for the Predictive Outbound server.

Procedure steps

- | Step | Action |
|------|--|
| 1 | Log on to Contact Center Manager Administration with administrative privileges. |
| 2 | On the Launchpad, click Configuration . |
| 3 | From the Server menu, choose Add Server . |
| 4 | In the right pane, in the Server Name box, type the computer name of the Avaya Aura™ Contact Center server. |
| 5 | Press Tab .

<i>The server IP address automatically appears in the IP Address box and the system automatically assigns a display name that is the same as the server name.</i> |
| 6 | To use a different display name, in the Display Name box type the name of the Contact Center server as you want it to appear in the system tree in Contact Center Manager Administration. |
| 7 | In the Login ID box, type your logon ID for the server. |
| 8 | In the Password box, type your password. |
| 9 | From the Type list, select CCPR |
| 10 | If you select CCMS , CCMM or CCPR , proceed to step 11 . |
| 11 | Click Submit . |
| 12 | In the left pane, expand the server to access it. |

Attention: The Contact Center Manager Server logon ID and password that you specify when you configure a new server in Contact Center Manager Administration must match an existing login ID and password on the Contact Center Manager Server. Therefore, if you or another administrator uses the Server Utility to change a server logon ID or password that you already entered in Contact Center Manager Administration, you must update the information in the Configuration component of Contact Center Manager Administration to match the new logon information.

--End--

Variable definitions

Variable	Value
Login ID	For Contact Center Multimedia, the Login ID corresponds to the user account that runs historical reports in Contact Center Manager Administration. This user is configured in the Multimedia database and has access to data within that database. The Login ID is always mmReport.
Password	For Contact Center Multimedia, the default password is mmRep. To change this password, use the Contact Center Multimedia Administrator.
DSN prefix	For the CCPR server type the default DSN prefix is CCPR. The DSN prefix is read-only.
Associated CCMS Servers	For server types that you can associate with a Contact Center Manager Server, lists the available Contact Center Manager Servers. Select a Contact Center Manager Server with which to associate this server.

Associating a Predictive Outbound server with a Contact Center Manager Server

Associate a Predictive Outbound server with a Contact Center Manager Server (CCMS) to enable reporting for it.

Prerequisites

- Add the CCMS and Predictive Outbound servers to Contact Center Manager Administration. See [Adding a Predictive Outbound server \(page 44\)](#).

Procedure steps

Step	Action
1	Log on to Contact Center Manager Administration with administrative privileges.
2	On the Launchpad, click Configuration .
3	In the left pane, right-click the Contact Center Manager Server to associate with a reporting server.
4	Choose Server, Edit Properties . <i>The properties for the Contact Center Manager Server appear in the right pane.</i>
5	In the Associated Reporting Server list, select the Predictive Outbound server with which to associate this CCMS server.

Attention: Associate only one Predictive Outbound server type with a Contact Center Manager Server.

- 6 Click **Submit** to save your changes.

--End--

Creating agents to handle Predictive Outbound contacts

In the Contact Center Management window, you can add new agents and specify the type of contacts the new agents can handle, for example Predictive Outbound contacts.

If you select Add > Agent, Add > Supervisor, or Add > Supervisor/Agent, the dialog box appears and the sections that are relevant to the user type expand and are blank. If you select Copy Agent Properties from a Functions menu, or click Create Many while viewing an existing agent, the section appears and the User Details and User Information sections expand and contain some information.

Prerequisites

Attention: This procedure is specific to SIP-enabled contact centers. For details on adding an agent to a TDM-based contact center, see *Avaya Aura™ Contact Center Manager Administration – Client Administration* (NN44400-611).

- You must have the appropriate access class to access and work in this window. If you cannot open part of the window that you need to work with, ask your administrator to update the access class assigned to you. To work with all sections of this window and add and edit all types of users, you need the Add/Edit/Delete Agents and Supervisors access level.

Attention: You can create a predictive agent without a terminal assignment in CCT. The agent can log on and handle predictive contacts, but the details do not appear on the phone. In this case, using CPSEE Admin, the station can be defined with any telephone number in the extension field; the dialer then dials that number to establish the nailed-up connection. The number does not have to be on the same PABX, it can be a home working agent using an analog phone.

Procedure steps

- | Step | Action |
|------|--|
| 1 | Log on to Contact Center Manager Administration with administrative privileges. |
| 2 | On the Launchpad, click Contact Center Management . |
| 3 | In the left pane, click the Contact Center Manager Server on which to add the agent. |
| 4 | From the Add menu, select Agent . |

- 5 In the **New Agent Details** window, enter the following mandatory information about the agent:
 - login ID
 - Voice URI
 - Create CCT Agent
 - primary supervisor
 - call presentation
 - threshold
- 6 Enter any optional information about the agent (for example, Title, Department, or Comments).
- 7 Click **Create CCT Agent**, and complete the **Associate User Account** fields to create a CCT user for this agent.
- 8 If this agent uses the multiplicity feature on Avaya Aura™ Agent Desktop, select a multiplicity presentation class from the **Multiplicity Presentation Class** list.
If multiplicity is not enabled, the Multiplicity Presentation Class list does not appear.
- 9 Click the **Contact Types** heading.
- 10 Select the check box beside **Predictive Outbound**.
- 11 Select the check box beside any other **Contact Type** to assign to the agent.
- 12 Click the **Skillsets** heading.
- 13 In the **Skillsets** area, click **List All** to list all skillsets configured on the server.
If you do not see a skillset to which you need access, it may be because it is not included in your partition. Contact your administrator and request that the administrator add the skillset to the partition assigned to you.
- 14 From the **Priority** list for each predictive skillset to assign to the agent, select the priority level or select **Standby** to put the agent in standby mode for this skillset.
Priority levels range from 1 to 48, with 1 being the highest priority for the skillset.
- 15 If you have administrator privileges, you can add this new agent to the partitions assigned to the agent's supervisor (instead of having to do so in Access and Partition Management). Click the **Partitions** heading.
The list of partitions configured on the server appears.
- 16 Select the check boxes beside the partitions to which to add the new agent.
- 17 Click **Submit** to save your changes.

--End--

Creating Predictive Outbound skillsets

A skillset is the ability or group of abilities necessary to answer a specific type of call. Skillsets are the basic building blocks of skill-based routing. Skillsets are used to match callers with the agents who can best meet the callers' needs.

Prerequisites

- Define the activity code to be assigned as the default activity code for the skillset if you do not want to use system defined default activity codes.
- Define the Contact Type to assign to this skillset if you do not want to use the default Contact Types. Define Contact Type only if Open Queue is enabled on the Contact Center Manager Server.

Procedure steps

- | Step | Action |
|------|---|
| 1 | Log on to Contact Center Manager Administration with administrative privileges. |
| 2 | On the Launchpad, click Configuration . |
| 3 | In the left pane, expand the server to which to add the skillset. |
| 4 | Select the Skillsets folder. |
| 5 | In the Skillset Name box, type a name for the skillset. |
| 6 | To assign the Predictive contact type to the skillset, select a Predictive from the Contact Type drop-down list. CCMA automatically populates the Prefix field with the appropriate skillset name prefix. |
| 7 | From the Default Activity Code list, select the activity code that is registered whenever this skillset is used. |
| 8 | From the Call Age Preference list, select the method to configure the order of calls in the queue. To assign priority to the oldest call in the system, select Oldest. To assign priority to the first call in the queue, select First In Queue. |
| 9 | Optionally, in the Map To ACD-DN box, type the ACD-DN number to which the skillset can map.

If you map the skillset to an ACD-DN, calls to that ACD-DN are pegged against the skillset in reports. |
| 10 | From the Out Of Service Mode list, select a value to take the skillset offline and specify the service mode for the manual night service PABX. |
| 11 | Optionally, in the Comment box, type comments you have about the skillset. |
| 12 | Click a row in the grid to save your changes. |

--End--

Assigning Predictive Outbound skillsets to agents

After you immediately assign one or more agents to a skillset without assignment scheduling, you create an ad hoc assignment. Before you can assign an agent to a Predictive Outbound skillset, the agent's profile must exist on the server. For more information about adding new agents, see [Adding a Predictive Outbound server \(page 44\)](#).

Prerequisites

- Ensure that you have access to the required skillsets. If you are unsure, contact the administrator.

Attention: If the agent you want to add to a Predictive Outbound skillset has a contact center terminal (configured in CCT), that agent must have voice contact type configured in their agent details.

Procedure steps

Step	Action
1	Log on to Contact Center Manager Administration with administrative privileges.
2	On the Launchpad, click Contact Center Management .
3	In Contact Center Management, on the menu, choose View/Edit, Skillsets .
4	In the left pane, click the server on which to work with agents and skillsets.
5	Select a Predictive Outbound skillset. A list of agents assigned to the skillset appear in the right pane.
6	Click the Available Agents heading to assign a new agent to this skillset.
7	To list all agents configured on the selected server (only those agents in your partition and your reporting agents), click List All .
8	From the Priority list, select the priority level for each new agent to assign to this skillset.
9	To assign multiple agents to the same skillset priority at the same time, from the Set all Skillsets by priority list, select the priority level, and then click Apply .
10	Click Submit to assign the agents to the Predictive Outbound skillset. The agents appear in the Assigned Agents table.

--End--

Predictive Outbound Dialing configuration

This chapter provides a description of the procedures to integrate Outbound Dialing in your contact center. For more information on Outbound Dialing, see [Outbound Dialing \(page 8\)](#).

Navigation

- [Creating a script application \(page 52\)](#)
- [Specifying the host name of the CPSE² Application Server, Portfolio Server and TSP Telephony Server \(page 53\)](#)
- [Creating a system administrator user account \(page 54\)](#)
- [Enabling Predictive Outbound capabilities on Avaya Aura™ Agent Desktop \(page 55\)](#)
- [Setting agent script location \(page 56\)](#)
- [Performing telephony resource mappings \(page 56\)](#)

Creating a script application

Create a script application to include Predictive Outbound dialing.

After you create a script application, you can convert the script application to a flow application to share with your clients. There are sample multimedia scripts with SCE. You can import the call scripts to CCMS. For more information on script applications, see *Avaya Aura™ Contact Center Configuration – Service Creation Environment Application Development* (NN44400-510).

Prerequisites

- Install Service Creation Environment (SCE). See *Avaya Aura™ Contact Center Configuration – Service Creation Environment Application Development* (NN44400-510).
- Log on to SCE. See *Avaya Aura™ Contact Center Configuration – Service Creation Environment Application Development* (NN44400-510).

Procedure steps

Step	Action
1	In the Local or Contact Center view, select a Contact Center Manager Server on which to create the script.
2	Click Applications .
3	To create a new script, on the File menu, click New, Script .
4	In the New Script dialog box, in the Script Name box, type a name for the script.
5	Click Finish .

--End--

Variable definitions

Variable	Value
Script application	<p>The name of the flow application.</p> <p>Script application name must start with a letter.</p> <p>Script application names are not case sensitive.</p> <p>The script application name must be unique.</p> <p>Do not use spaces or punctuation marks in script application names.</p> <p>Underscores(_) are allowed.</p> <p>Do not use a scripting keyword as a script application name.</p> <p>The script application has an extension .s.</p>

Specifying the host name of the CPSE² Application Server, Portfolio Server and TSP Telephony Server

Perform the following procedure to identify the location of the servers on your network.

Procedure steps

Step	Action
1	Click All Programs, Avaya, Contact Center, Multimedia Server, CCMM Administrator .
2	Enter your username and password.
3	Expand General Administration and double-click Server Settings .
4	From the servers list, select Predictive Application Server .
5	Click the Edit button.
6	In the Server Properties dialog box, enter the hostname of the CPSE ² Application Server and change the port if required.
7	Click Save .
8	From the servers list, select Predictive Reporting Server .
9	Enter the hostname of the Portfolio server and change the port number if necessary.
10	From the servers list, select TSP Dialer .
11	In the Server Properties dialog box, enter the hostname of the TSP dialer.
12	Click Save .

The hostname of the outbound servers on the network are now identified.

- 13 Click **Close**.

--End--

Creating a system administrator user account

You require a system administrator user account to access Predictive Outbound features. The system also keeps replicated outbound agents, skillset and assignments between Contact Center Manager Server and CPSE² Application Server.

Prerequisites

- Ensure that you have CPSE².
- Ensure that you have Contact Center Multimedia/Outbound Server (CCMM).

Procedure steps

- | Step | Action |
|------|---|
| 1 | Click Start, All Programs, CPSE², Supervisor . |
| 2 | Type the username and password that your installation specialist provides. |
| 3 | In CPSE ² , on the Enterprise Manager window, click on the User tab. |
| 4 | Click the New button. |
| 5 | In the Full Name field, type the username.

This is the name of the designated individual as a system user. The name can have maximum 64 characters and contain numbers (zero to nine), letters, at signs, spaces, and underscores. The name must begin with a alphanumeric or underscore value. Names are case sensitive. |
| 6 | From the Type list, select System Administrator . |
| 7 | Type a password.

The password can have maximum eight characters. |
| 8 | Click Next . |
| 9 | Click Finish . |
| 10 | On the CCMM server, start CCMM Administrator . |
| 11 | Enter your username and password. |
| 12 | Expand General Administration and double-click Administrator Settings . |
| 13 | From the Current Administrators list, select Predictive Administrator . |
| 14 | Click the Edit button. |
| 15 | In the Edit Administrator dialog box, enter the username created in step 3. |

Attention: The username is case sensitive.

16 Click the **Reset Password** button.

17 In the **Edit Password** dialog box, type the password from step 5.

Attention: The password is case sensitive.

18 Click **Save**.

--End--

Enabling Predictive Outbound capabilities on Avaya Aura™ Agent Desktop

For agents to receive Predictive Outbound initiated calls, you must enable Predictive Outbound capabilities on Avaya Aura™ Agent Desktop.

During the installation process for CCMM, the system prompts you to enter a hostname for the CPSE² Application Server and Portfolio Server. If you enter the hostnames at the time of installation, the predictive capabilities are enabled automatically on Agent Desktop and you can skip this procedure. Follow this procedure if you are unsure, or to retrospectively add predictive capabilities to your contact center.

Prerequisites

- Ensure that you have credentials to log on CCMM server.

Procedure steps

Step	Action
1	On the Contact Center Multimedia server, go to D:\Avaya\Contact Center\Multimedia Server\Agent Desktop .
2	Double-click CCADAppSettings.xml and open with a text editor, for example, Notepad.
3	Locate the entry <SERInstall>FALSE</SERInstall> .
4	Change the entry to <SERInstall>TRUE</SERInstall> .
5	Click Save .
6	Click Close .

--End--

Setting agent script location

After an agent receives an outbound contact, Agent Desktop presents a script associated with the campaign. The script contains details from the customer record, and captures additional data during the course of the call. Also, the script can serve as a workflow, for the agent that branches to different pages depending on the progress of the call. These scripts are web based and are published on the CPSE² Application Server.

Agent Desktop needs to know the base URL where the scripts are published. Each campaign's script is in a subdirectory of the base URL.

Procedure steps

Step	Action
1	Click Start, All Programs, Avaya, Contact Center, Multimedia Server, CCMM Administrator .
2	Enter your username and password.
3	Click Login .
4	Expand Predictive Outbound Administration .
5	Double-click Agent Script Configuration .
6	In the Predictive Agent Script Configuration dialog box, enter the <URL> to the agent scripts.

Attention: On your browser, verify that the URL is correct.

- | | |
|---|-----------------------------------|
| 7 | Click Save . |
| 8 | Close CCMM Administrator . |

--End--

Performing telephony resource mappings

Map resources to ensure the dialer initiates a call to the correct agent's DN key, even if the agent hot-desks. Mapping resources requires two steps:

- Configuring each Station on the CPSE² Application Server
- Mapping the CCT resources to the agents

A station is a destination number that the dialer uses to establish the nail-up. The station has three attributes:

- Name: A unique identifier to the station
- Extension: A DN the dialer nails-up to

- Station options: An attribute to identify a digital station or a simulation

Procedure steps

- | Step | Action |
|---|---|
| 1 | Log on to CPSE ² Application Server. |
| 2 | Click the Expert View tab. |
| 3 | On the directory tree, click Switch .
The predefined stations appear in the right hand column. |
| 4 | Under Switch , select Station . |
| 5 | Select New .
CPS Enterprise Edition displays the Define Station table. |
| 6 | Click on the Extension field and type <extension> of the station. |
| 7 | If the PABX is a TSP500 or TSP-Prime and the station is a digital station, click on the Station Options field and type A. |
| Attention: If the PABX is different and the station is not digital, leave the field blank. | |
| 8 | To include a description, click on the Description field and type a description for the station. |
| 9 | Click Finish . |
| 10 | In the name field, enter <extension>. |

--End--

Variable definitions

Variable	Value
A	Digital dial up station for physical telephones
<blank>	No specific station for simulation mode
<extension>	Number of the station that the PABX recognizes to deliver outbound calls

Procedure job aid

For example, TN 4.0.0.1 on the Avaya Communication Server 1000 has an ACD address of 7021 and SCR address of 9021 associated with it. After you create the station on CPSE² Application Server, you configure the attributes to the following:

- Name: 9021, use the SCR address.
- Extension: 9021
- Station Options: A or <blank>

Linking stations to a TSP PABX

To apply Predictive Outbound contacts to an outbound agent, you must link the agent's station to a TSP PABX. You must perform this procedure for each TN that outbound agents use.

Procedure steps

- | Step | Action |
|------|--|
| 1 | From the Enterprise Manager window, click on the Expert View tab. |
| 2 | In the left column, highlight the PABX to which you link the station. |
| 3 | Double click on the PABX from the right column of the Enterprise Manager window.
A Details dialog box appears with all the predefined stations that link to the selected PABX. |
| 4 | Minimize or resize the Details dialog box to make it smaller. |
| 5 | In the left column of the Enterprise Manager window, double click on the station icon under the PABX.
A list of predefined stations appear in the right column. |
| 6 | Click on the station to link. |
| 7 | Drag the mouse to the PABX window.
A confirmation dialog box appears. |
| 8 | Click Yes to link to one station or click Yes to All to link to multiple stations. |
| 9 | Click on the object icon and restore to a window. |
| 10 | Review the new station links. |
| 11 | Double-click on the control menu box to close the window. |

--End--

Mapping the CCT Resources to the Agents

To support fixed and free seated environments in your contact center, you must configure the CCT Resources for hot-desking.

After an agent logs on the PC, the Windows username can associate with the Contact Center user and the telephone. This ensures that the Contact Center user in the prepopulated Agent Desktop logon field and telephone are correct.

To enable hotdesking (agent roaming) in Communication Control Toolkit, a Windows user maps to multiple terminals; these terminal map to the respective workstations. The workstation on which the user logs on determines user's terminal.

The procedure uses the following values as an example:

- TN 4.0.0.1 maps to workstation_1.
- TN 4.0.0.2 maps to workstation_2.

Prerequisites

For this example, the <domainuser> and the corresponding address maps to the following:

- TN 4.0.0.1
- TN 4.0.0.2

Procedure steps

Step	Action
1	From the CCT Console, place all terminals into a Terminal Group.
2	Ensure that all Terminals have the correct mapping Address.
3	Place all the associated Terminal Addresses into an Address Group.
4	Place all the Users, who can hotdesk or roam, into a User Group.
5	Map the Terminal group from step 1 to the User Group from step 4 with the automatic mapping of address check box cleared.
6	Map the Address Group from step 3 to the User Group from step 4.
7	Map each Terminal to a Workstation.

--End--

Inbound and Outbound traffic blending

In a Predictive Outbound environment, the Pacing Algorithm forecasts the availability of an agent and originates calls on their behalf in order to maximize agent productivity. The Pacing Algorithm cannot guess the inbound call volume. After the Pacing Algorithm originates an outbound call on behalf of the agent, that agent cannot be consumed by a new arriving inbound call. Therefore, agents are exclusive to Predictive Outbound for a period of time. Agents cannot have an inbound and outbound skillset at the same time.

Avaya Aura™ Contact Center Predictive Outbound supports an advanced blending capability with which agents can move seamlessly between inbound and outbound queues as traffic levels change.

A supervisor can manually change an agent's skillset assignment from Outbound to Inbound or Inbound to Outbound, even if the agent is logged on. The next contact that the agent receives is from their new skillset. Agent Desktop manages the nailed up voice paths. Agent Desktop creates and removes the path according to the requirements for your contact center. CCMA enforces assignment rules for Predictive Agents to ensure that they cannot be in both Inbound and Predictive Outbound skillsets concurrently or have more than one Predictive skillset at a time.

A supervisor can schedule skillset changes. If a supervisor anticipates a higher volume of inbound traffic at certain times during the day, the supervisor can define scheduled tasks to move agents between skillsets even for logged-on agents. CCMA still enforces the assignment rules for Predictive Agents to ensure that they cannot be in both Inbound and Predictive Outbound skillsets concurrently or have more than one Predictive skillset at a time.

The Predictive Outbound solution supports real-time blending of agents between inbound voice traffic and outbound dialing on a real-time basis, reacting to changes in inbound call volumes. The solution offers highly flexible agent blending to allow you to blend some/all agents between inbound voice queues and outbound dialing.

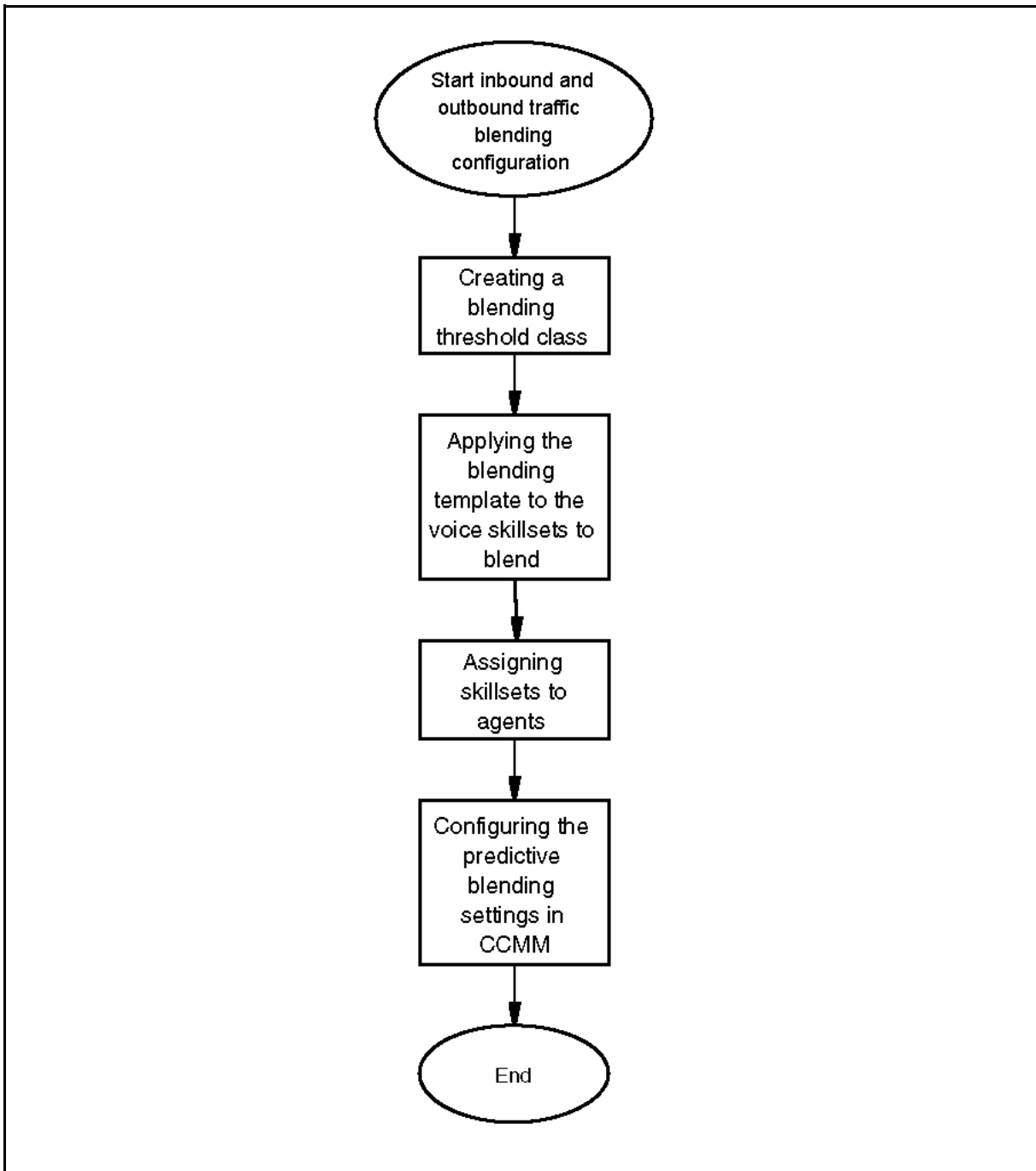
Prerequisites

- Ensure that you have administrator access rights.

Inbound and outbound traffic blending procedures

The following task flow shows you the sequence of procedures you perform.

Inbound and outbound traffic blending procedures



- [Creating a blending threshold class \(page 64\)](#)
- [Applying Blending_Template_1 to the voice skillset to blend \(page 65\)](#)
- [Assigning skillsets to agents \(page 65\)](#)

- [Configuring Predictive Blending settings in CCMM Administrator \(page 66\)](#)

Creating a blending threshold class

Create a blending threshold class to enable reassignment of agent skillsets if a real time value for the inbound voice skillset exceeds the Level 2 threshold. Agents are reassigned their original skillset if the real-time value of the inbound voice skillset falls below the Level 1 threshold.

Outbound agents can transition to inbound voice based on a number of inbound statistics including calls waiting, average wait times, number of agents available, abandoned calls or service levels. The solution can prioritize agents so that the particular agents transition to inbound voice processing. Agents can automatically resume outbound dialing if inbound service levels return to normal.

Be conservative and set the Level 1 and Level 2 threshold values carefully. Try to move only 1 or 2 agents at a time. This ensures the dialer does not have high abandon rates. Avoid transitioning agents in and out of Inbound in rapid succession, leave them transitioned for some period of time. Therefore, keep some distance between the Level 1 and Level 2 Thresholds to avoid minor changes in call volumes if you reassign agents.

Procedure steps

Step	Action
------	--------

- | | |
|---|--|
| 1 | Log on to CCMA. |
| 2 | From the Launchpad , select Configuration . |
| 3 | Expand the CCMS server and click Threshold Classes . |
| 4 | Create a Threshold Class of type Skillset named Blending_Template_1. |
| 5 | Set the appropriate Level 1 and Level 2 values for the threshold to monitor. |

For example, change the Calls Waiting threshold Level 1 value to 5; and change the Calls Waiting threshold Level 2 value to 10.

--End--

Procedure job aid

Call Waiting is just one threshold that you can use to determine when to move agents between Outbound and Inbound. You can also use Average Wait Times, Agents Available, Abandoned Calls, and Service Levels. Visually, the supervisor sees the Real Time Display change color to Red if the Level 2 threshold exceeds.

- Supervisor is aware and the system takes action.
- Additional agents are assigned to the skillset to manage calls.
- Displays change color to Yellow to indicate that agents are reassigned to the skillset. The system takes corrective action and the traffic levels move in the desired direction.
- Display restores to white to indicate that the real time value is below the Level 1 threshold. The system restores agents to their original skillset.

Applying Blending_Template_1 to the voice skillset to blend

After the configuration is complete, the system only monitors the inbound skillsets to which you assign Blending_Template_1. Other voice skillsets do not blend.

Procedure steps

Step	Action
1	Log on to CCMA.
2	From the Launchpad , select Configuration .
3	Expand the CCMS server and click Skillsets .
4	Configure the threshold class of the inbound voice skillset to blend to Blending_Template_1.
	Do not apply the Blending_Template_1 for Predictive Outbound skillsets.
	--End--

Assigning skillsets to agents

Assign the skillsets to agents to consider the agents for blending if the real time value of the inbound skillset for which they are in standby priority exceeds the Level 2 threshold class.

Procedure steps

Step	Action
1	Log in to CCMA .
2	From the Launchpad , select Contact Center Management .
3	Select View/Edit, Agents .
4	On the left pane, select the CCMS server.
5	Click List All .
6	Select an agent.
7	Click Contact Types .
8	Click the Predictive_Outbound box.
	A checkmark appears.
9	Click Assign Skillsets .
10	Assign the agent to the appropriate Predictive Outbound skillset (PR_ skillset prefix) with a numeric priority.
11	Assign the agent to the voice skillset(s) to blend with a Standby priority .
12	Click Submit to save the changes.

- 13 Repeat the procedure for each agent to blend.

--End--

Procedure job aid

What happens if there are not enough agents in Standby?

Agents must be assigned the inbound skillset in Standby in order to be eligible to transition to inbound. For example, you cannot assign a French speaking agent to a German skillset just because the Calls Waiting is high; they must have the skills to handle calls of that skillset.

Configuring Predictive Blending settings in CCMM Administrator

The Blending Threshold Class that you create can include settings for multiple thresholds such as Average Wait Times, Agents Available, Abandoned Calls, and Service Levels. The next step is to identify which threshold to trigger the blending capability from.

Procedure steps

- | Step | Action |
|------|---|
| 1 | Click Start, All Programs, Avaya, Contact Center, Multimedia Server, CCMM Administrator . |
| 2 | Type your username and password. |
| 3 | Expand Predictive Outbound Administration . |
| 4 | Double-click Blending Configuration . |
| 5 | Click the Enable Blending box. |
| 6 | From the Threshold to Monitor list, select a threshold. |
| 7 | In the Skillset Monitor Settings section, in the Polling Interval field, type the number of seconds.

Interval is how often the inbound skillsets with the Blending_Template_1 threshold assigned are checked to determine if active Predictive Outbound agents are reassigned. For example, chosen Level 2 value exceeds. |
| 8 | In the Skillset Monitor Settings section, in the Number of Agents to Re-assign field, type a number.

This is the number of Predictive Outbound agents in standby priority on the inbound skillset that are assigned to the inbound skillset when, depending on which Threshold is monitored, either the real-time traffic exceeds the Level 2 threshold or is less than the Level 1 threshold. |
| 9 | In the Skillset Reversal Settings section, in the Polling Interval field, type a number. |

The interval is how often the inbound skillsets with the Blending_Template_1 threshold assigned is checked to determine if agents are returned to outbound. For example, real-time value falls under Level 1 threshold.

- 10 In the **Skillset Reversal Settings** section, in the **Number of Agents to Re-assign** field, type a number.

The number of agents that have been previously re-assigned to the inbound skillsets that return to their Predictive Outbound skillset when, depending on which Threshold is being monitored, either the traffic level falls below the Level 1 threshold or exceeds the Level 2 threshold.

--End--

Procedure job aid: Frequently Asked Questions

What happens if the agent logs out while transitioned to Inbound?

Agents returned to their original skillset in the next logon, if the Calls Waiting (or other threshold) volume is under the Level 1 Threshold. Otherwise, they remain reassigned to Inbound to assist with the high call volume if they log on again.

Which agents are returned to their original skillsets first?

Agents are selected based on their old priority values. The following are examples:

- Agent A is assigned PR_SalesEMEA with priority 3.
- Agent B is assigned PR_Political with priority 7.
- Both are in Standby on an inbound skillset.
- Both are transitioned to the inbound skillset to handle a high volume of calls.
- As the call volume lowers, Agent A is selected before Agent B (as his priority is deemed to be more important)
- The original priorities of 3 and 7 are restored.

Restoring the agents' original settings gives supervisors the flexibility to prioritize the agents according to their capabilities while also reacting to real time call volume changes.

How are agents selected if the Calls Waiting (or other threshold) value exceeds the Level 2 threshold?

First, the agent must be logged on and assigned a Predictive skillset. Additionally, they must be in Standby on the inbound skillset. The agent with the lowest priority in the Predictive Skillset is selected first, for example, Priority 48 downwards. This ensures that the least important Predictive Agents are transitioned first, leaving the high performing agents on Outbound.

When do agents return to their original skillsets?

From our example, the CCMM Predictive Blending Service runs every 90 seconds checking the Skillset Reversal Settings. Again, it monitors the Calls Waiting real time value for all skillsets with the applied Blending_Template_1. If the Calls Waiting value is less than the Level 1 threshold (in our example, the value is 5), one agent returns to Outbound from Inbound. (Number of Agents to Reassign set to 1 in CCMM Admin). Only previously transferred agents return.

The agent returns to their old priority on the Predictive Outbound skillset and Standby on the Voice_Blended skillset.

What happens if the transitioned agent is reassigned by the supervisor?

The blending service does not attempt to over-rule the supervisor. Whatever assignment changes that the supervisor makes become the agent's new home skillsets. The blending service restores the agent's original skillsets.

Campaigns progress and results

This chapter provides statistic reports for Inbound and Outbound traffic.

Navigation

- [Real-time statistics \(page 72\)](#)
- [Historical statistics \(page 83\)](#)

Real-time statistics

Avaya Aura™ Contact Center Predictive Outbound has a group of common preformatted real time displays to show the progress of the dialing campaigns. These include several agent, custom, and Predictive variations. The solution provides a complete view of the operation of the contact center in real time for both inbound and outbound contacts.

The following table contains a description of the Real Time displays associated with Outbound Campaigns:

Real-time statistics reports

Name	Description
Campaign Queue Count Display	Displays information about calls up to the point that the agent receives the call or the call disconnects.
Campaign Dialing Summary	Displays result for campaign calling lists
Campaign Drillable Display	Displays campaign details by User and by Campaign
Campaign Hourly Detail	Displays campaign statistic in hourly displays
Campaign Status Display	Agent KP1 performance in active campaigns
Campaign Time Summary	Summary of talk and wait times for all agents on a campaign
Consolidated Custom Stats by Campaign	Custom represents the number of total calls to complete a sale.
Consolidated Custom Stats by Selector	Custom represents the total number of completed calls that produced a sale.
Consolidated Custom Stats by Session	Custom represents the total number of completed calls that produced a sale.
Session Dialing Results Graphical Display	Total of dialing results broken down by dialing type for each session.
Individual Custom Stats by Campaign	Custom represents completed calls that produced a sale.
Individual Custom Stats by Selector	Custom represents completed calls that produced a sale.
Individual Custom Stats by Session	Custom represents completed calls that produced a sale.
Campaign Predictive Results Graphical Display	Represents a dialing result according to the phone state.
Selector Predictive Results Graphical Display	Represents a dialing result according to the phone state.
(1 of 2)	

Real-time statistics reports

Name	Description
Session Predictive Results Graphical Display	Represents a dialing result according to the phone state.
Inventory Display	Represents records, zone, and agent state.
(2 of 2)	

Campaign Queue Count Display

Campaign Queue Count Display shows information about calls up to the point where they are either delivered to an agent, or disconnected. If you move the mouse over items in the bar chart, you receive details on items in the chart. A legend displays the name and number. If the customer is the party that disconnects, the call is considered an abandoned call. If the system hangs up on the customer, the call is considered a lost call.

Campaign Dialing Summary

The Campaign Dialing Summary report includes dials that an agent makes in Predictive Dialing Mode and all of the dial results and associated percentages.

The Campaign Dialing Summary fields are described in this section.

Abandoned

Description: Total calls dropped because unavailable agents.

Answers

Description: Total number of answered calls. For Validation campaigns, the number of answers can be greater than the actual dials that the system makes from the time the number includes transferred calls from other campaigns.

Auto Ansm

Description: Total calls automatically analyzed as answering machines.

Busies

Description: Total number of busy calls.

Connects

Description: Total dialed calls that pass through an agent.

Dials Made

Description: Total number of dialed calls from the time the Campaign begins. These do not accumulate in Preview mode if the system discards the call. For Validation campaigns, this category does not include transferred calls from other campaigns

Fast Busies

Description: Total number of calls with busy circuits. Bellcore equivalent is NC (no circuit).

Front Hold

Description: Total calls that play a message before the pass to an operator.

High and Dry

Description: Total number of incomplete calls. To calculate the number of incomplete calls, the system uses the formula: incomplete dial attempts+unknowns+changed numbers. The descriptions for the variables in the formula are:

- incomplete dial attempt: a dial attempt to a specific number that results in a high and dry condition. A high and dry condition occurs if the PABX does not detect a ring back and the telco did not generate an information message.
- unknown: a call with no connection because of an unknown reason.
- changed number: a call with no connection due to a changed number.

Modems

Description: Total number of calls answered by a modem.

No Answers

Description: Total number of answered calls.

Queued Calls

Description: Total calls placed in the dial queue for the campaign.

SIT Intercept

Description: Total number of changed or disconnected numbers that result in telco intercepts.

SIT Reorder

Description: Total number of changed or disconnected numbers that result in a telco intercept of fast busies.

SIT Traffic

Description: Total number of changed or disconnected numbers with no circuits available.

SIT Unknown

Description: Total number of changed or disconnected numbers that are incomplete or with no conditions.

SIT Vacancy

Description: Total number of change or disconnected numbers that are out of service.

Campaign Dialing Summary report

Campaign Dialing Summary Print Export Close

No Answers	9	56.2%
Answers	4	25.0%
Connects	4	100.0%
Busies	2	12.5%
Dials Made	16	
High & Drys	1	6.2%
Abandoned	0	0.0%
Queued Calls	0	0.0%
Front Hold	0	0.0%
Fast Busies	0	0.0%
Modems	0	0.0%
SIT Intercept	0	0.0%
SIT Reorder	0	0.0%
SIT Traffic	0	0.0%
SIT Unknown	0	0.0%
SIT Vacancy	0	0.0%
Auto AnsM	0	0.0%

Live Window Information as of 14/07/2009 10:38:44

Campaign Drillable Display

The Campaign Drillable Iconic KPI displays Campaign details by user and by Campaign.

Campaign States

An icon represents each Campaign, the color of the icon indicating the current state of the Campaign. The screen first appears with icons in the form of file folders with a star in the middle. The icon displays the name of the user, the number of logged in Agents, and the Record Count.

- **Active:** All details are ready and could be dialing once someone is logged in. Once a Work Session is active, you cannot unlink a Campaign.
- **Processing:** Processing indicates that the system is working on calls, either inbound, outbound, or callbacks.
- **Exhausted:** A campaign linked to the work session has run out of records.
- **Idle:** This is the initial state before the Work Session or Campaign is activated. It is in this state that Campaigns can still be linked and unlinked. Once an active Work Session or Campaign is stopped, the it returns to Idle. All calls are completed on the Campaign. Everyone is finished talking and all records have been returned to the database.
- **Suspend:** The system stops dialing but records are not returned to the Campaign and all statistical information is retained, particularly in the dialing algorithm. When the Work Session is resumed, the system knows the status of the Campaign - what the connect rate is, what the talk times are, etc. so it can continue on. You can suspend a Work Session from morning until evening, but you cannot suspend a Work Session overnight.

The xml configuration file maps the state to color. You can add new states without changing the KPI design. In addition to the icon, the following fields will be displayed without labels:

- Campaign name
- Number of logged in agents
- Record count

Campaign Details

When you run your mouse over an icon, a gray box appears. This box lists all Campaign detail types and displays the Campaign detail values, if any, of the user.

- Campaign Name: Name of the Campaign
- Num of logged in Agents: The number of Agents currently logged in.
- Record Count: The current number of records on the Campaign.
- blocked:total agents waiting for resources—Total of Agents was waiting for system resources (e.g., had dialed an external number and was waiting for a trunk to become available). The system put the primary calls on hold.
- Campaign State: State of the Campaign. Choices are: Idle, Active, Suspended.
- Conference: Total number of Agents participating in a call with two or more other parties.
- External: Total agents on external calls. Number of Agents currently working on external calls.
- Hold: Total agents with patron on hold. Total number of Agents that manually put the primary call on hold but had not taken any other action.
- Idle: Total agents on idle state. Total number of Agents in the idle state.
- Internal: Total agents on internal calls. Total number of Agents talking on internal calls.
- Logged: Total logged into the campaign. Total number of Agents logged into the Campaign.
- Manual: Total agents on manual calls. Total number of Agents talking on manually dialed calls.
- Preview: Total agents previewing calls. Total number of Agents previewing a call record.
- Talk: Total agents talking on calls. Total agents talking on calls.
- Talk: Total agents talking on inbound calls. Total agents talking on inbound calls only.
- Total number of calls queued to this campaign: Total number of inbound calls up to the point where they are either delivered to an agent, or disconnected.
- Wait:Total agents waiting for a call. Total agents waiting for a call.

- **Wrap:** Total agents wrapping up calls. Total agents disconnected from the called party, but still working on the call record; i.e., updating it by entering data in the screen display.
- **Wrap:** Total agents wrapping up inbound calls. Total agents disconnected from the inbound call, but still working on the call record; i.e., updating it by entering data in the screen display

Campaign Hourly Detail

The Campaign Hourly Detail report displays Campaign detail statistics in hourly and daily increments. It includes a table and a bar chart, with a line graph.

The bar chart shows the answer, abandon, and drop rates, and each point on the axis is the cumulative hourly value with the daily average as the last data point to the series. The right axis contains the percentage of total hours.

This is a drillable report. The top level of information displays a grid with a row for each hourly period and for the daily period for each Campaign, subject to normal filtering. Each entry is a summation for all of the DNIS numbers of the Campaign. The chart shows the total calls arrived and the answer rate.

The graph on the chart displays answer rate, abandon rate, and drop rate. Use the mouse and rollover the lines to see the details.

You should limit the time span for the report to current day and six prior calendar days.

Period

The time slot, in one-hour increments, starting at zero, and a Daily time period.

Campaign

The name of the Campaign that the agent is on.

Calls

Calls Number of dials made for that Campaign.

Answer Rate

Percentage of answered calls per hour.

For Validation campaigns, the number of answers may be greater than the actual dials made since the number includes calls transferred from other campaigns.

Abandoned Rate

Percentage of calls dropped because of unavailable Agents per hour.

Drop Rate

The percentage of calls that are dropped.

Average time to Answer

The average amount of time it takes to answer a call, in seconds.

Average time to Abandon

The average amount of time it takes to abandon a call, in seconds.

Campaign Status Display

The Campaign Status Grid provides information about Agent performance in active campaigns. You can use this data to optimize productivity for a Campaign.

Agent Name

Agent ID

Station

Agent station number

State

Current Agent Activity. Can include one of the following:

- Inbound Talk
- Outbound Talking: Agent is talking.
- Wait: Agent is waiting for a call.
- Idle: The Agent is working on the screen but is not available to take calls.
- Inbound Wrap: Agent is still working on an inbound call record, i.e. updating it by entering data in the screen display, but is not connected to a call.
- Outbound Wrap: Agent is still working on an outbound call record, i.e. updating it by entering data in the screen display, but is not connected to a call.
- Inbound: Agent is taking inbound calls.
- Logged out: Agent is logged out and is not taking calls.

Session

Work Session name.

Campaign

The name of the Campaign that the agent is on.

Selector

Name of the selector that accesses records from the Portfolio for this Campaign.

Workgroup

Name of the Workgroup that the agent is in.

Elap Time

Time (in seconds) since the last change of state (for example, the period of time between talking to waiting).

Total Calls

Total number of dials made for that Agent.

Talk Time

Time (in hours, minutes, and seconds) Agent spent talking.
(1 hr. 15 min. = 1.25).

Average Wait

Average time Agents spent logged in, available, and assigned to a Team that was linked to an active Work Session, expressed in HH:MM:SS.

Campaign Time Summary

Campaign Time Summary is a summary of talk and wait times for all Agents on a Campaign. There will be separate columns for outbound and inbound.

Total Talk Time

Total time all Agents spent talking.

Avg Talk / Call

Average time all Agents spend talking per call.

Total Wrap Time

Total time spent disconnected from a called party, but still working on an outbound call record, i.e. updating it by entering data in the screen display, expressed as HH:MM:SS/
Percentage of signed in duration time that the Agent was in wrap.

Avg Wrap/Call

Average time per outbound connect spent disconnected from the called party, but still working on the call record, expressed in MM:SS.

Avg Wait Time

Average time Agents spent logged in, available, and assigned to a Team that was linked to an active Work Session, expressed in HH:MM:SS/Percentage of signed in duration time that the Agent was in wait state.

Ave Wait last hour

Average wait time during the last hour.

Longest Wait

Longest time, in minutes, which an Agent has had to wait for a connection. Station is also identified.

Longest Talk

Longest Talk Longest time, in minutes, that an Agent spent talking. Station is also identified.

Longest Wrap

The longest time, in minutes, that an Agent spent disconnected from a called party, but still working on an outbound call record. Report identifies the station (not present for Outbound campaigns).

Total Calls

Total Calls Total outbound from Inbound talk time minus inbound average talk per call equals inbound wrap time.

Consolidated Custom Stats by Campaign

Consolidated Customized Stats by Campaign are statistics grouped by Campaign.

Campaign

The name of the campaign that the agent is on.

Stat.

The name of the statistic.

Value

The value of the custom statistic in the selected campaign.

Consolidated Custom Stats by Selector

Consolidated Customized Stats by Campaign are statistics grouped by selector.

Selector

The name of the selector.

Stat.

The name of the statistic.

Value

The value of the custom statistic for the selector.

Consolidated Custom Stats by Session

Consolidated Customized Stats by Session are statistics grouped by session.

Session

The name of the session.

Stat.

The name of the statistic.

Value

The value of the custom statistic for the session.

Session Dialing Results Graphical Display

A bar graph that displays dialing results by type with values. It contains the total of dialing results broken down by dialing type per session.

Individual Custom Stats by Campaign

Individual Custom Stats by Campaign are specific custom stats on a particular Campaign.

User

Name of the user.

Campaign

The name of the Campaign.

Stat.

The name of the statistic.

Value

Value of the statistic for the User on a particular Campaign.

Individual Custom Stats by Selector

Individual Custom Stats by Selector are specific custom stats on a particular Selector. Items display in a table format.

User

Name of the user.

Selector

The name of the selector.

Stat.

The name of the statistic.

Value

Value of the statistic for the User on a particular Campaign.

Individual Custom Stats by Session

Individual Custom Stats by Session are specific custom stats on a particular outbound Work Session. Items display in a table format.

User

Name of the user.

Campaign

The name of the session.

Stat.

The name of the statistic.

Value

Value of the statistic for the User on a particular session.

Campaign Predictive Results Graphical Display

A bar chart where each bar represents a dialing result given phone state. Items are listed per Campaign, representing a dialing result given phone state.

Selector Predictive Results Graphical Display

A bar chart where each bar represents a dialing result given phone state. Items are listed per Selector, representing a dialing result given phone state.

Session Predictive Results Graphical Display

A bar chart where each bar represents a dialing result given phone state. Items are listed per session, representing a dialing result given phone state.

Inventory Display

Displays campaign results and records information in a table. Items are listed per campaign, which represents records, zone, and Agent state.

Historical statistics

Predictive Outbound comes with a set of standard reports. Configure any of the standard reports to meet your needs with data selection options and user defined intervals; then run these reports on demand or schedule them.

Each report description contains the following information:

- A basic overview of the content report and how you can use it
- The main sections of the report
- A description of the data in each column/row

Each description defines the field and identifies the statistics fields that generate the data. Most of the standard reports use summary (period-based) statistics from the statistics database. However, the Diligence Report uses data from the Event Log. If you generate a report, server response time varies based on factors such as server hardware and the number of users that access the reports, as well as the task that they perform, for example, selecting displays, setting alerts, and running reports.

You can use Report Creation Wizard to customize the reports to individual requirements. The following table contains a description of the Historical Displays associated with Outbound Campaigns:

Historical statistics

Name	Description
Agent Productivity	Provides general productivity information for each agent.
Agent Time Summary	Provides information on login activity for each agent.
Dialing Statistics	Tracks the results of dial attempts by count and as a percentage of total dial attempts.
Diligence Report By Phone Number	Demonstrates if the caller exercises due diligence and tracks all events that occur on a telephone number. Data comes from Event Log, not the statistics database.
Diligence Report By Portfolio and Retrieval Key	Demonstrates whether the caller exercises due diligence, and tracks all events that occur on a record. Data comes from Event Log, not the statistics database.
Management Summary	Provides a global summary of contact center aggregate dialer activity.
Predictive Campaign Summary	Summarizes Campaign activity over a specified period of time.

Agent Productivity Report

The Agent Productivity report provides general productivity information for each agent, including logged in time, total connects, total contacts, the allocation of the agent's time in a variety of states and the average spent time the agent handles calls, talking and waiting. The Agent Productivity Report also includes a list of Additional Columns with Custom Statistics, which you can use to track sales. You can add up to five Additional Columns to a report.

This section describes the column headings for the Agent Productivity report.

Agent

User ID (All users displayed if their log time > 0.)

Contacts

Description: Number of outbound calls that have a user defined code (1-900).

Statistics: i_custom

Handle

Description: The total time an agent is in talk and wrap together, on outbound calls, expressed as HH:MM:SS and Percentage of signed in duration time agent is in both states.

Handle Average Duration

Description: Average time for each outbound connect the agent spends in talk and wrap combined, in MM:SS.

Statistics: $(i_otalktim + i_owraptim)/i_predpres$

Idle

Description: The total time that an agent is idle, in HH:MM:SS/ Percentage of signed in duration time that the agent is idle. The time represents the following outbound agent states:

2- Not available. The agent is logged on, not assigned to a team and not available to take a call.

4- Not available. The agent is logged on, assigned to a team and not available to take a call. The agent is assigned to a team but either the team is not assigned to a work session, or the team is assigned to an inactive work session.

6- Not available. The agent is logged on, assigned to a team and a work session but is not available to take a call. The agent is assigned to a team that links to an active work session.

Statistics: i_idletime

Signed In Duration

Description: The total time an agent logs on and is active during a specified one-hour interval. Expressed as HH:MM:SS. The time includes all agent states except Not Logged In (0) or Logged out (1). This value includes inbound and outbound.

Statistics: i_logtime

Talk

Description: The total time an agent talks to a called party. The expressed result is HH:MM:SS and Percentage of signed in duration time that the agent talks on outbound calls.

Talk Average Duration

Description: The average time for each outbound connect the agent talks to customers in MM:SS.

Statistics: i_otalktim/i_predpres

Total Predictive Connects

Description: Number of predictive calls received by the agent.

Statistics: i_predpres

Wait

Description: The total time an agent spends logged on, available, and assigned to a Team that links to an active Work Session, expressed in HH:MM:SS/Percentage of signed in duration time that the agent is in wait state. The time represents the following outbound agent states:

- 3- Available if the agent, who is not assigned a team, waits for a call.
- 5- Available if the agent, who is assigned to a Team but the Team is not assigned to a Work session or the Team is assigned an inactive Work session, waits for a call.
- 7- Available if the agent, who is assigned to a Team and a Work session, waits for a call.

Statistics: i_iwaittim + i_owaittim

Statistics: i_otalktim

Wrap

Description: The time an agent is disconnected from a called party, but still works on an outbound call record. For example, the agent updates the record with data in the window display, expressed as HH:MM:SS/ Percentage of signed in duration time that the Agent is in wrap.

Statistics: i_owraptim

Campaigns progress and results

Statistics: $i_otalktim + i_owraptim$

Wrap Average Duration

Description: The average time for each outbound connect the agent spends disconnected from the called party, but still works on the call record, for example, updating the record by entering data in the window display, expressed as MM:SS.

Statistics: $i_owraptim/i_predpres$

Agent Productivity report

Agent Productivity

Report Interval: 13/07/2010 00:00:00 - 14/07/2010 00:00:00 (GMT)

Site Name: CCMM7-CCMS5

Table Name: v_agent_productivity_d

Session: Fergal'sSession

Campaign: camp1

Selector: Boa

Stat Group: <none>

Signed In Total Predictive				Allocation Of Time (HH:MM:SS)				Average Duration (MM:SS)				
Agent	Duration	Connects	Total Connects	Idle	Wait	Talk	Wrap	Handle	Misc	Talk	Wrap	Handle
<none>	0:00:00	0	4	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
2000	1:41:32	31	25	1:06:34	0:06:13	0:23:22	0:00:31	0:23:53	0:04:52	0:00:45	0:00:01	0:00:46
				65.56%	8.12%	23.01%	0.51%	23.52%				
2020	1:16:57	4	3	0:58:32	0:17:23	0:00:36	0:00:00	0:00:36	0:00:26	0:00:09	0:00:00	0:00:09
				76.07%	22.59%	0.78%	0.00%	0.78%				
Total	2:58:29	35	32	2:05:06	0:23:36	0:23:58	0:00:31	0:24:29	0:05:18	0:00:41	0:00:00	0:00:41

E:\Avaya\ContactCenterManager\Administration\apps\Reporting\Historical\ptPredictive Outbound (CCPR)\AgentProductivity.rpt

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E:\Avaya\ContactCenterManager\Administration\apps\Reporting\Historical\ptPredictive Outbound (CCPR)\AgentProductivity.rpt

Printed by: webadmin

Printed on: 14/07/2010 13:06:55

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Agent Time Summary

The Agent Time Summary report provides information on login activity by user including talk time, viewing time, and wrap-up time. You can configure the report for one or all users logged into one or all Statistics Groups and one or all Campaigns or DNISs. It provides outbound activity (Campaigns) or inbound activity (DNISs). The activity information helps you evaluate an agent's performance and activity level, for each Statistics Group, Campaign, or DNIS.

The Agent Time Summary Report shows the amount of time the Agent is in each operational state, expressed in three ways:

- the total time in the state, in hours, minutes and seconds
- the average time for each call in the state, in minutes and seconds
- the time in the state as a percentage of the time the agent logs on

The report covers a specified agent or all users who are active during the specified time period, whether or not they are currently logged in. It breaks down the report by either Campaign or DNIS.

This section describes the column headings for the Agent Time Summary report.

Result

Description: Detail name

Time (HH:MM:SS)

Description: Length of time the agent in a specified state, expressed in hours, minutes and seconds.

Average per Call (MM:SS)

Description: The average time the agent is in a specified state for each call, expressed in minutes and seconds.

Percentage of Logged Time

Description: The time the agent is in a specified state, expressed as a percentage of the agent's total logon time.

Agent Time Summary report

Reports

Schedules

Agent Productivity Report

Agent Time Summary Report

Inbound Answer Daily Campaign Report

Agent Time Summary Report

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Export Excel

Export PDF

Close Report

Agent Time Summary Report

Last Updated: Feb 5, 2007 8:54:40

Period: 5/Feb/2007 To 5/Feb/2007

Report Generated: Feb 5, 2007 08:54:52

Session: (null)

DNIS: (null)

Campaign: (null)

Stat Group: (null)

Selector: (null)

Agent: (null)

Result	Time (HH:MM:SS)	Average per Call (MM:SS)	Percentage of Logged Time
Talking on Outbound Calls	0:00:00	0:00	0.0%
Talking on Inbound Calls	0:00:00	0:00	0.0%
Wrapping up Outbound Calls	0:00:00	0:00	0.0%
Wrapping up Inbound Calls	0:00:00	0:00	0.0%

Predictive Campaign Summary report

The Predictive Campaign Summary report summarizes, by Campaign within Stat Group (if specified), the activity for a selected period of time. The report is divided into three sections:

- Call results by disposition category
- Dialing Results
- Agent Time Log: how the assigned agents to the Campaign spend their time

This section describes the Stat group headings for the Campaign Summary report.

Category

Description: Includes all result activity.

Count

Description: Number of calls in the category.

Average per Agent Hour

Description: The number of calls in the category for each agent hour during the reporting period.

Statistics: Count and agent hours logged

System Results

Description: The category of all results that do not pass through the agent.

Statistics: c_ma, c_busy_c_ansmatch, c_modem, c_highdry, c_sitint, c_sitvac, c_sitink, c_fastbusy, c_dialerr, c_lost, c_abandon

Pass Thru Results

Description: The category of all system results, including RNA, busy, answering machine, fast busy, incomplete, lost, modem, SIT and user system results (result codes 901-999).

Statistics: c_usrsys, c_pssma, c_passmach, c_passbusy, c_passfast, c_passinc, c_passlost, c_passmod, and c_passist

Total Custom

Description: The category of all calls that pass to the agent with a user defined code (1-900).

Statistics: c_custom

Predictive Campaign Summary report

Predictive Campaign Summary			
Report Interval: 13/07/2009 00:00:00 - 14/07/2009 00:00:00 (GMT)			
Site Name: CCOMM7-CCMS5			
Table Name: v_campaign_summary_d			
Session:	FergalsSession	Stat Group:	<none>
Campaign:	camp1		
Selector:	<none>		
Category	Count	% of Connects	Average Per Agent Hour
System Results	0	0.00	0.00
Pass Through Results	0	0.00	0.00
Total Custom Results	0	0.00	0.00
Dialing Results			
Predictive Presentations	0	Predictive Presentations/Agent Hour	0.00
Predictive Dials	0	Predictive Dials/Agent Hour	0.00
Predictive Answers	0		
Agentless Connects	0		
Abandon	0		
Lost	0		
Preview Presentations	0	Preview Presentations/Agent Hour	0.00
Preview Dials	0	Preview Dials/Agent Hour	0.00
Preview Rejects	0		
Manual Presentations	0	Manual Presentations/Agent Hour	0.00
Inbound Presentations	0	Inbound Presentations/Agent Hour	0.00
Total Presentations	0	Total Presentations/Agent Hour	0.00
Total Conferences	0		
Total Transfers	0		
Agent Time Log	Time (HH:MM:SS)	Average Per Call (HH:MM:SS)	Percent of Logged Time
Outbound Talking	0:00:00	00:00:00	0.00
Inbound Talking	0:00:00	00:00:00	0.00
Outbound Wrap-Up	0:00:00	00:00:00	0.00
Inbound Wrap-Up	0:00:00	00:00:00	0.00
Viewing	0:00:00	00:00:00	0.00
Waiting	0:04:12	00:00:00	3.25
Manual Calls	0:00:00	00:00:00	0.00
Other	0:00:00	00:00:00	0.00
Agent Hours Available	0:04:12		3.25
Agent Hours Unavailable	2:04:58		96.75
Agent Hours Logged	2:09:10		100.00

Dialing Statistics report

The Dialing Statistics report tracks the results of dial attempts. It provides the number of occurrences of each result, and expresses that number as a percentage of the total number of dial attempts. The report displays data for one or all Campaigns and Statistics Groups within a specified time period. With the Dialing Report tracks you can evaluate the calling efficiency for a Campaign, in order to adjust system parameters if necessary.

The Dialing Statistics report has two sections:

- **Dialing Results:** provides the number of occurrences of each result, and expresses the number as a percentage of the total dial attempts.
- **Answered Dial Details:** provides counts and percentages, on abandoned calls, patron hung up, and the total calls that connect to a live human voice.

This section describes the row headings for Dialing Results.

Predictive Connect

Description: the agent does not preview the call record. A live human voice answers the call, and the calls connects to the agent station.

Statistics: c_connect

Preview/Paced

The dialed call in Preview or Paced mode.

Statistics: c_prevdial

Preview Rejects

Description: The call is not dialed and the agent previews the call record and rejects the call.

Statistics: c_prepres minus c_prevdial

Manual Dials

Description: The agent manually dials the call.

Statistics: c_manpres minus Manual Rejects.

Manual Rejects

Description: The call is not dialed. Before the agent dials the call manually, the agent rejects call.

Statistics: c_prevrej minus Preview Rejects

RNA

Description: (Ring-no-answer) The system dials but the destination telephone does not go off hook. The dial attempt can be rescheduled, depending on the entries in the strategy table. If the system reschedules the dial attempt, the call record goes into a separate dialing queue, together with busy redials.

Statistics: c_ma

Busy

Description: (Busy Signal) The system attempts a call but the destination subscriber line is busy. The system can reschedule the dial attempt, depending on the entries in the strategy table. If the system reschedules the dial attempt, the call record goes into a separate dialing queue, together with RNA redials.

Statistics: c_busy

Answering Machine

Description: A machine answers the call. The system can reschedule the call, depending on the entries in the strategy table.

Statistics: c_ansmach

Abandoned

Description: The system drops the call because agents are not available to take it. The system can reschedule the call depending on the entries in the strategy table.

Statistics: c_abandon

Fax/Modem

Description: A fax machine or modem answers the call. The system can reschedule the call, depending on the entries in the strategy table.

Statistics: c_modem

Incomplete (high & dry)

Description: The system dials the call but nothing happens. The system can reschedule the call, depending on the entries in the strategy table.

Statistics: c_highdry

Changed Number

Description: The call encounters a telco Changed Number Intercept tritone. The system can reschedule the call, depending on the entries in the strategy table.

Statistics: c_sitint

Out of Service

Description: The call encounters a telco Out of Service Number Intercept tritone. The system can reschedule the call, depending on the entries in the strategy table.

Statistics: c_sitvac

Circuits Busy

Description: The call encounters a telco circuit (fast) busy signal. The system can reschedule the call, depending on the entries in the strategy table.

Statistics: c_fastbusy

Unknown Number

Description: The call encounters a Vacant (number out of service) or Number Unknown. The system can reschedule the call, depending on the number of entries in the strategy table.

Statistics: c_situnk

Dialing Error

Description: The calls processor makes an error after it dials the call. The system can reschedule the call, depending on the entries made in the strategy table.

Statistics: c_dialerr

Patron Hung Up

Description: The customer hangs up on a dialed call, before the system connects the call to an agent.

Statistics: c_lost

Total Dials

Description: The number of dial attempts during the reporting period. This does not include the Preview Rejects value, which is actually not a dial attempt.

Statistics: c_totdial

Dialing Statistics report

Dialing Statistics

Report Interval:13/07/2009 00:00:00 - 14/07/2009 00:00:00 (GMT)

Site Name:COMM7-COMS5

Table Name:v_dialing_report_d

Session:FergalsSession

Campaign:camp1

Selector:Boa

Stat Group:<none>

Dialing Results

Result	Count	Percentage of Dials
Predictive Connects	0	0.00
Preview/Paced Dials	32	100.00
Preview Rejects	3	9.38
Manual Dials	6	18.75
RNA (Ring-No-Answer)	0	0.00
Busy	0	0.00
Answering Machine	0	0.00
Abandoned	0	0.00
Fax/Modem	0	0.00
Incomplete	0	0.00
Changed Number	0	0.00
Out of Service	0	0.00
Circuits Busy	0	0.00
Unknown Number	0	0.00
Dialing Error	0	0.00
Patron Hung Up	0	0.00
Total Dials	32	

Answered Dial Details

Result	Count	Percentage of Dials
Abandoned	0	0.00
Patron Hung Up	0	0.00
Predictive Connects	0	0.00
Total Answer	0	

Diligence Report by Phone Number

The Diligence Report by Phone Number tracks all events that occur on a specified record or telephone number by date, time, and event/result description. The purpose of a Diligence Report is to show whether due diligence is exercised. For example, if you require a collection agency to make at least three calls a day to each debtor; the Diligence Report provides the necessary historical record. Diligence Report by Phone is one type of Diligence report.

The Diligence Report by Phone identifies the Portfolio, Campaign and agent associated with each event. This section describes the headings for the Diligence Report by Phone Number.

Date

Description: The date on which the identified Event in the Event column occurs. The date appears only for the first event of the day.

Time

Description: The total time the agent spends on calls during a user defined interval on which the identified Event in the Event column occurs.

Event

Description: The events that derive from numeric Event Codes stored in the Event Log.

Portfolio

Description: A portfolio that is being tracked.

Campaign

Description: The campaign used on this event.

Agent

Description: The ID of the agent who handled the record.

Diligence Report by Phone Number

Diligence Report By Phone Number						
Report Interval: 13/07/2010 00:00:00 - 14/07/2010 00:00:00 (GMT)						
Site Name: CCOMM7-CCMS5						
Table Name: v_diligence						
Phone Number: 2404						
Session: FergalsSession						
Campaign: camp1						
Date	Time	Event		Portfolio	Campaign	Agent
13/07/2010	14:28:31	Agent ended the current call	: Aborted	port1	camp1	2000
13/07/2010	14:34:36	Agent ended the current call	: Aborted	port1	camp1	2000
13/07/2010	14:10:03	Agent ended the current call	: Wrong Number	port1	camp1	2020
13/07/2010	14:00:57	Agent ended the current call	: Personal Check	port1	camp1	2000
13/07/2010	15:20:49	Agent ended the current call	: Payment Plan	port1	camp1	2000
13/07/2010	15:20:26	Preview record presented		port1	camp1	2000
13/07/2010	14:34:14	Preview record presented		port1	camp1	2000
13/07/2010	14:28:25	Preview record presented		port1	camp1	2000
13/07/2010	14:09:54	Preview record presented		port1	camp1	2020
13/07/2010	14:00:39	Preview record presented		port1	camp1	2000
13/07/2010	15:20:29	Dial attempt of paced or preview record		port1	camp1	2000
13/07/2010	14:09:59	Dial attempt of paced or preview record		port1	camp1	2020
<small>EN:Asia>ContactCenter/Manager/Administration/Reports/Performance/Reports/Predictive Outbound (CC PR)/Diligence Report/Phone Number.rpt</small> Printed by: webadmin Printed on: 14/07/2010 13:14:42						
						Page 5

Diligence Report by Portfolio and Retrieval Key

The Diligence Report by Portfolio and Retrieval Key tracks all events that occur on a specified record or telephone number by date, time, and event/result description. The purpose of a Diligence Report is to show whether due diligence is exercised. For example, if you require a collection agency to make at least three calls a day to each debtor; the Diligence Report provides the necessary historical record. One of the Diligence Report types is Diligence Report by Portfolio and Retrieval. The Diligence Report by Portfolio and Retrieval identifies the telephone number associated with each event.

This section describes the column headings for the Diligence Report by Portfolio and Retrieval Key.

Date

Description: The date on which the identified event occurs. The date appears only for the first event of the day.

Time

Description: The time at which the identified event occurs.

Event

Description: The listed events derive from numeric Event Codes in the Event Log.

Phone Number

Description: A telephone number that the system tracks.

Campaign

Description: The used Campaign on the event.

Agent

Description: The ID of the agent that handles the record.

Diligence Report by Portfolio and Retrieval Key

Diligence Report by Portfolio & Retrieval Key						
Report Interval: 13/07/2010 00:00:00 - 14/07/2010 00:00:00 (GMT)						
Site Name: COMM7-COM95						
Table Name: v_diligence						
Retrieval Key: 0000023314 Session: FergalsSession Portfolio: port1 Campaign: camp1						
Date	Time	Event	Phone Number	Campaign	Agent	
13/07/2010	12:20:01	Agent ended the current call : Refused Payment Bankrupt	2405	camp1		
13/07/2010	12:19:48	Play Message	2405	camp1		
13/07/2010	12:19:48	Agent disconnected from trunk	2405	camp1	2000	
13/07/2010	12:08:02	Preview record presented	2405	camp1	2000	
13/07/2010	12:08:09	Dial attempt of paced or preview record	2405	camp1	2000	
<small>Elaviva Contact Center Manager Administration > Reporting > Site Tools > Predictive Outbound (CC PR) > Diligence Report > Portfolio & Retrieval Key > rpt</small> Printed by: webadmin Printed on: 14/07/2010 13:16:04						

Management Summary

The Management Summary report is useful for overall call management. It provides a global summary of contact center aggregate dialer activity, including totals for Campaign records, total dialed, contacts, list time, records dialed each hour, and agent time in various states.

The Management Summary Report also includes a list of Additional Columns with Custom Statistics, which you can use to track sales. You can add up to five Additional Columns to all reports.

For outbound activity (Campaigns) or inbound activity (DNISs), you must run the Management Summary Report separately. The following section describes the column headings for the Management Summary report.

Campaign

Description: Campaign name.

Selector

Description: Name of the selector that accesses records from the Portfolio for the Campaign

DNIS

Description: DNIS number.

Interval

Description: Time in one hour increments.

Total Records Dialed

Description: Total outbound dial attempts during the hour.

Statistics: $c_totdial + c_prevdial$

Records Dialed per System Hour

Description: Total outbound dial attempts for each hour of agent time. The system calculates the dialed records with the following formula: Total Records dialed / Total Agent Time.

Available Agent Time

Description: The time the agent spends in an available state.

Statistics: $c_iwaittim + c_owaittim$

Handle Time

Description: The time the agent spends handling the call. The time includes hold, conference and transfer time.

Statistics: $c_owraptim + c_iwraptim + c_otaltim + c_italktim$

Total Agent Time

Description: The total time the agent spends on calls during a user defined interval.

Average Talk Time

Description: The average time for each call that an agents spends in talk mode.

Average Wrap Time

Description: Average time for each call that an agent spends in wrap mode.

Management Summary report

Management Summary									
Report Interval:		13/07/2010 00:00:00 - 14/07/2010 00:00:00 (GMT)							
Site Name:		CCMM7-COMIS5							
Table Name:		v_management_summary_d							
Session:		<none>							
Stat Group:		<none>							
Campaign		<none>							
Selector	Interval	Total Records Dialed	Total Records Dialed Per System Hour	Calls	Available Agent Time (HH:MM:SS)	Handle Time (HH:MM:SS)	Total Agent Time	Avg Talk Time	Avg Wrap Time
<none>	00:00	0	0.00	0	0:17:19	0:00:00	0:17:19	0:00:00	0:00:00
Campaign Totals		0	0.00	0	0:17:19	0:00:00	0:17:19	0:00:00	0:00:00
E:\Avaya\ContactCenter\ManagerAdministration\apps\Reporting\Historical\vp\Predictive Outbound (CCPR) AgentProductivity.rpt Printed by: webadmin Printed on: 14/07/2010 13:06:55									
									Page 1

Troubleshooting

This chapter contains information to help authorized users with troubleshooting the Avaya Outbound Solution. The chapter includes information to identify the source and resolve issues.

Navigation

- [Problem isolation \(page 104\)](#)
- [Symptoms and investigative actions \(page 104\)](#)

Problem isolation

As with any system, it is important to accurately define the problems and create a clear problem statement. Defining the problems helps your support organization to quickly diagnose the issue and identify a solution. The following steps provide some guidelines to assist in isolating a particular issue:

- 1 Analyze the problem and create a comprehensive problem statement.
- 2 Filter the information that surrounds the system and the problem, for example:
 - a. Did you make configuration changes to the system?
 - b. Did you implement any environment changes, for example, network changes, PBX changes, patch levels, or Operating System patches?
 - c. Did your carrier change protocols or settings that can affect your dialer?
 - d. Can you reproduce the problem?
 - e. Can you trace the problems recurrence to certain events, for example, record selection, or time of day?
- 3 Try to define the possible actions or variables that led to the problem. Reverse or modify only one of these changes at a time to isolate the problem.
- 4 Gather all the log files or system information required by your support representative. The sequence of steps or actions to reproduce the issue is helpful.

Symptoms and investigative actions

The following section includes descriptions of possible issues and the corrective or investigative actions to take. Please review the following list before escalating your support issue.

Administration troubleshooting

In this section, you can find solutions to the administration issues.

- 1 **Description:** Newly created agents cannot login.
Details: Agents are automatically replicated from CCMM to CPSE² Application Server. If this process fails, newly created agents exist only on CCMM; they are not replicated.
Resolution: Run the Predictive Outbound Support Tool to verify and resolve mismatches.
- 2 **Description:** Newly created skillsets don't exist on CPSE² Application Server:
Details: Skillsets are automatically replicated from CCMM to CPSE² Application Server. If this process fails, newly created skillsets exist only on CCMM; they do not replicate to CPSE² Application Server.
Resolution: Run the Predictive Outbound Support Tool to verify and resolve mismatches.

- 3 **Description:** Agents are getting contacts presented for other skillsets:

Details: Agent-Skillset Assignments are automatically replicated from CCMS to CPSE² Application Server. If this process fails, assignment changes exist only on CCMS; they are not replicated.

Resolution: Run the Predictive Outbound Support Tool to verify and resolve mismatches.

Avaya Aura™ Agent Desktop troubleshooting

In this section, you can find solutions to Agent Desktop issues.

- 1 **Description:** Agents unable to login.

Details: Incorrectly configured contact center agent.

Resolution: Ensure the agent is replicated to CPSE² Application Server. You must assign agent Predictive Outbound Contact Type in CCMA. Ensure CCT resource mappings are correct. Ensure the phone is off hook if the agent logs on. Ensure the agent can log on to the phone (you need to assign the agent voice contact type). Ensure terminal is in service (refer to CCT RefClient).

- 2 **Description:** Agents are logged out immediately.

Details: Incorrectly configured agent.

Resolution: Ensure that the agent exists on the CPSE² Application Server and that the agent is not logged on. Ensure all the predictive services run normally.

- 3 **Description:** The system does not establish nail-up after an agent is ready.

Details: Station configuration is not correct.

Resolution: In CPSE² Application Server, check if the station configuration has the correct name (matching agents DN). Check that the stations Options field is set to type A. Check that you assign the station to the correct PABX.

- 4 **Description:** Transfer or Conference button on telephone is not showing dialog box in Agent Desktop.

Details: Incorrect CCT configuration.

Resolution: Ensure that the TN is configured with Transfer and Conference capabilities in CCT. Verify that you have control over both keys using RefClient.

- 5 **Description:** Script not presented with each contact.

Details: Incorrect script configuration.

Resolution: Check to ensure a script is associated with the campaign. Launch the script from a browser window to ensure the path configured in CCMM Administration is correct. Ensure the hosting web server is started. Scripts are based on a Portfolio; verify changes to the portfolio are replicated in the script.

- 6 **Description:** Customer details not displayed on Agent Desktop Customer Details tab.

Details: Incorrect Agent Desktop Configuration.

Resolution: The customer details tab is configured by mapping fields in the Portfolio to Agent Desktop fields. The mappings are created from the support tool and are contained in the file: PredictiveSettings.xml. Ensure this file is correct and in the Agent Desktop folder, usually D:\Avaya\Contact Center\Multimedia Server\Agent Desktop. Changes to the portfolio must be kept in sync with this file.

Reporting troubleshooting

In this section, you can find solutions to reporting issues.

- 1 **Description:** Cannot launch Predictive Outbound Real-Time Reports.

Possible Cause #1: Reporting Server not added in CCMA.

Resolution: Ensure that you add the Reporting Server as type CCPR in CCMA.

Possible Cause #2: Reporting services not started on CPSE² Application Server or Portfolio Server

Resolution: Use the Support Tool to verify that all service and processes on CPSE² Application Server are running. Ensure the Portfolio Server is running.

Possible Cause #3: Java Runtime Environment is not installed on client PC

Resolution: Ensure that JRE 1.4 or greater is installed on the client PC launching CCMA.

Possible Cause #4: No license files for real-time reports.

Resolution: Ensure that real time reporting is licensed for your site. Contact your SER Solutions support representative for details.

- 2 **Description:** Cannot launch Predictive Outbound Historical Reports.

Details: Historical reports are accessed by ODBC DSN to the Portfolio Server.

Resolution: Ensure that the DSN is created, the system creates DSN after you add the Reporting server in CCMA. Also, ensure the provided credentials and that the database that the user creates in MS SQL Server are correct.

- 3 **Description:** Incorrect Real-Time or Historical Report Values.

Details: The statistical information is captured from CMF contacts that are created and dropped at the start and end of each call.

Resolution: Ensure that the Predictive Skillsets are mapped to acquired routepoints. Ensure the scripts/flows are correct in Service Creation Environment. Ensure the CCMM Cache and MCMC services are started.

Campaign Administration and Dialer troubleshooting

For each issue in this section, refer to the appropriate SER Solutions documentation for resolution or contact your SER Solutions support representative if the symptoms persist.

1 **Description:** Importing data into the portfolio.

Causes:

- import file is not a fixed width flat file
- flat file layout does not match with import control table

2 **Description:** Exporting data from portfolio.

Cause: Windows permission on the CPSEE shared folder.

3 **Description:** Agents do not receive outbound calls.

Causes:

- the campaign runs out of fresh records and no scheduled records are ready to be dialed
- Work Session is not in ACTV state

4 **Description:** Outbound dialing is slow.

Causes:

- too few agents dialing the campaign
- not enough trunks available (trunk bound) - tends to occur in poor quality data lists with low answer rates e.g < 10%
- Poor dialing strategies, for example calling employed people at home at 10am
- Too few or no fresh records available
- Campaign is not set to predictive mode

5 **Description:** Work Session does not stop if prompted to stop.

Cause: at least one agent is still active on a call

6 **Description:** The system passes many answering machines through to agents.

Causes:

- AMD not switched on in the dialing parameters for the campaign
- AMD ring count parameter can require a change (typically set at 1)

7 **Description:** Records do not reschedule.

Causes:

- Record strategies are misconfigured
- Record strategies are not assigned to a result code

8 **Description:** Abandon rate high

Causes:

- Work Session has just started dialing or only a few dials have been made
- Abandon rate set too high in dialing parameters
- Work sessions are stopped instead of suspended if agents go on a break
- Agents are not making themselves unavailable during the last call before their break

9 **Description:** The system dispositions many calls as SITs.

Causes:

- possible communication issues between the TSP and the carrier or further upstream from the carrier
- check TSP for alarms on trunk spans (In the admin terminal type: sl.)
- check if any spans have disabled trunks (In the TSP admin terminal, type: show trunks -r.)

10 **Description:** Customers complain of repeated calls.

Causes:

- the number can be in several campaigns
- record or recycle strategy are incorrect
- customer is updating the database tables directly incorrectly

11 **Description:** Display counts not showing the right number of records according to the customer.

Causes:

- sql query is wrong
- display counts still updating (can take over 1 minute to complete if there are thousands of records)

12 **Description:** Strategy errors

Causes:

- After opening a strategy, EE validates the logic and provide feedback
- If you create a new flow or modify an existing flow, you can validate the flow to ensure the configuration is correct.
- Even if a flow is logically correct it does not mean it is functionally correct.

13 **Description:** Agents receive digital dialout failure if they attempt to make themselves available.

Causes:

- Check communication between the Avaya Communication Server 1000 and the TSP; check station and user.
- Check extension configured in EE matches with what is configured in the Avaya Communication Server 1000.

Blending troubleshooting

This section provides solutions to blending issues.

- 1 **Description:** Agents not transitioning to busy inbound voice queues.

Possible Cause #1: RSM information unavailable

Resolution: Ensure RSM configuration is correct. Generally, the blending service receives RSM data if the Real Time Displays (such as Skillset Display) and launches correctly on CCMM Server.

Possible Cause #2: Incorrectly named blending threshold

Resolution: Ensure the threshold class is correctly named as Blending_Template_1.

Possible Cause #3: Blending threshold not applied to inbound skillsets

Resolution: Ensure the Blending_Template_1 is assigned to the voice skillsets to blend with.

Possible Cause #4: Incorrect threshold to monitor selected in CCMM administration

Resolution: Using CCMM Administrator, check the Threshold to Monitor setting to ensure the setting is as expected. Verify that Level 1 and Level 2 values are in the threshold class.

- 2 **Description:** Agents not returning to outbound dialing.

Details: Agents are reassigned by supervisor

Resolution: While the system reassigns agents from Outbound to Inbound, a Supervisor makes changes to that agent's profile. In doing so, the system makes no attempts to undo the supervisor changes; for example, the agent does not return to Outbound.

- 3 **Description:** Agents slow to transition between inbound and outbound dialing.

Details: The Predictive Outbound Blending Service runs at defined intervals to determine if agents must transition between inbound and outbound.

Resolution: Check the polling interval in CCMM Administrator to ensure the Skillset Monitor and Skillset Reversal timer settings are valid.

- 4 **Description:** Higher abandon rate if you use blending

Details: After agents transition from Outbound to Inbound, the pacing algorithm needs to adjust its forecasting and reduce its dialing speed.

Resolution: Ensure that only one or two agents are transitioned at a time between outbound and inbound dialing. Avoid sudden bulk movements of agents as these movement lead to abandoned calls. Let the agents move gradually over a number of Blending Service polling cycles.

- 5 **Description:** Agents blending too often between inbound and outbound

Details: Slight movements in inbound traffic must trigger no agent reassignments.

Resolution: Ensure that there is distance between the Level 1 and Level 2 threshold values in the Blending Template. For Example, if using Calls Waiting as the threshold to monitor, ensure that minor changes in Calls Waiting value does not cause agents to be re-assigned. Ideally, the agents can spend some time in an outbound session in order for the pacing algorithm to gain efficiencies.

Appendices

- [Blending example \(page 113\)](#)
- [Predictive Outbound Monitoring Utility \(page 117\)](#)
- [Avaya Communication Server 1000 and SER Solutions \(page 131\)](#)

Blending example

This appendix provides an example to configure blending to transition agents after Calls Waiting threshold exceeds. Review and understand this example before you implement blending in your contact center.

From our example, the CCMM Predictive Blending Service runs every 60 seconds checking if agents need to transition to inbound. The service monitors the Calls Waiting real time value for all skillsets with the Blending_Template_1 applied. In this case the skillset is only the Voice_Blended skillset.

After the Calls Waiting value exceeds the Level 2 threshold (in our example, the value is 10), the system reassigns two agents from Outbound to Inbound. (Number of Agents to Reassign is set to 2 in CCMM Admin). The agents must be in Standby priority on the skillset where the Calls Waiting value exceeds to be eligible. No point in assigning the agent if they do not have the skills.

The agent is placed into Priority 48 on the Voice_Blended skillset and Standby on the Predictive Outbound skillset. This ensures the agents who are exclusively Inbound are prioritized.

If you have multiple agents available for transition to inbound, you must assign agent priorities. Also, you must assign agent priorities for return to outbound to avoid that all agent return to outbound at the same time. The gradual transition ensures no adverse impact service levels.

Navigation

- [Creating the blending template \(page 114\)](#)

Creating the blending template

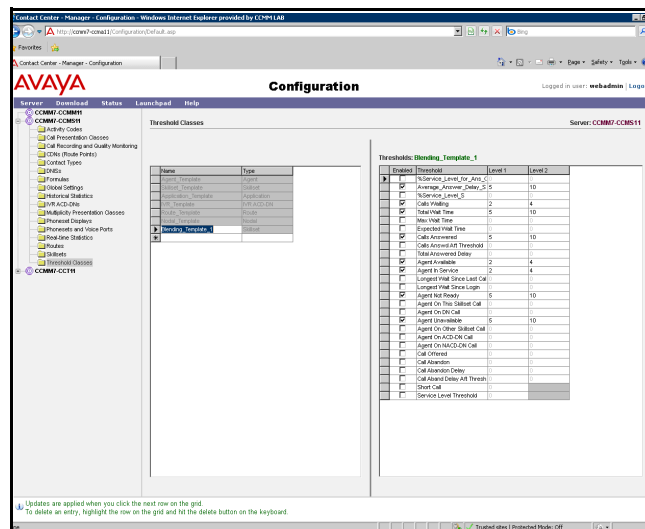
To transition agents, you must create a blending template.

Procedure steps

Step	Action
------	--------

- 1** In the left pane, click the **Threshold Classes** folder.

The Threshold Classes box appears.



- 2** In right pane, in a blank Name row, type `Blending_Template_1`.

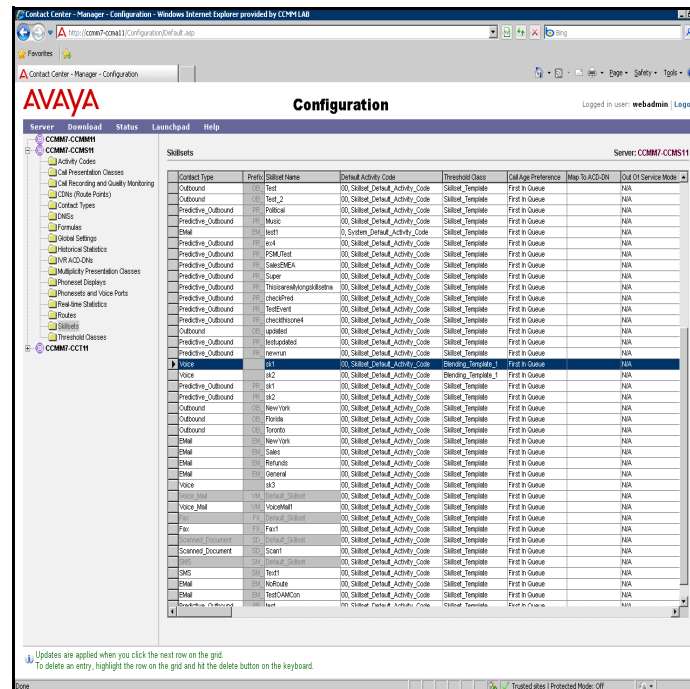
The following box appears:

- 3** In the Calls Waiting Level 1, select 5.

- 4** In the Calls Waiting Level 2, select 10.

- 5** In the left pane, click the **Skillsets** folder.

The Skillsets box appears.



- 6 Apply the **Blending_Template_1** threshold to the voice skillsets to monitor.
Do not apply threshold to Predictive Outbound skillsets.
- 7 Navigate to Contact Center Management.
- 8 Select a Predictive agent and assign a priority value in the Predictive skillset and priority Standby in inbound voice skillset applied **Blending_Template_1**.
- 9 In CCMM Administrator, open **Predictive Outbound**.
The Edit Predictive Outbound settings box appears.

Blending example

Avaya CCM Administration

Edit Predictive Outbound Settings

RTD Multicast Configuration

Multicast IP: Port Number:

Agent Script Configuration

Script Location:

Blending

☒ Enable Blending

Polling Interval (sec) Reversal Polling Interval (sec)

This is how often the inbound skillsets with the 'Blending Template' threshold assigned will be checked to determine if predictive outbound agents should be re-assigned.

This is how often the inbound skillsets with the 'Blending Template' threshold assigned will be checked to determine if previously re-assigned agents can be returned to the predictive outbound skillset.

Template	Threshold to Monitor	Voice	Predictive
Blending_Template_1	Calls Waiting	1	1

User: webadmin | Server Time: 15:24 | Status:

- 10 From the **threshold to Monitor** list, select **Calls Waiting**.
- 11 To enable blending, click on the **Enable blending** box.
- 12 In the **Polling Interval (sec)** field, type 60.
- 13 In the **Number of Agents to Re-assign** field, type 2.
- 14 Click **Save**.

--End--

Predictive Outbound Monitoring Utility

You can monitor your systems performance with the Predictive Outbound Monitoring Utility. Use the monitoring utility to identify and troubleshoot issues you may encounter.

Navigation

- [Authorized users \(page 118\)](#)
- [Overall status \(page 118\)](#)
- [OAM Audit \(page 120\)](#)
- [Work Session Link \(page 121\)](#)
- [Agent Audit \(page 122\)](#)
- [Collecting log files \(page 124\)](#)
- [Archive logs \(page 125\)](#)
- [Predictive mappings \(page 126\)](#)
- [CPSEE version info \(page 128\)](#)
- [Advanced options \(page 129\)](#)
- [CPSEE connection status \(page 129\)](#)
- [Log on details \(page 130\)](#)
- [TSP \(page 130\)](#)

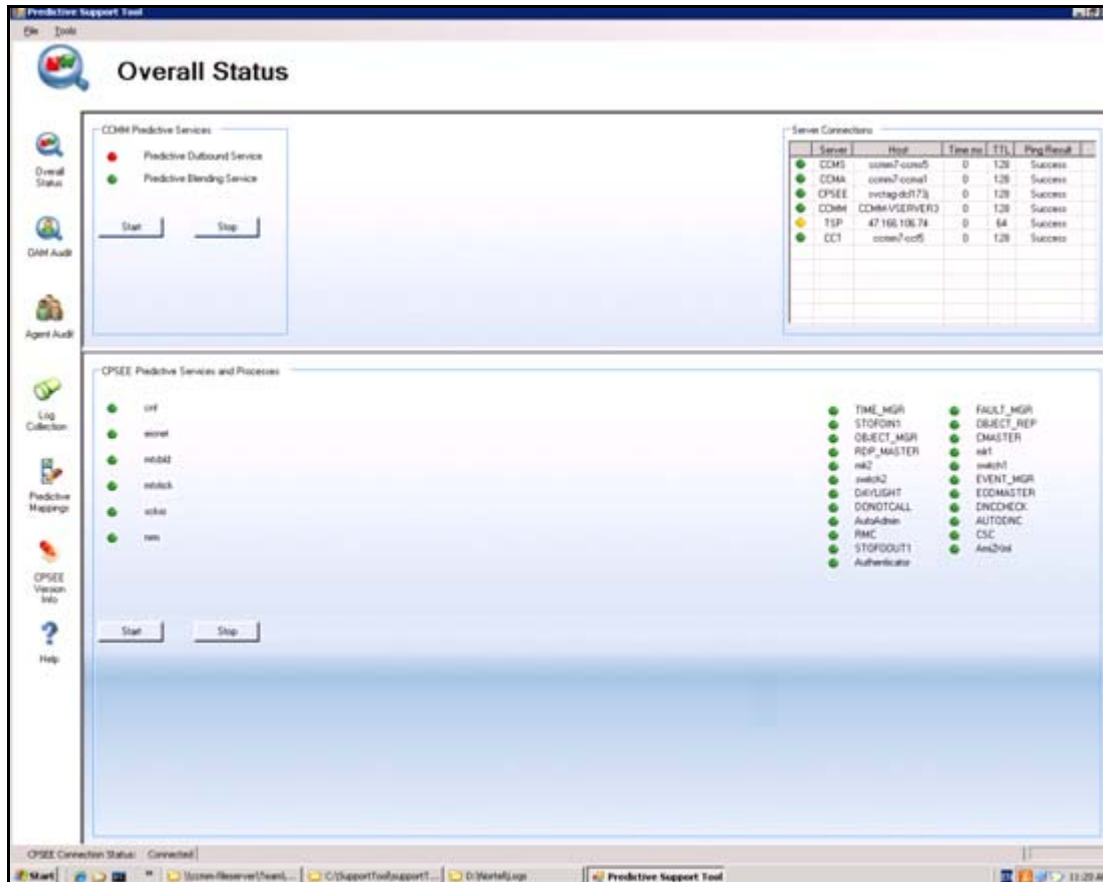
Authorized users

The following table includes the monitoring utility components and the authorized users.

User	Available components
Monitor	Overall Status (Read Only)
Support	Overall Status OAM Audit Agent Audit Log Collection (Limited trace control Options) Predictive Mappings Version
Mappings	Predictive Mappings for Agent Desktop

Overall status

From the path All Programs, Avaya, Contact Center, Multimedia Server, Predictive Outbound Monitoring Utility, launch the Predictive Outbound Monitoring Utility and observe the overall status. The Overall Status window displays the current status of the CCMM and CPSE² Predictive services. The window displays the connection to all relevant servers. The Overall Status window splits into three sections: a CCMM section which displays the status of the CCMM Predictive Services, the Server Connections and a CPSE² section which displays the status of the CPSE² predictive services and Processes.



CCMM Predictive Services

You can start and stop the CCMM predictive services from the overall status window with the start and stop buttons in the CCMM section. If you click the stop button, a confirmation dialog box appears.

CPSE² Predictive Services

You can start and stop the CPSE² predictive services from the overall status window with the start and stop buttons in the CPSE² section. If you click the stop button, a confirmation dialog box appears.

Server Connections

The Server Connections section displays the ping result of the relevant servers. Each item in the list also contains an icon to indicate the following connection status: of the connection which is red if the ping fails, amber if the TTL is less than 128 or the round trip time is greater than 200 milliseconds or green.

- red- If the ping fails
- amber- if the TTL is less than 128
- green- if the round trip time is greater than 200 milliseconds

OAM Audit

The OAM Audit window compares the agents and skillsets in the CCMM database with those in the CPSE² database. The OAM Audit window has three sections.

- Count section
- Agent section
- Skillset section

OAM Audit

Source	Agent Count	Skillset Count
CCMM	1303	13
CPSE	1303	12

Login ID	Name	In CCMM	In CPSE
0001	Faisal Iqbal	Y	Y
0002	Fahim Azeem	Y	Y
0003	Kevin Doyle	N	Y
0004	John Jones	Y	Y
0005	John Jones	Y	Y
0006	Mr Orange orange	Y	Y
0007	Mr Pink pink	Y	Y
0009	Mr Blue blue	Y	Y
15	new test	Y	Y
50	o v	Y	Y
1000	Liam Lofka	Y	Y
2000	2000 jones	N	Y
2010	Fahim Azeem	Y	Y
2011	Crane wonder	Y	Y
2013	Name changed	Y	Y
2015	a forgetful	Y	Y
2017	a h	Y	Y
9999	I want new 9999	Y	Y

Skillset ID	Name	In CCMM	In CPSE
2	PR_Fugly	Y	Y
3	PR_sangf	Y	Y
4	PR_Deleted	Y	Y
8	PR_Voicecheckref	Y	Y
15	PR_Polical	Y	Y
16	PR_Music	Y	Y
18	PR_saf	Y	Y
19	PR_PSMUTest	Y	N
20	PR_SalesMEA	Y	Y
22	PR_Default_Skillset	Y	Y
28	PR_Super	Y	Y
29	PR_Thomson/Kingslake/ma	Y	Y
30	PR_checkProd	Y	Y

Count section

This section displays the overall count of predictive agents and skillsets in the CCMM database with the agents and skillsets in the CPSE² database.

Agent section

This section displays union of CCMM predictive agents and CPSE² agents. Any agents that are not in both CCMM and CPSE² are marked with a red dot. The agents can be ordered by column to facilitate finding inconsistencies between the data.

Skillset section

This section displays union of CCMM predictive skillsets and CPSE² skillsets. Any skillsets that are not in both CCMM and CPSE² are marked with a red dot. The skillsets can be ordered by column to facilitate finding inconsistencies between the data.

Synchronizing Data

If there are any inconsistencies between the data in CCMM database and the CPSE² database you can resynchronize the data. There are several options depending on the extent of the inconsistencies.

You can select one of the following options to apply to all agents or skillsets:

- Clear All- Clears all agents and skillsets from the CPSE² database to resynchronize with the CCMM database.
- Clear Agents- Clears all agents from the CPSE² database to resynchronize with the CCMM database.
- Clear Skillsets- Clears all skillsets from the CPSE² database to resynchronize with the CCMM database.
- Clear Assignments- Clears the link between agents and skillset from the CPSE² database to resynchronize with the CCMM database.

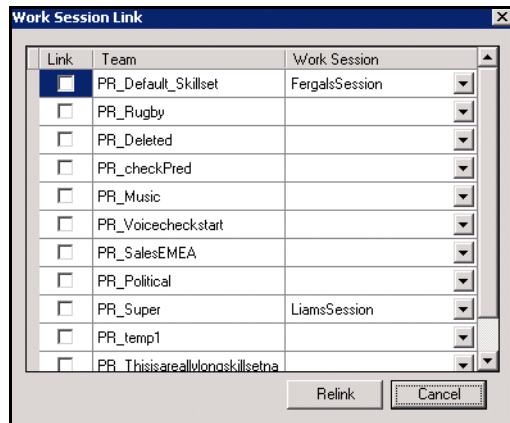
If you right-click an agent or skillset, you can select one of the following:

- Clear Agent- You can clear an agent if you right-click the agent and click clear.
- Clear Agent Assignment- You can clear an agent's team assignment if you right-click the agent and click clear assignment.
- Clear Skillset- You can clear a skillset if you right- click the skillset from the list and click clear
- Clear Skillset Assignments- You can clear a skillset agent assignments by right clicking the skillset from the list and clicking clear assignments
- Clear Skillset Agents- You can clear all the agents assigned to a skillset by right clicking the skillset from the list and clicking clear agents

Work Session Link

You can relink skillsets to work sessions after you clear skillsets from CPSE² and resynchronize with CCMM. The Work Session Link box automatically appears after you delete skillsets. You can also manually pop up this box if you click the Relink button on the OAM Audit window.

Predictive Outbound Monitoring Utility



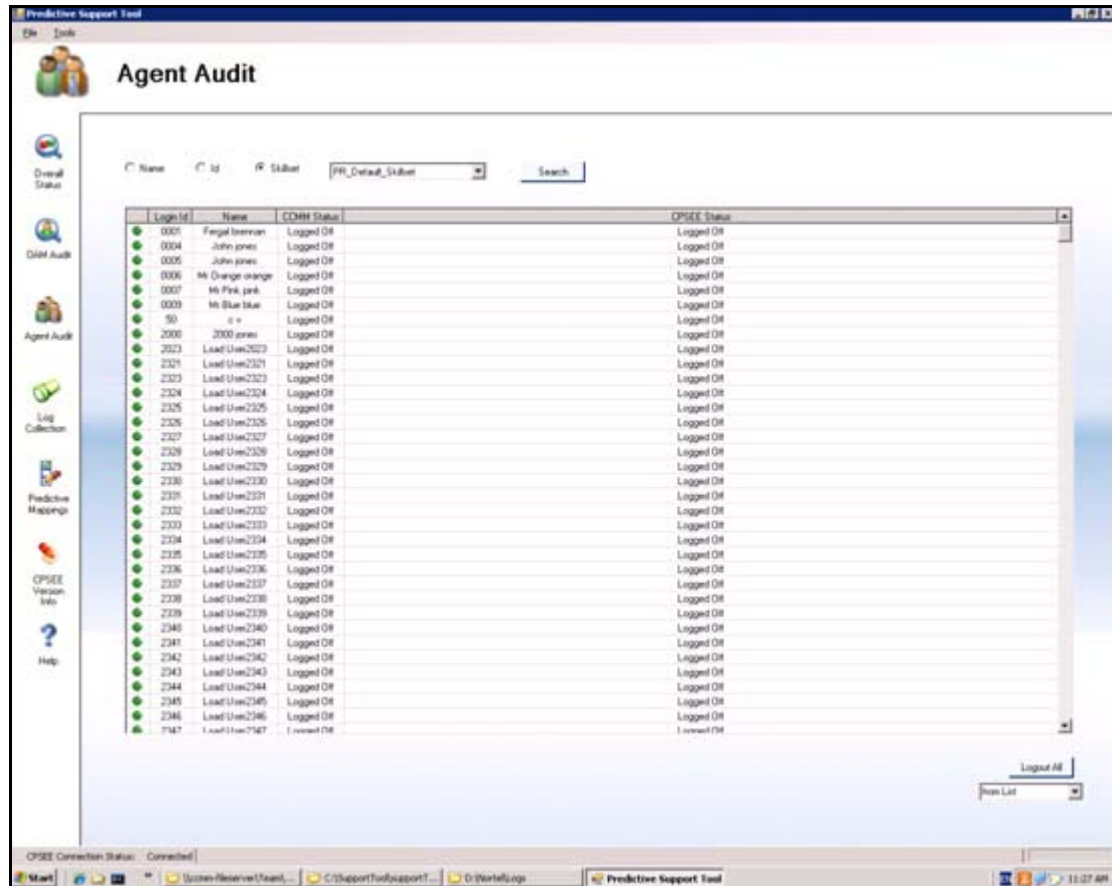
if the Relink dialog box appears automatically after you clear skillsets, it tries to match the skillsets and work sessions to the same settings before you clear the skillsets; This is not possible in cases in which you remove or rename skillsets.

If the Relink dialog box opens manually, the skillsets and work sessions match as they currently are in the CPSE² (if you clear and resynchronize skillsets, they do not match to any work sessions).

To change the work session matched to a skillset simply select the required work session from the drop down menu. To relink the skillsets with the work sessions tick the check box beside the skillsets you want to relink and click the Relink button. To cancel any changes click the Cancel button

Agent Audit

The Agent Audit window compares an agent's status in CCMM with its status in CPSE².



Searching for Agents

The Agent Audit window provides three options for searching for agents:

- **Name Search-** You can search for an agent by name by selecting the Name option and entering the agent's name in the text box.
- **Id Search-** You can search for an agent by id by selecting the Id option and entering the agent's id in the text box
- **Skillset Search-** You can search for all agents belonging to a Skillset by selecting the Skillset option and selecting a predictive from the drop down.
- **Search Wildcards-** The Name and Id searches allow * and ? as wildcards where * is zero or more occurrences of any alphanumeric character and ? is one occurrence of any alphanumeric character. Searches cannot contain only wildcards.

The name field on the CPSE² is limited to 20 characters. If the agent name is greater than 20 characters, the text is truncated before replicating to CCMM. The first 20 characters of the name as it was entered in Contact Center Manager Administration appears in search results.

Forceful logout of individual agents

To log out an agent, right-click an agent on the list and select Force Logout.

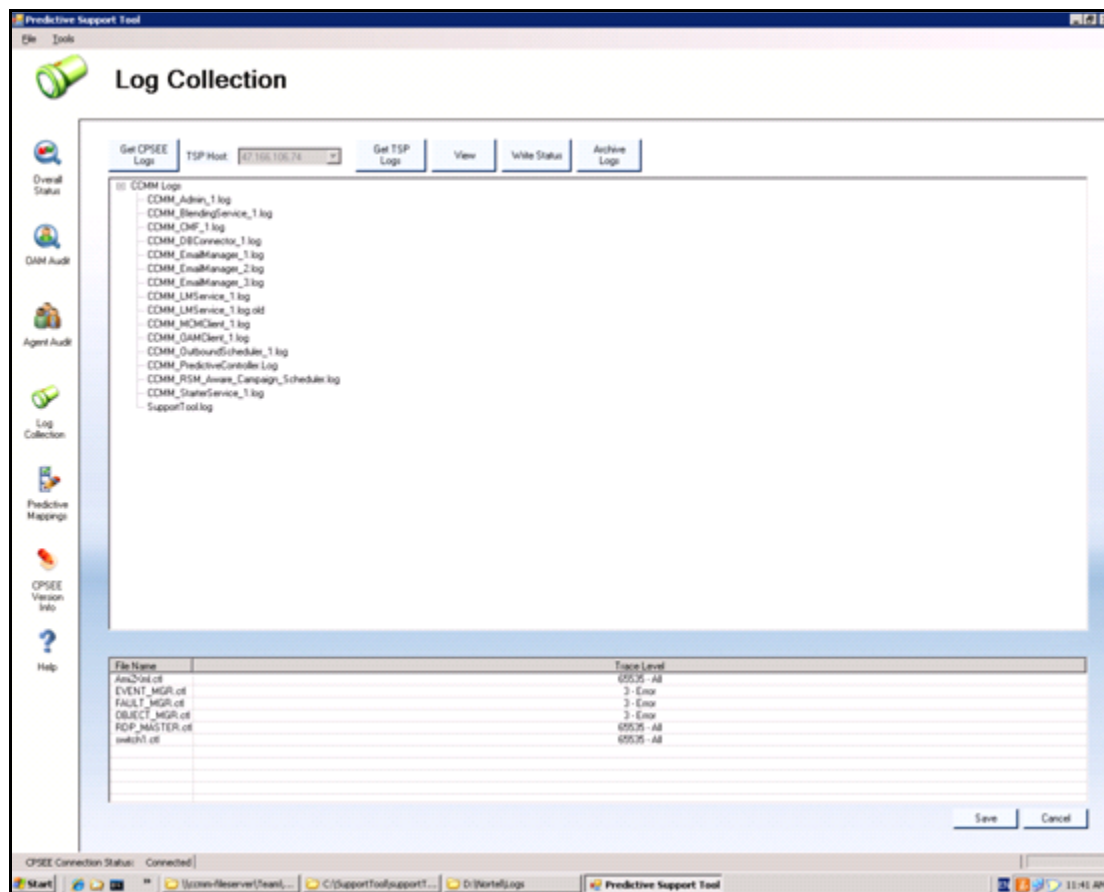
Forceful logout of all agents

You can logout all the agents with the Logout All button.

There are two options when logging out all agents. To logout all the agents returned from the search, select from List from the drop down. To logout all the agents in CPSE² select in CPSEE in the drop down. Note - from List is the default option.

Collecting log files

The Log Collection window allows you to collect logs from the CPSE² server and the TSP server(s), to change the trace levels of the CPSE² trace files, write the current predictive status out to a file and continuously gather and archive the CPSE² logs



CPSE² Log Collection

To collect logs from the CPSE² server click the Get CPSEE Logs button.

TSP Log Collection

To collect logs from a TSP server select the TSP instance to collect logs from if there are more than one and click Get TSP Logs. You then need to enter the username and password for the TSP server in the login dialog that appears.

Change Trace Levels

To change the level of a trace file right click the file in the list and select the new level. Click Save to save any changes. Click Cancel to cancel any changes. To apply the changes, restart The CPSE² services and processes. There are 7 trace levels:

- 0- off
- 1 - AMI Received Message
- 2 - AMI Transmit Message
- 3 - Error
- 4 - Warning
- 5 - Information
- 65535 - All

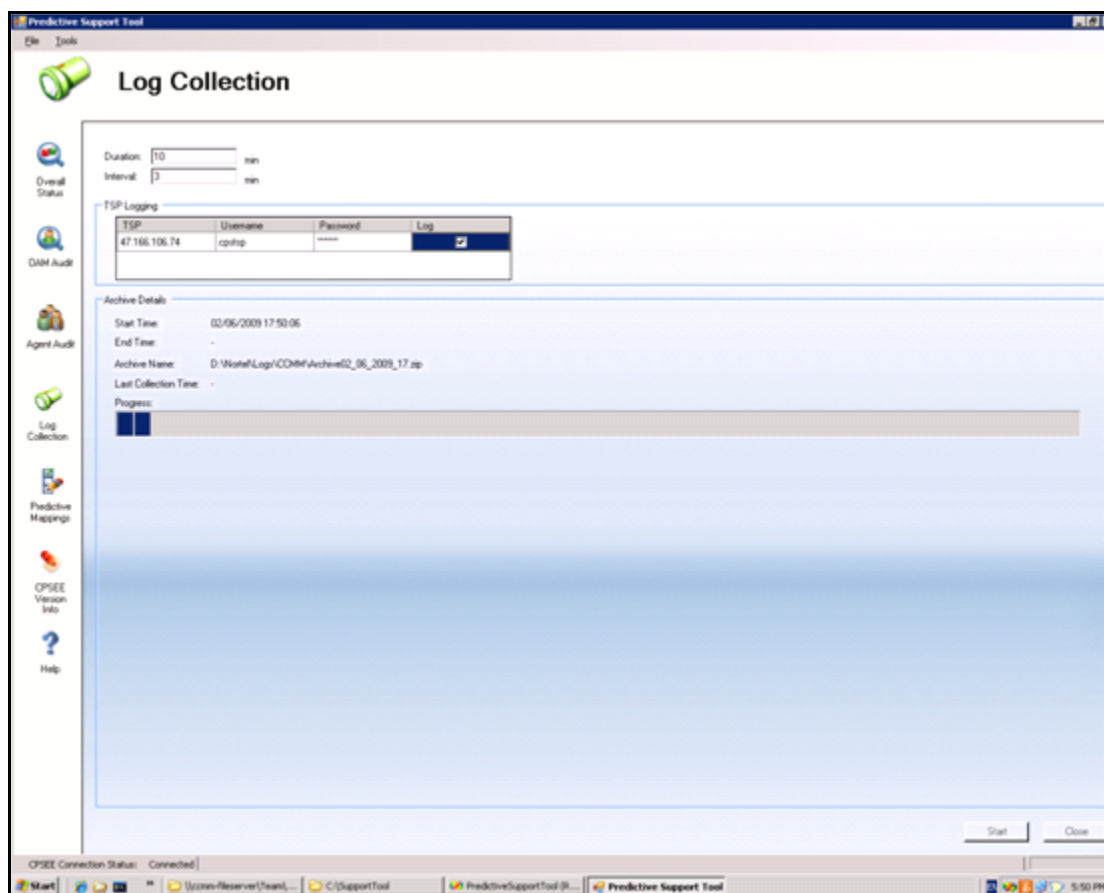
Write status

To write the current predictive status, click the write status button. The predictive status writes as an html file with a time stamp to the CCMM log folder. The status contains the following:

- The CCMM Predictive Services status
- The CPSE² Services status
- The CPSE² Processes status
- The count of predictive skillsets and agents in CCMM and CPSE²
- Any inconsistencies between the predictive agents in CCMM and CPSE²
- Any inconsistencies between the predictive skillsets in CCMM and CPSE²

Archive logs

Click the Archive Logs button to open the Log Archive window.



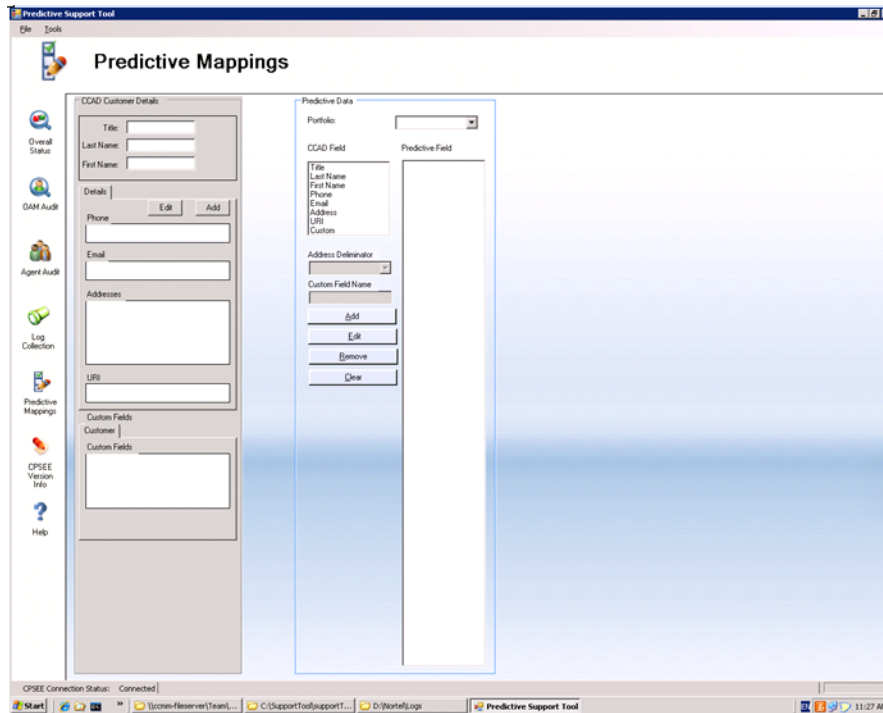
The user enters the duration they want the archiver to run and the interval between each log collection in minutes. The user also selects the TSP they want to capture logs from. You need to provide a username and password for each TSP. If the user clicks start, the Log Archiver gathers logs from the CPSE² for the specified duration and archive them with a time stamp in the CCMM log folder. The TSP Logs only retrieve after the archiver finishes.

While the logs are archived the display shows the start time of the archiver, the archive name, and the last collection time. After the archiver finishes the end time displays.

Predictive mappings

The Predictive Mappings window allows you to configure the static customer details that are available to predictive agents for a particular portfolio. The fields chosen appear in the Customer Details tab of Agent Desktop when a Predictive Outbound contacts is presented to an agent.

The Predictive Settings file can contain mappings for multiple portfolios in one file. You must choose what portfolio you would like to display.



Add field

To add a field to the Agent Desktop Customer Details select the predictive field to add and the Agent Desktop field to add it to and click Add. There are two special fields when adding. When adding an address field you must select an Address Delimiter from the drop down. The Address Delimiter can be one of ', ' or New Line. When adding a custom field you must give the custom field a display name.

Remove field

To remove a field from the Agent Desktop Customer Details select the field in the Agent Desktop Customer Details and click **Remove**.

Edit field

To edit a field in the Agent Desktop Customer Details select the field in the Agent Desktop Customer Details. This action selects the corresponding fields in the Agent Desktop Field list and the Predictive Field List. To change the predictive field select a different predictive field and click **Edit**.

Clear portfolio

You can clear all the Agent Desktop Customer Details for the selected portfolio with the **Clear** button.

Save

You can save changes with the mappings if you click **File, Save**.

Save As

To save the predictive mappings to a new file, click **File, Save as** and type a filename.

Open

To open an existing predictive mappings file, click **File, Open**, and navigate to the file.

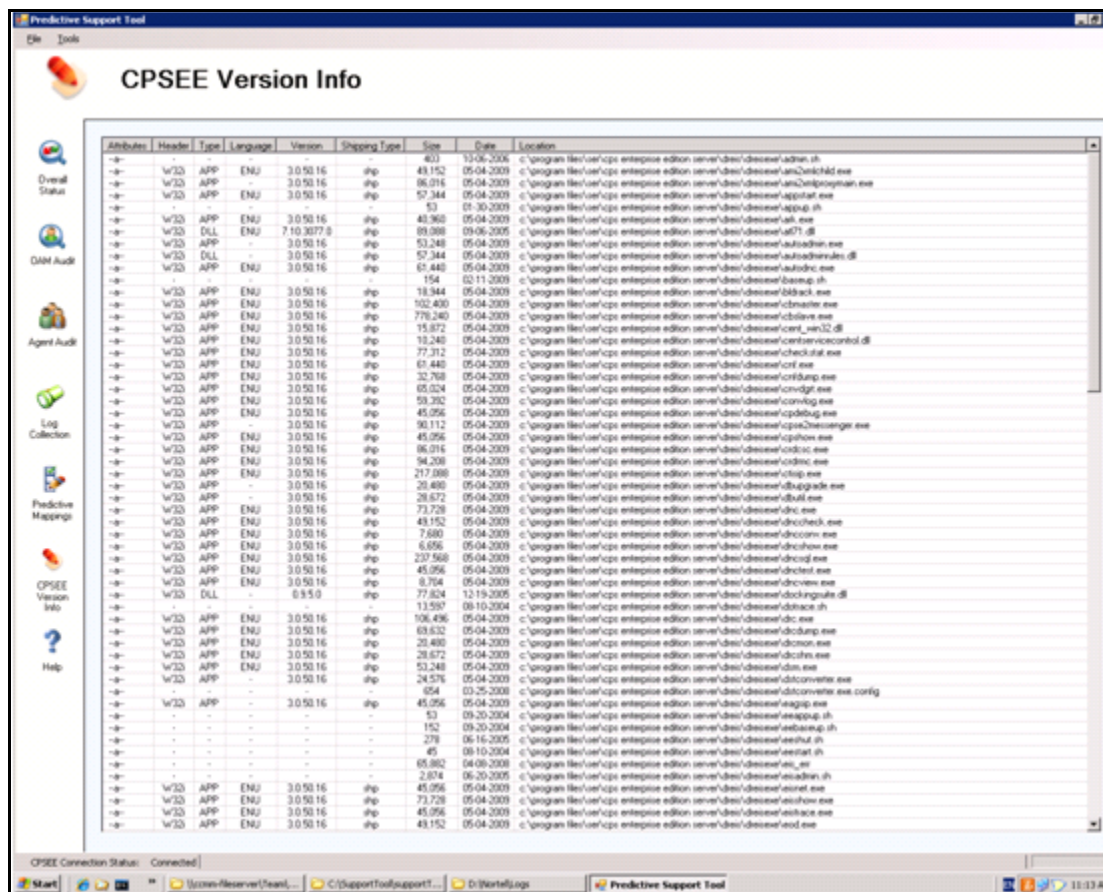
New

To begin a new predictive mappings file, click **File, New**. A new predictive mappings file begins by default the first time you enter the predictive mappings window.

Note: The predictive mappings only become active if you save the mappings in the Agent Desktop directory of CCMM as PredictiveSettings.xml.

CPSEE version info

The CPSEE Version Info window displays the version details of all the files in the DREISEXE folder of the CPSE² app server. The version info automatically gathers after you click the CPSEE Version Info button.



Attributes	Header	Type	Language	Version	Shipping Type	Size	Date	Location
-	-	-	-	-	-	403	12-06-2006	c:\program files\cpse enterprise edition server\des\desee\admin.sh
-	w/23	APP	ENU	3.0.50.16	shp	49,152	05-04-2009	c:\program files\cpse enterprise edition server\des\desee\ans\enr\hid.exe
-	w/23	APP	ENU	3.0.50.16	shp	86,016	05-04-2009	c:\program files\cpse enterprise edition server\des\desee\ans\enr\main.exe
-	w/23	APP	ENU	3.0.50.16	shp	57,344	05-04-2009	c:\program files\cpse enterprise edition server\des\desee\app\at.exe
-	-	-	-	-	-	53	01-30-2009	c:\program files\cpse enterprise edition server\des\desee\app\sh
-	w/23	APP	ENU	3.0.50.16	shp	40,960	05-04-2009	c:\program files\cpse enterprise edition server\des\desee\at.exe
-	w/23	DLL	ENU	7.10.3077.9	shp	89,588	09-06-2005	c:\program files\cpse enterprise edition server\des\desee\at71.dll
-	w/23	APP	ENU	3.0.50.16	shp	53,248	05-04-2009	c:\program files\cpse enterprise edition server\des\desee\auto\ad.exe
-	w/23	DLL	-	3.0.50.16	shp	57,344	05-04-2009	c:\program files\cpse enterprise edition server\des\desee\auto\ad.exe
-	w/23	APP	ENU	3.0.50.16	shp	67,440	05-04-2009	c:\program files\cpse enterprise edition server\des\desee\auto\ad.exe
-	-	-	-	-	-	154	02-11-2009	c:\program files\cpse enterprise edition server\des\desee\back.sh
-	w/23	APP	ENU	3.0.50.16	shp	18,944	05-04-2009	c:\program files\cpse enterprise edition server\des\desee\bbs\ack.exe
-	w/23	APP	ENU	3.0.50.16	shp	102,400	05-04-2009	c:\program files\cpse enterprise edition server\des\desee\cb\ack.exe
-	w/23	APP	ENU	3.0.50.16	shp	776,240	05-04-2009	c:\program files\cpse enterprise edition server\des\desee\cb\ack.exe
-	w/23	APP	ENU	3.0.50.16	shp	15,872	05-04-2009	c:\program files\cpse enterprise edition server\des\desee\cb\ack.exe
-	w/23	APP	ENU	3.0.50.16	shp	10,240	05-04-2009	c:\program files\cpse enterprise edition server\des\desee\center\vic\control.dll
-	w/23	APP	ENU	3.0.50.16	shp	77,312	05-04-2009	c:\program files\cpse enterprise edition server\des\desee\check\stat.exe
-	w/23	APP	ENU	3.0.50.16	shp	67,440	05-04-2009	c:\program files\cpse enterprise edition server\des\desee\ctrl.exe
-	w/23	APP	ENU	3.0.50.16	shp	32,768	05-04-2009	c:\program files\cpse enterprise edition server\des\desee\ctrl.exe
-	w/23	APP	ENU	3.0.50.16	shp	65,524	05-04-2009	c:\program files\cpse enterprise edition server\des\desee\ctrl.exe
-	w/23	APP	ENU	3.0.50.16	shp	59,292	05-04-2009	c:\program files\cpse enterprise edition server\des\desee\ctrl.exe
-	w/23	APP	ENU	3.0.50.16	shp	45,056	05-04-2009	c:\program files\cpse enterprise edition server\des\desee\ctrl.exe
-	w/23	APP	ENU	3.0.50.16	shp	30,112	05-04-2009	c:\program files\cpse enterprise edition server\des\desee\ctrl.exe
-	w/23	APP	ENU	3.0.50.16	shp	45,056	05-04-2009	c:\program files\cpse enterprise edition server\des\desee\ctrl.exe
-	w/23	APP	ENU	3.0.50.16	shp	86,016	05-04-2009	c:\program files\cpse enterprise edition server\des\desee\ctrl.exe
-	w/23	APP	ENU	3.0.50.16	shp	94,208	05-04-2009	c:\program files\cpse enterprise edition server\des\desee\ctrl.exe
-	w/23	APP	ENU	3.0.50.16	shp	217,200	05-04-2009	c:\program files\cpse enterprise edition server\des\desee\ctrl.exe
-	w/23	APP	ENU	3.0.50.16	shp	20,480	05-04-2009	c:\program files\cpse enterprise edition server\des\desee\ctrl.exe
-	w/23	APP	-	3.0.50.16	shp	28,672	05-04-2009	c:\program files\cpse enterprise edition server\des\desee\ctrl.exe
-	w/23	APP	ENU	3.0.50.16	shp	73,728	05-04-2009	c:\program files\cpse enterprise edition server\des\desee\ctrl.exe
-	w/23	APP	ENU	3.0.50.16	shp	49,152	05-04-2009	c:\program files\cpse enterprise edition server\des\desee\ctrl.exe
-	w/23	APP	ENU	3.0.50.16	shp	7,680	05-04-2009	c:\program files\cpse enterprise edition server\des\desee\ctrl.exe
-	w/23	APP	ENU	3.0.50.16	shp	6,896	05-04-2009	c:\program files\cpse enterprise edition server\des\desee\ctrl.exe
-	w/23	APP	ENU	3.0.50.16	shp	237,568	05-04-2009	c:\program files\cpse enterprise edition server\des\desee\ctrl.exe
-	w/23	APP	ENU	3.0.50.16	shp	45,056	05-04-2009	c:\program files\cpse enterprise edition server\des\desee\ctrl.exe
-	w/23	APP	ENU	3.0.50.16	shp	8,704	05-04-2009	c:\program files\cpse enterprise edition server\des\desee\ctrl.exe
-	w/23	DLL	-	6.9.5.0	shp	77,824	12-19-2005	c:\program files\cpse enterprise edition server\des\desee\ctrl.exe
-	-	-	-	-	-	13,597	08-10-2004	c:\program files\cpse enterprise edition server\des\desee\ctrl.exe
-	w/23	APP	ENU	3.0.50.16	shp	108,496	05-04-2009	c:\program files\cpse enterprise edition server\des\desee\ctrl.exe
-	w/23	APP	ENU	3.0.50.16	shp	69,632	05-04-2009	c:\program files\cpse enterprise edition server\des\desee\ctrl.exe
-	w/23	APP	ENU	3.0.50.16	shp	20,480	05-04-2009	c:\program files\cpse enterprise edition server\des\desee\ctrl.exe
-	w/23	APP	ENU	3.0.50.16	shp	28,672	05-04-2009	c:\program files\cpse enterprise edition server\des\desee\ctrl.exe
-	w/23	APP	ENU	3.0.50.16	shp	53,248	05-04-2009	c:\program files\cpse enterprise edition server\des\desee\ctrl.exe
-	w/23	APP	ENU	3.0.50.16	shp	24,576	05-04-2009	c:\program files\cpse enterprise edition server\des\desee\ctrl.exe
-	-	-	-	-	-	654	03-25-2008	c:\program files\cpse enterprise edition server\des\desee\ctrl.exe
-	w/23	APP	-	3.0.50.16	shp	45,056	05-04-2009	c:\program files\cpse enterprise edition server\des\desee\ctrl.exe
-	-	-	-	-	-	53	09-20-2004	c:\program files\cpse enterprise edition server\des\desee\ctrl.exe
-	-	-	-	-	-	152	09-20-2004	c:\program files\cpse enterprise edition server\des\desee\ctrl.exe
-	-	-	-	-	-	279	06-16-2005	c:\program files\cpse enterprise edition server\des\desee\ctrl.exe
-	-	-	-	-	-	45	08-10-2004	c:\program files\cpse enterprise edition server\des\desee\ctrl.exe
-	-	-	-	-	-	65,862	04-06-2008	c:\program files\cpse enterprise edition server\des\desee\ctrl.exe
-	-	-	-	-	-	2,874	05-20-2005	c:\program files\cpse enterprise edition server\des\desee\ctrl.exe
-	w/23	APP	ENU	3.0.50.16	shp	45,056	05-04-2009	c:\program files\cpse enterprise edition server\des\desee\ctrl.exe
-	w/23	APP	ENU	3.0.50.16	shp	73,728	05-04-2009	c:\program files\cpse enterprise edition server\des\desee\ctrl.exe
-	w/23	APP	ENU	3.0.50.16	shp	45,056	05-04-2009	c:\program files\cpse enterprise edition server\des\desee\ctrl.exe
-	w/23	APP	ENU	3.0.50.16	shp	49,152	05-04-2009	c:\program files\cpse enterprise edition server\des\desee\ctrl.exe

Advanced options

To access the advanced options, click **Tools, Advanced**.

From the advanced options you can change timeout and refresh rates in the application. The port to the CPSEE Controller service communicates on and configures the application to log debug messages. Changes to these advanced options take effect only after you restart the application with the exception of the debug setting.

AdvancedForm

General | Timeouts

Server Ping Refresh Rate: 400000 ms

Service Refresh Rate: 70000 ms

OAM Audit Refresh Rate: 60000 ms

CPSEE Controller Port: 40001 ms

☐ Log Debug Messages

Ok Cancel Apply

AdvancedForm

General | Timeouts

Start CPSEE Timeout: 100000 ms

Stop CPSEE Timeout: 100000 ms

Get CPSEE Logs Timeout: 100000 ms

CPSEE Controller Service Timeout: 70000 ms

Resync Timeout: 310000 ms

Resync Polling Interval: 10000 ms

Predictive Service Timeout: 10000 ms

Ok Cancel Apply

CPSEE connection status

The status of monitoring utility's connection to CPSE² is displayed on the bottom left corner of the utility. The behavior and functions available in the utility depend on this status.

If the connection is disconnected the OAM Audit, Agent Audit and Predictive Mappings dialog boxes are not available. If the user is currently in the OAM Audit or Agent Audit window when the connection is disconnected user input to the field is disabled.

If the connection is re-established the utility returns to normal and all functions are available.

If the connection to CPSE² disconnects, you can reconnect if you click Tools, Refresh CPSEE Status. You can also press F5.

Log on details

To log on to Predictive Support and Monitoring Utility, you must create a new CCMM administrator user. To create a new user, perform the following steps:

- Expand General Administration
- Double-click Administrator Settings
- Click New
- Enter the user details for the administrator, Click Set Password.
- Set a password for the administrator.
- Click Save.

TSP

To enable gathering logs from the TSP, add the TSP server to the CCMM data base with the CCMM Admin tool. To add the TSP server, perform the following steps:

- Expand General Administration
- Double-click Server Settings
- If a TSP Dialer entry exists, select the entry.
- Click **Edit**.
- If a TSP Dialer entry does not exist, click **New**.
- Select the TSP Dialer from the drop-down menu.
- Click **OK**.
- Enter the TSP IP address and click Save.
- The TSP must be visible from CCMM.
- To apply the changes, restart the Predictive Support and Monitoring Utility.
- To add multiple TSP Dialers, repeat the steps.

Avaya Communication Server 1000 and SER Solutions

This appendix is a technical reference that describes the interoperation of Avaya Communication Server 1000 with SER Solutions TSP-500 / TSP-Prime. You can also find installation information for Primary rate interface cards (PRI).

Navigation

- [Back to back configuration \(page 132\)](#)
- [Primary rate access \(PRA\) \(page 132\)](#)
- [Channels \(page 132\)](#)
- [MSDL \(page 132\)](#)
- [Interface types \(page 132\)](#)
- [A-Law settings \(page 134\)](#)
- [TTY output \(page 134\)](#)

Back to back configuration

If you use a back to back configuration of PRI cards in the PABX (for example in configuration of trunk type TIE), a prompt appears under the D channel configuration which refers to the side the card is in. The prompt is: SIDE=USR/NET. The following table provides a description of the prompt.

Prompt	Option	Notes
SIDE		CS1000 node type pri-12
	(USR)-default option taken	Slave to the controller
	NET	Network, the controlling PABX

Primary rate access (PRA)

PRA provides interface to PBX's, host computers and central offices. PRA is carried over a 2 MB digital link (32 channels of 64Kbit). Timeslot 0 is a synchronization channel; timeslot 16 is the D channel, leaving 30 B Channels.

Channels

The Bearer channel or B channel carries either voice or data. The channel carries data between two pieces of computer equipment connected within the network. The B channel must be digital. The channel carries voice between two telephones within the network. The B channel can be either analogue or digital. A digital B channel is a 64Kbit digital channel that normally is one channel in a faster carrying medium. An analogue B channel can be any type that is supported by the PABX in the particular networking application.

The Data Channel or D Channel is provided for a quantity of B channels depending on the signaling system. The D channel carries information about the B channels that it supports and the format is a High level Data Link Control (HDLC) frame. The D channel can be analogue or digital and can exist on the same or a different carrying medium to the B channels that it supports.

MSDL

MSDL is a universal serial I/O platform that supports the operation of multiple concurrent diverse applications. The MSDL takes only 1 of the available 16 I/O ports of the Avaya Communication Server 1000, but can support up to 4 different devices. Each separate MSDL port and the application that it interfaces to is software downloaded to the MSDL card by the Avaya Communication Server 1000 CPU.

Interface types

The interface type of an ISA route and its service route must match. The following table lists the interface types (IFC).

IFC	Description
(SL1)	Meridian SL-1
1TR6	1 TR 6 for Germany
APAC	Asian Pacific ISDN interface for Australian BRI UIPE PRI, China, Hog Kong, Indonesia, Japan BRI UIPE PRI, Malaysia, Singapore and Thailand
AXEA	Ericsson AXE-10 for Australia
AXES	Ericsson AXE-10 for Sweden
D70	Interface to Japan D70
D100	Meridian DMS-100
D250	Interface to Meridian DMS-250
ESIG	ETS1 Q reference signalling point (QSIG) Interface ID
ESGF	ESIG interface with GF platform. You can enter ESGF if QSIG and QSIG GF packages are equipped. If the Digital Route type is BRI, you must remove the associated DSLs before changing the interface type to ESGF.
ESS4	Interface to AT&T ESS#4
ESS5	Interface to AT&T ESS#5
EURO	EUROISDN interface
ISGF	ISIG interface with GF platform You can enter ISGF if QSIG and QSIG GF packages are equipped. If the Digital Route type is BRI, you must remove the associated DSLs before you change the interface type to ISGF.
ISIG	ISO Q reference signalling point (QSIG) Interface ID
JTTC	JAPAN TTC DCH interface ID jttc- 23
NI2	NI-2 TR-1268 interface type
NUME	Numeric for France
S100	Meridian SL-100
SS12	SYS-12 for Norway
SWIS	SwissNet for PR12 (SN2)
TCNZ	Telecom New Zealand (NEAX-61)

A-Law settings

The following table lists the required A-Law settings.

Type	Settings
Parameter	LD 17 type parm . . pcml a . .
Phone	LD17 req chg type atrn code 2 . .
Tones	LD 97 req chg type xctp . dtmf 138 .
System	LD 97 req chg type sysp . . intn yes

TTY output

If you configure correctly the Avaya Communication Server 1000, the following output appears:

Id 22

PT2000

MARP NOT ACTIVATED

REQ prt

TYPE adan dch 12

ADAN DCH12

CTYP MSDL

CARD 02

PORT 1

DES

USR PRI

DCHL 2

OTBF 32

PARM RS422 DTE

DRAT 64KC

CLOK EXT

IFC ESIG

ISDN_MCNT 300

CLID OPT0

CO_TYPE STD

SIDE NET

CNEG 1

RLS ID **

QCHID YES

RCAP COLP

MBGA NO

OVLN NO

OVLN NO

T310 120

T200 3

T203 10

N200 3

N201 260

K 7

REQ ****

OVL000

>ld21

PT1000

REQ:prt

TYPE: rdb

CUST 0

ROUT

ACOD

TYPE RDB

CUST 00

DMOD

ROUT 0

DES

TKTP TIE

NPID_TBL_NUM 0

ESN NO

RPA NO

CNVT NO

SAT NO

FCLS EXT

VTRK NO
NODE
DTRK YES
BRIP NO
DGTP PR12
ISDN YES
 MODE PRA
 IFC ESIG
 SBN NO
 PNI 00000
 NCNA NO
 ISAR NO
 CPFXS YES
 DAPC NO
 INTC NO
DSEL VOD
PTYP DTT
AUTO NO
DNIS NO
DCDR NO
ICOG IAO
SRCH LIN
TRMB YES
STEP
ACOD 8
TCPP NO
TARG 01
CLEN 1
BILN NO
OABS
INST
ANTK
SIGO STD
MFC NO

ICIS YES
OGIS YES
PTUT 0
TIMR ICF 1920
 OGF 1920
 EOD 13952
 LCT 256
 NRD 10112
 DDL 70
 ODT 4096
 RGV 640
 GTO 896
 GTI 896
 SFB 3
 PRPS 800
 NBS 2048
 NBL 4096

 IENB 5
 TFD 0
 RTD 12
 VSS 0
 VGD 6
DTD NO
SCDT NO
2 DT NO
DRNG NO
BTUA NO
CDR NO
NTAL YES
SSL
CFWR NO
IDOP NO
VRAT NO

MUS NO
PANS YES
RACD NO
OHQT 00
CBQ NO
AUTH NO
TTBL 0
ATAN NO
PLEV 2
OPR NO
ALRM NO
ART 0
PECL NO
DCTI0
TIDY 8 0
SGRP 0
CCBA NO
ARDN NO
ANIE 0
CAC_CIS 3
AACR BI

REQ:****

OVL000
>ld20

PT000
MARF NOT ACTIVATED

REQ: prt

TYPE: tie

TN 2 1

DATE

PAGE

DES

TN 002 01

TYPE TIE

CDEN SD

CUST 0

TRK PR12

PDCA 1

PCML A

NCOS 0

RTMB 32 1

B-CHANNEL SIGNALING

TGAR 1

AST NO

IAPG 0

CLS CTD DIP WTA LPR APN THFD XREP BARD

P10 VNL

TKID

AACR NO

DATE 9 JAN 2008

NACT ****

OVL000

>ld73

DDB000

MEM AVAIL: UU/P): 2379258 USED U P:613455 54710 TOT:3047423

SCH5066

REQ ****

OVL000

>ld 22

PT2000

MARP NOT ACTIVATED

REQ prt

TYPE parm

PARM

LPIB 192

HPIB 32

500B 16

DTIB 0

DTOB 0

NCR 2000

MGCR NULL

CSQI 500

CSQO 500

TUBO NO

CFWS NO

PCML A

ALRM YES

ERRM ERR BUG AUD

DTRB 100

ABCD NO

TMRK 128

FCDR OLD

PCDR NO

TPO NO
TSO NO
CLID NO
DUR5 NO
MLDN YES
MARP NO
IPIE NO
FRTP NEFR
DCUS 5
DTD NO
MSCL 255
PMSI
MANU PMS1
PMCR 20
PORT NONE
NDIS 20
OCAC NO
MTRO MR
SBA_ADM_INS 001
SBA_USER 010
BCAP SPEECH
NORTEL_BRAND NO
CLNP YES
ICON NO