



## **Avaya Solution & Interoperability Test Lab**

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# **Application Notes for Quentris® Smile 3.0 with Avaya Communication Server 1000 R7.0, Avaya Aura® Contact Center 6.1 and Avaya Contact Recording Quality Monitoring 7.0 - Issue 1.0**

### **Abstract**

These Application Notes describe the configuration steps for each product to ensure successful interoperability between Quentris® Smile 3.0 with Avaya Communication Sever 1000, Avaya Aura® Contact Center and Avaya Contact Recording Quality Monitoring.

Information in these Application Notes has been obtained through DevConnect compliance testing and additional technical discussions. Testing was conducted via the DevConnect Program at the Avaya Solution and Interoperability Test Lab.

# 1. Introduction

These Application Notes describe a compliance-tested configuration of the interoperability of Quentris® Smile 3.0 to successfully interoperate with Avaya Communication Server 1000E (CS1000E) R7.0, Avaya Aura® Contact Center (AACC) 6.1 and Avaya Contact Recording Quality Monitoring (CRQM) 7.0. Quentris® Smile 3.0 is a screen based console that interfaces directly with Avaya CS1000E and provides a graphical user interface for call handling. All relevant call information is provided on a single window. Smile 3.0 provides call handling capabilities enabling operators to answer, transfer, announce, park, hold and place calls using their personal computer (PC). The Smile 3.0 main screen holds all information related to a call such as name, number, origin and status.

## 2. General Test Approach and Test Results

The testing of CS1000E R7.0 with Smile 3.0 was carried out in the Avaya Lab. Test cases were executed jointly by an Avaya and a Quentris representative. All tests were manual tests and all results were discussed and agreed following execution.

### 2.1. Interoperability Compliance Testing

During interoperability compliance testing the following features of Smile 3.0 was covered.

- Call Handling ability including Call Answering, Call Transfer, Announce, Call Park, Call Hold / Call unhold from a PC
- Placing of calls both internally or externally by the Operator
- BLF (Busy Lamp Field) provision of the status of the various internal phoneset types
- Calling Line Identification (CLID) and Dialed Number Identification Service (DNIS) support for PSTN trunks
- Support for Call Party Name Display
- Music on hold
- Call Waiting indicator (DWC)
- ATDN, LDN, Private DN, ACD
- Night number
- Local internal call handling
- Handling of Network calls over PRI and SIP trunks
- Handling of calls to and from Avaya IP UNISim, SIP, Digital phone sets and Softphones

### 2.2. Test Results

All tests that were executed passed successfully with one exception. One of the Smile 3.0 features is to provide an automated recorded greeting to the caller on answering the call by the Operator. This recorded announcement is not played to a caller from a SIP set.

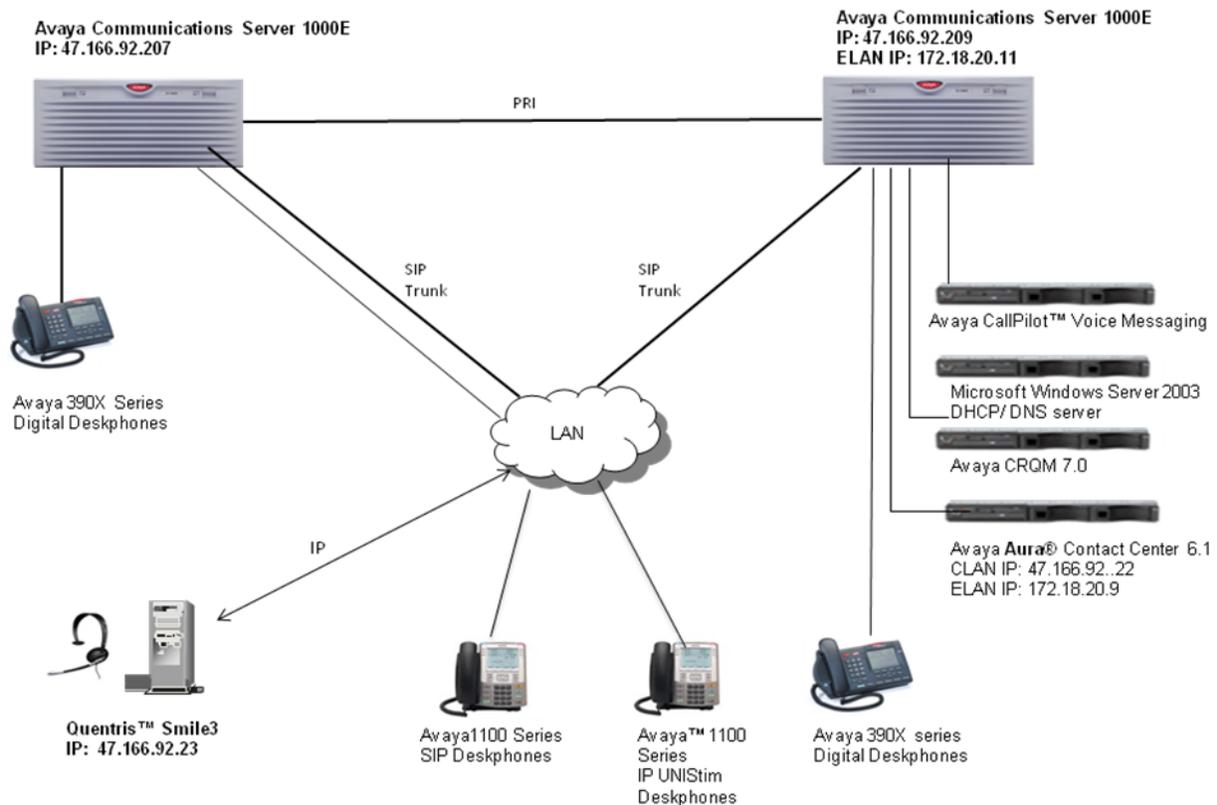
## 2.3. Support

Technical support for the Avaya products can be obtained from Avaya. See the support link at <http://support.avaya.com> for contact information.

Technical support can be obtained for Quentris Smile 3.0 by referring to the Smile 3 Technical Guide Version 1.8 or by clicking on the support link at <http://www.smileconsole.com/>.

## 3. Reference Configuration

The diagram below shows the precise configuration used to test Smile 3.0.



**Figure 1: Avaya Communications Server 1000E / Avaya Aura® Contact Center 6.1 / Quentris® Smile 3**

## 4. Equipment and Software Validated

The following equipment and software were used for the sample configuration provided:

Equipment	Software/Firmware
<b><i>Avaya PBX Products</i></b>	
Avaya Communication Server 1000E	Avaya Communication Server 1000E 07.00 with latest patch level. Patches are listed in the Appendix
Avaya Communication Server 1000E Media Gateway Controller (MGC)	CSP Version: MGCC AO01 MSP Version: MGCM AB01 APP Version: MGCA AA07 FPGA Version: MGCF AA15 BOOT Version: MGCB AL60 DSP1 Version: DSP1 AB01 DSP2 Version: DSP2 AB01
<b><i>Avaya Internal Telephone Sets</i></b>	
Avaya 1100 series IP Deskphones <ul style="list-style-type: none"> <li>• 1140e</li> <li>• 1120e</li> </ul> Avaya M3900 series digital Deskphones <ul style="list-style-type: none"> <li>• M3904</li> </ul> Avaya 1100 series SIP Deskphone <ul style="list-style-type: none"> <li>• 1140</li> </ul>	0625C7M (UNISstim 4.2) 0624C7M (UNISstim 4.2)  Version: AA93  SIP 2.2 - 1120 2.02.21.00
<b><i>Avaya External Telephone Sets</i></b>	
Avaya 1100 series IP Deskphones <ul style="list-style-type: none"> <li>• 1140e</li> </ul> Avaya M3900 series Deskphones <ul style="list-style-type: none"> <li>• M3904</li> </ul>	0625C7M (UNISstim 4.2)  Version: AA93
<b><i>Avaya Contact Center Products</i></b>	
Avaya Aura® Contact Center Server IBM System x3250 M2 8GB RAM	Avaya Aura® Contact Center Server – Avaya Contact Center Manager Server 6.1 Avaya Contact Center Manager Administration 6.1 Avaya License Manager Avaya Communication Control Toolkit 6.1 All Contact Center components were patched to Service Pack 2 Windows 2003 Enterprise Edition, SP2
Avaya CallPilot™ 600r Server	Avaya CallPilot™ Version 5.00.41 Patch Line-up: CP50041SU08S CP500508G09C

Equipment	Software/Firmware
Avaya Contact Recording Quality Monitor (CRQM) Server	Avaya Contact Recording Quality Monitor Release 7.0 with patches NCR70018 and NCR70023
Avaya USB Audio device – NTEX14AB	Rel:04
Quentris® Smile Installation Disk and License	Version 3.0
Desktop PC (Minimum Specification Pentium IV, 3 GHz, 1 GB Ram, 1 USB Hand/Headset)	Microsoft Windows XP Professional

## 5. Configure Avaya Communication Server 1000E

In order to enable Smile 3.0 to function in a CS1000E environment it is necessary to configure two Terminal Numbers (TN's) as Primary and Secondary ACD Agents that are assigned to an Automatic Call Distribution (ACD) Queue. Both TN's will function as a single console application.

### 5.1. ACD queue configuration (operator Queue)

To create an ACD Queue on CS1000E the following instructions must be completed.

**Note:** Not all prompts need an answer. Only answers in bold characters are mandatory for a basic configuration. Accept the default responses for each prompt by pressing the **Return** key except for those that are highlighted in **bold**.

<b>LD 23</b>	Load the overlay 23 – Automatic Call Distribution
REQ <b>NEW</b>	New ACD Queue
TYPE <b>ACD</b>	ACD data block
CUST <b>0</b>	Customer number
ACDN <b>1411</b>	Preferred Directory Number of the operator queue.
...	
MWC <b>YES</b>	Message Waiting Center
...	
MAXP <b>10</b>	Maximum Positions. 2 times the number of Smile 3 Console.
...	
NCFW <b>4023</b>	Night Call Forward, where to send the incoming calls when the operator queue is closed.
...	
HOML <b>NO</b>	Handset On-Hook Means Log out
...	
LABEL_KEY0 <b>NO</b>	Label on ACD key (Key0)
...	

## 5.2. Primary ACD Agent

Create a Primary ACD Agent and assign it to the ACD group (1411) that was created in the previous section. The agent is configured as a 2050PC softphone on CS1000E. As the Smile 3.0 will operate as an attendant console many keys will need to be configured. See following instructions:

<b>LD 11</b>	Load the overlay 11 – Digital Telephone Administration
REQ: <b>NEW</b>	create new agent set
TYPE: <b>2050PC</b>	The Type must be soft phone 2050PC
TN <b>112 0 0 8</b>	TN appropriate to PBX, the format must be: loop shelf card unit
DES <b>SMILE3</b>	Station Designator, maximum 6 alphanumeric characters
CUST <b>0</b>	Customer Number
...	
<b>KEM 1</b>	Number of attached IP Phone Key expansion Module
	Must be set to 1 for the monitoring of the 6 extra Hold Keys.
<b>ZONE 1</b>	Zone Number which Smile 3 console belongs, it will determine the CODEC to use.
...	
<b>TGAR 0</b>	Trunk Group Access Restriction. Must be set according to the trunk group access restriction defined in CS1000E.
...	
<b>CLS CNDA CFXA AHA DDGD RECA KEM3</b>	
	CNDA: Call Party Name Display Allowed
	CFXA: Call Forward All Calls to External DN Allowed
	AHA: Automatic Hold Allowed
	DDGD: DN Display on other set Denied
	RECA: IP Phone Call Recording Allowed
	KEM3: Key expansion module equipped
...	
<b>AST 00 04</b>	Associate Set Assignment for Meridian Link applications. A maximum of two keys can be controlled by the host computer. In this case the ACD key and the Private number (DN) key are selected. These are required for Avaya Communications Control Toolkit and <b>Call Recording (See Section 6.3)</b> .
<b>IAPG 1</b>	Group <b>1</b> sends out <b>ALL</b> messages for AST set. Group 0 will send out none. IAPG must also be set to 1 for <b>Call Recording (See Section 6.3)</b> .
<b>KEY 0 ACD 1411 0 1881</b>	ACD key for the incoming calls (ACD Queue which was set up in previous section + 0 + PositionID as appropriate to CS1000E)
<b>KEY 1 NRD</b>	Not Ready key
<b>KEY 2 MSB</b>	Make Set Busy key
<b>KEY 4 SCR 2510</b>	Private key used to make calls and to receive private calls
<b>CPND NEW</b>	
CPND_LANG	
NAME <b>1411 Operator</b>	Enter the required name to be displayed
XPLN <b>24</b>	Expected name length
DISPLAY_FMT	
VMB	
<b>KEY 32 SCN 2511</b>	To control and monitor the 1 <sup>st</sup> call on hold
<b>CPND NEW</b>	
CPND_LANG	
NAME <b>1411 Operator</b>	Enter the same name as Key 4
XPLN <b>24</b>	Expected name length
DISPLAY_FMT	
VMB	

KEY 33 SCN 2512	To control and monitor the 2 <sup>nd</sup> call on hold
CPND NEW	
CPND_LANG	
NAME 1411 Operator	
XPLN 24	Expected name length
DISPLAY_FMT	
VMB	
KEY 34 SCN 2513	To control and monitor the 3 <sup>rd</sup> call on hold
CPND NEW	
CPND_LANG	
NAME 1411 Operator	
XPLN 24	Expected name length
DISPLAY_FMT	
VMB	
KEY 35 SCN 2514	To control and monitor the 4 <sup>th</sup> call on hold
CPND NEW	
CPND_LANG	
NAME 1411 Operator	
XPLN 24	Expected name length
DISPLAY_FMT	
VMB	
KEY 36 SCN 2515	To control and monitor the 5 <sup>th</sup> call on hold
CPND NEW	
CPND_LANG	
NAME 1411 Operator	
XPLN 24	Expected name length
DISPLAY_FMT	
VMB	
KEY 37 SCN 2516	To control and monitor the 6 <sup>th</sup> call on hold
CPND NEW	
CPND_LANG	
NAME 1411 Operator	
XPLN 24	Expected name length
DISPLAY_FMT	
VMB	
KEY 45 OVR	Call Override key used for the 'Call Intrusion' facility

### 5.3. Secondary ACD Agent

The secondary ACD Terminal Number is configured without a private number (DN) and is set up as follows:

LD 11	Load the overlay 11 – Digital Telephone Administration
REQ: NEW	
TYPE: 2050PC	The Type must be soft phone 2050PC
TN 112 0 0 9	Terminal Number, the format must be: loop shelfcard unit
DES SMILE3	Station Designator, maximum 6 alphanumeric characters
CUST 0	Customer Number
...	
KEM 3	Used to monitor the status of the other phonesets (BLF) Number of attached IP Phone Key Expansion Modules Must be set to 3 KEM1 for the monitoring of the 6 Hold Keys. KEM3 for the BLF information.



## 5.4. Night Service Configuration

A Night Service configuration must be configured that will be invoke when the operator is not logged in.

>LD 15	Load the overlay 15 - Customer Data Block
REQ: CHG	Change existing data block
TYPENIT_DATA	Night Service options
CUST 0	Customer number
NIT1 1411	Number of the Operator queue. See NCFW response in Section 5.1
TIM1	
RPNS	
ENS	

## 5.5. Attendant Directory Number

In order to set up the Attendant Directory Number the following configuration must carried out. The Attendant number is typically 0, 9 or 11. This is the number that all internal callers will use to contact the Operator on their site.

LD 15	Load the overlay 15 - Customer Data Block
REQ: CHG	Change existing data block
TYPE ATT_DATA	Attendant Console options
CUST 0	Customer number
OPT	
ATDN 11	Attendant Directory Number. Usually 0, 9 or 11.
NCOS	

## 6. Configure Avaya Aura® Contact Center

In order that Smile 3 can operate in an Contact Center environment, two contact center agents with login ID's need to be configured. The agents will require a skillset to be assigned and the Terminal Number (TN) of the Primary and Secondary ACD agent need to be acquired by AACC 6.1.

### 6.1. Create two Contact Center Agents

Log into the Contact Center and select **Contact Center Management** from the **Launchpad**.



The Contact Center page is presented. Right click on the appropriate supervisor and select **Add Agent**.

The screenshot shows the Avaya Contact Center Management web interface. The top navigation bar includes 'View/Edit', 'Add', 'Status', 'Launchpad', and 'Help'. A tree view on the left shows a hierarchy: 'CCM Servers (Supervisor)' > 'AACC6COR' > 'Supervisor Default' > 'Visor Super'. A right-click context menu is open over 'Visor Super', with options: 'Add Agent', 'Supervisor Details', 'Delete Supervisor', and 'Add Many Users'. The 'Add Agent' option is highlighted. The main content area is titled 'Contact Center Management' and contains three bullet points:

- Click a server name to log on to the server and manage users.
- Choose from the options in the View/Edit menu to load supervisors, agents, skillsets, or assignments. Then, log on to the desired server to manage this data.
- To add a user, log on to the desired server. Then, choose from the options in the Add menu to add new agents, supervisors, and supervisor/agents.

On the **Agent Details** page, enter all the **User Details** as shown below. Unless Avaya Communication Control Toolkit is being used, there is no requirement to check the **Create CCT Agent** tick box.

The screenshot shows the 'Agent Details' page for 'Smile FirstTN' on server 'AACC6COR'. The page is divided into two sections: 'User Details' and 'Agent Information'.

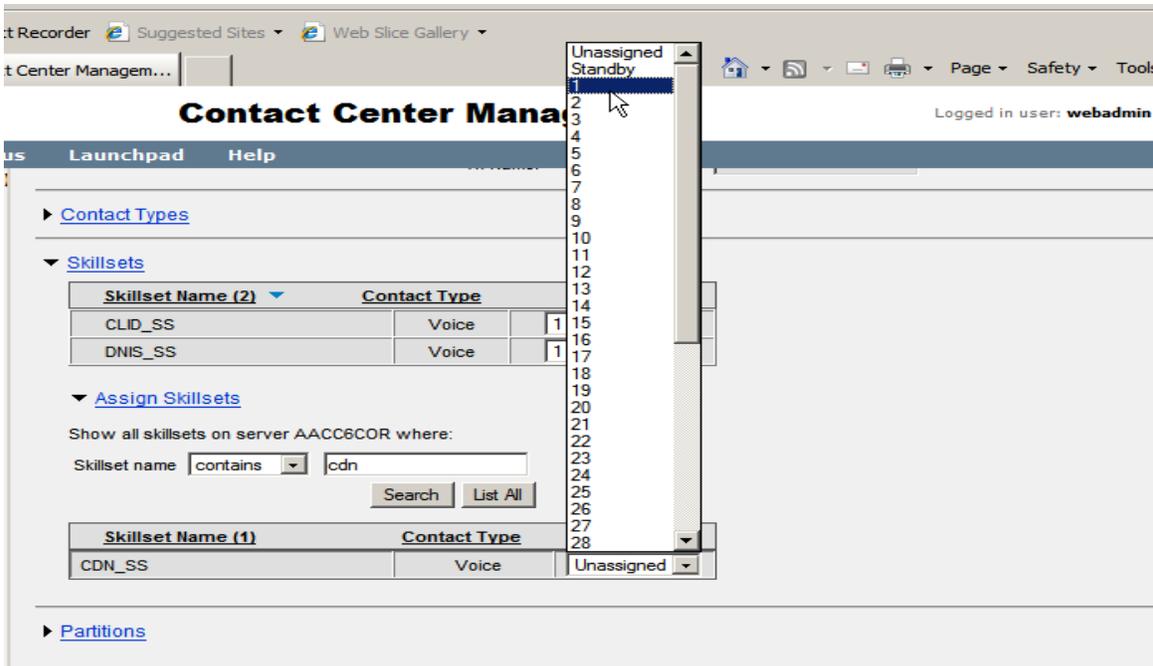
**User Details:**

- First Name: \* Smile
- Last Name: \* First TN
- Title: [Empty]
- Department: [Empty]
- Language: English
- Comment: [Empty]
- User Type: Agent
- Login ID: \* 1005
- Personal DN: [Empty]
- ACD Queue: [Empty]
- ACD Queue Error: [Empty]
- Account Type:  Create CCT Agent

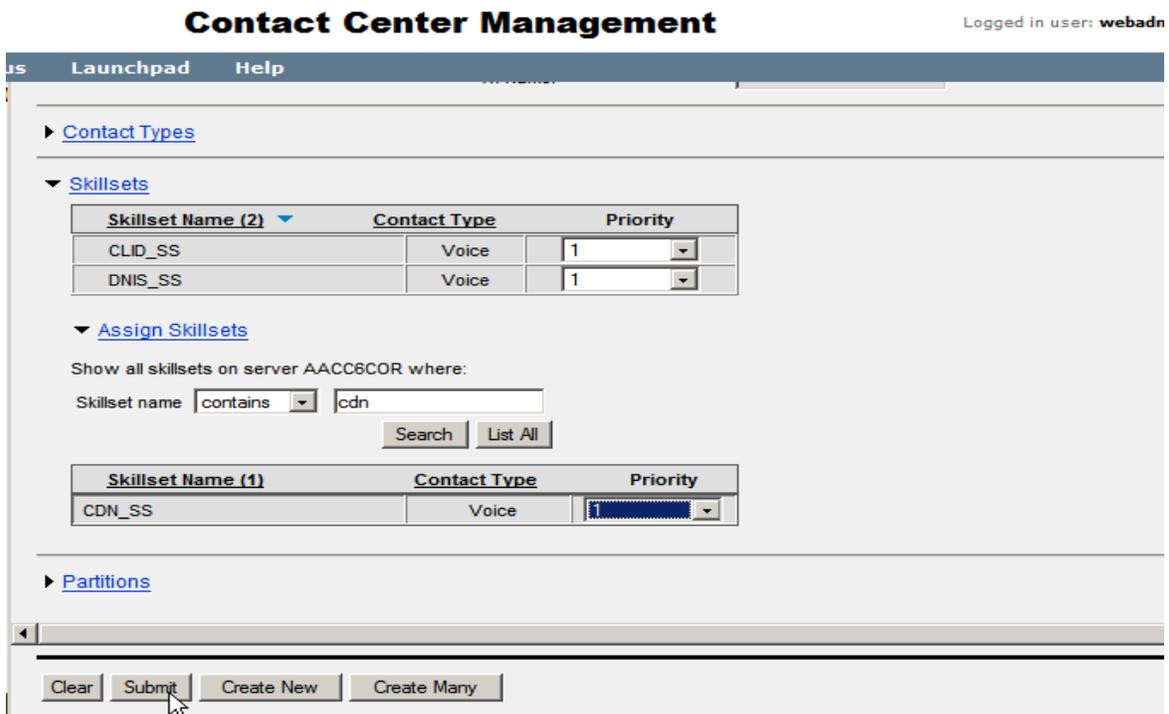
**Agent Information:**

- Primary Supervisor: \* Visor Super
- Call Presentation: Call\_Centre\_Administrator
- Agent Key: [Empty]
- Multiplicity Presentation Class: MPC\_Off
- Login Status: Logged Out
- Threshold: Agent\_Template

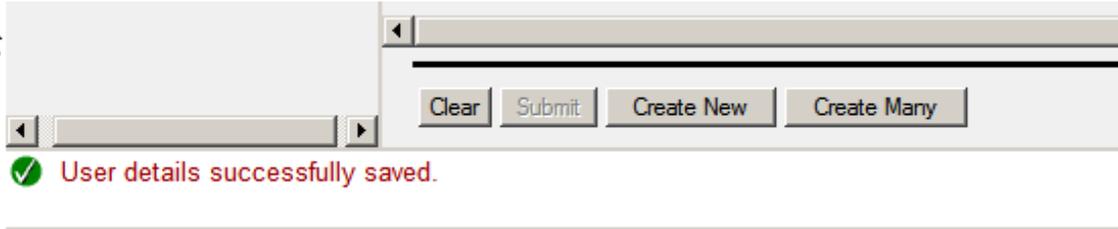
On the same page scroll down to **Skillsets** → **Assign Skillsets** → **List All**. Open the drop down list to the right of the skillset that needs to be assigned. Select the appropriate priority, e.g. **1** as shown



Click the **Submit** button at the bottom of the page.



If successful, a message indicating the result will appear.

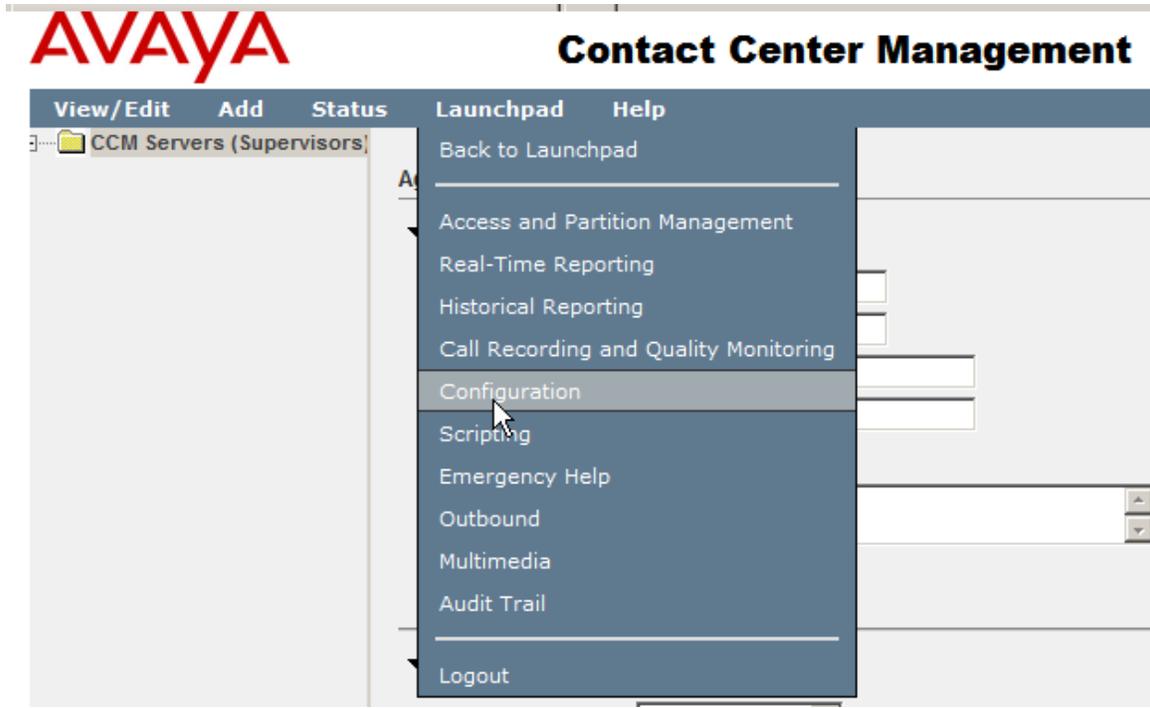


A second contact center agent needs to be configured to correspond to the Secondary ACD Agent TN. Please follow the same procedure and populate as described in the following page.

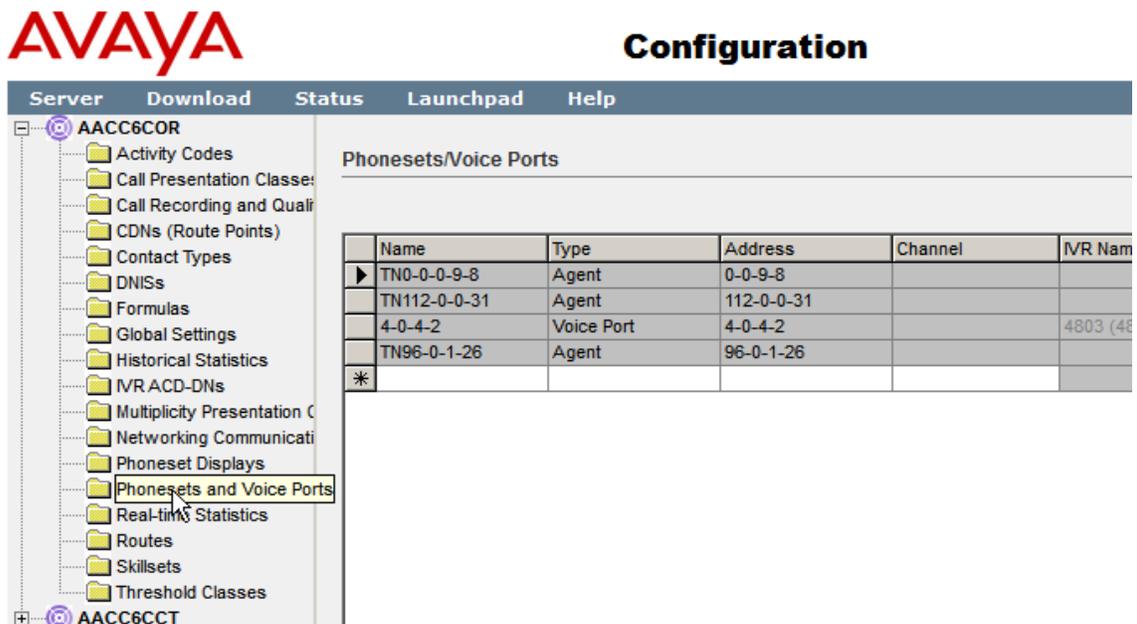
A screenshot of a web application form titled 'Agent Details: Smile SecondTN' with 'Server: AACCC6COR' in the top right. The form is divided into two sections: 'User Details' and 'Agent Information'.  
**User Details:**  
- First Name: \* Smile  
- Last Name: \* SecondTN  
- Title: (empty)  
- Department: (empty)  
- Language: English (dropdown)  
- Comment: (empty text area)  
- User Type: Agent (dropdown)  
- Login ID: \* 1006  
- Personal DN: (empty)  
- ACD Queue: (empty)  
- ACD Queue Error: (empty dropdown)  
- Account Type:  Create CCT Agent  
**Agent Information:**  
- Primary Supervisor: \* Visor Super (dropdown)  
- Call Presentation: Call\_Centre\_Administrator (dropdown)  
- Agent Key: (empty)  
- Multiplicity Presentation Class: MPC\_Off (dropdown)  
- Login Status: (empty)  
- Logged Out: (empty)  
- Threshold: Agent\_Template (dropdown)  
At the bottom of the form are four buttons: 'Clear', 'Submit', 'Create New', and 'Create Many'. A mouse cursor is pointing at the 'Submit' button.

## 6.2. Acquiring the Primary and Secondary ACD TN's

From the **Launchpad** menu select **Configuration**.



In the left hand pane select the Avaya Contact Center Management Server (in this case AACC6COR) followed by **Phonesets and Voice Ports**.



The **Phonesets/Voice Ports** window appears. Enter the **Name (112-0-0-8)**, **Type (Not Voice Port)** and **Address (TN)** in the correct format in the bottom row that is marked by an asterisk. Check the **Acquired?** box. Tab to the next line or press **Enter**. If successful a message indicating success will be displayed at the bottom of the page as in the screenshot.

**AVAYA Configuration** Logged in user: webadmin | Logout

Server: AACC6COR

Name	Type	Address	Channel	IVR Name	Acquired?	Status
TN0-0-0-9-8	Agent	0-0-9-8			<input checked="" type="checkbox"/>	Acquired
TN112-0-0-31	Agent	112-0-0-31			<input checked="" type="checkbox"/>	Acquired
4-0-4-2	Voice Port	4-0-4-2		4803 (4803)	<input checked="" type="checkbox"/>	Acquired Login
TN96-0-1-26	Agent	96-0-1-26			<input checked="" type="checkbox"/>	Acquired
112-0-0-8	Not Voice Port	112-0-0-8			<input checked="" type="checkbox"/>	Acquired
*					<input type="checkbox"/>	

112-0-0-8 updated successfully

Perform the same steps again in order to enter and acquire the Secondary ACD TN and view the success message at the bottom of the page.

**AVAYA Configuration** Logged in user: webadmin | Logout

Server: AACC6COR

Name	Type	Address	Channel	IVR Name	Acquired?	Status
TN0-0-0-9-8	Agent	0-0-9-8			<input checked="" type="checkbox"/>	Acquired
TN112-0-0-31	Agent	112-0-0-31			<input checked="" type="checkbox"/>	Acquired
4-0-4-2	Voice Port	4-0-4-2		4803 (4803)	<input checked="" type="checkbox"/>	Acquired Login
TN96-0-1-26	Agent	96-0-1-26			<input checked="" type="checkbox"/>	Acquired
112-0-0-8	Not Voice Port	112-0-0-8			<input checked="" type="checkbox"/>	Acquired
112-0-0-9	Not Voice Port	112-0-0-9			<input checked="" type="checkbox"/>	Acquired
*					<input type="checkbox"/>	

112-0-0-9 updated successfully

### 6.3. Configure Avaya Contact Recording Quality Management

In order to enable Avaya CRQM to record on either the Private number or on the ACD key of the Smile 3 Console, it is important to make some configuration changes to the Primary and Secondary ACD TN's on CS1000E. Please refer back to **Section 5.2** and **Section 5.3** for details on this configuration. When this is confirmed, go to the Avaya CRQM server and log in. On the main window select **Operations** as shown.

**Recorder Status : System**

The table below shows the current state of the recording system. Click the refresh button to update the table or click a button to view alarms or clear alarm counts for a particular server.

**Recorder # 1: NCR Master (This server)**

View Alarms Clear Alarm Counts Clear Persistent Alarms

The table below shows the configured capacity, current load, peak activity today and since last reset. Click the Refresh button to update the table or the Restart button to restart peak usage monitoring.

Mode	Channels	Active	Peak Today	Peak Since 21/01/11 12:23:45
Bulk Recording (IP)	15	0	0	2 (13%) at 01/02/11 16:29:30
Quality Monitoring (Record Channels)	0	0	0	0

Restart Peak Activity Counts Refresh

On the **Operations** page select **Bulk Recording** window. At the bottom of the page under the **Directory Numbers (DNs) and/or Position IDs to be recorded** section click on the **Add DN or Position ID(s)** button.

**Operations : Bulk Recording**

The settings below determine how this recording mode is configured.

Apply Beep Tone (CS1000 duplicate media streaming only)	No	Edit
Record internal calls?	Yes	Edit
Filter calls by Agent ID?	Ignoring Agent ID.	Edit
Filter calls by DNIS?	Ignoring DNIS.	Edit
Filter calls by Activity Code?	Ignoring Activity Code.	Edit
Filter calls by Skill Set	Ignoring Skill Set.	Edit
Warn when available channel licence count falls BELOW	1	Edit
Start recording automatically at start of call	Yes	Edit
Allow user to start/restart recording	No	Edit
Allow user to stop recording	No	Edit
Allow user to delete recording	No	Edit
Retain ONLY those recordings requested by user	No	Edit
DNs and/or Position IDs Configured	2	

**Directory Numbers (DNs) and/or Position IDs to be recorded:**

Select	DN/Position ID(s)	No.	Detail
<input type="checkbox"/>	3016	1	
<input type="checkbox"/>	3909	1	acd key for 3009

Delete Selected DN or Position ID(s) Add DN or Position ID(s)

When the screen below appears enter the Position ID as shown in the **Lowest (or only) DN or Position ID to record** (The Position ID is the last number entered on Key 0 in **Section 6.1**). Enter a **Comment** and then click **Enter and Stay Open** button.

http://47.166.92.23:8080/servlet/cs?cmd=bulk&editmode=new&ispopup=true

Lowest (or only) DN or Position ID to record	1881
Highest DN or Position ID (if more than 1)	
Comment (optional)	Smile Call Recording Position ID

Advanced Close Window Enter and Stay Open Enter and Close

On the screen enter the Private DN number on the **Lowest (or only) DN or Position ID to record** field. Enter a **Comment** and then press **Enter and Close** button.

http://47.166.92.23:8080/servlet/cs

Lowest (or only) DN or Position ID to record	3041
Highest DN or Position ID (if more than 1)	
Comment (optional)	Smile Call Recording Private Number

Advanced Close Window Enter and Stay Open Enter and Close

These entries should now appear in the **Directory Numbers (DNs) and/or Position IDs to be recorded** section at the bottom of the **Operations : Bulk Recording** page.

Recorder Status Operations Alarms General Setup System Replay

Bulk Recording Quality Monitoring Archive

Operations : Bulk Recording

The settings below determine how this recording mode is configured.

Apply Beep Tone (CS1000 duplicate media streaming only)	No	Edit
Record internal calls?	Yes	Edit
Filter calls by Agent ID?	Ignoring Agent ID.	Edit
Filter calls by DNIS?	Ignoring DNIS.	Edit
Filter calls by Activity Code?	Ignoring Activity Code.	Edit
Filter calls by Skill Set	Ignoring Skill Set.	Edit
Warn when available channel licence count falls BELOW	1	Edit
Start recording automatically at start of call	Yes	Edit
Allow user to start/restart recording	No	Edit
Allow user to stop recording	No	Edit
Allow user to delete recording	No	Edit
Retain ONLY those recordings requested by user	No	Edit
DNs and/or Position IDs Configured	3	

Directory Numbers (DNs) and/or Position IDs to be recorded:

Select	DN/Position ID(s)	No.	Detail	Edit
<input type="checkbox"/>	1881	1	Smile Call Recording on ACD Key	Edit
<input type="checkbox"/>	3041	1	Smile Call Recording on Private Number	Edit
<input type="checkbox"/>	3909	1	acd key for 3009	Edit

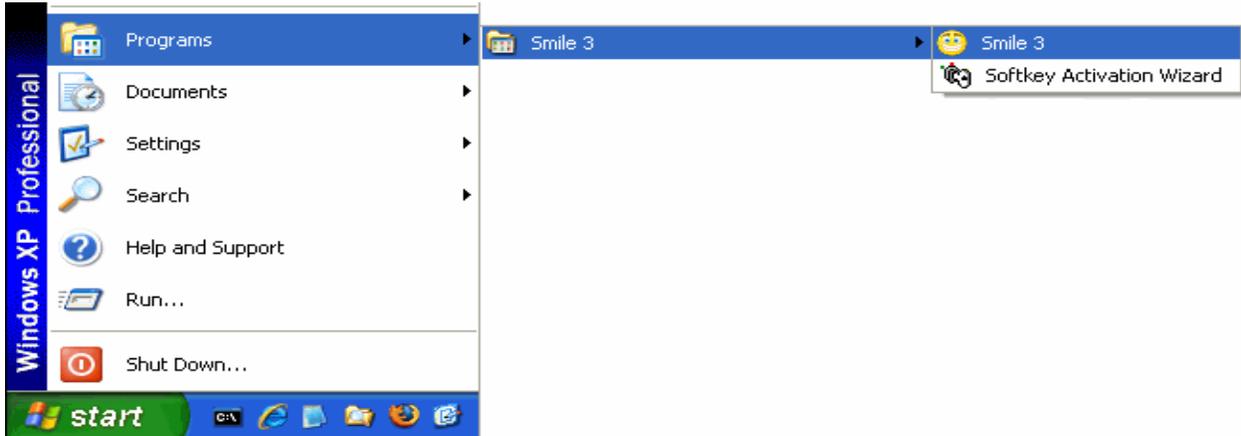
Delete Selected DN or Position ID(s) Add DN or Position ID(s)

All calls received or originating from either the Private DN or the ACD Key will now be recorded.

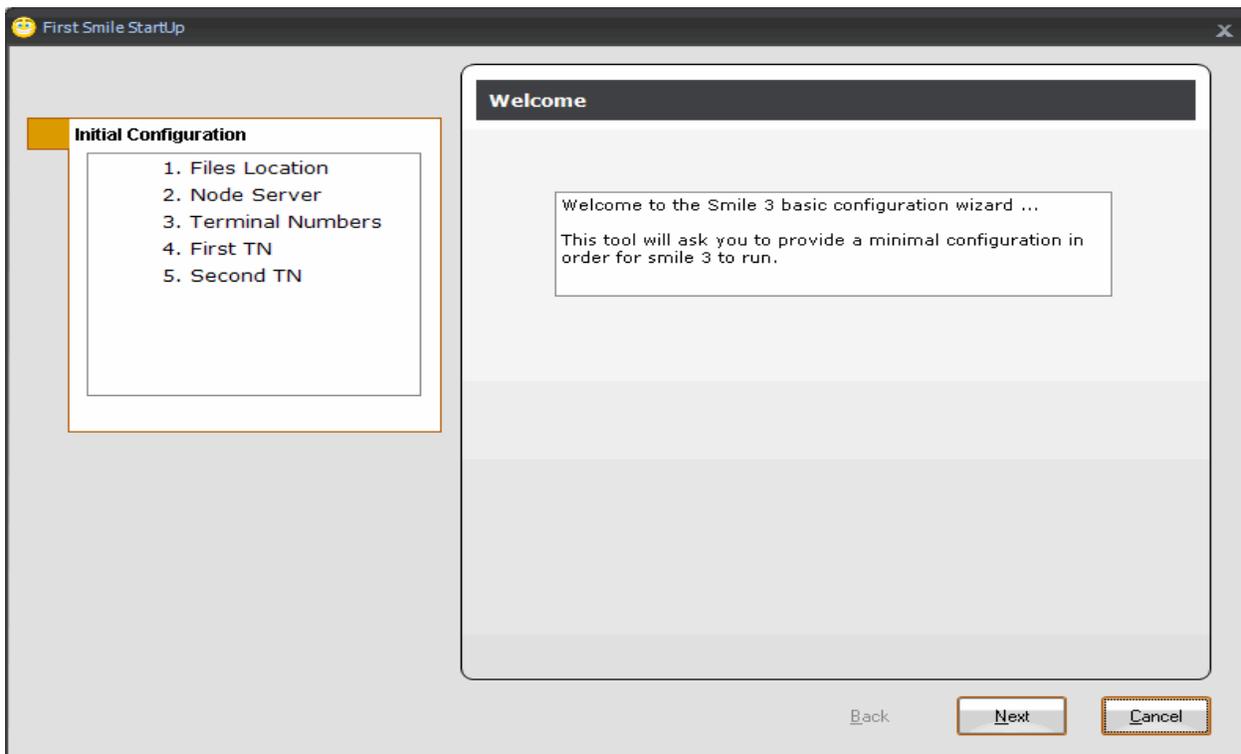
## 7. Configure Quentris® Smile Console Application

It is expected that the Smile 3 Installation and License activation is completed before the following configuration can be executed. For details on how these procedures are carried out please refer to the Quentris Technical Guide.

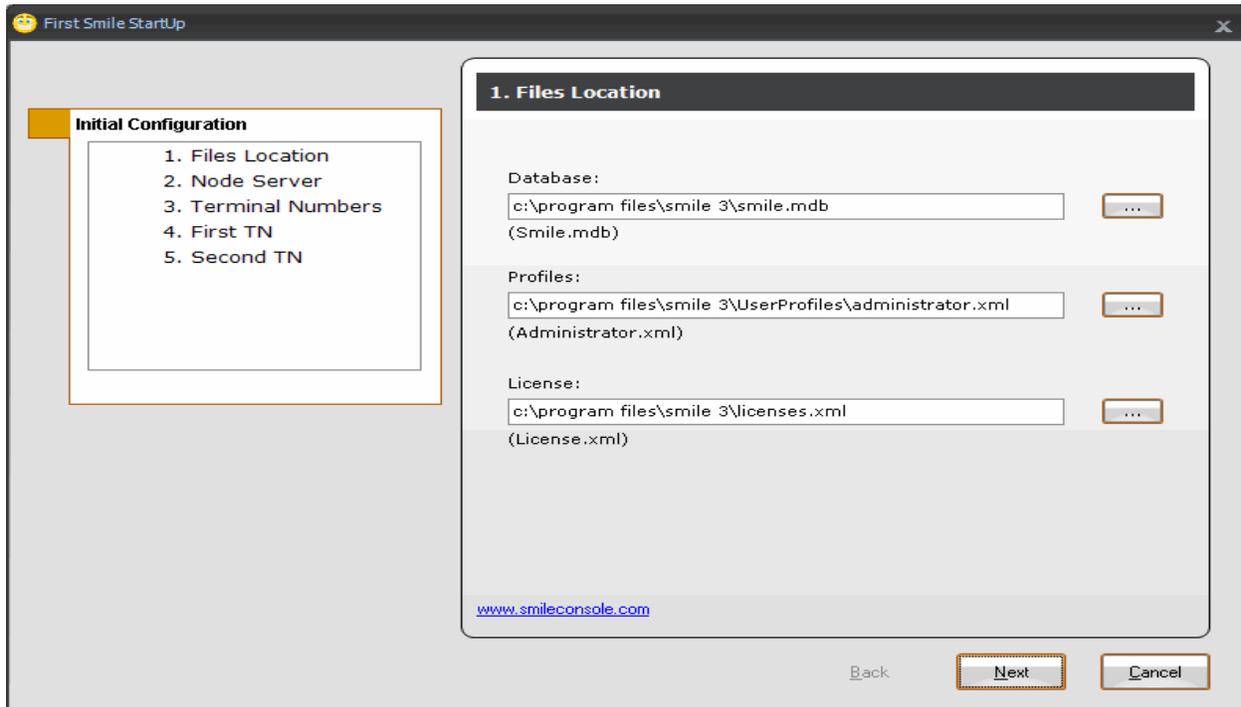
Start the Smile 3 Console using the shortcut. **Smile 3** is also available in the program group of the Operating System.



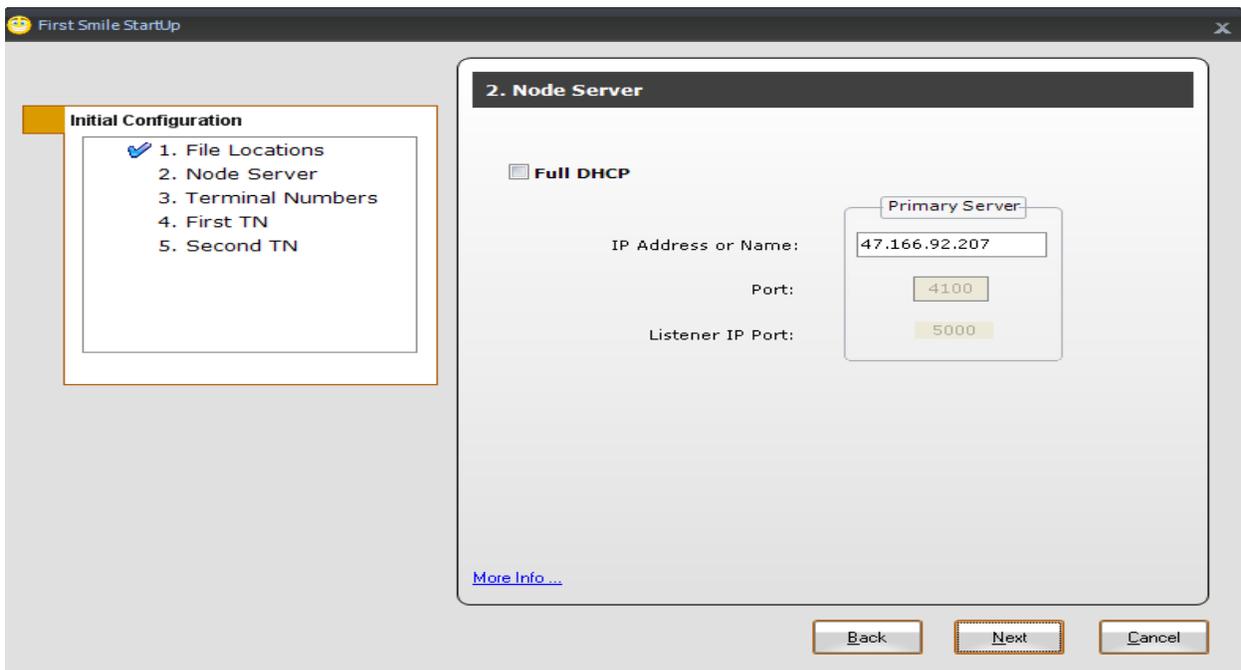
The **Welcome** message appears. Click **Next** to continue.



The first configuration screen allows you to confirm the location of Smile 3 related files. Please choose the defaults and click **Next**.



The second configuration screen is the **Node Server** page. Enter the **IP address or Name** of the **Node Server** of the PBX (**47.166.92.207** in our example, see diagram **Figure 1**) that will supply telephony services. Click **Next** to continue.



The **Terminal Numbers** configuration page appears. Enter the **Node Number**, **First TN (Main)** and **Second TN (Aux)** as shown below.

On the same screen display the drop down list and select the **Login Mode**. In this case, select **Contact Center**.

Login Mode specifies how the Smile 3 Console will log into its ACD positions:

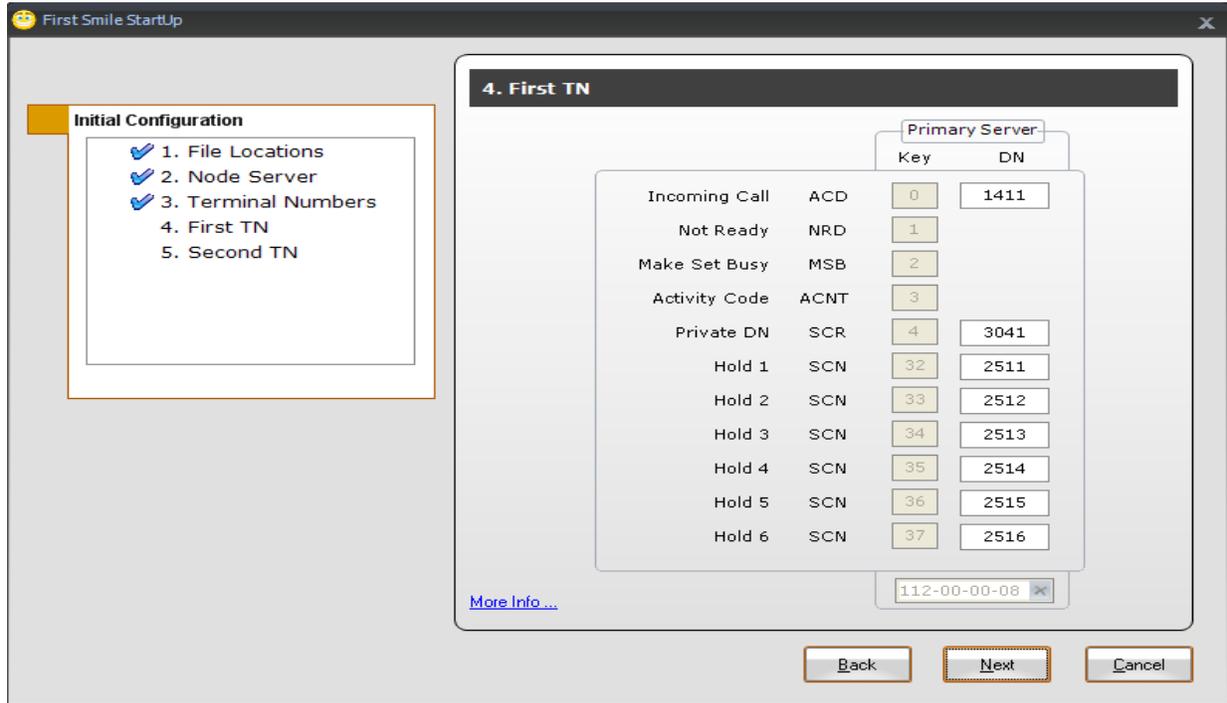
- **Without Agent ID** – To use this option then AID = NO in the Schedule Data Block (SCB) block in overlay 23.
- **With Agent ID** – To use this option then AID = YES in the Schedule Data Block (SCB) block in overlay 23.
- **Call Center** – This option is selected if AACC 6.1 is used.

The screenshot displays the 'First Smile StartUp' application window. On the left, a sidebar titled 'Initial Configuration' shows a list of steps: 1. File Locations, 2. Node Server, 3. Terminal Numbers (highlighted), 4. First TN, and 5. Second TN. The main window is titled '3. Terminal Numbers' and contains the following fields:

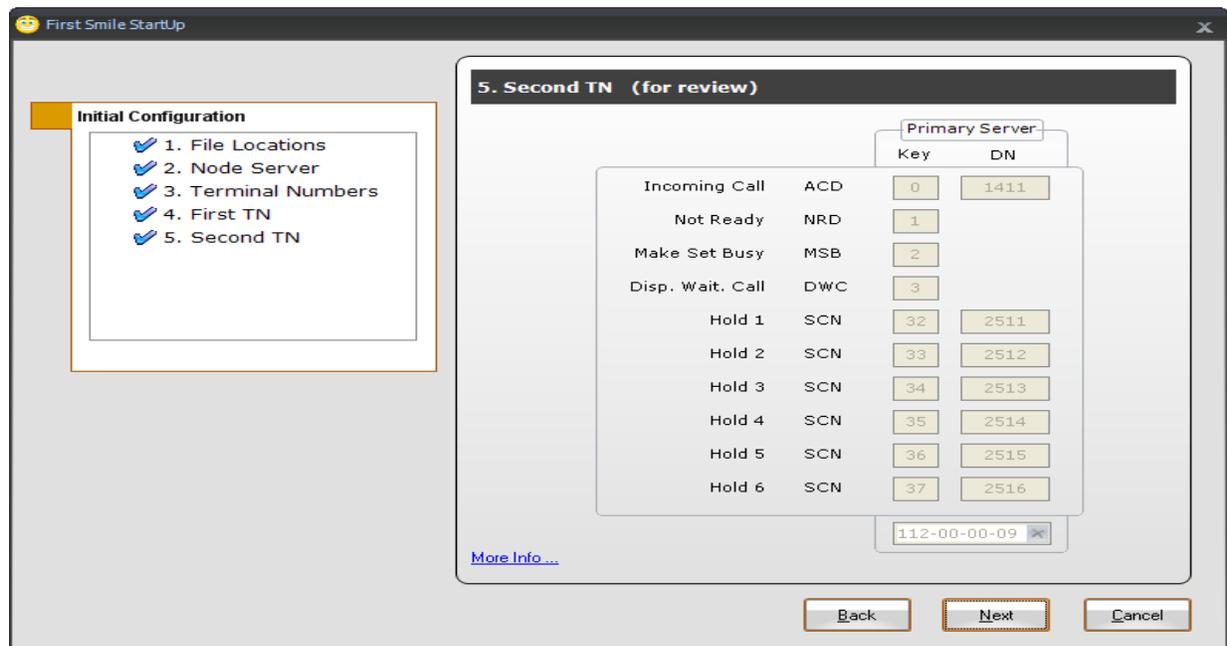
- Node Number: 0002
- Installer Password: [Redacted]
- First TN (Main): 112-00-00-08
- Second TN (Aux): 112-00-00-09
- Login Mode: With Agent ID (selected)

A dropdown menu for 'Login Mode' is open, showing three options: 'Without Agent ID', 'With Agent ID', and 'Contact Center'. At the bottom of the window are three buttons: 'Back', 'Next', and 'Cancel'. A 'More Info...' link is also visible at the bottom left of the main configuration area.

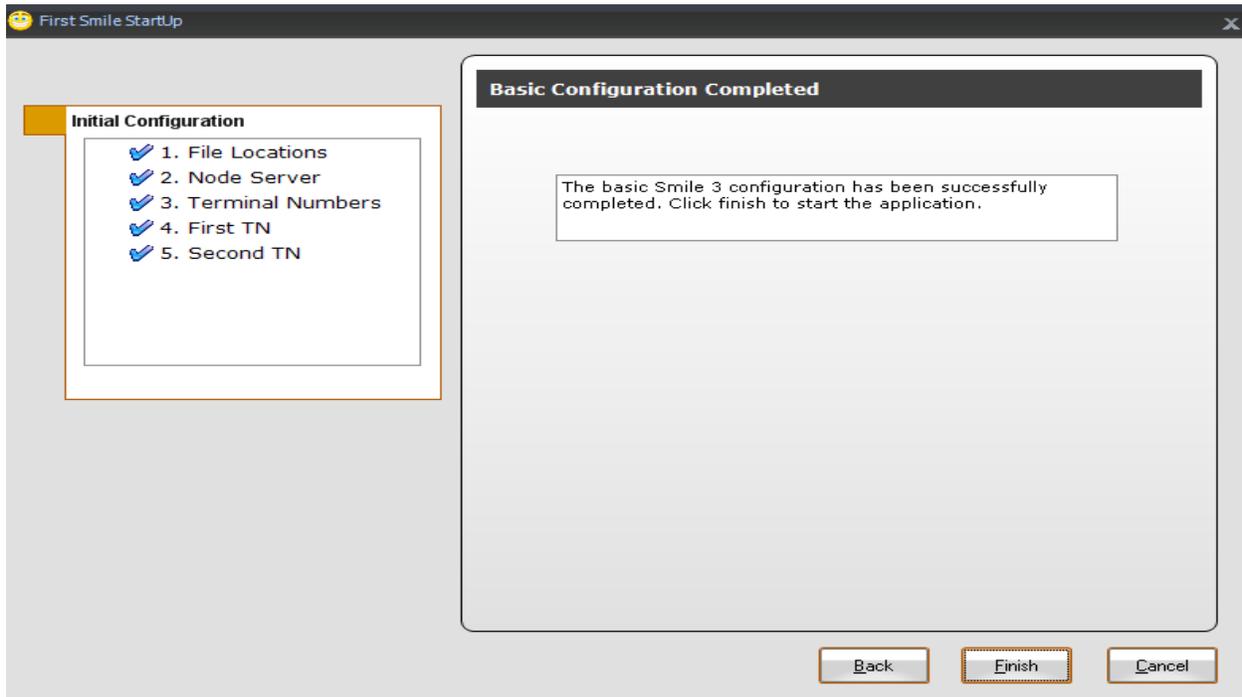
The **First TN** screen appears. On this screen the Smile 3 Console keys are mapped corresponding to how they are configured on CS1000E in **Section 5.2**. Click **Next** to continue.



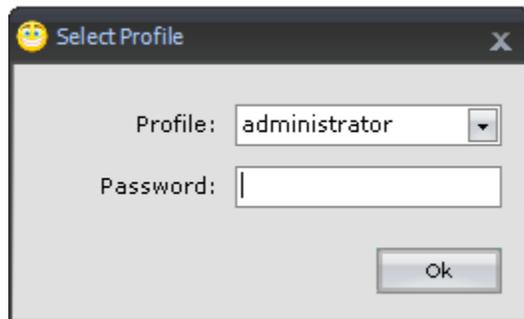
The **Second TN (for review)** screen is displayed. The entries are automatically populated to match the entries of the previous screen. These cannot be changed and this screen is for review only. Click **Next** to go to the next screen.



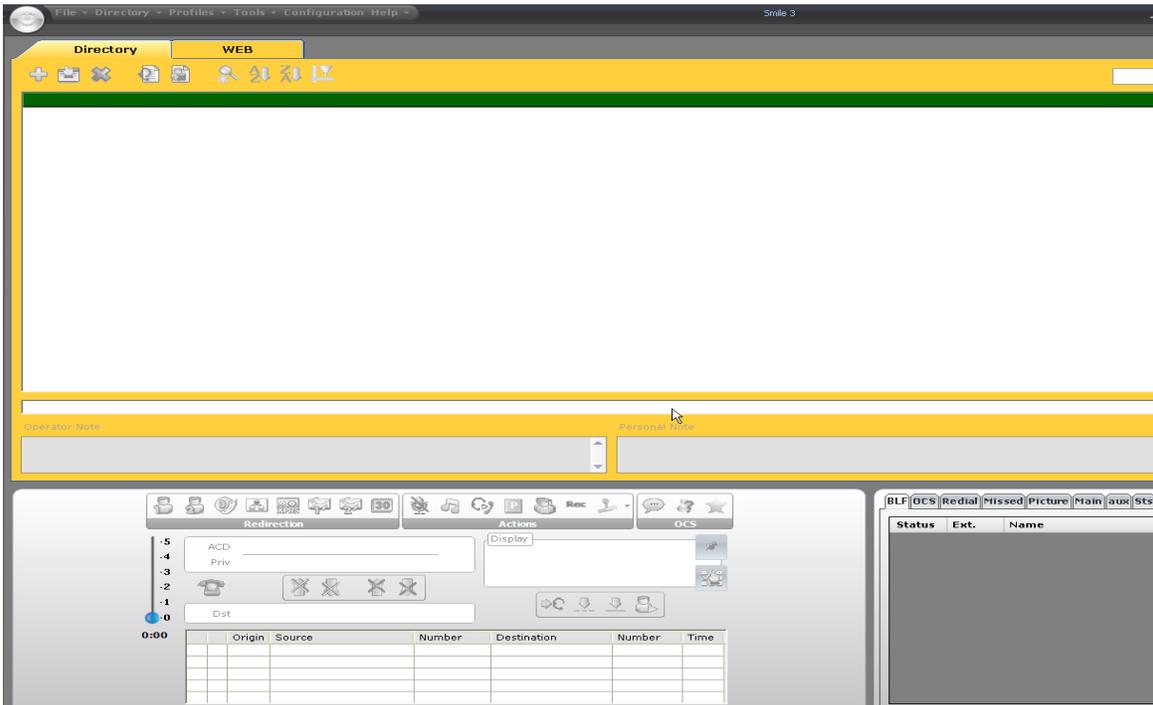
The final screen appears indicating that the basic configuration has been completed. Click **Finish**.



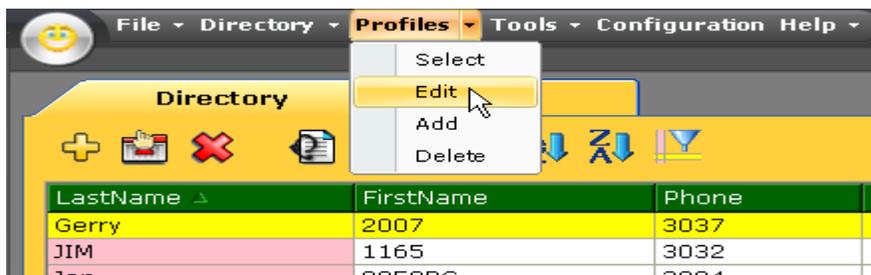
The profile selection window appears. To complete the configuration it is necessary to log in initially as the **administrator**. Click **OK**.



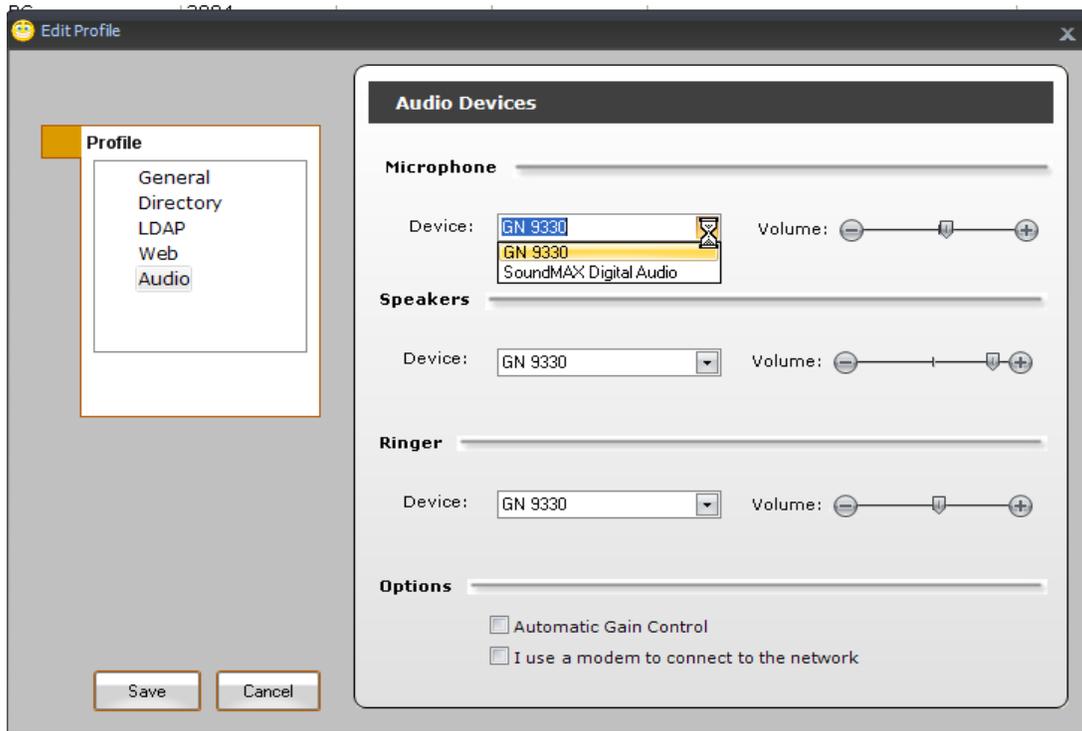
After component loading and initializing has completed the main **Smile 3** console window appears



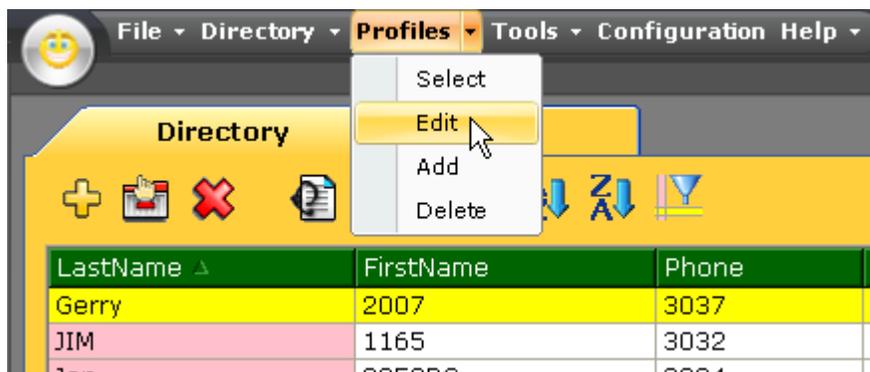
To configure the audio device select **Edit** from the **Profiles** menu.



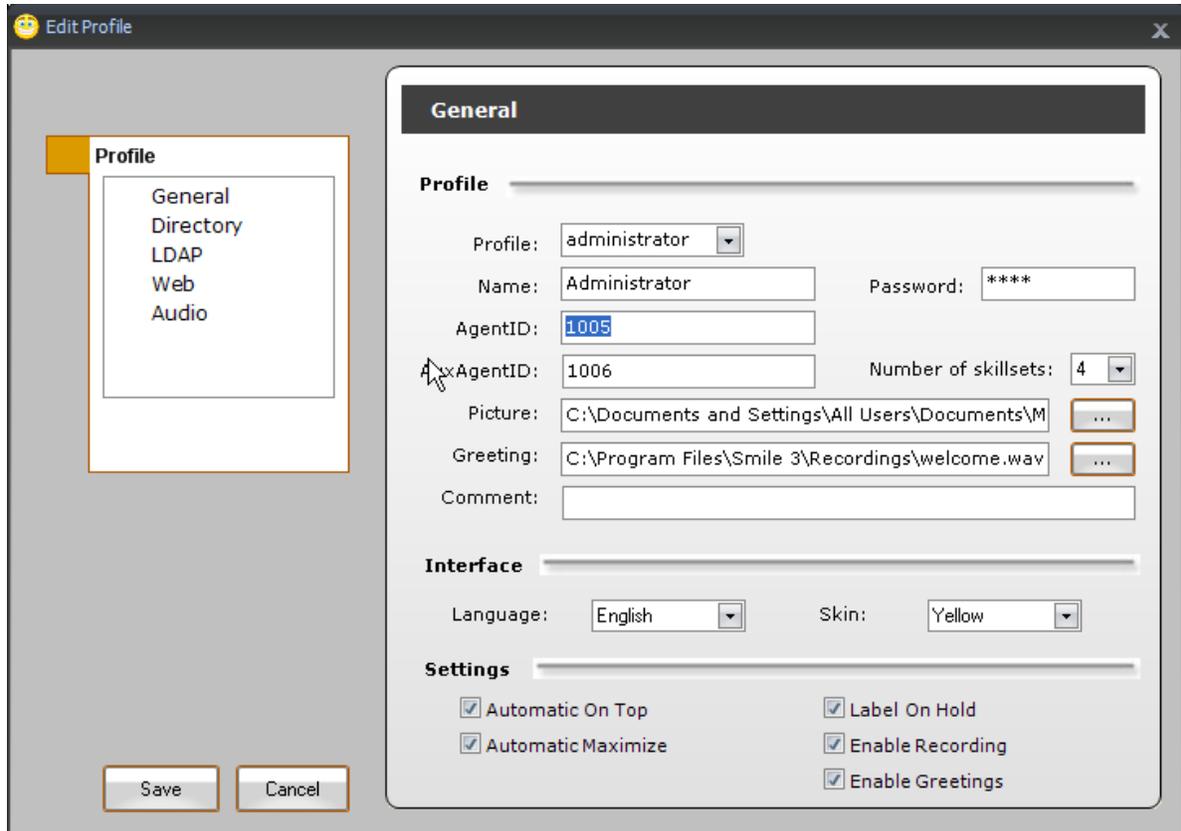
The **Edit Profile** window appears. If the USB Audio is attached it will appear in the drop down menu. Please select the appropriate one and **Save**.



In the AACC 6.1 configuration section two Contact Center Agents were created for the Primary and Secondary TN's. Their login ID's must now be configure in the Smile Console profile. On the console screen select **Edit** from the **Profiles** menu.



The **Edit Profile** window is presented. Select **Profile** → **General**. Enter the **AgentID** and the **AUXAgentID** that were configured in **Section 6.1**. In this case 1005 and 1006 are entered. These correspond to the entries for **Login ID** that were input when the two agents were created in AACC6.1 in Section 6.1. Click on the **Save** button.

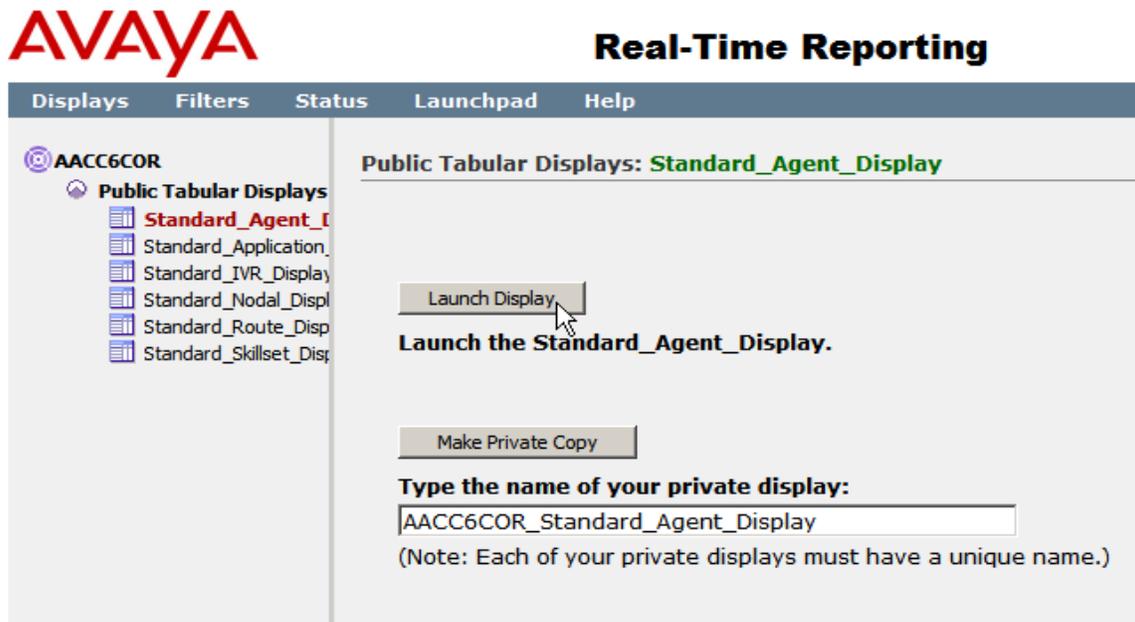


## 8. Verification Steps

To ensure that Smile 3, CS1000E and AACC 6.1 have been integrated successfully, open the AACC 6.1 Real Time Display (RTD) to monitor the successful login of the agent from the Smile 3 console. Then make a call to a Control Directory Number (CDN) and ensure that the agent logged into the Smile 3 console is presented with the call and has the correct skillset displayed. Open the **Real-Time Reporting** by selecting it from the **Launchpad** menu.



Select the **Standard\_Agent\_Display** in the left pane click the **Launch Display** button on the right pane.



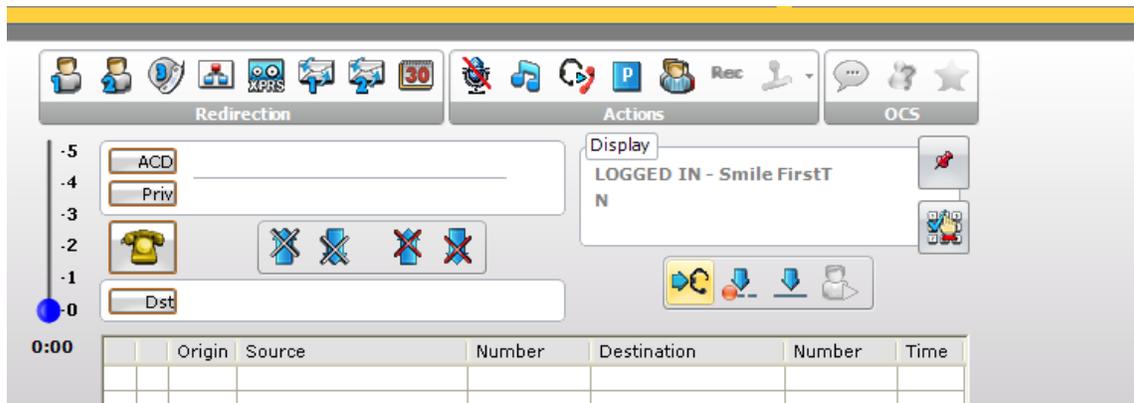
The RTD for the **Standard Agent Display** is presented showing any other agent that is/are logged in at this time.

Standard Agent Display (AACC6COR)

Agt ID	Agt First Name	Agt Last Name	Pos ID	Supr First Name	Supr Last Name	Ans SklSet	In Contacts Status	Walkaway	DN In	DN Out	Time In State
1002	Agent2	Agent2	3909	Super	Visor		Not Ready				08:28

Moving Window, refreshing every 1 second  
Page 1 of 1  
Information as of 01/02/2011 16:48:47

Go to the Smile 3 Console and click on the highlighted login button as shown below.



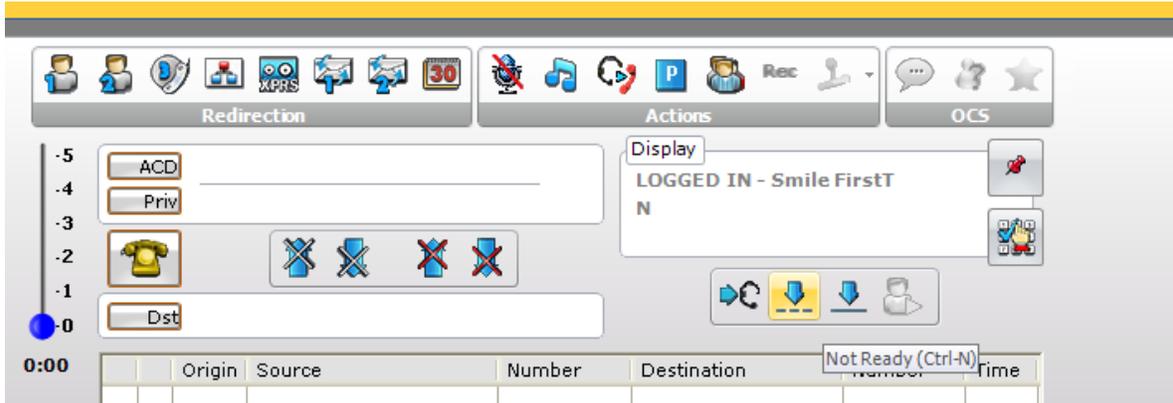
On the AACC 6.1 **Standard Agent Display** window the new agent will now be visible. The **In Contacts Status** for the Primary ACD TN will be **Not Ready**.

Standard Agent Display (AACC6COR)

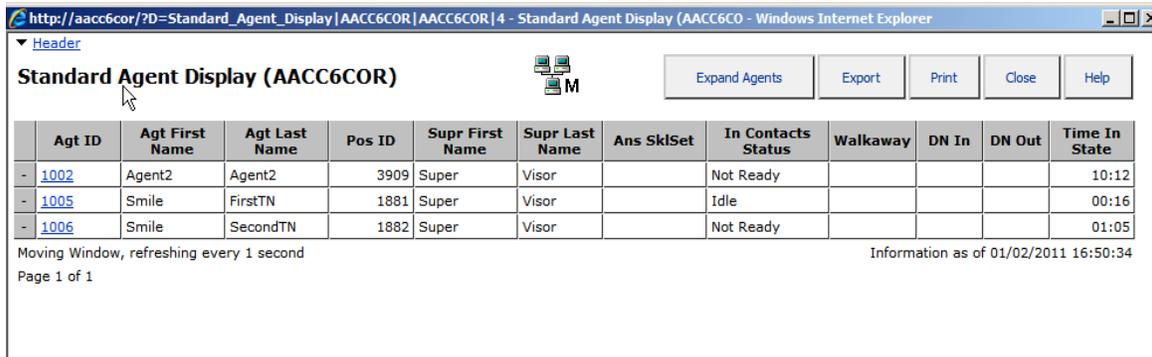
Agt ID	Agt First Name	Agt Last Name	Pos ID	Supr First Name	Supr Last Name	Ans SklSet	In Contacts Status	Walkaway	DN In	DN Out	Time In State
1002	Agent2	Agent2	3909	Super	Visor		Not Ready				09:18
1005	Smile	FirstTN	1881	Super	Visor		Not Ready				00:11
1006	Smile	SecondTN	1882	Super	Visor		Not Ready				00:11

Moving Window, refreshing every 1 second  
Page 1 of 1  
Information as of 01/02/2011 16:49:34

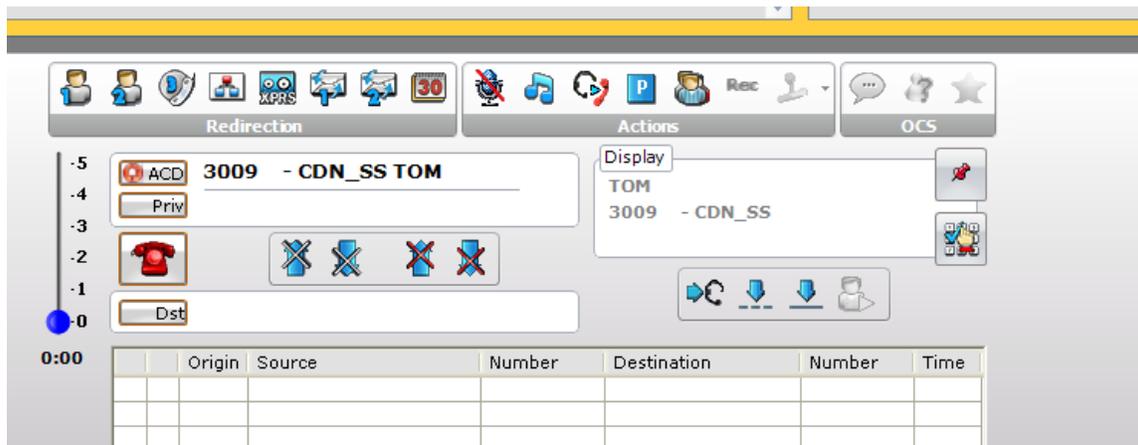
Press the **Not Ready** button (Ctrl-N) as highlighted in the Smile 3 console window below.



On the AACC 6.1 Server **Standard Agent Display** window the corresponding agent has an **In Contacts Status** of **Idle** and is thereby ready to receive calls.



Make a call to the Contact Center Control Directory Number (CDN). The call should be presented as shown. Note the **CDN\_SS** skillset name in the display area.



The **Standard Agent Display** RTD will indicate **Contact Present** for that call.

Header

### Standard Agent Display (AACC6COR)

Expand Agents Export Print Close Help

Agt ID	Agt First Name	Agt Last Name	Pos ID	Supr First Name	Supr Last Name	Ans SklSet	In Contacts Status	Walkaway	DN In	DN Out	Time In State
- <a href="#">1002</a>	Agent2	Agent2	3909	Super	Visor		Not Ready				11:08
- <a href="#">1005</a>	Smile	FirstTN	1881	Super	Visor		Contact Present				00:08
- <a href="#">1006</a>	Smile	SecondTN	1882	Super	Visor		Not Ready				02:01

Moving Window, refreshing every 1 second Information as of 01/02/2011 16:51:27  
Page 1 of 1

Answer the call on the Smile 3 console window. The Standard Agent Display shows the correct skillset name in the **Ans SklSet** column and a status of **Active**.

Header

### Standard Agent Display (AACC6COR)

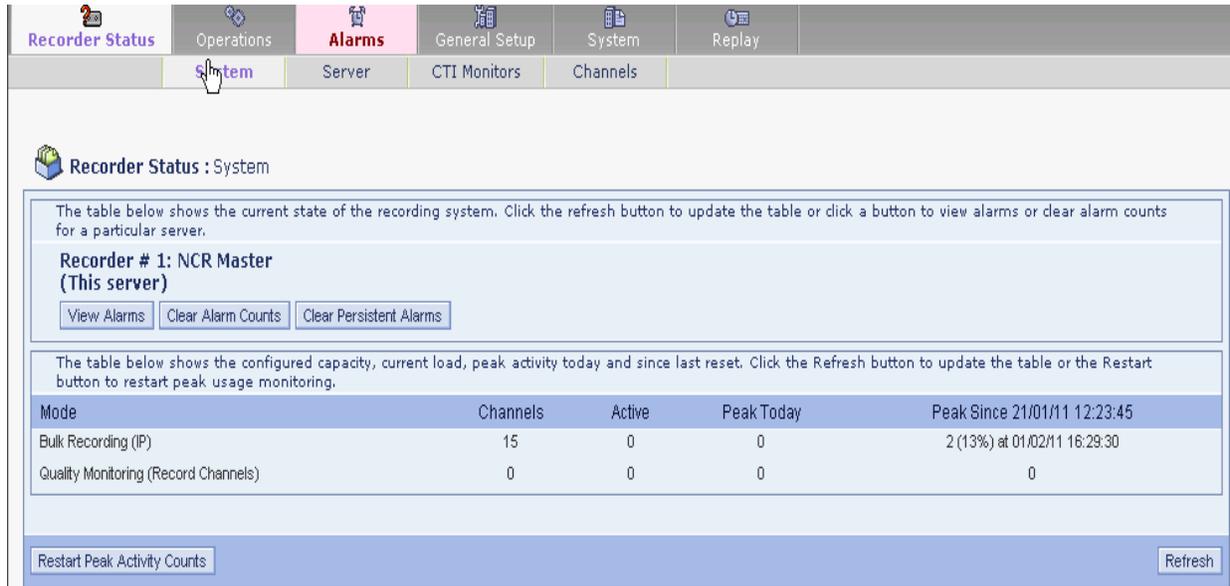
Expand Agents Export Print Close Help

Agt ID	Agt First Name	Agt Last Name	Pos ID	Supr First Name	Supr Last Name	Ans SklSet	In Contacts Status	Walkaway	DN In	DN Out	Time In State
- <a href="#">1002</a>	Agent2	Agent2	3909	Super	Visor		Not Ready				00:04
- <a href="#">1005</a>	Smile	FirstTN	1881	Super	Visor	CLID_SS	Active				03:35
- <a href="#">1006</a>	Smile	SecondTN	1882	Super	Visor		Not Ready				06:11

Moving Window, refreshing every 1 second Information as of 01/02/2011 16:55:38  
Page 1 of 1

## 8.1. Verify Smile 3 and Call Recording

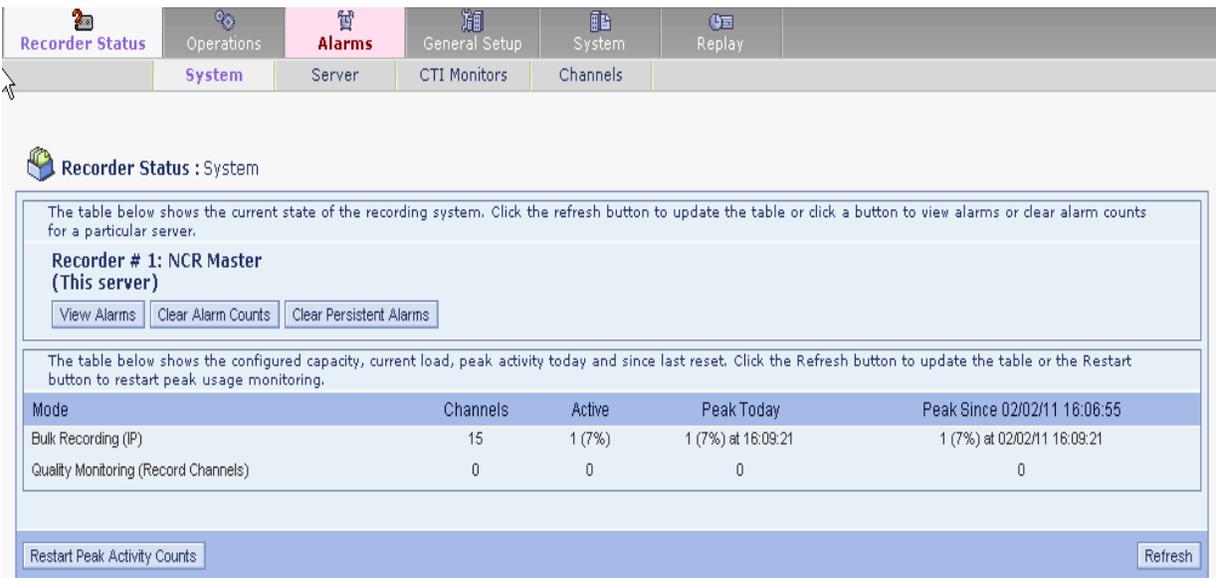
To verify correct integration and functioning of Smile 3 and Avaya CRQM go to the call recording server and log in. Click on **Recorder Status** → **System**. The following page appears. Note that **Bulk Recording (IP)** is **0** in the **Active** column.



The screenshot shows the Recorder Status System page. The navigation menu includes Recorder Status, Operations, Alarms, General Setup, System, and Replay. The System sub-menu is active, showing Server, CTI Monitors, and Channels. The main content area displays the Recorder Status for System, specifically Recorder # 1: NCR Master (This server). It includes buttons for View Alarms, Clear Alarm Counts, and Clear Persistent Alarms. Below this, a table shows the configured capacity, current load, peak activity today, and since last reset. The table has columns for Mode, Channels, Active, Peak Today, and Peak Since. The Bulk Recording (IP) mode shows 15 Channels, 0 Active, 0 Peak Today, and 2 (13%) Peak Since 21/01/11 12:23:45. The Quality Monitoring (Record Channels) mode shows 0 Channels, 0 Active, 0 Peak Today, and 0 Peak Since. At the bottom, there are buttons for Restart Peak Activity Counts and Refresh.

Mode	Channels	Active	Peak Today	Peak Since 21/01/11 12:23:45
Bulk Recording (IP)	15	0	0	2 (13%) at 01/02/11 16:29:30
Quality Monitoring (Record Channels)	0	0	0	0

Make a call to the Private DN on the Smile Console. Note that **Bulk Recording (IP)** has now changed to **1** in the **Active** column indicating that recording is taking place. Click on the **Replay** button at the top right side of the window.



The screenshot shows the Recorder Status System page after a call. The navigation menu is the same, but the System sub-menu is now highlighted. The main content area displays the Recorder Status for System, specifically Recorder # 1: NCR Master (This server). It includes buttons for View Alarms, Clear Alarm Counts, and Clear Persistent Alarms. Below this, a table shows the configured capacity, current load, peak activity today, and since last reset. The table has columns for Mode, Channels, Active, Peak Today, and Peak Since. The Bulk Recording (IP) mode now shows 15 Channels, 1 (7%) Active, 1 (7%) Peak Today at 16:09:21, and 1 (7%) Peak Since 02/02/11 16:09:21. The Quality Monitoring (Record Channels) mode shows 0 Channels, 0 Active, 0 Peak Today, and 0 Peak Since. At the bottom, there are buttons for Restart Peak Activity Counts and Refresh.

Mode	Channels	Active	Peak Today	Peak Since 02/02/11 16:09:21
Bulk Recording (IP)	15	1 (7%)	1 (7%) at 16:09:21	1 (7%) at 02/02/11 16:09:21
Quality Monitoring (Record Channels)	0	0	0	0

The following search page is presented. Enter the search criteria and click the **SEARCH** at the bottom of the screen. The results are presented in the **Results** pane on the right. Click on the radio button to the left of the line item that represents the most recent call.

**Search Filters**

Call Start Range  
 02/01/11 00:00:00  
 02/02/11 23:59:59

Parties

Agent

Length

Skill Set

Service

Call ID

Recording Type

Call Set

**SEARCH**

**Results 1 2 3 ... 10 Next, Show All**

Call Start	Len	Agent	Parties	Skill Set	Service	Call ID	Type	Select All Select None
21/01/11 12:28:56	00:04	N/A	3032, 3016	N/A	N/A	69881278	N/A	<input type="checkbox"/>
21/01/11 14:38:35	00:02	N/A	3016, 3909	N/A	N/A	69881265	N/A	<input type="checkbox"/>
24/01/11 10:32:34	00:01	N/A	3016, 3909	N/A	N/A	69881257	N/A	<input type="checkbox"/>
24/01/11 12:18:09	00:06	N/A	3016, 4811	N/A	N/A	69881247	N/A	<input type="checkbox"/>
24/01/11 13:06:45	00:04	N/A	3016, 4811	N/A	N/A	69881246	N/A	<input type="checkbox"/>
24/01/11 13:11:46	00:06	N/A	3016, 4811	N/A	N/A	69881245	N/A	<input type="checkbox"/>
24/01/11 13:34:33	00:41	N/A	2025, 3016	N/A	N/A	69881233	N/A	<input type="checkbox"/>
24/01/11 13:38:04	00:07	N/A	3016, 3032	N/A	N/A	69881231	N/A	<input type="checkbox"/>
24/01/11 15:00:26	00:03	N/A	3016, 4811	N/A	N/A	69881371	N/A	<input type="checkbox"/>
24/01/11 15:24:35	00:26	N/A	3016, 3041	N/A	N/A	69881367	N/A	<input type="checkbox"/>

Hover over the area shown by the mouse in the screen below. Note the appearance of the recorder control buttons. Select the play option. The most recent call will be played back.

**Search Filters**

Call Start Range  
 02/01/11 00:00:00  
 02/02/11 23:59:59

Parties

Agent

Length

Skill Set

Service

Call ID

Recording Type

Call Set

**SEARCH**

**Results 1 2 3 ... 10 Next, Show All**

Call Start	Len	Agent	Parties	Skill Set	Service	Call ID	Type	Select All Select None
21/01/11 12:28:56	00:04	N/A	3032, 3016	N/A	N/A	69881278	N/A	<input type="checkbox"/>
21/01/11 14:38:35	00:02	N/A	3016, 3909	N/A	N/A	69881265	N/A	<input type="checkbox"/>
24/01/11 10:32:34	00:01	N/A	3016, 3909	N/A	N/A	69881257	N/A	<input type="checkbox"/>
24/01/11 12:18:09	00:06	N/A	3016, 4811	N/A	N/A	69881247	N/A	<input type="checkbox"/>
24/01/11 13:06:45	00:04	N/A	3016, 4811	N/A	N/A	69881246	N/A	<input type="checkbox"/>
24/01/11 13:11:46	00:06	N/A	3016, 4811	N/A	N/A	69881245	N/A	<input type="checkbox"/>
24/01/11 13:34:33	00:41	N/A	2025, 3016	N/A	N/A	69881233	N/A	<input type="checkbox"/>
24/01/11 13:38:04	00:07	N/A	3016, 3032	N/A	N/A	69881231	N/A	<input type="checkbox"/>
24/01/11 15:00:26	00:03	N/A	3016, 4811	N/A	N/A	69881371	N/A	<input type="checkbox"/>
24/01/11 15:24:35	00:26	N/A	3016, 3041	N/A	N/A	69881367	N/A	<input type="checkbox"/>

## 9. Conclusion

These Application Notes describe the configuration steps required to successfully integrate the Quentris® Smile 3.0 with Avaya Communication Server 1000E R7.0, Avaya Aura® Contact Center 6.1 and Avaya Contact Recording Quality Monitoring 7.0. All feature tests that were carried out indicate successful interoperability between the products. The only issue that was discovered is outlined in **Section 2.2**. A fix is being developed by Quentris.

## 10. Appendix

### 10.1. Appendix 1 – Call Server Patches

>ld 143

.mdp issp

VERSION 4121

RELEASE 7

ISSUE 00 Q +

DepList 1: core Issue: 01 (created: 2010-09-14 13:43:30 (est))

#### IN-SERVICE PEPS

PAT#	CR #	PATCH REF #	NAME	DATE	FILENAME	SPECINS
000	Q02162391	ISS1:1OF1	p30272_1	08/12/2010	p30272_1.cpl	NO
001	Q02151971-01	ISS1:1OF1	p30183_1	08/12/2010	p30183_1.cpl	NO
002	Q02152936-01	ISS1:1OF1	p30249_1	08/12/2010	p30249_1.cpl	NO
003	Q02162037	ISS1:1OF1	p30266_1	08/12/2010	p30266_1.cpl	YES
004	Q02149076-01	ISS1:1OF1	p30206_1	08/12/2010	p30206_1.cpl	NO
005	Q02158718-01	ISS1:1OF1	p30311_1	08/12/2010	p30311_1.cpl	NO
006	Q02143641-01	ISS1:1OF1	p30159_1	08/12/2010	p30159_1.cpl	NO
007	Q02159250-01	ISS1:1OF1	p30280_1	08/12/2010	p30280_1.cpl	NO
008	Q02156594	ISS1:1OF1	p30276_1	08/12/2010	p30276_1.cpl	YES
009	Q02143605-02	ISS1:1OF1	p30089_1	08/12/2010	p30089_1.cpl	NO
010	Q02152254	ISS1:1OF1	p30271_1	08/12/2010	p30271_1.cpl	NO
011	Q02159545	ISS1:1OF1	p30277_1	08/12/2010	p30277_1.cpl	YES
012	Q02145107-02	ISS1:1OF1	p30126_1	08/12/2010	p30126_1.cpl	NO
013	Q02161860	ISS2:1OF1	p30263_2	08/12/2010	p30263_2.cpl	NO
014	Q02152968-01	ISS1:1OF1	p30168_1	08/12/2010	p30168_1.cpl	NO
015	Q02157114	ISS1:1OF1	p30251_1	08/12/2010	p30251_1.cpl	NO
016	Q02154023	ISS1:1OF1	p30157_1	08/12/2010	p30157_1.cpl	NO
017	Q02154408	ISS1:1OF1	p30162_1	08/12/2010	p30162_1.cpl	NO
018	Q02165164	ISS1:1OF1	p30304_1	08/12/2010	p30304_1.cpl	NO
019	Q02156744	ISS2:1OF1	p30248_2	08/12/2010	p30248_2.cpl	NO
020	Q02150582-02	ISS2:1OF1	p30144_2	08/12/2010	p30144_2.cpl	NO

MDP>LAST SUCCESSFUL MDP REFRESH :2010-10-12 14:18:19(Local Time)  
MDP>USING DEPLIST ZIP FILE DOWNLOADED :2010-10-12 09:11:33(est)

## 10.2. Appendix 2 – Linux Patches

```
[root@trane@cores1:~][trane@cores1 ~]$ pstat
```

Product Release: 7.00.20.00

In system patches: 2

PATCH#	NAME	IN_SERVICE	DATE	SPECINS	TYPE	RPM
22	p30179_1	Yes	08/10/10	NO	FRU	nortel-cs1000-OS-1.00.00.00-00.noarch
23	p30181_1	Yes	08/10/10	NO	FRU	nortel-cs1000-OS-1.00.00.00-00.noarch

In System service updates: 22

PATCH#	IN_SERVICE	DATE	SPECINS	REMOVABLE	NAME
0	Yes	08/10/10	NO	yes	nortel-cs1000-linuxbase-7.00.20.09-00.i386.000
1	Yes	08/10/10	NO	YES	nortel-cs1000-patchWeb-7.00.20.04-00.i386.000
2	Yes	08/10/10	YES	YES	nortel-cs1000-csv-7.00.20.01-00.i386.000
3	Yes	08/10/10	YES	YES	nortel-cs1000-tps-7.00.20.01-00.i386.000
4	Yes	08/10/10	YES	YES	nortel-cs1000-shared-tpselect-7.00.20.01-00.i386.000
5	Yes	08/10/10	NO	YES	nortel-cs1000-cnd-3.2.22-00.i386.000
6	Yes	08/10/10	NO	YES	nortel-cs1000-mscAnnc-7.00.20-01.i386.000
7	Yes	08/10/10	NO	YES	nortel-cs1000-mscTone-7.00.20-01.i386.000
8	Yes	08/10/10	NO	YES	nortel-cs1000-mscConf-7.00.20-01.i386.000
9	Yes	08/10/10	NO	yes	nortel-cs1000-cppmUtil-7.00.20.01-00.i686.000
10	Yes	08/10/10	NO	YES	nortel-cs1000-mscMusc-7.00.20-01.i386.000
11	Yes	08/10/10	NO	YES	nortel-cs1000-dbcom-7.00.20-01.i386.000
12	Yes	08/10/10	NO	YES	nortel-cs1000-mscAttn-7.00.20-02.i386.000
13	Yes	08/10/10	NO	YES	nortel-cs1000-dmWeb-7.00.20.01-00.i386.001
14	Yes	08/10/10	NO	YES	nortel-cs1000-csmWeb-7.00.20.03-00.i386.000
15	Yes	08/10/10	NO	YES	nortel-cs1000-ftrpkg-7.00.20.01-00.i386.000
16	Yes	08/10/10	NO	YES	nortel-cs1000-cs1000WebService_6-0-7.00.20.03-00.i386.000
17	Yes	08/10/10	NO	YES	nortel-cs1000-Jboss-Quantum-7.00.20.04-00.i386.001
18	Yes	08/10/10	NO	YES	nortel-cs1000-emWeb_6-0-7.00.20.04-00.i386.000
19	Yes	08/10/10	NO	YES	nortel-cs1000-bcc-7.00.20.06-00.i386.000
20	Yes	08/10/10	NO	YES	nortel-cs1000-vtrk-7.00.20-08.i386.000
21	Yes	08/10/10	NO	YES	nortel-cs1000-sps-7.00.20-07.i386.000

```
[root@trane@cores1:~][trane@cores1 ~]$ spstat
```

There is no SP in loaded status.

The last applied SP: Service\_Pack\_Linux\_7.00\_20\_20100914.ntl

It is a STANDARD SP.

Has been applied by user nortel on Fri Oct 8 14:57:26 2010.

spins command completed with no errors detected.

### 10.3. Appendix 3 – Software Version

truane@cores1:~\$ swVersionshow

Product Release: 7.00.20.00

#### Base Applications

base	7.00.20	[patched]
NTAFS	7.00.20	
sm	7.00.20	
nortel-Auth	7.00.20	
Jboss-Quantum	n/a	
lhmonitor	7.00.20	
baseAppUtils	7.00.20	
dfoTools	7.00.20	
nnnm	7.00.20	
cppmUtil	n/a	[patched]
oam-logging	7.00.20	
dmWeb	n/a	
baseWeb	7.00.20	
ipsec	7.00.20	
Snmp-Daemon-TrapLib	7.00.20	
ISECSH	7.00.20	
patchWeb	n/a	[patched]
EmCentralLogic	7.00.20	

Application configuration: CS+SS+EM

Packages: CS+SS+EM

Configuration version:	7.00.20-00	
cs	7.00.20	
dbcom	7.00.20	
cslogin	7.00.20	
sigServerShare	7.00.20	[patched]
csv	7.00.20.01	[patched]
tps	7.00.20.01	[patched]
vtrk	7.00.20	
pd	7.00.20	
sps	7.00.20	
ncs	7.00.20	
gk	7.00.20	
EmConfig	7.00.20	
emWeb_6-0	7.00.20	
emWebLocal_6-0	7.00.20	
csmWeb	7.00.20	
bcc	7.00.20	
ftpkg	7.00.20	
cs1000WebService_6-0	7.00.20	
managedElementWebService	7.00.20	

mscAnnc	7.00.20	[patched]
mscAttn	7.00.20	
mscConf	7.00.20	[patched]
mscMusc	7.00.20	
mscTone	7.00.20	[patched]

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