



Avaya Interaction Center

Avaya IC for Siebel Integration Guide

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Contents

Contents	6
Chapter 1: Introduction	13
Purpose	13
Intended audience.....	13
Document changes since last issue	13
Related resources	14
Support	16
Chapter 2: Integration overview.....	17
Differences in terminology	17
System description.....	18
Selecting an integration between Avaya IC and Siebel.....	18
Media features	20
Architecture overview	23
Interaction between Avaya IC and Siebel	25
Multisite configurations	30
Chapter 3: Planning and prerequisites.....	36
Supported platforms	36
Supported languages.....	39
Prerequisites for installing localized systems.....	40
Avaya IC domain deployment guidelines	40
Hybrid Siebel login IDs and passwords.....	46
Native Siebel login IDs and passwords.....	47
The installation CDs.....	47
Security.....	49
Chapter 4: Email entry method	50
Overview of email entry method	50
Email entry process	50
How email replies are handled	52
Chapter 5: Components within Avaya IC	53
ASIS	53
EAI server	53
Avaya IC management tools	56
ORB Servers.....	57
Web Agent	58

Chapter 6: Avaya Agent components	59
Avaya Agent architecture	59
Avaya Agent layout file	61
About IC Scripts	63
Integration hooks	64
Customizing AUX reason codes.....	66
AICDEngine	67
Wrap-up	69
Agent properties	71
Chapter 7: Components within Siebel	74
AICD.....	74
Integration objects	78
SCAPI interface	78
Siebel activity records	79
Siebel user interface	80
Siebel Communications Server	80
Siebel definition file	81
Siebel Tools	83
Smart Answer and Smart Answer Manager.....	83
Chapter 8: Integration workflows.....	84
Avaya IC and Siebel workflows	84
Siebel Advocate workflows	86
Siebel palette blocks	87
Voice qualification workflow	100
Chat qualification workflows.....	103
Siebel-first email workflow	107
Chapter 9: Overview of tasks for Hybrid Siebel	109
Chapter 10: Overview of tasks for Native Siebel	111
Chapter 11: Installation and configuration tasks for all channels.....	113
Installing integration components on Avaya IC.....	114
Designing Avaya Agent databases.....	116
Deploying the Avaya Agent task bar (Hybrid Siebel only)	122
Assigning Administrative privileges for Avaya Agent RichClient (Hybrid Siebel only).....	122
Configuring Avaya IC	123
Installing and configuring an Avaya IC secondary ORBserver on Siebel.....	128
Creating a Siebel AICD server	131

Installing the AICD	134
Configuring the AICD	138
Checking the AICD environment (optional)	145
Importing a custom eScript for Siebel Universal Agent	148
Configuring ASIS (Native Siebel integration only)	149
Configuring the Avaya EAI servers	156
Chapter 12: Configuring voice qualification workflows.....	168
Building the Avaya voice qualification workflow	168
Configuring workflow servers to use Siebel voiceworkflows	169
Chapter 13: Configuring Web chat qualification workflows	173
Building the Avaya Web chat qualification workflows	173
Modifying Customer Management workflows for Web	175
Configuring workflow servers to use Web chat workflows	176
Installing the Web chat qualification workflow.....	180
Chapter 14: Configuring an email channel	184
Configuring the Avaya IC server	184
Installing eScripts and English error strings on the Siebelserver.....	192
Installing localized error strings on the Siebel server(optional).....	195
Importing the CommOutboundItemFormApplet.js file	196
Importing the CommInboundItemListApplet.js file	197
Administering the Siebel workflows	198
Configuring Siebel to poll the mailbox	202
Configuring Smart Answer Manager.....	206
Enabling Communications Outbound Manager	206
Setting up a communication profile for sending email from Siebel.....	208
Chapter 15: Configuring Additional Features.....	210
After Call Work (ACW) Feature	210
Logout In Wrapup Feature.....	216
Switch To Caller (STC) Feature.....	217
Virtual Free Seating (VFS) Feature.....	219
Configure Siebel Browser to view Status text messages	220
Configure Siebel Browser to enable sound on incomingwork item	220
Configure the IC-Siebel integration Workflows for Japanese Language.....	221
Configure minimum log out delay for Siebel Agent.....	223
Enabling Siebel Open UI in IC 7.3.3 or later.....	223
Chapter 16: Synchronization between Siebel toolbar and hard phone.....	225

Scenario 1.....	225
Scenario 2.....	226
Chapter 17: Customizing open data and events.....	228
Event parameters vs. open data	228
About open data	228
How open data is passed.....	230
Assigning a workflow to monitor AICD open data changes	234
Customizing events.....	235
Chapter 18: Installing and configuring Siebel on Linux	237
Installing Avaya IC Secondary ORB Server on SiebelCommunication Server	237
Verifying the installation of ICSide73xLinux package using tool.....	238
Configuring the Avaya IC Secondary ORB Server on SiebelCommunication Server	238
Installing Avaya AICD driver on Siebel CommunicationServer	239
Verifying the installation of SiebelSide73xLinux package using tool	240
Verifying the Avaya AICD driver on Siebel CommunicationServer	241
Uninstalling the package.....	242
Chapter 19: Overview of deployment options	244
Siebel driver configurations	245
The AICD library and the SiebelAICD server	246
Siebel configuration parameters and settings.....	248
Calculating the number of AICD servers	251
List of configuration examples.....	251
Example 1	252
Example 2	253
Example 3	254
Example 4	255
Example 5	256
Example 6	257
Chapter 20: Errors, logs, and troubleshooting.....	259
Error messages.....	259
Log files	262
Troubleshooting.....	267
Appendix A: Customizing Native Siebel.....	289
Customizing Siebel AUX reason codes	289
Native Siebel agent properties	289
Appendix B: AICD commands	299

Command definition.....	300
Key-value parameters	300
Selected vs. current work item.....	300
Commands and media types	301
How to access the buttons	301
Overview of buttons and AICD commands	304
AcceptEmail	307
AcceptWeb	308
AgentAvailable	309
AgentUnavailable.....	309
AnswerCall	309
AvayaAgentCommand.....	310
CancelConferenceCall	311
CancelConferenceWork.....	312
CancelConsultTransferCall	313
CancelConsultTransferWork.....	315
CancelEmail	316
ChangeAuxReasonCode	317
CompleteConferenceCall.....	317
CompleteConferenceWork	318
CompleteConsultTransferCall.....	320
CompleteConsultTransferWork	321
DeferEmail	322
DisconnectWork.....	323
EmailAvailable.....	324
EmailUnavailable	325
ForceLogout	325
ForwardEmail	326
GetEDUData	327
HangupCall.....	329
HoldCall	330
HoldReconnectCall	331
InitConferenceCall	332
InitConferenceWork.....	333
InitConsultTransferCall	335
InitConsultTransferWork	337
Login.....	338
Logout	339
MakeCall	339

MuteTransferCall.....	340
MuteTransferWork	341
NewOpenData.....	342
RecoveryPop.....	344
ReleaseWork	344
ReplyEmail	345
ResumeEmail	346
ResetEmailChannel.....	347
ResetVoiceChannel.....	347
SendDTMF	348
SendEmail	348
SendNewEmail	349
SetCurrentWorkItem	350
SetEDUData	351
ShowStatusText	352
VoiceAvailable.....	352
VoiceUnavailable	353
WebAvailable.....	353
WebUnavailable	354
Appendix C: AICD events.....	355
About events	356
Event parameter groups.....	356
OnAvayaAgentEvent.....	359
OnCallAbandoned.....	360
OnCallBusy	360
OnCallConference.....	361
OnCallConnect	361
OnCallDisconnect	362
OnCallDrop.....	362
OnCallIncoming	363
OnCallHold	363
OnCallHoldReconnect	364
OnCallQueued	365
OnCallRinging.....	365
OnCallTransfer	366
OnChangeCurrentWorkItem.....	366
OnEmailCancel.....	367
OnEmailDeferred.....	368

OnEmailForward	369
OnEmailReply.....	369
OnEmailSend.....	370
OnGetEDUData.....	371
OnLoginAgent	371
OnLogoutAgent.....	372
OnNewOpenData.....	372
OnNewWorkItem	373
OnSiebelWrapUp.....	374
OnWorkConference	375
OnWorkConnect.....	375
OnWorkDisconnect.....	376
OnWorkItemRemove.....	377
OnWorkTransfer.....	378
Appendix D: TS call events	380
Appendix E: Media types	381
Appendix F: EAI Get and Put operations	382
About customizing Get operations	382
About customizing Put operations	383
About attachments	384
Creating an integration object to query on a multivalued field	384
Get and Put Data	386
Appendix G: Driver parameters.....	402
About driver parameters	402
AICD driver parameters	403
Appendix H: The location of the Siebel images folder	405
Glossary	406
Index.....	411

Chapter 1: Introduction

Purpose

The Avaya Interaction Center for Siebel integration combines Avaya Interaction Center (IC) Release 7.3.x with the Siebel 8.1.1.x, 8.2.2.x, and 15 applications. The integration of Avaya IC with Siebel facilitates you to use the customer management features in the Siebel software and the features in Avaya IC that automate the processing of customer contacts.

Intended audience

This guide is for the technicians who integrate Avaya IC with Siebel application.

Document changes since last issue

The following sections are added to this document since the last issue:

- [Customizing events](#) on page 247
- [OnCallConnect](#) on page 376
- [OnCallIncoming](#) on page 378
- [OnNewWorkItem](#) on page 388
- [OnWorkItemRemove](#) on page 392
- [Enabling Siebel Open UI in IC 7.3.3 or later](#) on page 234
- PromptForLogin parameter in [Agent/Desktop/Voice](#) on page 308
- [Changes required for using Siebel 8.1.1.11 and 8.2.2.4 with IC Release 7.3.2](#) on page 48
- [Advanced ASIS Server parameters in the env.properties file](#) on page 167
- [Installing and configuring Siebel on Linux](#) on page 250

Related resources

Documentation

See the following related documents at <http://support.avaya.com>.

Title	Description	Audience
<i>The Siebel Bookshelf for the product documentation set for Siebel eBusiness Applications</i>	The purpose of this document is to provide detailed information about Siebel installation and configuration.	Siebel Administrators.
<i>IC Installation and Configuration</i>	The purpose of this guide is to provide detailed information about how to install and configure an out-of-the-box Avaya Interaction Center.	Application consultants Integration consultants Avaya Business Partners Customers.
<i>IC Installation Planning and Prerequisites</i>	The purpose of this guide is to provide detailed information about the planning and third-party software required to deploy an Avaya Interaction Center, Release 7.3.x system.	Application consultants Integration consultants Avaya Business Partners Customers.

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ATC01176IEN	Interaction Center Administration and Configuration
AUCC100010695	IC-Siebel Integration
ATC100011017	IC-Siebel Integration, Installation and Troubleshooting

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Chapter 2: Integration overview

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

- [Differences in terminology](#) on page 26
- [System description](#) on page 27
- [Selecting an integration between Avaya IC and Siebel](#) on page 27
- [Media features](#) on page 29
- [Architecture overview](#) on page 32
- [Interaction between Avaya IC and Siebel](#) on page 34
- [Multisite configurations](#) on page 39

Differences in terminology

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

Avaya IC term	Siebel term	Description
Customer	Contact	Person initiating the interaction with the agent.
Contact	Work item	A single interaction with an Avaya IC customer, in any of the following media channels: <ul style="list-style-type: none"> ● Voice (telephone call) ● Email ● Chat (Web chat) Because of the continuous exchange of data between the two systems, this document uses the terms <i>contact</i> and <i>work item</i> interchangeably.
Available Not Available	Ready Not Ready	Terms that describe agent availability for receiving work items.
Name-value couple	Key-value parameter	Data that represents information about a contact or work item. The key, or name, is the name of the parameter being conveyed. For more information, see Key-value parameters on page 313.

System description

The Avaya Interaction Center for Siebel integration combines Avaya Interaction Center (IC) release 7.3.x with the Siebel applications. The integration of Avaya IC with Siebel allows you to use the customer management features in the Siebel software and the features in Avaya IC that automate the processing of customer contacts. This integration has agents interact with a customer in an individualized manner because agents can:

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

Related topics

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

Selecting an integration between Avaya IC and Siebel

This section describes how to select the appropriate integration between Avaya IC and Siebel for a specific contact center. This section includes the following topics:

- [Types of Avaya IC Siebel integrations](#) on page 27
- [Guidelines for deploying the Hybrid Siebel integration](#) on page 28
- [Guidelines for deploying the Native Siebel integration](#) on page 28

Types of Avaya IC Siebel integrations

Avaya IC supports the following types of Avaya IC Siebel integrations:

Hybrid Siebel integration: In an Avaya IC Siebel integration, the desktop user interface consists of a Siebel call center Internet browser window and an Avaya Agent task bar window. The integration of Avaya IC with Siebel facilitates you to use the customer management features in the Siebel software and the features in Avaya IC that automate the processing of customer contacts. This integration supports all channels, voice, email, and chat.

The Avaya Agent task bar interface, and the integrated component the Web Agent, are installed on the agent desktop as part of the Avaya IC software. With Avaya Agent and Web Agent, agents can interact with customers of the contact center and handle contacts on all channels. For more information, see [Avaya Agent components](#) on page 70.

Native Siebel integration: Thin-client Siebel provides the entire desktop user interface for an Avaya IC Siebel integration. Avaya IC provides voice and email work item routing and data collection reporting that occurs in the background.

The agent interface for the Native Siebel integration runs in a web browser on the agent desktop. The Native Siebel integration does not require the installation of the Avaya Agent task bar interface on the agent desktop.

Guidelines for deploying the Hybrid Siebel integration

For the Hybrid Siebel integration, every agent desktop includes the Siebel agent application running in a browser window and the Avaya Agent task bar installed on the desktop.

Deploy the Hybrid Siebel integration if the contact center requires the features supported by the Avaya Agent task bar. For example, deploy this integration if agents need to:

- Handle web-based interactions, such as chats.
- Have access to the Avaya Agent EDU viewer and customer history viewer.
- Have access to the Avaya Agent work item viewer and work item selection tools. The viewer and tools enable agents to easily view and select accepted work items.

Related topic

For more information, see [Media features](#) on page 29.

Guidelines for deploying the Native Siebel integration

For the Native Siebel integration, every agent desktop includes the Siebel agent running in a browser window.

Deploy the Native Siebel integration if the contact center:

- Must handle only voice and email interactions. The Native Siebel user interface does not support web-based interactions.
- Does not need agents to have access to the Avaya Agent EDU viewer and customer history viewer that are not supported in the Native Siebel user interface:
- Does not need agents to have access to the Avaya Agent work item viewer and work item selection tools that enable agents to easily view and select accepted work items. The Native Siebel user interface does not display this information.
- Does not install and run the Avaya Agent task bar on the agent desktop.

Related topic

For more information, see [Media features](#) on page 29.

Media features

This section includes the following topics:

- [Features supported on the voice channel](#) on page 29
- [Features supported on the email channel](#) on page 29
- [Features supported on the web channel](#) on page 30
- [Features supported for Avaya IC for Native Siebel](#) on page 31
- [Features not supported for Avaya IC for Native Siebel](#) on page 31

Features supported on the voice channel

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

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

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

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

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

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

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

Features supported on the email channel

The Avaya IC Siebel integration email channel functions as follows:

- [Avaya IC for email receipt and routing](#) on page 30
- [Siebel for email response and Siebel Content Analysis](#) on page 30
- [Siebel desktop receives the email](#) on page 30

Avaya IC for email receipt and routing

Avaya IC provides for the receipt and the routing of email. Avaya IC uses the following features:

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

Siebel for email response and Siebel Content Analysis

Siebel provides the email responses and Content Analysis that includes:

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

Siebel desktop receives the email

The Siebel desktop receives the email work item that can include:

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

Note:

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

Features supported on the web channel

Note:

Only Hybrid Siebel integrations currently support a Web channel.

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

- Avaya IC Web automatic call distributor (ACD) for logic and agent selection
- The Internet Call Manager (ICM) server enables the following communication and collaboration functionality:
 - Web chat

- VoIP
- Public Switched Telephone Network (PSTN) callback
- Collaboration, such as page push, forms assist, transcript
- Downloadable caller-side applet for customer Web chat interface
- DataWake for tracking customer activity within a website
- Web Agent Client interface
- Web chat transcript saved in the Siebel database
- Integrated with Siebel Web engine for Web applications
- Web Scheduled Callback has customers schedule a date and time for an agent to call them

Features supported for Avaya IC for Native Siebel

Avaya IC provides the following features and functions in an Avaya IC for Native Siebel integration:

- Inbound voice contact handling, routing, and reporting.
- Email work item routing to an agent in response to a request from Siebel.
- Work item control functions using the **Siebel Communications Toolbar**.

Features not supported for Avaya IC for Native Siebel

The following features and functions are *not* supported in an Avaya IC for Native Siebel integration:

- Web channel support
- Outbound Contact - also not supported for Hybrid Siebel
- Per channel login and logout - agents can only login and logout
- Manual control of channel loads - agents cannot manually control channel loads
- Manual task load settings - agents cannot control task load settings
- Channel indicators that describe the status of the channel, such as failed, suspended. Buttons display the status of the channel to the agent.
- Agent-selectable manual-in or autoin modes for voice work items
- Selectable voice autoanswer - autoanswer is automatically turned off
- Email resources normally supported by Avaya IC, such as preformatted emails

- Out-of-the-box agent unavailable reason codes

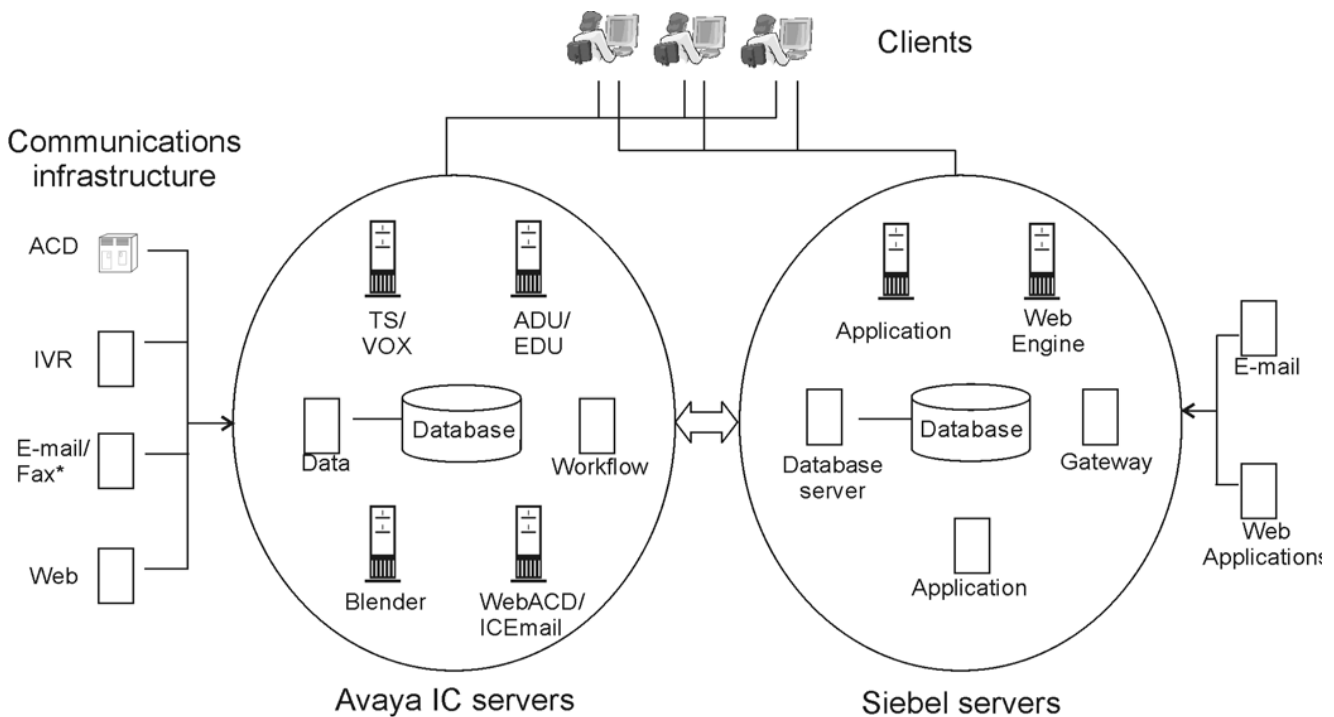
Architecture overview

This section includes the following topics:

- [Architecture for Hybrid Siebel](#) on page 32
- [Architecture for Native Siebel](#) on page 33
- [Communications infrastructure](#) on page 33
- [Avaya IC servers](#) on page 34
- [Siebel servers](#) on page 34
- [Clients](#) on page 34

Architecture for Hybrid Siebel

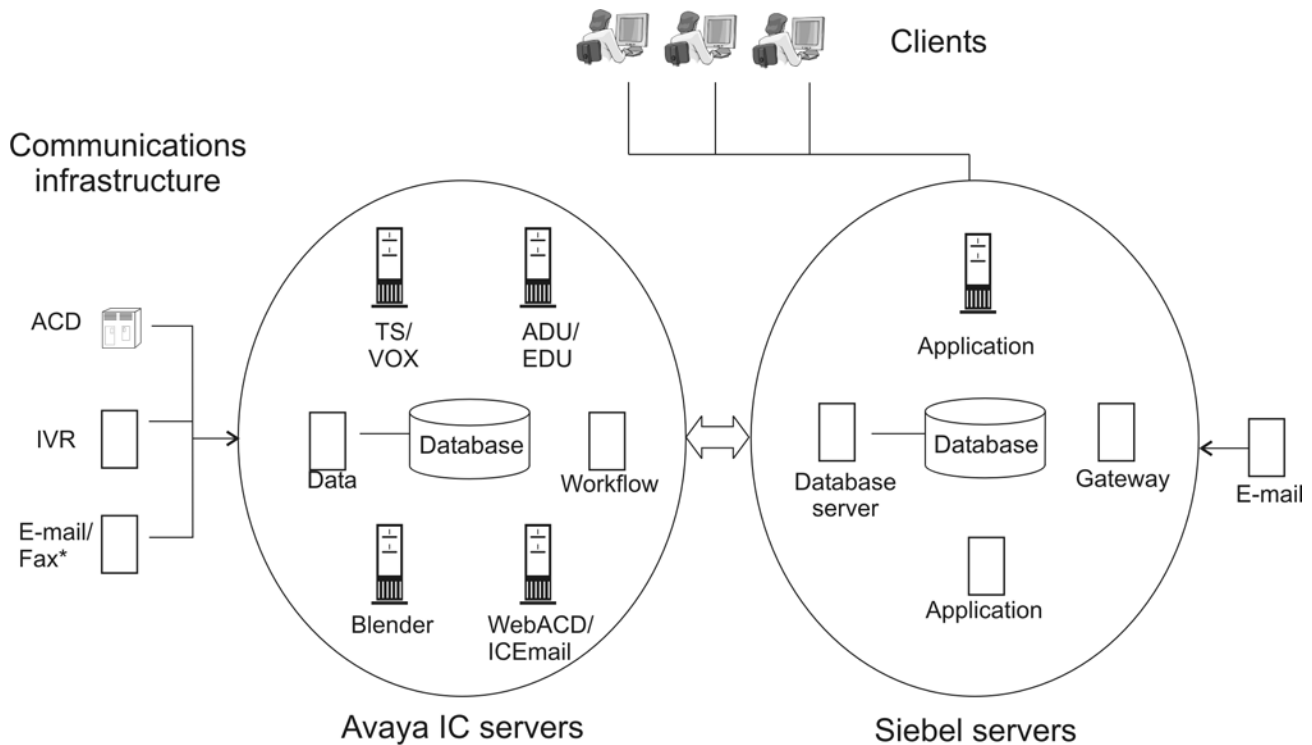
The following figure shows the major parts of a Hybrid Siebel integrated system.



* Notification e-mails only

Architecture for Native Siebel

The following figure shows the major parts of a Native Siebel integrated system.



Communications infrastructure

The communications infrastructure includes the PBX, Avaya Interactive Response (IR), email, fax, and web servers. These servers:

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

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

Avaya IC servers

The Avaya IC servers refer to all the servers that comprise the Avaya IC system. For example, the Telephony Server links Avaya IC to computer telephony integration products, such as private branch exchanges. The Directory Server maintains an accurate list of agents and servers on the system.

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

Related topic

For more information about Avaya IC servers, see:

- [AICD and Avaya IC interfaces](#) on page 88
- *IC Administration Guide*

Siebel servers

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

Related topic

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

Clients

Clients refer to all the client machines in the system.

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

Interaction between Avaya IC and Siebel

Three main types of interactions between Avaya IC and Siebel are as follows:

- [Data exchange](#) on page 35
- [Work delivery and control](#) on page 36

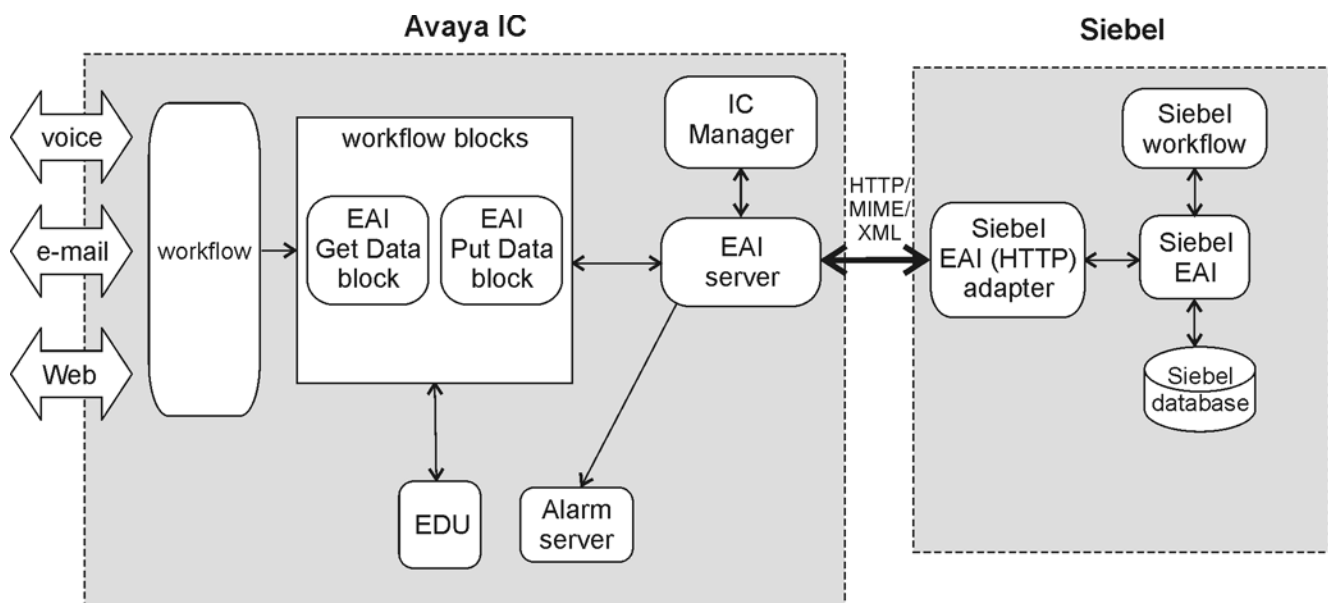
- [Email response](#) on page 38

Data exchange

Data exchange is the movement of information between Avaya IC and the Siebel databases.

Data exchange figure

The following figure shows the data exchange software architecture.



Data exchange description

The data exchange process works as follows:

1. A voice, email, or web chat customer contact arrives in Avaya IC and a workflow starts to process that contact.
2. The workflow calls EAI-specific blocks to interact with Siebel. For example, an EAI Get Data block retrieves a previous contact record from the Siebel database that is associated with the current customer contact.
3. The EAI block calls the EAI server to request the data transfer. The EAI server maintains HTTP and XML-based EAI sessions with Siebel to perform the transfer.
4. On the Siebel side, the Siebel EAI adapter processes the inbound HTTP request. The requested data is retrieved from the Siebel database and sent back to Avaya IC through the EAI server.

Chapter 2: Integration overview

5. The Avaya IC workflow processes the data. For example, the workflow might determine how the contact must be routed. The workflow can optionally store the data in the EDU.
6. For more sophisticated types of data transfer operations, Siebel workflows might need to be called to perform special operations on the data.

Related topics

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

- [Integration workflows](#) on page 96
- [EAI server](#) on page 64

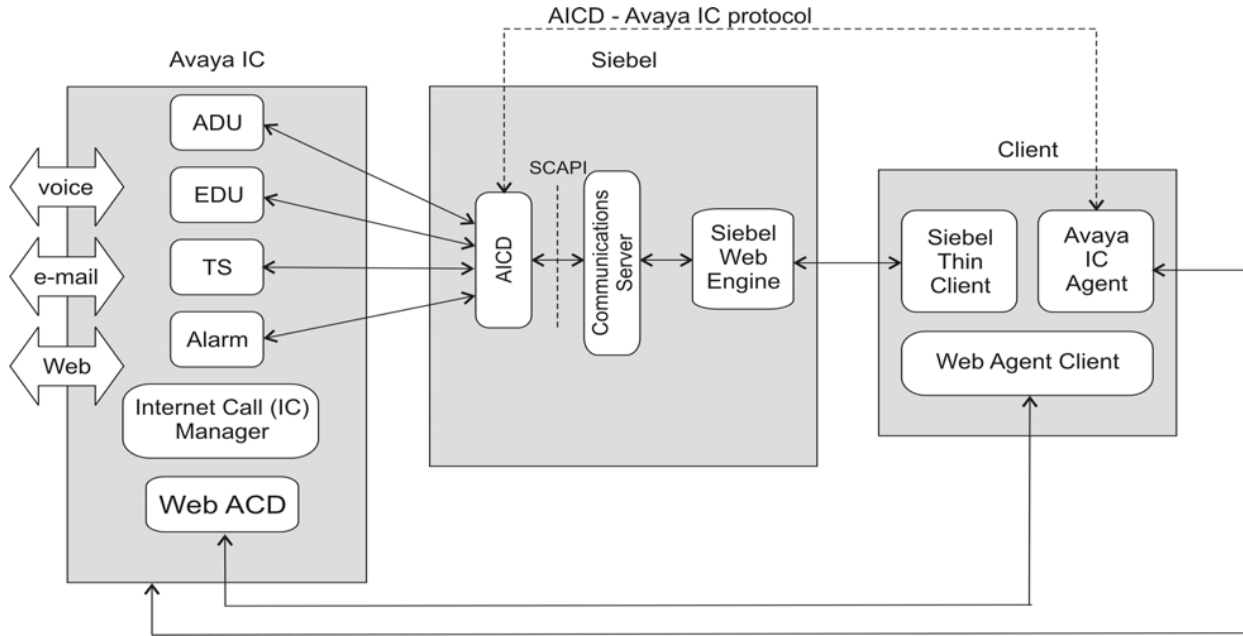
Work delivery and control

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

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

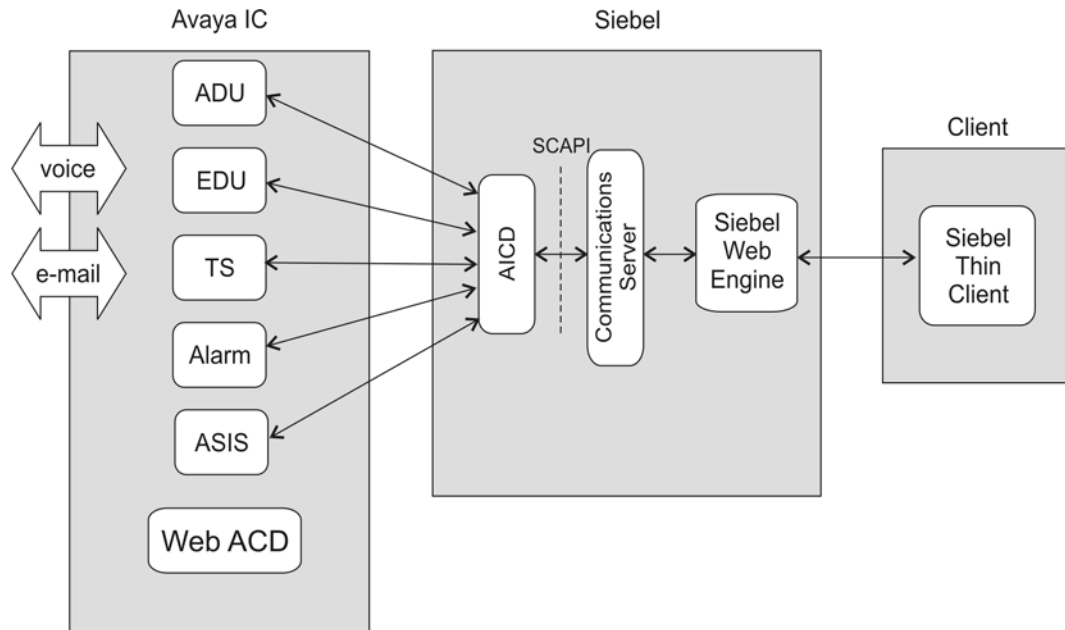
Delivery and control for Hybrid Siebel

The following figure shows the overall work delivery and control architecture for Hybrid Siebel integration.



Delivery and control for Native Siebel

The following figure shows the overall work delivery and control architecture for Native Siebel integration.



Related topics

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

- [AICD](#) on page 86
- [SCAPI interface](#) on page 90

Email response

Email response refers to all Siebel email response functionality, including email presentation, Siebel Content Analysis, email autoacknowledgements, autoresponses, and email suggested responses.

Related topic

For more information, see [Email entry method](#) on page 60.

Multisite configurations

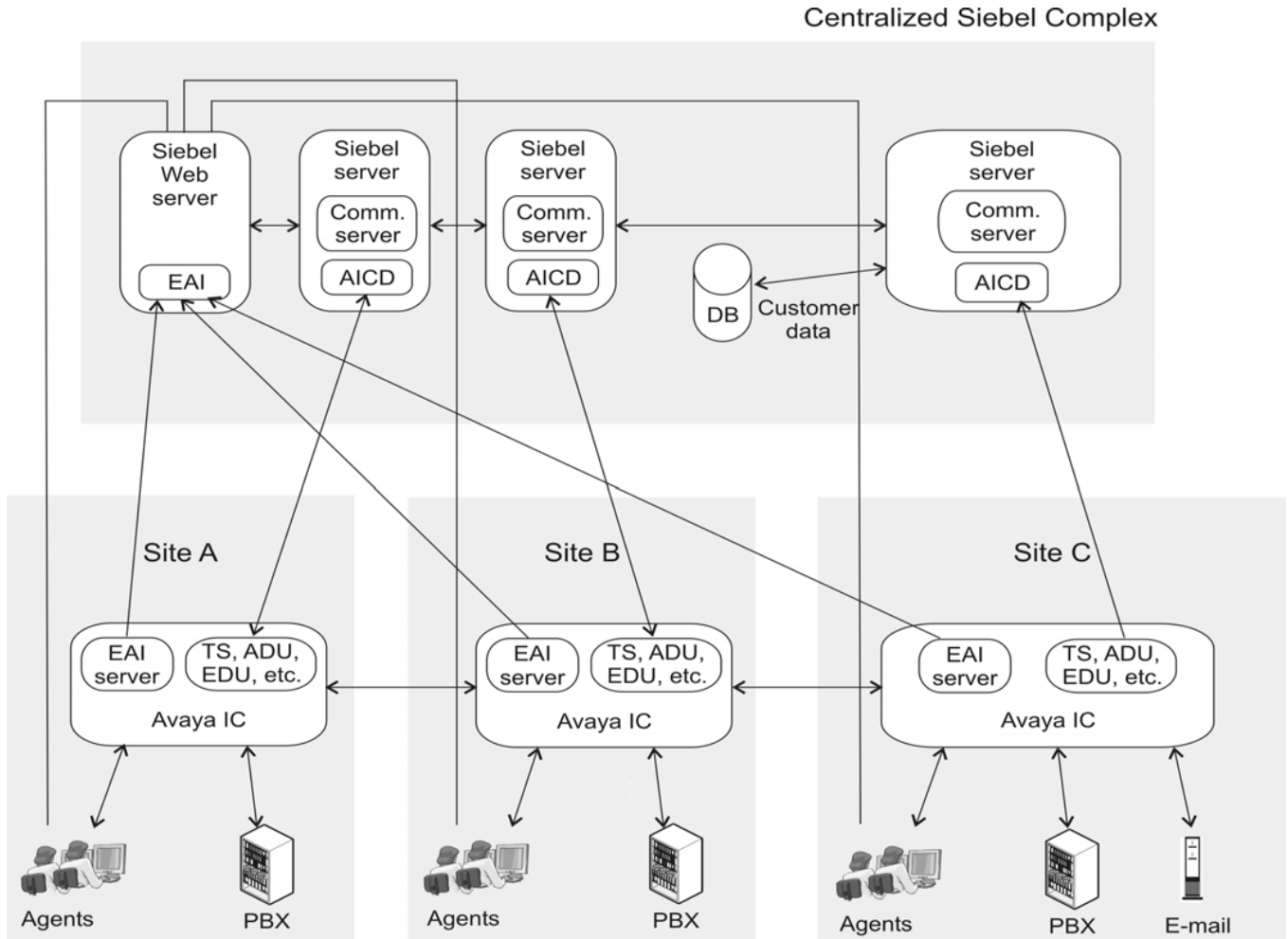
In an integrated Avaya IC and Siebel environment, the entire integrated system is designed to operate in a multisite environment.

This section includes the following topics:

- [Multisite configuration for Hybrid Siebel](#) on page 40
- [Multisite configuration for Native Siebel](#) on page 41
- [Centralized Siebel complex](#) on page 42
- [The database in multisite configurations](#) on page 42
- [EAI in multisite configurations](#) on page 42
- [Email in multisite configurations](#) on page 42
- [Agents, sites, and Siebel Communications servers](#) on page 43
- [Associating a Siebel agent with a communications session](#) on page 44

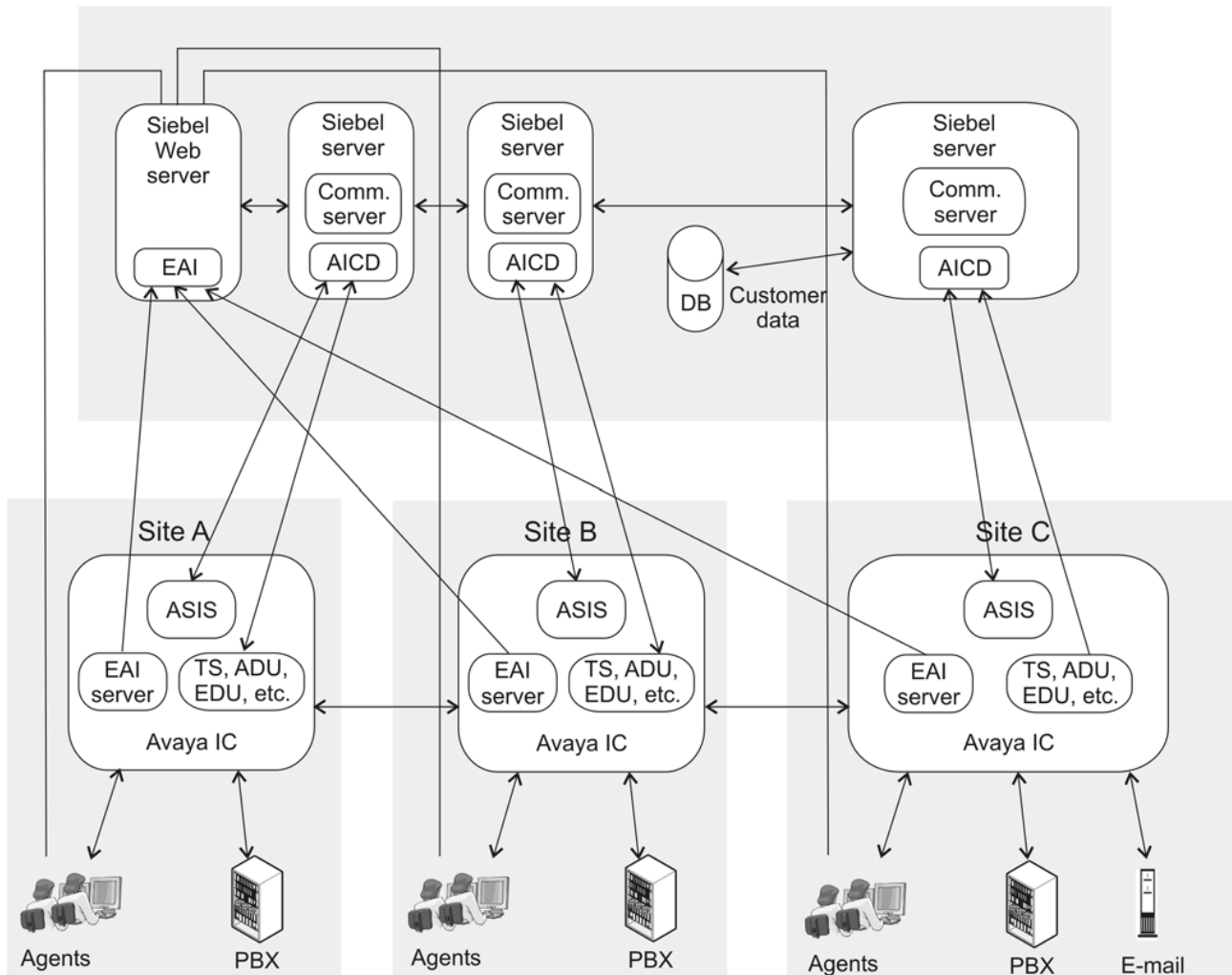
Multisite configuration for Hybrid Siebel

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



Multisite configuration for Native Siebel

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



Centralized Siebel complex

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

The database in multisite configurations

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

Similarly for Avaya IC, only one database for customer and agent information for the entire system is available. With EDU and ADU servers, the system already facilitates multiple instances of the servers to exist within a single system. These servers implement mechanisms whereby a must interact with only one server, but might get information that is actually resident in another instance of the server. That is, the ADU and EDU servers in the system are knowledgeable about and share the information with all other ADU and EDU servers in the entire system.

EAI in multisite configurations

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

Email in multisite configurations

Configure one of the sites in the complex as the entry point for email. You can colocate the IC Email server with Siebel in a Siebel data center or centralized complex.

Agents, sites, and Siebel Communications servers

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

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

Using fixed agent-to-Communication server assignments

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

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

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

Related topic

For more information, see the Siebel documentation.

Not using fixed agent-to-Communication server assignments

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

Associating a Siebel agent with a communications session

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

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

Chapter 3: Planning and prerequisites

This section describes the information and materials you must plan for an Avaya IC Siebel integration and the prerequisite tasks. Avaya Interaction Center supports integration with the following:

- Integration with Siebel 8.1.1.x, 8.2.2.x, and Siebel 15.0.0.0.
- On AIX 6.1, IC 7.3 Siebel integration is only supported with Siebel 8.1.1.3 and later.
- If Siebel is installed on Windows 2008 Server, the Siebel side IC integration components must be installed on Windows 2008. In no other circumstances, any of the IC components must be installed on Windows 2008.
- On Linux 6.5, IC 7.3 Integration is only supported with Siebel Innovation Pack 14 and 15.
- If Siebel is installed on Linux Server 6.5, then the Siebel side IC integration components must be installed on the Siebel Linux Server (ICSideLinux package as ORB server and SiebelSideLinux package as AICD). The other IC Server components must be installed either on Windows or Solaris.

Note:

In the previous Siebel version number, "x" represents the minor release number. Avaya supports integration with all the minor releases of 8.1.1.x if no changes on the Siebel side exist that impact the functioning of integration components.

This section includes the following topics:

- [Supported platforms](#) on page 46
- [Supported languages](#) on page 49
- [Prerequisites for installing localized systems](#) on page 50
- [Avaya IC domain deployment guidelines](#) on page 50
- [Hybrid Siebel login IDs and passwords](#) on page 56
- [Native Siebel login IDs and passwords](#) on page 57
- [The installation CDs](#) on page 57
- [Security](#) on page 59

Supported platforms

All the software described in this section must be bought separately.

This section includes the following topics:

- [Avaya IC server platforms](#) on page 47
- [Databases](#) on page 48
- [Switches and switch software](#) on page 48
- [Media channels for Hybrid Siebel configurations](#) on page 48
- [Media channels for Native Siebel configurations](#) on page 49
- [Avaya Agent Web Client](#) on page 49

Avaya IC server platforms

For Avaya IC server platforms and Avaya IC prerequisites see the section Required software for Avaya IC for Siebel 8.1.1.x, 8.2.2.x, and 15 in the *IC Installation Planning and Prerequisites*. For Siebel 8.1.1.x, 8.2.2.x, and 15 prerequisites, and the hardware and software requirements for Siebel server platforms, see the Siebel documentation.

Important:

- For IC-Siebel integration on Linux platform, see [Installing and configuring Siebel on Linux](#) on page 250.
- For IC-Siebel integration on AIX platform, supported Siebel versions are 8.1.1.3 and later.
- In Interaction Center Release 7.3.3 and later, if Siebel is installed on AIX platform, then the IC Server Component on AIX platform must be at 7.3.2 and the Siebel side IC integration component is at the latest version. The latest IC Server components must be installed on Microsoft Windows or Oracle Solaris. For example if Siebel 8.1.1.14 is installed on AIX 6.1 and you want to integrate with IC 7.3.4 then following table shows the combination of the integration component Vs IC Version with package name for the installation.

Integration Components	IC Versions (package Name)
IC Server on AIX Siebel Server	7.3.2 (IC732AixServer)
IC Server on Windows or Solaris	7.3.4 (IC734WinServer or IC734SolServer)
IC Server on Windows or Solaris	7.3.4 (ICSide734win or ICSide734sol)
Siebel Side Component on AIX Siebel Server	7.3.4 (SiebelSide734aix)

Note:

IC 7.3.x with Siebel 8.1.1.x, 8.2.2.x, and 15 integration supports VMWare ESX and VMWARE ESXi.

Changes required for using Siebel 8.1.1.11 and 8.2.2.4 with IC Release 7.3.2

You must modify the AICD.def file to use IC release 7.3.2 with Siebel 8.1.1.11 and 8.2.2.4.

1. Stop the Siebel services.
2. Open the AICD.def file. The default location is: <Siebel Server Home>\bin
3. Add the following FilterSpec in the AICD.def file.

```
[Command:SetCurrentWorkItem]
DeviceCommand    = "SetCurrentWorkItem"
FilterSpec = [@SelectedWorkItem:DriverWorkTrackID] IS NOT NULL
                CmdData          = "ChangedWorkItemData"
                Hidden            = "TRUE"
```

4. Save the AICD.def file.
5. Import the AICD.def file configuration using Siebel Administrator.

Databases

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

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

Switches and switch software

For more information about switches and switch software, see *Telephony Connectors Programmer Guide*.

Media channels for Hybrid Siebel configurations

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

- PBX voice - includes support for Interactive Voice Response (IVR) interaction
- Voice over Internet Protocol (VoIP)

Chapter 3: Planning and prerequisites

- IP text chat
- Assisted Web browsing - includes agent and customer interactive Web forms
- Web callbacks
- Email - These emails are supported as email attachments only, not as separate channels:
 - Fax
 - Documents
 - Web forms - not interactive

Media channels for Native Siebel configurations

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

- PBX voice - includes support for Interactive Voice Response (IVR) interaction
- Voice over Internet Protocol (VoIP)
- Email - these emails are supported as email attachments only, not as separate channels:
 - Documents
 - Web forms - not interactive

Avaya Agent Web Client

The Avaya IC for Native Siebel integration does not support the Avaya Agent Web Client.

Supported languages

Release 7.3.x of Avaya IC for Siebel Siebel 8.1.1.x, 8.2.2.x, and 15 supports the following languages:

- Simplified Chinese
- English
- German
- French
- Italian
- Spanish

- Portuguese
- Japanese
- Korean
- Thai

Thai language support does *not* include the following:

- Document searches in Web Self-Service
- Spell checking
- Content Analyzer
- AIX operating systems
- Thai B. E. (Buddhist Era) Date Formats
- Thai wordwrap on the Website

Prerequisites for installing localized systems

You can install Siebel on a supported operating system written in any supported language. Consider the following prerequisites before installing a localized system:

1. Install Siebel using English as the base language and add the local customer language as an additional language. For more information, see the Siebel documentation.
2. Setup Avaya IC for the localized language as described in *IC Installation and Configuration*.

Avaya IC domain deployment guidelines

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

This section includes the following topics:

- [About domains](#) on page 51
- [AICD domain guidelines](#) on page 51
- [EAI domain guidelines](#) on page 53
- [ASIS domain guidelines](#) on page 54

About domains

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

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

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

Related topic

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

AICD domain guidelines

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

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

Related topic

For more information, see [AICD driver parameters](#) on page 421.

Single-site configurations

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

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

Multi-site configurations

The following table provides a list of the AICD domain guidelines for multisite configurations.

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

Related topics

For more information, see the following topics:

- [Configuring the AICD](#) on page 151
- [AICD](#) on page 86

EAI domain guidelines

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

Guideline	Reason
Configure only one instance of a particular type of EAI server for each domain. For example, do not put two EAIWorkflow servers in the same domain.	VESP uses the Avaya IC domain and VESP interface type to unambiguously resolve Avaya IC workflow requests to the EAI server. If an EAI server of the same type is duplicated in an Avaya IC domain, the duplicated EAI server must never be used.
Install an EAI and EAIWorkflow server in every Avaya IC domain that contains an Avaya IC Workflow server. These domains contain Telephony Server (TS), WebACD, and IC Email servers.	<ul style="list-style-type: none">• Ensures that the Avaya IC workflows associated with each media type use a unique set of EAI servers. This server enhances performance by segregating requests for each media type.• Ensures that Avaya IC workflow requests failover to another set of EAI servers if EAI and EAIWorkflow servers are configured in the failover domains.

Related topics

For more information, see the following topics:

- [EAI server types](#) on page 66
- [Adding EAI servers to IC Manager](#) on page 170

ASIS domain guidelines

The following table provides a list of the Agent Server for Integration with Siebel (ASIS) domain guidelines for Native Siebel configurations.

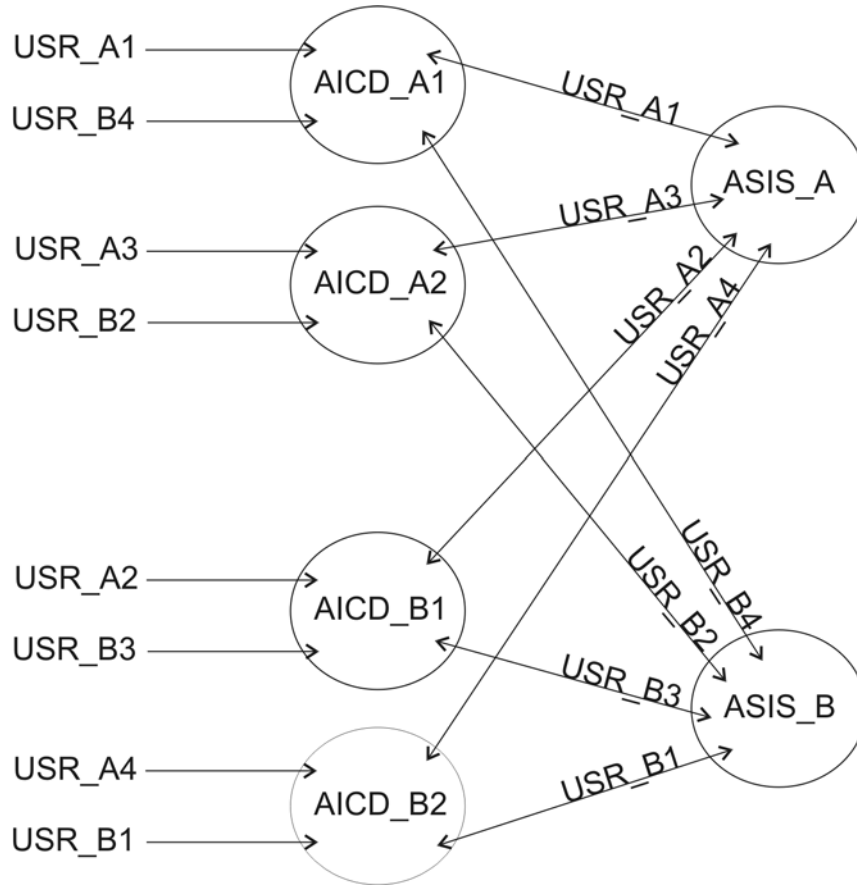
Guideline	Reason
<p>If you have one ASIS server for your site, configure the ASIS server to reside in the primary agent domain.</p>	<ul style="list-style-type: none"> ● Maximizes performance by avoiding unnecessary message proxies and network hops between ASIS and other Avaya IC services. ● Ensures that ASIS uses the same failover domain path as the AICD.
<p>If you have more than one ASIS server for your site, configure each ASIS server to reside in a separate agent domain. For example, configure ASIS so that Siebel agents in domain A use ASIS for domain A.</p>	<ul style="list-style-type: none"> ● Ensures that ASIS locates the correct AICD within the same domain. ● Ensures that ASIS follows the same failover path as the AICD and the other Avaya IC servers in the same domain.
<p>If you have two domains (A and B), use the servers in domain B for domain A agents if the servers in domain A fail, and vice versa.</p>	<ul style="list-style-type: none"> ● Ensures that the AICD uses the domain of the agent for the session and thus connects to ASIS for that domain. The AICD makes a request to ASIS on a session that causes a connection to a server from that domain.
<p>AICD (n) - (m) ASIS - The AICD to ASIS relationship is many to many. For more information, see AICD (n) - (m) ASIS relationship on page 55.</p>	
<p>For multiple-site configurations, perform the following:</p> <ul style="list-style-type: none"> ● Configure a separate ASIS for each primary agent domain where you have one primary agent domain at each Avaya IC site. ● Set up your system so that failovers are contained within each site. Avaya does not recommend having failovers across sites. 	<ul style="list-style-type: none"> ● Maximizes performance by avoiding unnecessary message proxies and network hops between ASIS and other Avaya IC services.

AICD (n) - (m) ASIS relationship

This relationship is an example of the AICD (n) - (m) ASIS relationship that shows eight agents logging in from Siebel using four AICDs. Siebel selects each agent's AICD. The AICDs forward the login requests to two ASIS servers. By using domain impersonation¹, the AICDs forward the login requests to an ASIS in each agent domain. This relationship maximizes performance by avoiding unnecessary message proxies and network hops between ASIS and other Avaya IC services.

Domain	Server/User	Failover domain
A	AICD_A1	B
A	AICD_A2	B
A	ASIS_A	B
A	USR_A1	B
A	USR_A2	B
A	USR_A3	B
A	USR_A4	B
B	AICD_B1	A
B	AICD_B2	A
B	ASIS_B	A
B	USR_B1	A
B	USR_B2	A
B	USR_B3	A
B	USR_B4	A

1. Domain impersonation - The system selects an ASIS from the user domain using the generic interface name of ASIS.



Hybrid Siebel login IDs and passwords

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

Native Siebel login IDs and passwords

In a Native Siebel configuration, the Login command passes the Avaya IC agent password from Siebel to Avaya IC through the AICD. You can set up the Avaya IC password in any of the following ways:

- Configure each Avaya IC password in Siebel.
- Build an applet to prompt the agent for the password when the agent presses the Login button on the toolbar.
- Using the AgentPassword parameter, configure all agents with the same Avaya IC password in Siebel so that the password is passed automatically when each agent logs in to Siebel.

The installation CDs

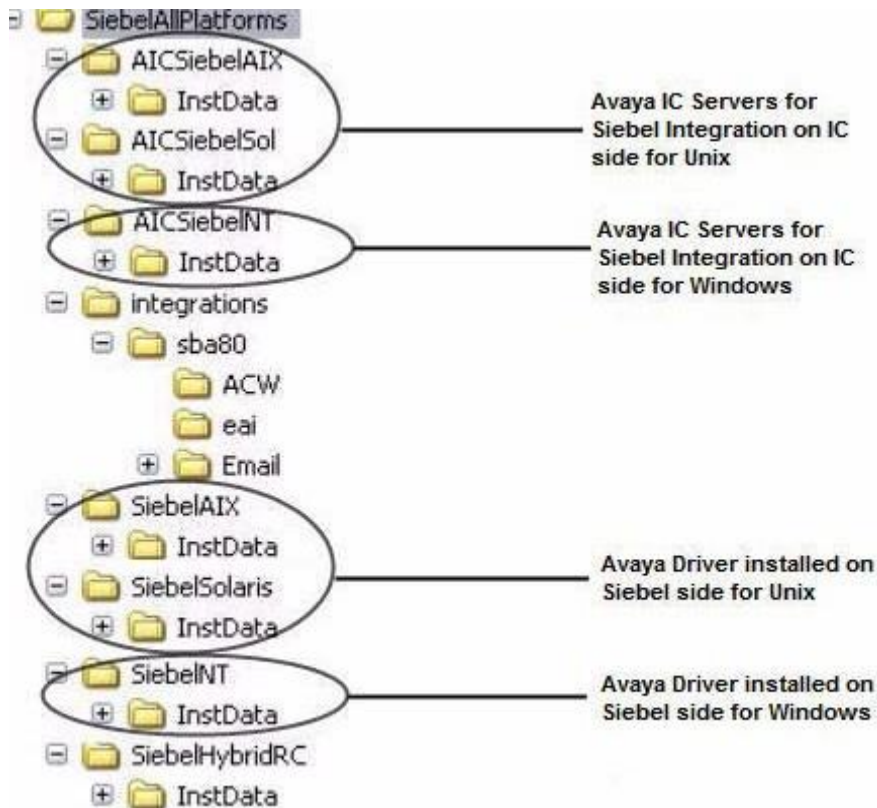
For this integration, you must need two installation CDs:

- [Avaya IC 7.3 Siebel 8 Integration CD](#) on page 58
- [The Avaya IC CD](#) on page 59

Avaya IC 7.3 Siebel 8 Integration CD

The Avaya IC 7.3 Siebel 8 Integration CD contains integration components that you must install on either Avaya IC or Siebel.

The following diagram shows the structure of the integration CD of Siebel.



Components installed on Avaya IC

The following components are installed only on Avaya IC:

- Avaya Agent design components for the Siebel integration - not used for Native Siebel integrations
- Avaya workflows for the Siebel integration
- The EAI server - installed either on Avaya IC or Siebel
- ASIS for Native Siebel configurations

Components installed on Siebel

The following components are installed only on Siebel:

- AICD
- The Siebel integration components and Siebel workflows
- The EAI server - installed either on Avaya IC or Siebel

The Avaya IC CD

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

Security

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

- Siebel authenticates clients before the client interacts with the AICD.
- The EAI servers authenticate with Siebel using a Siebel login and password. However, the login and password are passed as clear text to Siebel using HyperText Transfer Protocol (HTTP). Customers will need to ensure that the EAI servers and Siebel servers are connected over a private network and not accessible to the outside.

Related topics

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

Chapter 4: Email entry method

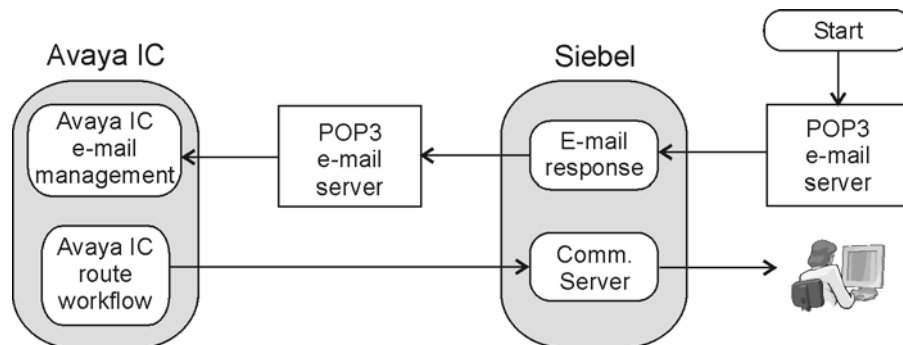
This section contains the following topics:

- [Overview of email entry method](#) on page 60
- [Email entry process](#) on page 60
- [How email replies are handled](#) on page 62

Overview of email entry method

This integration supports the Siebel-first entry method where email enters through Siebel. If Siebel decides that the email must be sent to an agent, Siebel passes an email notification to Avaya IC. Avaya IC routes the email to the agent.

The following figure shows the Siebel-first email entry method.



Email entry process

The following process describes the Siebel-first email entry method:

1. Email enters Siebel through the POP3 email server.
2. Siebel runs an email response workflow.
3. The email response workflow determines how to process the email. One of the following actions occurs:

Chapter 4: Email entry method

- Siebel dismisses the email and the email process ends. For example, Siebel dismisses the email because it detects junk email.
 - Siebel performs Content Analysis on the email and the resulting confidence level exceeds the administered threshold. An autoresponse is sent without agent involvement. In this case, an autoacknowledgement is usually not sent.
 - Siebel performs Content Analysis on the email and the resulting confidence level is under the administered threshold. The email is routed to an agent using the process described in Steps 4 through 9. Usually, an auto acknowledgement is sent to the customer because agents cannot always respond immediately to customer email. This is optional.
4. Siebel composes an email with new information encoded in the body and sends this notification email to a mailbox on a POP3 email server. The email includes the following information:
 - The To, From, and Subject information of the original email
 - Language as determined by Siebel Content Analysis
 - Content Analysis results from Siebel
 - ActivityID of the original Siebel email
 5. Avaya IC reads the email from the POP3 server and starts a Siebel-first email workflow to process it.
 6. The workflow processes the email so that Avaya IC can route the email using the email routing workflow.
 7. When the work item or email displays on the agent desktop, the original email is popped in the Siebel screen using the Activity ID that was passed from Siebel.
 8. When the agent has replied to or forwarded the email, the agent releases the work item from the Siebel toolbar. The agent can also dismiss the email without forwarding or replying.
 9. The AICD receives a message to release the work item and passes a disconnect email message to Avaya Agent or ASIS. The way Avaya Agent or ASIS handles a disconnect message is similar to handling a dismiss message. If a response is then sent to the customer, the dismiss is transparent to the agent on the Avaya Agent or ASIS side. In other words, the agent must not see a dialog box asking for a dismiss reason. Instead, Avaya Agent or ASIS must use a special preconfigured dismiss reason.

If the agent has dismissed the email without replying or forwarding, the agent is asked for a dismiss reason.
 10. Siebel sends out the email response composed by the agent.

Related topics

See one of the following topics:

- For more information about how Content Analysis works within Siebel, see the Siebel documentation.
- For more information about email workflows, see [Siebel-first email workflow](#) on page 119.

How email replies are handled

In the Siebel-first email method, tracking for the reply thread is done within Siebel. The routing for reply emails is identical to the routing of original emails in the out-of-the-box Avaya IC Siebel integration. However, you can customize this behavior by modifying the email workflow in Siebel and the Siebel-first email workflows in Avaya IC.

Chapter 5: Components within Avaya IC

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

- [ASIS](#) on page 64
- [EAI server](#) on page 64
- [Avaya IC management tools](#) on page 67
- [ORB Servers](#) on page 68
- [Web Agent](#) on page 69

ASIS

Agent Server for Integration with Siebel (ASIS) is a Siebel-specific component of Avaya IC. ASIS:

- Is used in only the Native integration with Siebel
- Is used instead of the Avaya Agent application
- Is available only in Avaya IC 7.1 or later
- Handles requests and event communication for all agents
- Can be installed on the Siebel server or on the Avaya IC server

Note:

Ensure to set the Native-specific parameters in the Siebel configuration.

EAI server

This section includes the following topics:

- [About the EAI server](#) on page 65
- [EAI figure](#) on page 65
- [HTTP/MIME/XML interface](#) on page 66
- [EAI server types](#) on page 66

- [Server type limitations](#) on page 66

About the EAI server

The Enterprise Application Integration (EAI) server is a Siebel-specific component of Avaya IC. The EAI server accepts requests from blocks on the Avaya IC to perform Get Data and Put Data operations.

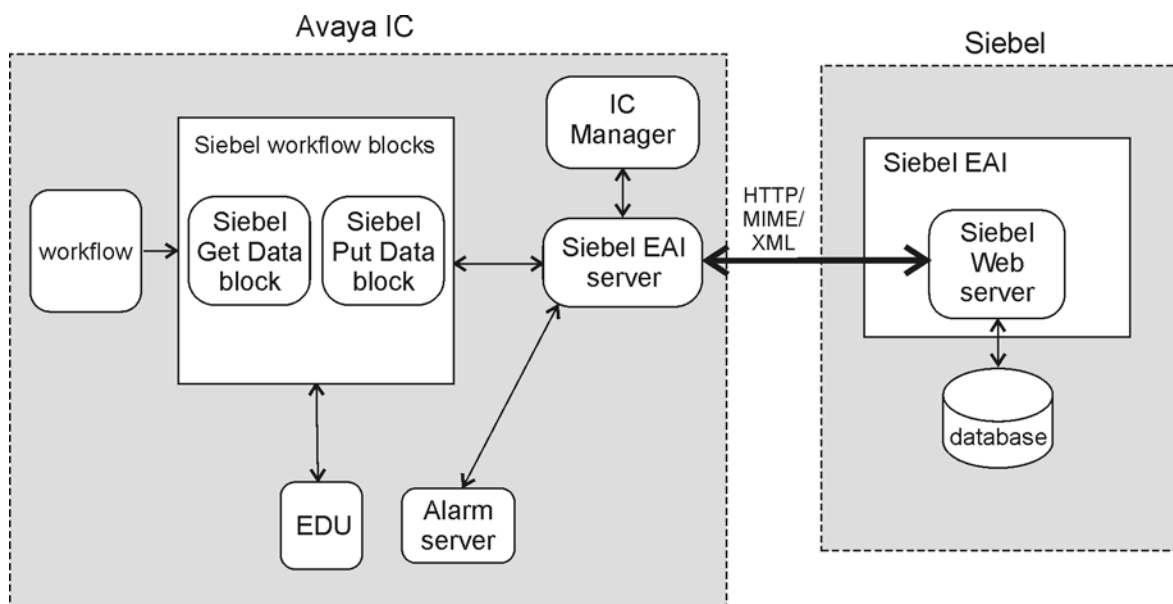
Related topics

For more information, see any of the following topics:

- [Configuring the Avaya EAI servers](#) on page 169
- [EAI in multisite configurations](#) on page 42
- [EAI server errors](#) on page 294
- [EAI Get and Put operations](#) on page 400
- For more information about the EAI on Siebel, see the Siebel documentation.

EAI figure

The following figure shows how the EAI interfaces with Siebel.



HTTP/MIME/XML interface

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

EAI server types

The Avaya EAI servers provide the communication links between Avaya IC and Siebel so that Avaya IC workflows can read and write customer data. Each of the two EAI server types use different protocols to communicate with Siebel, and each protocol supports different integration capabilities and overhead.

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

Server type	Description
EAI	Supports the Avaya IC Get Data block in the out-of-the-box voice qualification workflow, incomingcall_sbl .
EAIWorkflow	Supports the Avaya IC Put Data block in the out-of-the-box voice qualification workflow, incomingcall_sbl .

Related topics

For more information, see the following topics:

- [Siebel palette blocks](#) on page 99
- [Adding the EAI server](#) on page 171
- [Adding the EAIWorkflow server](#) on page 172

Server type limitations

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

EAI server type	Operation	Attachments ¹ allowed?	Returns Siebel ID record?
EAI	Get	No	Yes
	Put	No	No ²

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

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

Example of a limitation

The EAI server type interacts directly with the EAI on Siebel. Because Siebel integration objects do not return a record ID on a Put request, the record ID cannot pop a Siebel screen to the agent with a newly created record. If the EAIWorkflow server type is used for Put operations, the newly created record ID is returned by Siebel.

Avaya IC management tools

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

- [Database Designer](#) on page 67
- [IC Manager](#) on page 68
- [Workflow Designer](#) on page 68

Database Designer

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

Related topic

For more information about Database Designer, see *IC Database Designer Application Reference*.

IC Manager

Use Interaction Center (IC) Manager to:

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

Related topic

For more information about IC Manager, see *IC Administration Guide*.

Workflow Designer

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

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

Related topic

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

ORB Servers

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

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

Related topics

For more information, see the following topics:

- [Installing and configuring an Avaya IC secondary ORB server on Siebel](#) on page 141
- *Avaya IC Core Services Programmer Guide*.

Web Agent

Note:

This section applies only to Hybrid Siebel integrations. If you have a Native Siebel integration, skip this section.

This section includes the following topics:

- [Definition of Web Agent](#) on page 69
- [Changes for the integration](#) on page 69

Definition of Web Agent

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

Changes for the integration

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

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

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

Chapter 6: Avaya Agent components



Important:

Avaya Agent integrations are applicable only for Hybrid Siebel integrations. If you have a Native Siebel integration, see [Customizing Native Siebel](#) on page 302.

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

- [Avaya Agent architecture](#) on page 70
- [Avaya Agent layout file](#) on page 72
- [About IC Scripts](#) on page 74
- [Integration hooks](#) on page 75
- [Customizing AUX reason codes](#) on page 77
- [AICDEngine](#) on page 78
- [Wrap-up](#) on page 80
- [Agent properties](#) on page 82

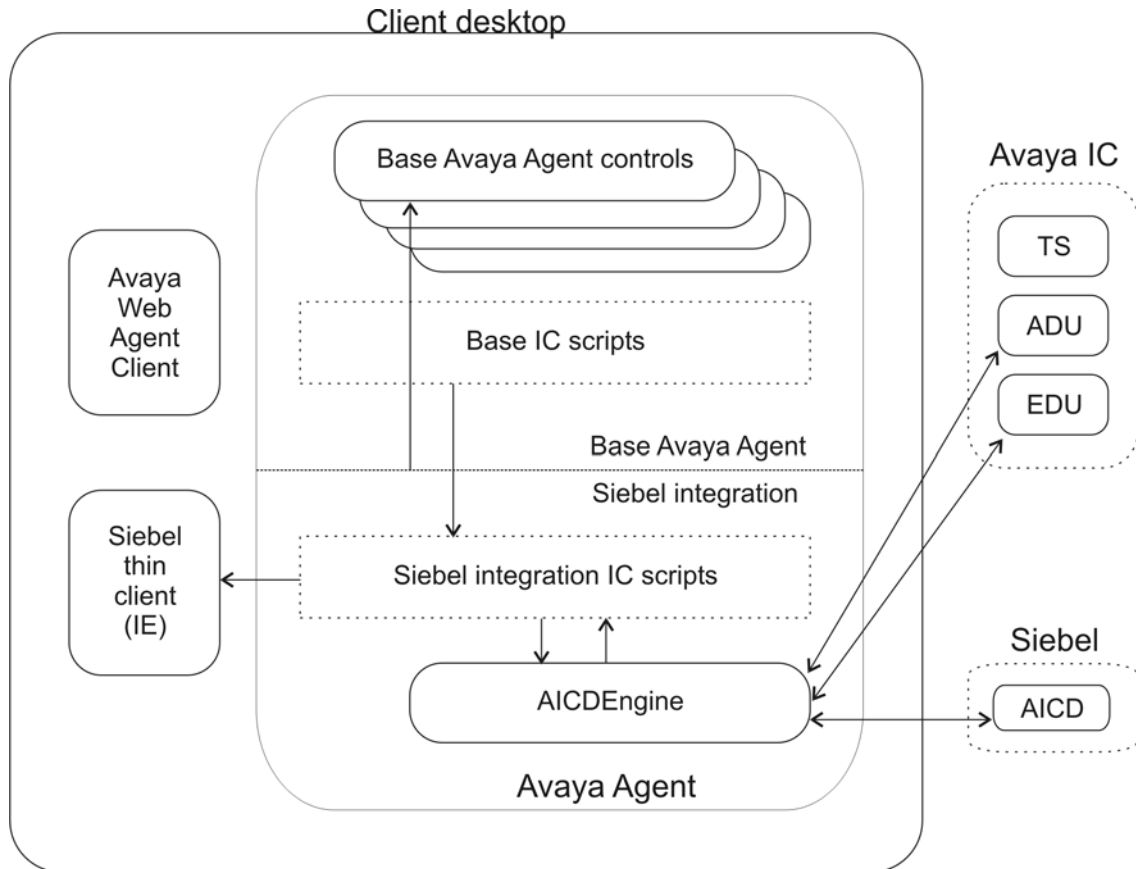
Avaya Agent architecture

This section includes the following topics:

- [Avaya Agent architecture figure](#) on page 71
- [Areas of functionality](#) on page 71
- [Avaya Agent interactions](#) on page 72

Avaya Agent architecture figure

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



Areas of functionality

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

Base Avaya Agent controls: Existing, out-of-the-box ActiveX controls that reside in Avaya Agent

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

Siebel integration IC Scripts: IC Scripts written directly for the Siebel integration. These scripts must handle the actual requests from the AICD by calling methods on the Avaya Agent controls. When events occur in Avaya Agent, the Siebel integration IC Scripts must notify the AICD.

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

Avaya Agent interactions

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

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

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

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

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

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

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

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

Avaya Agent layout file

This section includes the following topics:

- [CDL file description](#) on page 73
- [The Siebel integration CDL file](#) on page 73
- [Differences in the Avaya Agent taskbars](#) on page 73

CDL file description

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

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

The Siebel integration CDL file

The following list describes how the Siebel integration CDL file differs from the out-of-the-box Avaya CDL file. The Siebel integration CDL file:

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

Differences in the Avaya Agent taskbars

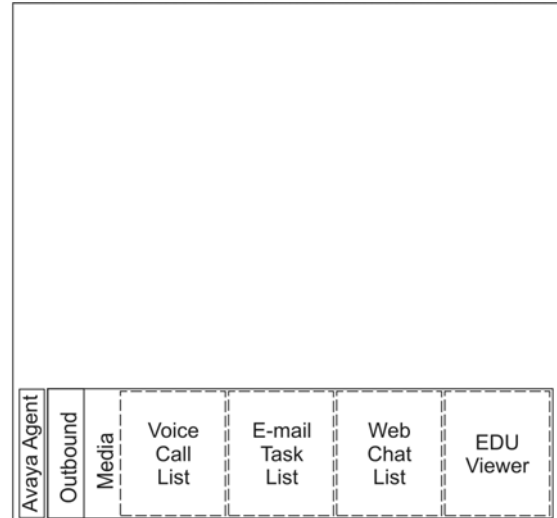
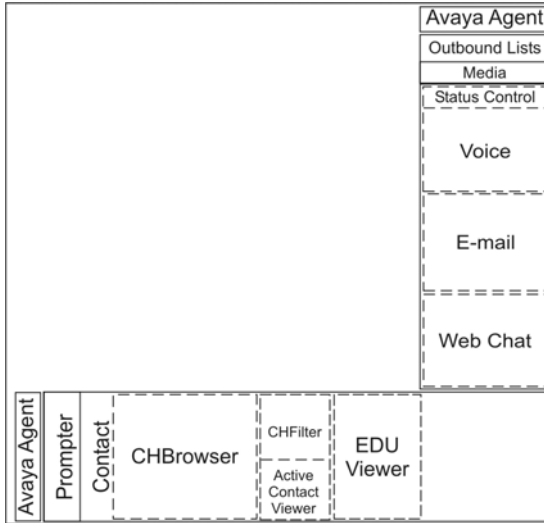
The following figures show how the out-of-the-box Avaya Agent taskbars differ between a non integrated system and an Avaya IC Siebel integration.

Note:

The equivalent to the Prompter pane resides in the **avaya_agent_sbl_*.cdl** file, but the pane is hidden unless you change the out-of-the-box configuration.

Avaya Agent taskbar in a non integrated system

Avaya Agent taskbar in an Avaya IC Siebel integration



Related topics

- For information about the Avaya Agent taskbar in an Avaya IC Siebel integration, see *Avaya IC for Siebel User Guide*.
- For more information about the Avaya Agent CDL file in a non-Siebel-integrated system, see *Avaya Agent Integration*.
- For more information about installing the CDL file, see [Generating the Windows application](#) on page 131.

About IC Scripts

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

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

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

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

Related topic

For more information, see [Integration hooks](#) on page 75.

Integration hooks

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

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

Related topics

For more information, see the following topics:

- For a complete description of integration hooks, see *Avaya Agent Integration*.
- For a description of commands, see [AICD commands](#) on page 312

Integration hook handlers

A set of integration hook handlers are in the Siebel integration. These integration hooks are in the integration to provide you with examples so that you can create custom integration hooks for your site. This set of integration hook handlers are located on the design machine in `<AVAYA_IC73_HOME>\design\qconsole\siebel\custom`.

The following integration hooks are included with the integration:

- [SiebelAICDEngine_AICDEngineStateChanged](#) on page 76
- [SiebelAICDEngine_BroadcastMsgReceived](#) on page 76
- [SiebelAICDEngine_RequestReceived](#) on page 76

- [Siebel_AICD_AgentUnavailable](#) on page 76
- [Siebel_AICD_ChangeAuxReasonCode](#) on page 76
- [Siebel_AICD_ReleaseWork](#) on page 77
- [Siebel_ResolveDestination](#) on page 77

SiebelAICDEngine_AICDEngineStateChanged

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

SiebelAICDEngine_BroadcastMsgReceived

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

SiebelAICDEngine_RequestReceived

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

Siebel_AICD_AgentUnavailable

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

Siebel_AICD_ChangeAuxReasonCode

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

Siebel_AICD_ReleaseWork

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

Siebel_ResolveDestination

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

Customizing AUX reason codes

This section includes the following topics:

- [Using Avaya IC AUX reason codes](#) on page 77
- [Using Siebel AUX reason codes](#) on page 78

Using Avaya IC AUX reason codes

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

If you use AUX reason codes with your own dialog window, you must customize Avaya Agent using the integration hooks provided. Use integration hooks Siebel_AICD_AgentUnavailable or Siebel_AICD_ChangeAuxReasonCode. For a description of how the out-of-the-box integration hook works for Unavailable, see the custom samples shipped with the code at `<AVAYA_IC73_HOME>\design\qconsole\siebel\custom`. These samples have examples and notations that might be useful.

Using Siebel AUX reason codes

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

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

The out-of-the-box **AICD.def** file does not pass a Reason parameter on AgentUnavailable. However, for the ChangeAuxReasonCode command under the **Siebel NotReadyWithPopup** menu, the out-of-the-box code invokes the **Siebel Transfer Multiple LOV Popup Applet** and passes the selected Reason value to Avaya Agent using the sReasonCode parameter. For Siebel Hybrid mode, you must customize the code in the appropriate Avaya Agent integration hook handler to translate the sReasonCode parameter to a true sReasonCode and sReasonDigit for each description on [Siebel AICD AgentUnavailable](#) on page 76. You may also need to change the AICD.def to associate the correct buttons and menus with your reason code applet. You might also need change the AICD.def to pass the appropriate reason code values to the AICD AgentUnavailable or ChangeAuxReasonCode commands.

AICDEngine

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

SendRequest

Description

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

Syntax

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

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

Returns

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

Usage example

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

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

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

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

    Set iOutRequestDataSeqCouple = Nothing

End Sub
```

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

Wrap-up

This section includes the following topics:

- [Description of wrap-up](#) on page 80
- [Integration wrap-up methods](#) on page 80
- [Avaya IC wrap-up vs. Siebel wrap-up figure](#) on page 81

Description of wrap-up

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

Integration wrap-up methods

In the Siebel integration, two ways to perform a wrap-up is as follows:

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

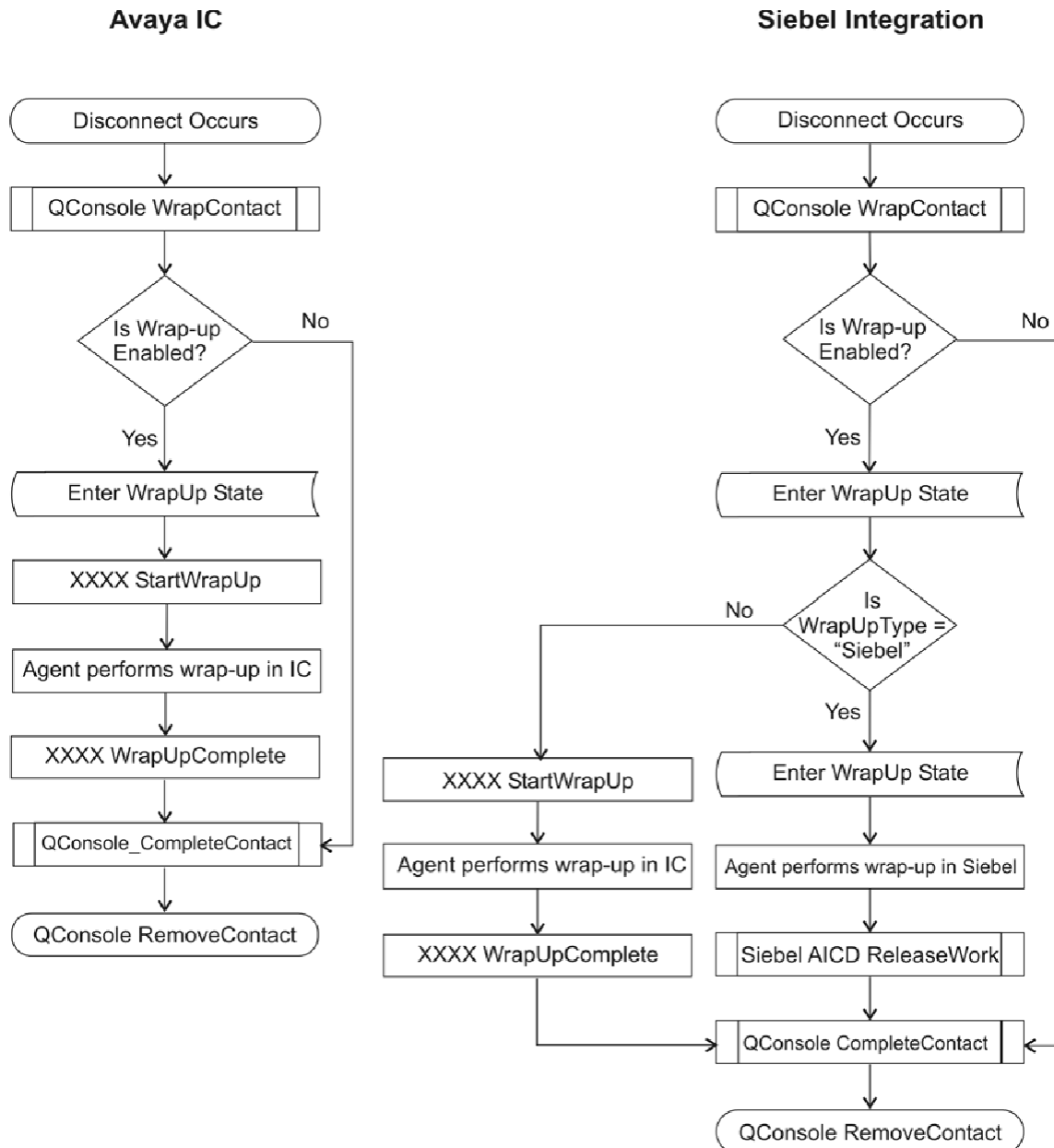
In both cases, the Agent/Desktop.WrapUpEnabled property enables or disables wrap-up. If wrap-up is enabled, the Agent/Desktop.WrapUpType property is used to determine what type of wrap-up is performed. If this property is set to *Siebel*, the system uses the Siebel wrap-up. Otherwise, the system enforces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

Related topic

For more information about enabling or disabling wrap-up, see [Setting Avaya IC properties](#) on page 137.

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

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



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

Related topics

For more information, see the following topics:

- [ReleaseWork](#) on page 358
- [Siebel AICD ReleaseWork](#) on page 77

Agent properties

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

- [Description of agent properties](#) on page 82
- [Siebel integration agent properties](#) on page 82

Description of agent properties

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

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

Related topics

For information for how to set agent properties or for more detailed conceptual information, see *IC Administration Guide*.

Siebel integration agent properties

The following table lists the Siebel integration properties.

Property path	Property name	Description
Agent/Desktop/WAC	AlwaysOnTop	Determines whether to set the Web Agent Client (WAC) window on top.
	AppMode	Determines the mode of the Web Agent Client application.

Property path	Property name	Description
Agent/Desktop/Siebel	AutoLoginEnabled	Determines whether to automatically log in to Siebel.
Agent/Desktop	ContactSuspensionEnabled	Displays the Contact Suspension dialogs when an agent suspends a contact.
	IntegratedApplication	Determines which third-party application is integrated with Avaya Agent.
Agent/Desktop/Siebel	LaunchURL ¹	Determines the URL that opens the Siebel application from Internet Explorer.
Agent/Desktop	Layout	Specifies which layout, or CDL file, to use for Avaya Agent.
Agent/Desktop/Siebel/ AutoLogin	PasswordFormat	Determines how to change the case-sensitivity of the Avaya IC password so that Siebel accepts the password during AutoLogin.
Agent/Desktop/ ScreenPop	PopOnAllArrivingContacts	If screen pops are enabled, screen pops occur for all contacts arriving in Avaya Agent.
	PopOnContactActivation	If screen pops are enabled, screen pops occur when contacts are activated in Avaya Agent.
	PopOnFirstArrivingContact	If screen pops are enabled, screen pops occur in absence of any contacts in Avaya Agent.
Agent/Desktop	ScreenPopEnabled	Enables and disables screen pops.
Agent/Desktop/Siebel/ Email	SendFlowName	Specifies the name of the email workflow that runs in the WorkFlowServerName workflow server.
Agent/Desktop/ Directory	ShowAgentsOnStartup	Shows agents during startup in the Unified Agent Directory (UAD).
	ShowAllAgents	Shows all agents in the entire Agent Directory Tree in the UAD.

Property path	Property name	Description
Agent/Desktop/WAC	ShowOnChatActivate	Determines whether to show the WAC window when a Web chat is activated.
	ShowOnChatSelect	Determines whether the Web Agent client displays when an agent selects a Web chat task.
	ShowOnEmailActivate	Determines whether to show the WAC window when an email message is opened.
	ShowOnEmailSelect	Determines whether the Web Agent client displays when an agent selects an email task.
Agent/Desktop/Siebel/AutoLogin	UserNameFormat	Determines how to change the case-sensitivity of the Avaya IC user name so that Siebel accepts the name during AutoLogin.
	WaitTime	Determines the number of seconds that the system waits for the Siebel login page to display before prompting a skip message.
Agent/Desktop/Siebel/Email	WorkFlowServerName	Specifies the workflow server name for email.
Agent/Desktop	WrapUpEnabled	Enables and disables wrap-up.
	WrapUpType	If wrap-up is enabled, determines the type of wrap-up.

1. When LaunchURL is configured, Internet Explorer is launched, and it opens the Siebel Application automatically. If it is required to use another Internet browser (for example, Google Chrome), leave LaunchURL empty. In this case, the user needs to start AARC, then launch the Internet browser and open the Siebel application in that Internet browser manually.

Related topics

For more information, see the following topics:

- [Wrap-up](#) on page 80
- [Setting Avaya IC properties](#) on page 137
- For more detailed conceptual information, see *IC Administration Guide*.

Chapter 7: Components within Siebel

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

- [AICD](#) on page 86
- [Integration objects](#) on page 90
- [SCAPI interface](#) on page 90
- [Siebel activity records](#) on page 91
- [Siebel user interface](#) on page 92
- [Siebel Communications Server](#) on page 92
- [Siebel definition file](#) on page 93
- [Siebel Tools](#) on page 95
- [Smart Answer and Smart Answer Manager](#) on page 95

AICD

This section includes the following topics:

- [Overview of the AICD](#) on page 86
- [AICD and Siebel interfaces](#) on page 88
- [AICD and Avaya IC interfaces](#) on page 88
- [AICD and interfaces to Avaya Agent](#) on page 89
- [Multiple AICDs](#) on page 89

Overview of the AICD

This section includes the following topics:

- [What the AICD does](#) on page 87
- [AICD architecture for Hybrid Siebel](#) on page 87
- [AICD architecture for Native Siebel](#) on page 88

What the AICD does

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

- Facilitates Avaya IC to pass work notifications and work-related events to Siebel
- Facilitates Siebel to pass work-related control commands to Avaya IC
- Synchronizes various agent actions and states between the Siebel browser-based desktop and the Avaya Agent desktop

Note:

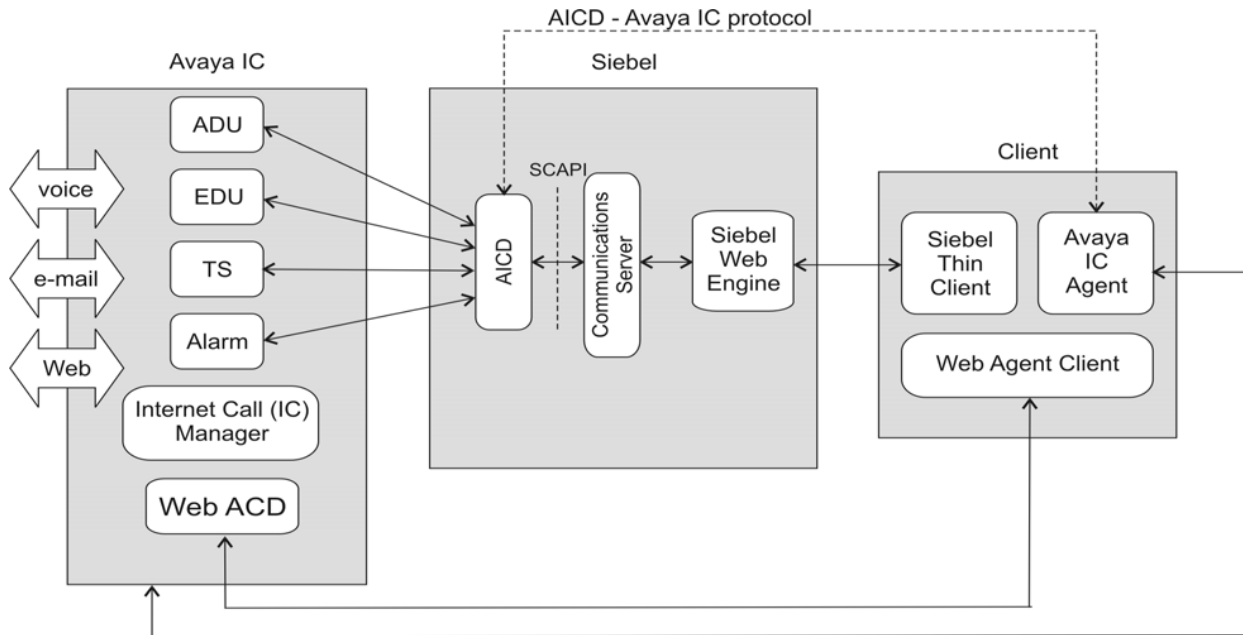
Avaya IC for Native Siebel does not have an Avaya Agent desktop.

- Manages some Siebel user interface tasks, such as updating the state of the Siebel toolbar buttons

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

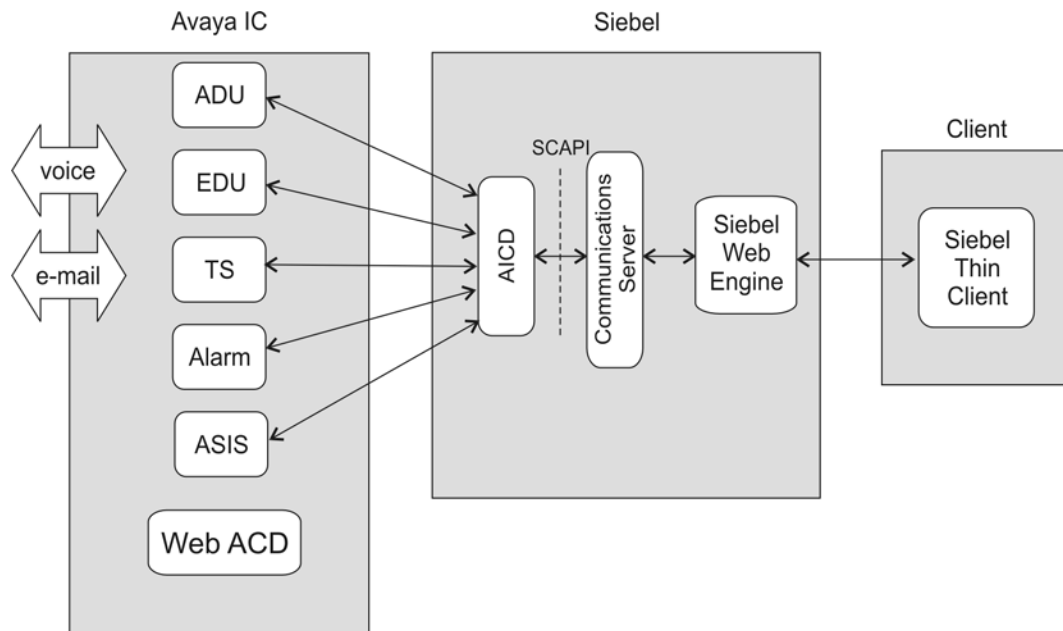
AICD architecture for Hybrid Siebel

The following figure shows how the AICD functions within a Hybrid Siebel system.



AICD architecture for Native Siebel

The following figure shows how the AICD functions within a Native Siebel system.



AICD and Siebel interfaces

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

AICD and Avaya IC interfaces

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

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

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

ADU: The AICD uses the Agent Data Unit (ADU) server to locate Avaya Agent or ASIS to establish a direct communication link between the AICD and Avaya Agent or ASIS.

EDU: The AICD uses the EDU server to:

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

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

ASIS: The Agent Server for Integration with Siebel (ASIS) is used only for Native Siebel integrations and is used instead of the Avaya Agent application. ASIS handles requests and event communication for all agents.

AICD and interfaces to Avaya Agent

The need occurs for the AICD to send requests to Avaya Agent because most toolbar actions, especially for email and web contacts, need to be passed to Avaya Agent for execution.

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

Note:

Avaya IC for Native Siebel configurations do not use Avaya Agent. Processing is controlled through ASIS.

Multiple AICDs

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

Integration objects

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

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

Avaya-specific integration objects are available that you must import for the out-of-the-box integration to work. [EAI Get and Put operations](#) on page 400 describes the out-of-the-box Avaya-specific integration objects. Import the Avaya-specific Siebel workflow, Avaya IC EAI MIME for Put operations.

Related topics

For more information, see one of the following topics:

- [EAI Get and Put operations](#) on page 400
- [Installing a custom integration object](#) on page 173
- For more information about integration objects, see the Siebel documentation.

SCAPI interface

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

The SCAPI interface is located on the Siebel system.

Related topic

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

Siebel activity records

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

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

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

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

- [Using EAI](#) on page 91
- [Using Siebel event logs](#) on page 91

Using EAI

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

Using Siebel event logs

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

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

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

Related topics

For more information, see the following topics:

- For a description of and for examples for creating Siebel event logs, see the *Siebel Communications Server Administration Guide*.
- For information about the OnNewWorkItem event, see [OnNewWorkItem](#) on page 388.

Siebel user interface

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

To use to the Siebel user interface:

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

Field	Value
Login	SADMIN
Password	Type the client password.

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

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

Siebel Communications Server

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

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

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

Related topic

For more information, see the Siebel documentation.

Siebel definition file

This section includes the following topics:

- [Description of the definition file](#) on page 93
- [Commands and events](#) on page 93
- [About customizing the definition file](#) on page 94
- [Coordinating customizations](#) on page 94
- [Customizing the definition file](#) on page 94

Description of the definition file

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

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

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

The out-of-the-box definition file is configured for a Hybrid Siebel desktop. If you have a Native Siebel configuration, make modifications for each comments in the AICD.def file.

Commands and events

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

Related topics

For more information, see the following topics:

- [AICD commands](#) on page 312
- [AICD events](#) on page 370

About customizing the definition file

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

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

Related topics

For more information, see one of the following topics:

- [AICD commands](#) on page 312
- [AICD events](#) on page 370
- [Customizing the definition file](#) on page 94

Coordinating customizations

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

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

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

Customizing the definition file

To modify a definition file:

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

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

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

For more information about how to configure the definition file, see the Siebel documentation.

3. Import the file into the Siebel Communication Server.

Siebel Tools

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

During installation and configuration, use Siebel Tools to add custom integration objects to Siebel and configure email.

Related topic

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

Smart Answer and Smart Answer Manager

Smart Answer is a Siebel feature that analyzes the content of unstructured emails and either sends an automatic response or suggests an email response.

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

Related topics

See one of the following topics:

- [Configuring Smart Answer Manager](#) on page 220
- For more information about Smart Answer Manager, see the Siebel documentation.

Chapter 8: Integration workflows

This section includes the following topics:

- [Avaya IC and Siebel workflows](#) on page 96
- [Siebel Advocate workflows](#) on page 98
- [Siebel palette blocks](#) on page 99
- [Voice qualification workflow](#) on page 112
- [Chat qualification workflows](#) on page 115
- [Siebel-first email workflow](#) on page 119

Related topic

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

Avaya IC and Siebel workflows

For example, to get a customer record for a voice contact, configure this block to use - Get Contact as the Avaya IC integration object and one of the query keys as the Automatic Number Identification (ANI) for the voice contact. The following table describes the locations of the workflows.

Workflows	Location
Avaya IC workflows	<AVAYA_IC73_HOME>\design\IC\Flows\Avaya
Siebel integration workflows	<AVAYA_IC73_HOME>\design\IC\Flows\Siebel

Project and workflow names for new Siebel workflows

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

Siebel project name	Siebel workflow name	More information
Siebel-first		
icemail_sbl_first.prj	analyze_sbl	Siebel-first email workflow on page 119
Siebel-Advocate		
advocate_sbl.prj	qualifyvoice_adv_sbl	Siebel Advocate workflows on page 98
	qualifyemail_adv_sbl	
	qualifychat_adv_sbl	

Project and workflow names for existing Siebel integration workflows

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

Avaya IC project name	Avaya IC workflow name	Siebel project name	Siebel workflow name
icm.prj	transcriptadded	icm_sbl.prj	transcriptadded_icm
ts.prj	incomingcall	ts_sbl.prj	incomingcall_sbl
webcenter.prj	addcustomer	webcenter_sbl.prj	addcustomer_sbl
webcenter.prj	deletecustomer	webcenter_sbl.prj	deletecustomer_sbl
webcenter.prj	getauthenticatedcustomer	webcenter_sbl.prj	getauthenticatedcustomer_sbl
webcenter.prj	getcustomer	webcenter_sbl.prj	getcustomer_sbl
webcenter.prj	getcustomer	webcenter_sbl.prj	getcustomerlist_sbl
webcenter.prj	getregions	webcenter_sbl.prj	getregions_sbl
webcenter.prj	schedulecallback	webcenter_sbl.prj	schedulecallback_sbl
webcenter.prj	undeletecustomer	webcenter_sbl.prj	undeletecustomer_sbl

Avaya IC project name	Avaya IC workflow name	Siebel project name	Siebel workflow name
webcenter.prj	updatecustomer	webcenter_sbl.prj	updatecustomer_sbl
wacd.prj	qualifychat	wacd_sbl.prj	qualifychat_sbl
wacd.prj	qualifyemail	wacd_sbl.prj	qualifyemail_sbl

Related topics

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

- [Voice qualification workflow](#) on page 112
- [Chat qualification workflows](#) on page 115

Siebel Advocate workflows

This section contains the following topics:

- [Siebel Advocate email and chat workflows](#) on page 98
- [Siebel Advocate voice workflow](#) on page 99

Siebel Advocate email and chat workflows

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

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

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

Siebel Advocate voice workflow

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

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

Related topic

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

Siebel palette blocks

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

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

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

- [Create Agent Desktop Data block](#) on page 100.
- [EAI Get Data block](#) on page 102.
- [EAI Put Data block](#) on page 105.
- [EAI Put Data with Attachments block](#) on page 108.
- [Additional new blocks in Siebel integration workflows](#) on page 111

Related topics

For more information, see the following topics:

- [EAI server types](#) on page 66
- [EAI Get and Put operations](#) on page 400

Create Agent Desktop Data block

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

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

Sample workflow

For an example of how Create Agent Desktop Data can be used in a workflow, see [Sample Incoming Call flow](#) on page 114.

Basic properties

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

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

Advanced properties

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

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

Alarms

Generates the alarms described in the following table:

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

Connections

Accepts the following connections:

- Input: 1 or more
- Output: 1

EAI Get Data block

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

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

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

Related topic

For more information, see [EAI Put Data block](#) on page 105.

Sample workflow

For an example of how EAI Get Data can be used in a workflow, see the EAI Get Data (Look for Contact) block in [Sample Incoming Call flow](#) on page 114.

Basic properties

The **Basic** tab of EAI Get Data includes the properties in the following table. For more information about Get Action integration objects and the types of records that the objects retrieve from Siebel, see [EAI Get and Put operations](#) on page 400.

Property	Default Value	Description
IntegrationObject	empty	<p>A Get Action integration object retrieves information from the Siebel database about actions that agents took in response to previous contacts with this customer.</p> <p>Type the exact name of a custom integration object or select a preconfigured integration object.</p> <ul style="list-style-type: none"> ● Avaya IC - Get Account ● Avaya IC - Get Action ● Avaya IC - Get Contact ● Avaya IC - Get Order Entry ● Avaya IC - Get Quote ● Avaya IC - Get Service Request <p>To use a custom integration object, create the object before you type the name in this field.</p>
QueryKeyName_N	empty	<p>Name of the query key in the integration object that the block must use to retrieve data from the Siebel database. For example, the Avaya IC - Get Contact integration object includes the following out-of-the-box query keys:</p> <ul style="list-style-type: none"> ● Contact.Id ● Contact.FullName ● Contact.EmailAddress ● Contact.HomePhone <p>You can specify up to 5 query keys.</p>
QueryKeyValue_N	empty	<p>Target where the block must store values that is retrieved by the queries.</p> <p>For example, if you specify a query key in QueryKeyName_01, enter the target for the data in QueryKeyValue_01.</p>

Advanced properties

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

Property	Default Value	Description
BaseTag	<default>	Name of the base "List of" tag to be used in the xml document. If you do not specify a tag, the block uses ListOf"<integrationobject> for the tag name. <default> is the typical value for this property.
blockDebug	off	Debug level of the block. Before changing the default value, see <i>Avaya IC Media Workflow Reference</i> .
DTD Name	<default>	Name of the DTD used in the integration object. <default> indicates that the integration object uses the same DTD as the preconfigured integration objects.
MaxRecords	0	Specifies the maximum number of records to be returned by the search. A value of "0" returns all matching records.
NumberOfRecords Retrieved	\$\$NumberOfRecordsRetrieved	Script variable that holds the number of records retrieved from the Siebel database.
OutData	\$\$sscOutData	Script variable that holds the results returned from the query of the Siebel database.
ReturnCode	\$\$ReturnCode	Script variable that holds the value of the return code that is returned by the <code>EAI.GetData()</code> method. A value other than "0" indicates an error.
Server	EAI	Name of the EAI server.
start	EAI Get Data	Block IC Script.
validatedDTD	false	Determines whether the block must validate the DTD used in the integration object before querying the Siebel database.

Alarms

Generates the alarms described in the following table:

Alarm	Description
ObjectName property not set!!	This High alarm is generated when the IntegrationObject property is empty. To correct, configure the IntegrationObject property in the block with a value that represents a valid integration object, then recompile and reload the workflow.
ValidatedDTD turned on, but DTDName property not set!!	This High alarm is generated when the ValidateDTD property is set to <code>true</code> and the DTDName property is empty. To correct, do one of the following tasks: <ul style="list-style-type: none"> Configure the DTDName property with the name of the DTD of the <code>xml</code> file then recompile and reload the workflow. OR <ul style="list-style-type: none"> Change the value of the ValidateDTD property to <code>false</code> then recompile and reload the workflow.
EAI.GetData() Failed!!	This High alarm is generated when the <code>EAI.GetData()</code> method returns with a return code that has a value of greater than "0". The alarm also contains the exact error and suberror codes returned by the EAI server.

Connections

Accepts the following connections:

- Input: 1 or more
- Output: 1

EAI Put Data block

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

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

Related topic

For more information, see [EAI Put Data with Attachments block](#) on page 108.

Sample workflow

For an example of how EAI Put Data can be used in a workflow, see the EAI Put Data (Create Activity Record) block in [Sample Incoming Call flow](#) on page 114.

Basic properties

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

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

Advanced properties

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

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

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

Alarms

Generates the alarms described in the following table:

Alarm	Description
ObjectName property not set!!	This High alarm is generated when the IntegrationObject property is empty. To correct, configure the IntegrationObject property in the block with a value that represents a valid integration object, then recompile and reload the workflow.
ValidatedDTD turned on, but DTDName property not set!!	This High alarm is generated when the ValidatedDTD property is set to <code>true</code> and the DTDName property is empty. To correct, do one of the following tasks: <ul style="list-style-type: none"> ● Configure the DTDName property with the name of the DTD of the <code>xml</code> file then recompile and reload the workflow. <p>OR</p> <ul style="list-style-type: none"> ● Change the value of the ValidatedDTD property to <code>false</code> then recompile and reload the workflow.
EAI.PutData() Failed!!	This High alarm is generated when the <code>EAI.PutData()</code> method returns with a return code that has a value of greater than "0". The alarm also contains the exact error and suberror codes returned by the EAI Workflow server.

Connections

Accepts the following connections:

- Input: 1 or more

- Output: 1

EAI Put Data with Attachments block

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

Related topic

For more information, see [EAI Put Data block](#) on page 105.

Sample workflow

For an example of how EAI Put Data with Attachments can be used in a workflow, see the EAI Put Data with Attachments block in the [Transcript Added workflow](#) on page 116.

Basic properties

The **Basic** tab of EAI Put Data with Attachments includes the properties in the following table.

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

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

Advanced properties

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

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

Property	Default Value	Description
OutputID	\$sOutputId	Unused script variable. Do not change the value of this property.
ReturnCode	\$sReturnCode	Script variable that holds the value of the return code that is returned by the <code>EAI.PutData()</code> method. A value other than "0" indicates an error.
Server	EAIWorkflow	Name of the Workflow server that runs the workflow which includes this block.
start	EAI Put Data with Attachments	Block IC Script.
validateDTD	false	Determines whether the block must validate the DTD used in the integration object before sending information to Siebel.

Alarms

Generates the alarms described in the following table:

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

Alarm	Description
EAI.PutData() Failed!!	This High alarm is generated when the <code>EAI.PutData()</code> method returns with a return code that has a value of greater than "0". The alarm also contains the exact error and suberror codes that is returned by the EAI Workflow server.
No Attachments specified!!	This High alarm is generated when no attachments is given to the block in the script variable assigned to the Attachments property.

Connections

Accepts the following connections:

- Input: 1 or more
- Output: 1

Additional new blocks in Siebel integration workflows

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

**Tip:**

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

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

Related topic

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

Voice qualification workflow

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

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

- [Description of the Incoming Call flow](#) on page 113
- [Process of the Incoming Call flow](#) on page 113
- [Sample Incoming Call flow](#) on page 114

Description of the Incoming Call flow

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

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

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

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

Related topics

For related information, see the following topics:

- [Configuring workflow servers to use Siebel voice workflows](#) on page 181
- [Building the Avaya voice qualification workflow](#) on page 180
- [Siebel Advocate workflows](#) on page 98

Process of the Incoming Call flow

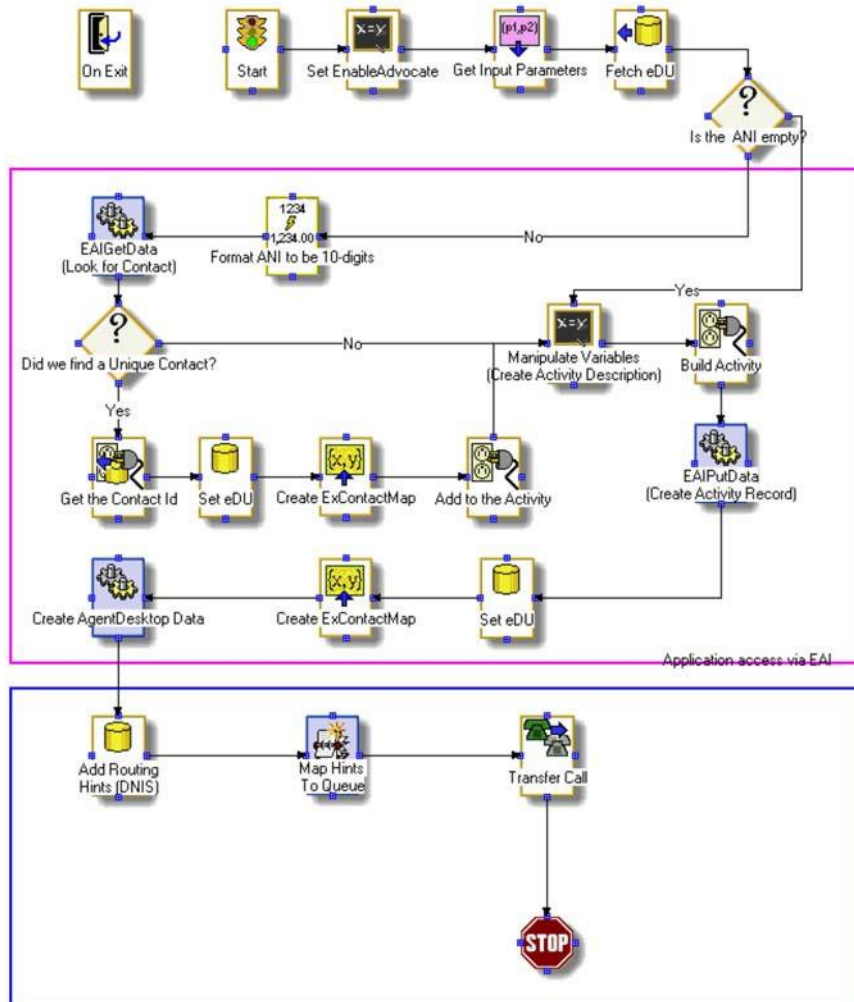
The sample Incoming Call flow works as follows:

1. When a call comes in, the Incoming Call flow uses the ANI information to query Siebel for a matching contact record. The Siebel query is done through the EAI server using the EAI Get Data block.
2. The Incoming Call flow uses the EAI Put Data block to create a Call Incoming activity record in Siebel.
3. If a contact record was found by the EAI Get Data block, the activity record is associated with the contact.
4. The Incoming Call flow writes some of the information that it received from the EAI Get block to the EDU.
5. This information is used to populate the EDU viewer, or to pop a particular screen in Siebel.

- The **AICD.def** file uses the contact ID placed in the EDU by the workflow to pop the Contact Detail View. If no matching contact was found by the workflow, the activity ID is used to pop the Activity Detail View.

Sample Incoming Call flow

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



Related topic

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

Chat qualification workflows

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

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

- [Qualify Chat flow](#) on page 115
- [Customer Management workflows for Web](#) on page 116
- [Transcript Added workflow](#) on page 116

Qualify Chat flow

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

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

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

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

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

Related topic

For more information, see [Configuring workflow servers to use Web chat workflows](#) on page 189.

Customer Management workflows for Web

Customer Management workflows for Web manage customer records for chat contacts. For example, these workflows associate customers who log in to the Website with information about the customer in the Siebel database. In the agent applications, a screen pop displays this information to the agent.

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



CAUTION:

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

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

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

Related topic

For more information, see [Modifying Customer Management workflows for Web](#) on page 188.

Transcript Added workflow

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

Chapter 8: Integration workflows

This section includes the following topics:

- [Description of the Transcript Added workflow](#) on page 117
- [Location of the Workflow server and EAIWorkflow server](#) on page 117
- [Process of the Transcript Added workflow](#) on page 117
- [Sample Transcript Added workflow](#) on page 118

Description of the Transcript Added workflow

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

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

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

Location of the Workflow server and EAIWorkflow server

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

Related topic

For more information, see [EAI server cannot read a file attachment](#) on page 294.

Process of the Transcript Added workflow

The Transcript Added workflow process works as follows:

1. When a chat session is wrapped up, Avaya IC writes a transcript of the session in raw form to a disk location.
2. The ICM server polls this location. When the ICM server finds the transcript, it reads and writes the transcript to IC Repository.
3. If the ICM server is configured, the ICM server triggers the Transcript Added workflow.
4. The Transcript Added workflow:
 - a. Receives the chat transcript in raw XML format as an input parameter.

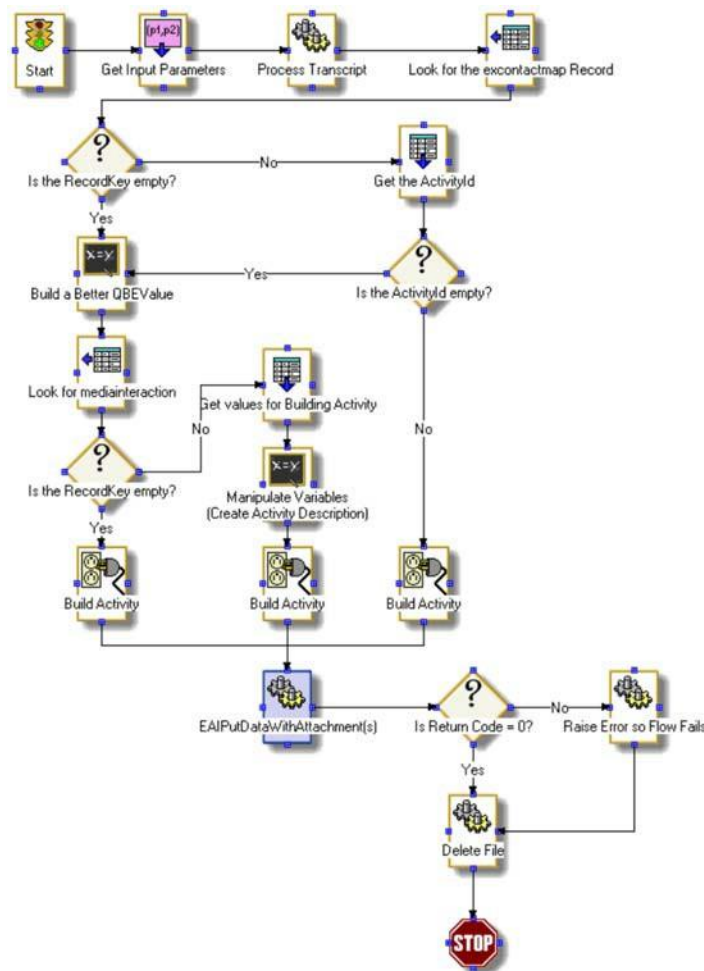
- b. Transforms the chat transcript into an HTML file, by default.
- c. Puts the HTML file into a location specified in the workflow.
- d. Makes a request to the EAI server to receive the HTML file and put the file into Siebel.

Related topic

For more information, see [Installing the Web chat qualification workflow](#) on page 193.

Sample Transcript Added workflow

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



Siebel-first email workflow

The Siebel-first email workflow is the Analyze workflow.

This section includes the following topics:

- [Description of the Analyze workflow](#) on page 119
- [Sample Analyze workflow](#) on page 120

Description of the Analyze workflow

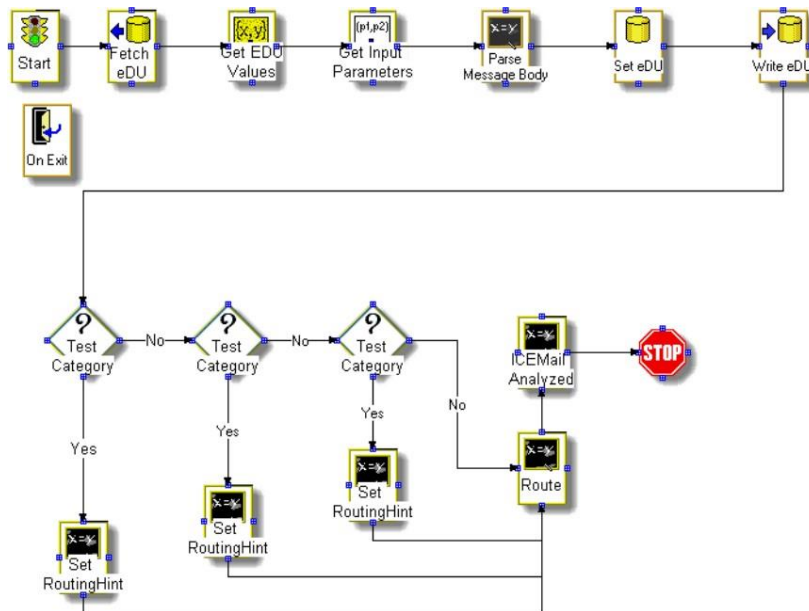
The analyze workflow receives a notification email from Siebel, parses it, and determines route parameters. Parsing the email includes pulling Siebel-supplied information out of the email body. This information includes the Content Analysis results, email language, and the Siebel email ActivityID of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

Facts about the analyze workflow are in the following table.

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

Sample Analyze workflow

The following figure shows the Analyze workflow.



Chapter 9: Overview of tasks for Hybrid Siebel

Perform the following tasks for a Hybrid Siebel integration.



Important:

Perform the following steps in the order shown.

Task	Where performed
1. Installing integration components on Avaya IC on page 127	Avaya IC
2. Designing Avaya Agent databases on page 129	
3. Deploying the Avaya Agent task bar (Hybrid Siebel only) on page 135	
4. Configuring Avaya IC on page 136	
5. Installing and configuring an Avaya IC secondary ORB server on Siebel on page 141	Siebel
6. Creating a Siebel AICD server on page 144	Avaya IC
7. Installing the AICD on page 147	Siebel
8. Configuring the AICD on page 151	
9. Checking the AICD environment (optional) on page 158	
10. Importing a custom eScript for Siebel Universal Agent on page 161	
11. Configuring the Avaya EAI servers on page 169	<ul style="list-style-type: none"> ● Avaya IC ● Siebel
12. Configuring one or more of the following workflows or channels: <ul style="list-style-type: none"> ● Configuring voice qualification workflows on page 180 ● Configuring Web chat qualification workflows on page 186 ● Configuring an email channel on page 198 	Avaya IC

Related topics

For more information about the Hybrid Siebel integration, see [Selecting an integration between Avaya IC and Siebel](#) on page 27 and [Media features](#) on page 29.

For more information about the architecture, see [Architecture for Hybrid Siebel](#) on page 32.

Chapter 10: Overview of tasks for Native Siebel

Perform the following tasks for a Native Siebel integration.



Important:

Perform the following steps in the order shown.

Task	Where performed
1. Installing integration components on Avaya IC on page 127	Avaya IC
2. Designing Avaya Agent databases on page 129 (optional for Native Siebel)	
3. Configuring Avaya IC on page 136	
4. Installing and configuring an Avaya IC secondary ORB server on Siebel on page 141	Siebel
5. Creating a Siebel AICD server on page 144	Avaya IC
6. Installing the AICD on page 147	Siebel
7. Configuring the AICD on page 151	
8. Checking the AICD environment (optional) on page 158	
9. Importing a custom eScript for Siebel Universal Agent on page 161	
10. Configuring ASIS (Native Siebel integration only) on page 162	Avaya IC or Siebel
11. Configuring the Avaya EAI servers on page 169	<ul style="list-style-type: none"> ● Avaya IC ● Siebel
12. Configuring one or more of the following workflows or channels: <ul style="list-style-type: none"> ● Configuring voice qualification workflows on page 180 ● Configuring an email channel on page 198 	Avaya IC

Related topics

For more information about the Native Siebel integration, see [Selecting an integration between Avaya IC and Siebel](#) on page 27 and [Media features](#) on page 29.

For more information about the architecture, see [Architecture for Native Siebel](#) on page 33.

Chapter 11: Installation and configuration tasks for all channels

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



Important:

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

This section includes the following topics:

- [Installing integration components on Avaya IC](#) on page 127
- [Designing Avaya Agent databases](#) on page 129
- [Deploying the Avaya Agent task bar \(Hybrid Siebel only\)](#) on page 135
- [Assigning Administrative privileges for Avaya Agent Rich Client \(Hybrid Siebel only\)](#) on page 135
- [Configuring Avaya IC](#) on page 136
- [Installing and configuring an Avaya IC secondary ORB server on Siebel](#) on page 141
- [Creating a Siebel AICD server](#) on page 144
- [Installing the AICD](#) on page 147
- [Configuring the AICD](#) on page 151
- [Checking the AICD environment \(optional\)](#) on page 158
- [Importing a custom eScript for Siebel Universal Agent](#) on page 161
- [Configuring ASIS \(Native Siebel integration only\)](#) on page 162
- [Configuring the Avaya EAI servers](#) on page 169

Working with Siebel Tools

**Important:**

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

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

Prerequisites

Verify the following conditions before you begin:

- The Avaya IC and Siebel systems must be installed and functional before proceeding. Read [Planning and prerequisites](#) on page 46 for more information.
- Siebel is incompatible with the Sun Java Virtual Machine (JVM) and you might need to change browser settings on the Siebel client machines. For more information, see the Siebel Website.
- The Siebel thin client does not perform correctly on early versions of Internet Explorer. For more information, see the Siebel Website.

Installing integration components on Avaya IC

This section includes the following topics:

- [Where to perform this procedure](#) on page 128
- [Before you begin](#) on page 128
- [Installing the integration components on Avaya IC \(Windows\)](#) on page 128
- [Installing the integration components on Avaya IC \(Solaris or AIX\)](#) on page 129

Where to perform this procedure

Perform this procedure on the Avaya IC system.

Before you begin

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

Installing the integration components on Avaya IC (Windows)

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

1. Insert the integration CD.
2. Run the installer AICServers_for_Siebel.exe.

You can find the installer at the following location:

```
\SiebelAllPlatforms\AICSiebelNT\InstData\Windows\VM
```

The Avaya Interaction Center 7.3.x Servers for Siebel window displays.

3. Click Next to continue with the installation.
4. Select one or both boxes.

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

5. Follow the instructions in the installation wizard for accepting the license agreement and browsing to the correct directory. Click **Next** when prompted.
6. Click **Finish** to complete the installation.
7. Continue to [Designing Avaya Agent databases](#) on page 129.

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

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

1. Insert the integration CD.
2. Do one of the following tasks:
 - On Solaris, browse to, and run `/SiebelAllPlatforms/AICSiebelSol/InstData/sparc/VM/AICenter_for_Siebel.bin`
 - On AIX, browse to, and run `/SiebelAllPlatforms/AICSiebelAIX/InstData/AIX/VM/AIC_for_Siebel.bin`

This process installs the Avaya servers, EAI server, Avaya workflows, and other design files.

3. Follow the instructions in the installation wizard for accepting the license agreement and browsing to the correct directory. Click **Next** when prompted.
4. Click **Finish** to complete the installation.
5. Continue to [Designing Avaya Agent databases](#) on page 129.

Designing Avaya Agent databases

Note:

This section is optional if you have an Avaya IC for Native Siebel configuration.

Before you can install any agents, you must design the Avaya Agent databases. You must design the Avaya Agent databases only when on the Avaya IC system. A system administrator performs these tasks.

This section includes the following topics:

- [Where to perform these procedures](#) on page 130
- [Changing the ADL Include Path for ccq.adl](#) on page 130
- [Generating the Windows application](#) on page 131
- [Changing the ADL Include Path for repository.adl](#) on page 133
- [Reconfiguring the IC Repository](#) on page 134

Where to perform these procedures

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

Interface	System
Database Designer	Avaya IC

Changing the ADL Include Path for ccq.adl

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

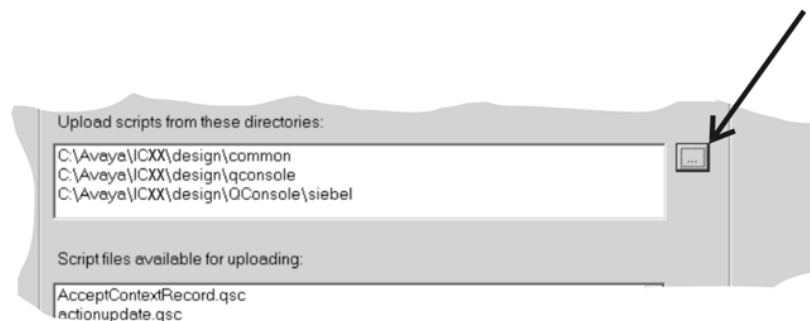
1. Go to Database Designer by navigating to **Start > Programs > Avaya Interaction Center 7.3 > Database Designer**.
2. In the Workflow Designer, browse to the **ccq.adl** file and open it.
Example: `c:\<AVAYA_IC73_HOME>\design\CallCenterQ\ccq.adl`
3. In the **ccq.adl - Database Designer** window, select the ccq path name in the left navigation pane of Database Designer.

Example:



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

Example:



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

Example: e:<AVAYA_IC73_HOME>\design\qconsole\siebel

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

Note:

If you do not see this directory, verify that you have performed the Avaya installation described in [Installing integration components on Avaya IC](#) on page 127.

6. Click **OK**.



Important:

Do not omit saving this file in the next step, although you must reopen it.

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

Reference: See Steps 1 and 2.

10. Continue to [Generating the Windows application](#) on page 131.

Generating the Windows application

To generate the Windows application:

1. Reopen the **ccq.adl** file.
2. Select **File > Generate Windows Application...**
3. On the **Generate Windows Application** window, select only the following fields:
 - Messages
 - IC Scripts
 - Avaya Agent Layout
 - EDU Layout

Chapter 11: Installation and configuration tasks for all channels

4. In the field next to **Avaya Agent Layout**, select the appropriate layout file for the language you must install.

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

* Default

Example:

e:\<AVAYA_IC73_HOME>\design\qconsole\siebel\avaya_agent_sbl_es.cdl

- In the field next to **EDU Layout**, select the appropriate eXtensible Stylesheet Language (XSL) file.

Language	Filename
English	eduvviewer_en_US.xsl
Spanish	eduvviewer_es_CO.xsl
German	eduvviewer_de_DE.xsl
French	eduvviewer_fr_FR.xsl
Italian	eduvviewer_it_IT.xsl
Portuguese	eduvviewer_pt_BR.xsl
Chinese	eduvviewer_zh_CN.xsl
Traditional Chinese	eduvviewer_zt_TW.xsl
Korean	eduvviewer_ko_KR.xsl
Japanese	eduvviewer_ja_JP.xsl
Thai	eduvviewer_th_TH.xsl

Example: e:\<AVAYA_IC73_HOME>\design\qconsole\eduvviewer_en_US.xsl

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

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

- Select **File > Close**.
- Continue to [Changing the ADL Include Path for repository.adl](#) on page 133.

Changing the ADL Include Path for repository.adl

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

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

Example: e:\<AVAYA_IC73_HOME>\design\repository\repository.adl

2. In the **repository.adl - Database Designer** window, select the ADL path name in the left navigation pane of Database Designer.
3. Press the ellipsis (...) button to the right of the **ADL Include Path** area in the middle of the window.
4. In the **ADL Include Path** window, ensure that only the common and qconsole paths are listed.

Example:

```
e:<AVAYA_IC73_HOME>\design\common  
e:<AVAYA_IC73_HOME>\design\qconsole
```

Additional information:

- To add a path, press the **Add** button and browse to the path you must add.
 - To remove a path, press the **Remove** button and browse to the path you must remove.
5. If you made any changes, select **File > Save**.
 6. Select **File > Close** to close the **repository.adl** file.
 7. Continue to [Reconfiguring the IC Repository](#) on page 134.

Reconfiguring the IC Repository

To reconfigure the IC Repository:

1. Browse to the **repository.adl** file again and open it.
Example: `e:\<AVAYA_IC73_HOME>\design\repository\repository.adl`
2. Select **File > Database Administration ...**
3. Ensure that **Reconfigure** is selected.
4. Type the IC Administrator **Login Id** and **Password**.
5. Click **Run**.
Result: If you are using Oracle, the command prompts for your database password.
Wait until the process has completed.
6. Click **Close**.
7. Continue to one of the following steps:
 - For Hybrid Siebel integration, [Deploying the Avaya Agent task bar \(Hybrid Siebel only\)](#) on page 135
 - For Native Siebel integration, [Configuring Avaya IC](#) on page 136.

Deploying the Avaya Agent task bar (Hybrid Siebel only)

The procedures in this section describe how to deploy the Avaya Agent task bar and associated help files.

Note:

This section is applicable only if you have a Hybrid Siebel integration.

For more information about Avaya Agent task bar, see *IC Installation and Configuration*.

For detailed procedures on how to install the Avaya Agent task bar, see *IC Agent Installation guide*.

This section includes the following topic:

- [Installing the Avaya Agent task bar](#) on page 135

Installing the Avaya Agent task bar

For installing the Avaya Agent task bar see the *IC Installation and Configuration* guide.

Assigning Administrative privileges for Avaya Agent Rich Client (Hybrid Siebel only)

In the hybrid mode, when you have set the AutoLoginEnabled property as Yes in IC Manager using group manager from the Agent/Desktop/Siebel path, Avaya Agent Rich Client (AARC) fails to open Internet Explorer. AARC requires administrative rights to open Internet Explorer (IE). Therefore, you must assign administrative privileges to the agent to log into Siebel and open IE.

1. To assign administrative privileges for the qui.exe file in AARC and choose one of the following methods:
 - Set for the qui.exe file in AARC to run as an administrator or
 - Set the security settings to Full Control for the qui.exe file in AARC
- a. To set the qui.exe file in AARC to run as an administrator:
 1. Right click the qui.exe file in AARC and select **Properties**.
 2. Click the **Compatibility** tab.
 3. Click **Change settings for all users**.
 4. Type the administrator credentials.

5. On the Compatibility for all users dialog box, in the Privilege Level section, click **Run this program as an administrator**.
Now, AARC is not run as the specific user "Administrator", but with admin privileges.
6. Click **OK**.
7. Click **OK**.
- b. To set the security settings to Full Control for the qui.exe file in AARC:
 1. Right click the qui.exe file in AARC and select **Properties**.
 2. Click the **Security** tab.
 3. To change permissions click **Edit**.
The system displays the Permissions for qui.exe file in AARC dialog box.
 4. In the Full control row, click **Allow**.
 5. Click **OK**.
 6. Click **OK**.

Note:

This change made to the privileges settings is applicable only for non-administrator system users with Administrator privileges.

Configuring Avaya IC

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

This section includes the following topics:

- [About the Commit Property Changes window](#) on page 137
- [Where to perform these procedures](#) on page 137
- [Setting Avaya IC properties](#) on page 137
- [Configuring the home directory for Avaya Agent task bar \(Hybrid Siebel only\)](#) on page 139

About the Commit Property Changes window

Always click **Yes** if you see the following window while you are performing these procedures, or you lose your changes.



Where to perform these procedures

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

Interface	System
IC Manager	Avaya IC

Setting Avaya IC properties

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

To set the Avaya IC properties:

1. Navigate to **Start > Programs > Avaya Interaction Center 7.3 > IC Manager**.
2. Select **Tools > Groups**.
3. Select **IC** in the upper left corner of the **Groups** window.
4. Select the **Properties** tab.

Chapter 11: Installation and configuration tasks for all channels

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

Section	Property	Property Value
All channels		
Agent/Desktop	ContactSuspensionEnabled	No
	IntegratedApplication	Siebel
	Layout	avaya_agent_sbl
	ScreenPopEnabled	Yes
	WrapUpEnabled	Yes (optional)
	WrapUpType	Siebel
Agent/Desktop/Directory	ShowAgentsOnStartup	Yes (optional)
	ShowAllAgents	Controls agents that are viewed in the UAD.
Agent/Desktop/ScreenPop	PopOnAllArrivingContacts	No
	PopOnContactActivation	Yes (required)
	PopOnFirstArrivingContact	Yes
Agent/Desktop/Siebel	AutoLoginEnabled	Yes
	LaunchURL	URL for Siebel thin client
Agent/Desktop/Siebel/ AutoLogin	PasswordFormat	None (optional)
	UserNameFormat	Upper
	WaitTime	10
Agent/Desktop/WAC	AlwaysOnTop	Yes
	AppMode	siebel
Email channel only		
Agent/Desktop/WAC	ShowOnEmailActivate	No
	ShowOnEmailSelect	No
Web chat channel only		
Agent/Desktop/WAC	ShowOnChatActivate	Yes
	ShowOnChatSelect	No

For more information, see the following topics:

- [Wrap-up](#) on page 80
 - [Siebel integration agent properties](#) on page 82
6. Select a property from the **Name** and **Value** fields in the right pane using the table in Step 5.
 7. Click the **Edit** server button to edit this property.
 8. Change the value of the property in the **Value** field to the suggested value in the table.
 9. Click **Ok**.
 10. Return to Step 3 and repeat this procedure until you have edited all of the properties in the table.
 11. Click **Ok** to close the **Group Manager** window.
 12. Continue to [Installing and configuring an Avaya IC secondary ORB server on Siebel](#) on page 141.

Configuring the home directory for Avaya Agent task bar (Hybrid Siebel only)

Note:

This section is applicable only if you have a Hybrid Siebel integration.

The procedures in this section describe how to configure the home directory property for agents who use the Avaya Agent task bar. This section includes the following topics:

- [Where to perform these procedures](#) on page 139
- [Configuring the home directory property](#) on page 140

Where to perform these procedures

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

Interface	System
IC Manager	Avaya IC

Configuring the home directory property

The home directory property is always configured from the perspective of the Avaya Agent task bar. The syntax that you use to configure the home directory property depends on how the machine that hosts the Avaya Agent task bar. Because Windows supports the Avaya Agent task bar, the syntax for the home directory must be in a format that Windows can use to access another network machine.

For more information about the home directory property, see *IC Administration Guide*.

To configure the home directory:

1. If home directory does not already exist, create the shared directory for the home directory on a network machine.
2. Ensure that all agent workstations that host the Avaya Agent task bar:
 - Can access the shared directory for the home directory through either a mapped drive or UNC notation in Windows Explorer.
 - Have the required read, write, and execute permissions for that directory.
3. Configure the `Agent/Desktop/WAC.HomeDir`.

The following table provides examples of the syntax used to configure the home directory property. These examples use the `AgentResource` directory on a machine named `resource.xyzcorp.com` as the shared directory.

Avaya Agent access to shared directory	Syntax for home directory
<p>You map the Z: drive on each agent workstation to the shared directory folder hosted on a Windows network machine.</p> <p>Note: Do not use this syntax if the shared directory is on a UNIX machine.</p>	<code>Z:\AgentResource</code>
<p>Each agent workstation uses UNC notation in Windows Explorer to access the shared directory.</p> <p>Note: You can use this syntax if the shared directory is on a Windows or UNIX machine.</p>	<code>\\resource.xyzcorp.com\AgentResource</code>

Installing and configuring an Avaya IC secondary ORB server on Siebel



Important:

For more detailed procedures and for cautions and tips, see *IC Installation and Configuration*.

This section includes the following topics:

- [Where to perform this procedure](#) on page 141
- [Before you begin](#) on page 141
- [Solaris and AIX operating systems](#) on page 141
- [Procedure for Windows](#) on page 142

Where to perform this procedure

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

Before you begin

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

Related topic

For more information, see [ORB Servers](#) on page 68.

Solaris and AIX operating systems

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

Procedure for Windows



Important:

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

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

1. Log in to the machine with an account that has the required Administrator privileges.
2. Insert Avaya IC Release 7.3.x CD-ROM 1.

The Avaya IC installer starts automatically. If the Autorun is disabled on the computer, navigate to the Servers directory on the CD-ROM and run `install.bat`.

3. When the Avaya IC installer opens, read the entire Avaya IC license agreement carefully, then accept the terms of the agreement. Select **Next**, and then follow the prompts in the installer.

The Avaya IC installer exits if you do not agree to the terms of the agreement.

4. In the Product Installation screen, click **Core Servers**.
5. Continue to follow the prompts in the Avaya IC Windows installer.

The Avaya IC installer can take several minutes to copy the requested files to the machine. If the target machine does not have sufficient space to install the components, the Avaya IC installer displays an error message.

6. After the successful IC installation, run the **configure.bat** file to start the Configuration tool. The configuration tool is located at: `<Avaya Install Dir>\bin`
7. When the **Configuration Tool** window opens, select the values in the following table.

Field	Value
Select Mode	Select Secondary
IP Address	Confirm that the IP address is the correct IP address for the target machine. Important: If the secondary ORB server runs on a machine with multiple network interface cards, you must select the IP address for the first network interface card on the machine. The ORB server cannot run on any other network interface card.
Secondary ORB Port	Confirm that the port assignment is an available port on the target machine. Type a new port assignment if needed.
Primary Host Name	Type the IP Address or the fully qualified domain name of the machine that hosts the primary ORB server.

Field	Value
Primary ORB Port	Confirm that the port is the one you configured for the primary ORB server.
IC Login	Type the administrative login ID that runs the Avaya IC servers. For more information, see <i>IC Installation and Configuration</i> .
IC Password	Type the password associated with the IC Login.
IC Domain	Type the name of the Avaya IC domain that includes the primary ORB server. This usun is typically the Default domain.
Start ORBServer	Cleared

8. If the Avaya IC system includes an Oracle database:
 - a. Select and check the **Oracle Setup** box.
 - b. Type the NLS Lang parameter in the **NLS Lang** field to specify the character set of the database.
 The NLS Lang setting must match the value used to create the Oracle database. This value must include UTF8. For more information, see *IC Installation and Configuration*.
 - c. Type the home directory of the Oracle client on the machine that hosts the core servers in the **Oracle Home** field.
 For example, type `/opt/oracle/Ora_ic`
9. Click **Apply Settings**.
 If you get a message that says your Oracle Home is not valid, click **OK**.
10. Click **OK** in the **Success** dialog box.
11. Click **Exit**.
 The Configuration Tool closes and returns you to the installer.
12. In the Avaya IC installer, follow the prompts.



CAUTION:

You must restart your computer for the changes to take effect.

Restarting your Siebel Server is service affecting.

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

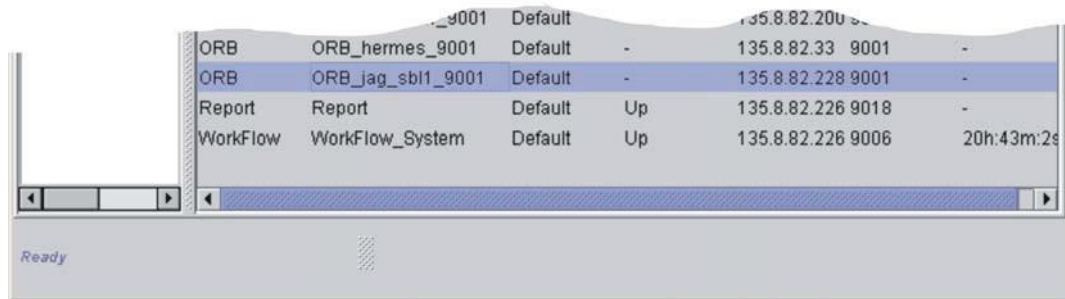


Tip:

Navigate to **Start > Programs > Avaya Interaction Center 7.3 > IC Manager**.

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

Example: In the following figure, the secondary ORB Server is installed on a machine called **jag_sb11**.



16. Continue to [Creating a Siebel AICD server](#) on page 144.

Creating a Siebel AICD server

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

This section includes the following topics:

- [Where to perform this procedure](#) on page 144
- [Procedure](#) on page 145

Where to perform this procedure

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

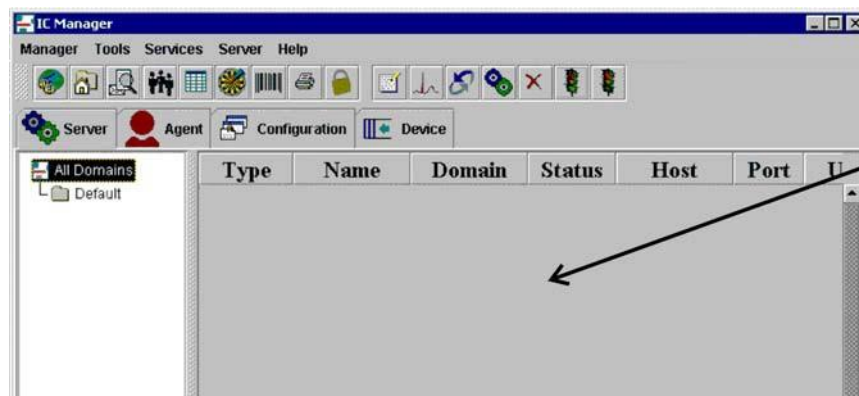
Interface	System
IC Manager	Primary Avaya IC

Procedure

To create a Siebel AICD server:

1. Navigate to **Start > Programs > Avaya Interaction Center 7.3 > IC Manager**.
2. Log in to IC Manager.
3. Select the **Server** tab, and select **All Domains**.
4. Right-click inside the pane with the list of servers.

Example:



Note:

Unlike this example, your window must display data.

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

Field	Description
Name	Type a name that identifies both the AICD and the Siebel host where the AICD resides. Example: <code>AICD_Jaguar2</code>
Host	Select the IP address of the Siebel host where the AICD resides. Most other servers have the IP address of the Avaya IC system. The Siebel AICD server has the IP address of the Siebel host.
Port	Type a port number that does not conflict with an existing TCP/IP port on the Siebel host.

Field	Description
Domain	For instructions on how to configure domains, see Avaya IC domain deployment guidelines on page 50.
Directory	This field is not used, but select a valid directory name anyway.
Executable	This field is not used, but select something anyway.

9. Ensure that the **Auto Start** check box is unchecked.

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

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

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

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

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

Reference: For more information about logging levels, see [Log files](#) on page 277.



Important:

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

15. Click **Ok** to accept the trace level changes you made.
16. Click **Ok** to complete the Siebel AICD server creation.
17. You must reproduce your recent changes on the other Avaya IC components and servers. To do this, navigate to **Manager > Refresh**.

18. Select **Manager > Update ORB Servers**.

If errors are reported, your vesp changes might not be properly updated on the servers. Isolate and correct the problems and return to Step 17.

19. Continue to [Installing the AICD](#) on page 147.

Installing the AICD

This section includes the following topics:

- [Before you begin](#) on page 147
- [Upgrading Avaya IC](#) on page 147
- [Where to perform these procedures](#) on page 148
- [Installing the AICD \(Windows\)](#) on page 148
- [Installing the AICD \(Solaris or AIX\)](#) on page 149

Before you begin

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

Related topics

For more information, see one of the following topics:

- [Installing and configuring an Avaya IC secondary ORB server on Siebel](#) on page 141
- [Creating a Siebel AICD server](#) on page 144

Upgrading Avaya IC

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

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



Important:

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

Where to perform these procedures

Perform these procedures on the Siebel system.

Installing the AICD (Windows)

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

1. Insert the integration CD.
2. Run the installer SiebelNT.exe.

The path looks as follows:

```
/Siebel_All_Platforms/SiebelNT/InstData/Windows/VM
```

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

Example: Browse to

```
c:\sba81 for Siebel 8.1.1.x
```

```
C:\Siebel\8.1.1.11.0\ses for Siebel 8.1.1.11
```

```
C:\Siebel\8.2.2.4.0\ses for Siebel 8.2.2.4
```

Result: Progress gauges display.

4. Click **Finish**.

This process installs the integration components on the Siebel server. This includes the AICD, AICD definition file, and the **AICDStrings.txt** file.

5. Continue to [Verifying the Windows environment variable](#) on page 148.

Verifying the Windows environment variable

The Windows installer automatically adds an environment to the Windows system path to add `%AVAYA_IC73_HOME%\bin`. This path is used by the AICD to find the supporting files.



To update the Windows system path:

Note:

This procedure assumes you have Microsoft Windows Server 2008 R2 Enterprise. You must make adjustments to these procedures if you have any other Windows version.

1. Navigate to **Start > Control Panel > System**.
 2. Click on **Advanced system settings**.
 3. Select **Environment Variables**.
 4. Double-click **Path** in the **System variables** field.
 5. Verify that the **Variable Value** field, includes the following:


```
%AVAYA_IC73_HOME%\bin
```
 6. If the **Variable Value** field includes the correct system variable, click **Cancel** and continue with step 8.
 7. If the **Variable Value** field does not include the correct system variable
 - a. Add the following text to the existing path:


```
%AVAYA_IC73_HOME%\bin
```
-  **Tip:**
Use ; to separate the entries.
-  **Important:**
Ensure that no extra spaces or other extra characters in the path including immediately before or after the ; separator exist.
- b. Click **OK**.
 - c. Restart the Siebel server.
8. Return to [Installing the AICD \(Windows\)](#) on page 148 and repeat this procedure for every Siebel Communications Server in your environment.
 9. After all AICDs have been installed and configured, continue to [Configuring the AICD](#) on page 151.

Installing the AICD (Solaris or AIX)

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

1. Insert the integration CD.
2. Do one of the following tasks:
 - On Solaris, browse to, and run:

```
/SiebelAllPlatform/SiebelSolaris/InstData/Solaris/VM/  
SiebelSolaris.bin
```


Chapter 11: Installation and configuration tasks for all channels

- On AIX, browse to, and run:

```
/SiebelAllPlatform/SiebelAIX/InstData/AIX/VM/SiebelAIX.bin
```

This installs the integration components on the Siebel server. This includes the AICD, AICD definition file, and the **AICDStrings.txt** file.

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

Example: Browse to `\opt\siebel\`



CAUTION:

If you select a path other than `$SIEBEL_ROOT`, the AICD might not start.

Result: Progress gauges display.

4. Click **Finish**.
5. Continue to [Modifying Solaris and AIX variables](#) on page 150.

Modifying Solaris and AIX variables

You must modify or define three Solaris and AIX environment variables to integrate Avaya IC with Siebel. The variables are **PATH**, **AVAYA_IC73_HOME**, and **LD_LIBRARY_PATH**.

To modify the Solaris and AIX path variables:

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

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

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

Solaris example:

```
AVAYA_IC73_HOME=<AvayaHomeDir>
export AVAYA_IC73_HOME
LD_LIBRARY_PATH=${LD_LIBRARY_PATH}:${AVAYA_IC73_HOME}/lib
export LD_LIBRARY_PATH
PATH=$PATH:${AVAYA_IC73_HOME}/bin
export PATH
```

AIX example:

```
AVAYA_IC73_HOME=<AvayaHomeDir>
export AVAYA_IC73_HOME
```

```
LIBPATH=${LIBPATH}:${AVAYA_IC73_HOME}/lib
export LIBPATH
PATH=$PATH:${AVAYA_IC73_HOME}/bin
export PATH
```

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

3. Restart the Siebel server.
4. Return to [Installing the AICD \(Solaris or AIX\)](#) on page 149 and repeat this procedure for every Siebel Communications Server in your environment.
5. Continue to [Configuring the AICD](#) on page 151.

Configuring the AICD



Important:

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

Chapter 11: Installation and configuration tasks for all channels

This section includes the following topics:

- [Before you begin](#) on page 152
- [Where to perform these procedures](#) on page 152
- [AICD Siebel administration](#) on page 152
- [Importing the AICD Siebel configuration](#) on page 153
- [Associating Siebel agents with the AICD](#) on page 155
- [Creating a teletset](#) on page 156
- [Adding at least one extension](#) on page 156
- [Adding responsibilities to lists](#) on page 157

Before you begin

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

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

Where to perform these procedures

Perform these procedures at the following location.

Interface	System
Siebel windows	Siebel

Related topic

For more information, see [Siebel user interface](#) on page 92.

AICD Siebel administration

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

Creating a communication configuration

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

**Important:**

Save all entries before leaving a window.

To create a communication configuration:

1. Log in to the Siebel thin client as a Siebel administrator.
2. Go to the **Site Map** by pressing **Ctrl+Shift+A**.
3. Go to **Administration - Communications > All Configurations**.
4. Click **New** on the **Configurations** window menu bar.
5. Create an entry for the AICD with the values shown in the following table.

Field	Description
Name	You can enter anything with the words Avaya or AICD Configuration in the name.
Comments	Type an appropriate comment. Example: Avaya IC7.3.x

**Important:**

Do *not* forget to perform the following step.

6. Press **Ctrl+S** to save the record.
7. Continue to [Importing the AICD Siebel configuration](#) on page 153.

Importing the AICD Siebel configuration

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

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

Important:

Save all entries before leaving a window.

To import the AICD Siebel configuration from the definition file:

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

Example:



Result: A window with the following text opens.

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

2. Click **Next**.
3. Select *all* the following boxes:
 - Configuration Parameters
 - Commands
 - Events
 - Drivers & Profiles
4. Browse to the **AICD.def** file, or to any other valid definition file.

Example:

For Siebel 8.1.1.x: c:\sba8x\siebsrv\bin\enu\AICD.def

For Siebel 8.1.1.11: c:\Siebel\8.1.1.11.0\ses\siebsrv\bin\enu\AICD.def

For Siebel 8.2.2.4: c:\Siebel\8.2.2.4.0\ses\siebsrv\bin\enu\AICD.def

5. Click **OK**.

Result: You might see the cursor change to an hourglass, and you might have to wait for several minutes. There must be no errors.

6. Set the AICD driver parameters on Avaya IC and Siebel. This step is optional if the default values for the driver parameters are adequate for your configuration.

For example, a Native Siebel integration requires you to change the value of the `ServerMode` parameter to `Native`. For more information, see [ServerMode parameter](#) on page 264.

Reference: For more information, see [Driver parameters](#) on page 420.

7. Continue to [Associating Siebel agents with the AICD](#) on page 155.

Associating Siebel agents with the AICD

This section includes the following topics:

- [Before you begin](#) on page 155
- [Procedure](#) on page 155

Before you begin

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

Related topic

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

Procedure



Important:

Save all entries before leaving a window.

To associate the Siebel agents with the AICD configuration:

1. Select the **Agents** tab located on the bottom third of the window.
2. Click **New** under the **Agents** tab.
Result: The **Add Agents** window opens.
3. Select the agents and click **OK**.
4. Continue to [Creating a teleset](#) on page 156.

Creating a teleset

 **Important:**

Save all entries before leaving a window.

To create a teleset:

1. Select **All Telesets** under the **Administration - Communications** tab.
2. Click **New** in the **Telesets** window menu bar.
3. Select the values shown in the following table.

Field	Value
Teleset	AICD
Host	AICD

4. Press **Ctrl+S** to save the record.
5. Click **New** under the **Agent** tab.
6. Select the Siebel agents and click **OK**.
The **All Telesets View** displays your selections.
7. Continue to [Adding at least one extension](#) on page 156.

Adding at least one extension

 **Important:**

Save all entries before leaving a window.

The AICD does not use the extensions that you are adding with this procedure. However, Siebel might expect these extensions to be administered.

To add at least one extension:

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

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

3. Select the values shown in the following table.

Field	Value
Extension Type	S
Extension	Select a telephone number. This number is not validated or used by the AICD.

 **Important:**

Do *not* forget to perform the following step.

4. Press **Ctrl+S** to save the record.
5. Continue to [Adding responsibilities to lists](#) on page 157.

Adding responsibilities to lists

 **Important:**

Save all entries before leaving a window.

Perform this procedure so that the agent can view responsibilities from certain pull-down lists, and the agent can view the responsibility pop screens. Your site probably requires additional views and responsibilities besides the ones described in this procedure. This procedure is optional.

To add new responsibilities:

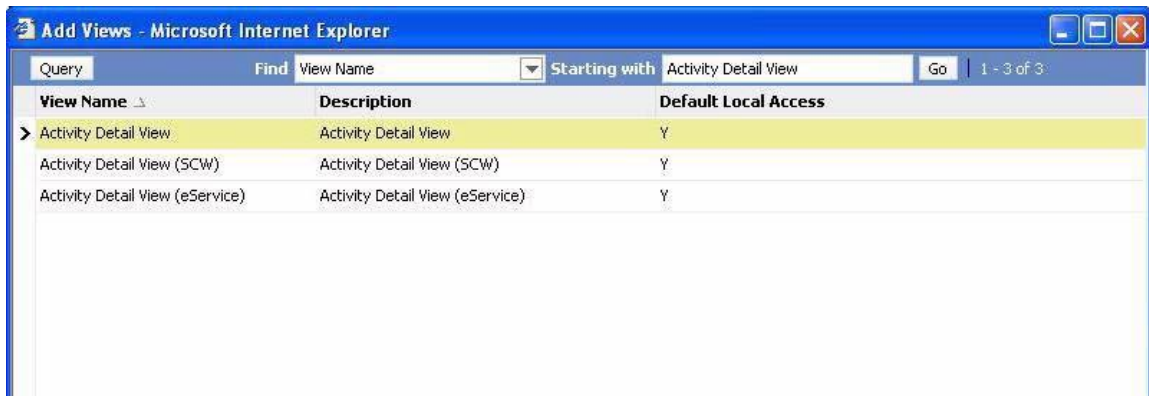
1. From the Siebel user interface, go to the **Site Map** by pressing **Ctrl+Shift+A**.
2. Go to Administration - Application > Responsibilities.
3. In the **Responsibilities** window menu bar, click **New**.
4. Type **AICD Responsibility** in the **Responsibility** field.
5. Press **Ctrl+S** to save the record.
6. In the **Add Views** window menu bar, click **New**.

The **Views** window is located on the lower half of the screen.

Result: The **Add Views** window opens. This window adds a view to this responsibility.

7. Select **Activity Detail View** in the field next to the **starting with** field.

Example:



8. Click **OK**.
9. Repeat Steps 6 through 8 until you have added all of the following views:
 - Activity Detail View
 - All Activity List View
 - All Contacts across Organizations
 - Communication Detail - Response View
 - Consumer Detail View
 - Contact Detail View
 - Home Page View (WCC)
10. Click **New** under the **Users** tab. This tab associates an agent to this responsibility.
11. Select an agent, and click **OK**.
12. Repeat Step 11 until you have added all the agents.
13. Continue to [Checking the AICD environment \(optional\)](#) on page 158.

Checking the AICD environment (optional)

This section includes the following topics:

- [Checking the AICD under Solaris](#) on page 159
- [Checking the AICD under Windows](#) on page 159

Checking the AICD under Solaris

You can use the Solaris command line utility, *Ldd* to check the AICD dependencies. The Solaris *Ldd* utility lists the dynamic dependencies of executable files or shared objects.

To check the AICD under Solaris:

1. On the UNIX command line, navigate to the Siebel Home directory.
2. Run the Siebel environment file, **siebenv.sh**.

You updated the **siebenv.sh** file in an earlier configuration step. The **siebenv.sh** file sets the UNIX environment variables that are necessary for the AICD to run.

3. Navigate to the Siebel lib directory. In the Siebel bin directory the AICD is installed.
4. Run the following command:

```
ldd libaicd.so
```

Result: The following *Ldd* output shows unresolved dependencies for the files, **libmtttoolkit.so** and **libmttlogger.so**.

```
libnsl.so.1 => /usr/lib/libnsl.so.1
libc.so.1 => /usr/lib/libc.so.1
libmtttoolkit.so => (file not found)
libmttlogger.so => (file not found)
libpthread.so.1 => /usr/lib/libpthread.so.1
librt.so.1 => /usr/lib/librt.so.1
libdl.so.1 => /usr/lib/libdl.so.1
libmp.so.2 => /usr/lib/libmp.so.2
libaio.so.1 => /usr/lib/libaio.so.1
/usr/platform/SUNW,Ultra-4/lib/libc_psr.so.1
libthread.so.1 => /usr/lib/libthread.so.1
```

This unresolved dependencies can be caused by:

- The **libmtttoolkit.so** and **libmttlogger.so** files are not installed. These files are installed under <AVAYA_IC73_HOME>/bin when you installed Avaya IC on the Siebel Server.
 - The **LD_LIBRARY_PATH** variable is inaccurate.
5. Continue to [Importing a custom eScript for Siebel Universal Agent](#) on page 161.

Checking the AICD under Windows

If your Siebel server has a Windows operating system, you can use a Microsoft tool called **depends.exe** to check the Siebel server configuration. This test ensures that your system path setting is accurate and that the Siebel Communications Server can load the **AICD.dll**.

Chapter 11: Installation and configuration tasks for all channels

You do not have to perform this procedure if you cannot find a copy of **depends.exe**.

This section includes the following topics:

- [Before you begin](#) on page 160
- [Procedure](#) on page 160

Before you begin

You must have a copy of Microsoft Visual Basic to access `depends.exe`.

Procedure

To check the Siebel server AICD environment:

1. Get a copy of **depends.exe** from your Visual Basic software.
2. Run **depends.exe** on your Siebel server.
3. Select **File > Open** and navigate to the Siebel server bin directory.

Example:

For Siebel 8.1.1.x: `c:\sba8x\siebsrv\bin`

For Siebel 8.1.1.11: `c:\Siebel\8.1.1.11.0\ses\siebsrv\bin`

For Siebel 8.2.2.4: `c:\Siebel\8.2.2.4.0\ses\siebsrv\bin`

4. Find the **AICD.dll**, and click **Open**.

Result: The **Dependency Walker** window opens.

This window lists the **AICD.dll** and all the DLLs required by the AICD.

5. Check the entries for **MTTOOLKIT.DLL** and **MTTLOGGER.DLL**.

If the icons next to these filenames display **?**, one of the following problems might have occurred:

- The DLL is not installed.
 - The system path variable is inaccurate.
 - You did not reboot your Siebel server after updating the system path.
6. Continue to [Importing a custom eScript for Siebel Universal Agent](#) on page 161.

Compiling the SRF

Important:

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

For more information, see [Working with Siebel Tools](#) on page 127.

Create a local copy of the SRF file:

Note:

You must copy this file only for the first time. For all the successive compilation reuse the same local file.

1. Go to the `\siebsrvr\objects\enu` directory.
2. Copy the `siebel.srf` to local directory accessible to Siebel Tools.
3. Perform all compilations on this copy of the `siebel.srf` file.

To compile the SRF file:

1. In **Siebel Tools**, select **Tools > Compile Projects**.
2. Result: The **Object Compiler** window opens.
3. Select **Locked projects**.
4. Browse to the local copy of `siebel.srf` file.
5. Select **Compile**.

Importing a custom eScript for Siebel Universal Agent

This section includes the following topics:

- [Where to perform this procedure](#) on page 161
- [Procedure](#) on page 162

Where to perform this procedure

Perform this procedure on the Siebel system using Siebel Tools.

Related topic

For more information, see [Siebel Tools](#) on page 95.

Procedure

To import a custom eScript for the Siebel Universal Agent:

1. From **Siebel Tools**, select **Application** from the **Object Explorer** pane.
2. Select the **Siebel Universal Agent** application.
3. Select **Tools > Lock Project**.
4. In the **Applications** pane, right-click **Siebel Universal Agent**.
5. Select **Edit Server Scripts**.
6. If you see the **Scripting Language** pop-up, ensure that **eScript** is selected and click **OK**.
Result: The **Script Editor** window opens.
7. Go to **File > Import**.
8. Select the `\Integrations\...\SiebelUniversalAgent.js` file from the integration CD and click **ok**.

Example:

```
\Integrations\sba80\Email\SiebelFirst\SiebelUniversalAgent.js
```

This imports the eScript.

9. Press **Ctrl+S** to save.
10. Close the window.
11. For Compilation, see [Compiling the SRF](#) on page 161.
12. Continue to [Configuring ASIS \(Native Siebel integration only\)](#) on page 162.

Configuring ASIS (Native Siebel integration only)

Perform these procedures for Avaya IC for Native Siebel integrations only. You must configure an Agent Server for Integration with Siebel (ASIS) for a Native Siebel integration. For more information about ASIS, see [ASIS](#) on page 64.

This section contains the following topics:

- [Where to perform this procedure](#) on page 163
- [Prerequisites](#) on page 163

- [Adding ASIS to IC Manager](#) on page 163
- [ASIS parameters](#) on page 164

Where to perform this procedure

The directions in this section are for configuring ASIS on the Avaya IC server.

Prerequisites

ASIS is installed as part of the Avaya installation on the Avaya Components for Siebel Integration CD. You must have already installed the Avaya IC integration as described in previous chapters. ASIS is installed as part of the Interaction Engine Servers.

Adding ASIS to IC Manager

To add an ASIS server to your Avaya IC environment:

1. Navigate to **Start > Programs > Avaya Interaction Center 7.3.x > IC Manager**.
2. Log in to IC Manager.
3. Select **Server > New**.
4. Select **ASIS** in the **Server Type** field.
5. Click **OK**.
6. Select the **General** tab.
7. Type or select the following values.

Field	Description
Name	Enter a name for your server.
Host	Select the IP address of the IC Server host where ASIS must reside.
Domain	For instructions on how to configure domains, see ASIS domain guidelines on page 54.

8. Select the **ASIS** tab.

Chapter 11: Installation and configuration tasks for all channels

9. On the ASIS screen, add the password in the **avaya.ic.sysuser.pwd** field.

The ASIS screen contains parameters that are necessary for ASIS to start up. You can accept the default values when the values are not site dependent. A brief explanation of the parameters on this screen are in [ASIS parameters](#) on page 164.

10. Click **Apply**.

11. Under the **Configuration** tab, verify that the **avaya.ic.webclient.url** parameter is set to:

http://127.0.0.1

If you must set this parameter, perform the following steps:

- a. In IC Manager, select the **Server** tab.
- b. Select the **Configuration** tab.
- c. In the **CTI Type Editor** window, set the following fields:

Field	Value
CTI Type	Couple
Name	avaya.ic.webclient.url
Value	http://127.0.0.1

- d. Click **Apply**.

12. Open the group manager window and set the **Agent/Desktop/Webclient/ServiceConnections.ServiceConnection_1** property to:

`com.avaya.ic.integrations.siebel.asis.services.AsisServiceConnection`

13. Click **OK**.

14. Go to **Tools > Groups** and set the **Agent/Desktop/WebClient - WorkingDirectory** property to where your Avaya IC is installed.

Windows environments	UNIX environments (Solaris or AIX)
Example: C:\Avaya\IC73\working_dir	Example: /opt/Avaya/IC73/working_dir

Ensure that the **working_dir** folder has write permission.

ASIS parameters

Use these ASIS parameters when performing [Adding ASIS to IC Manager](#) on page 163, Step 9.

This section includes the following topics:

- [Optional ASIS parameters](#) on page 165
- [ASIS > UOM parameters](#) on page 165
- [ASIS > JVM parameters](#) on page 166
- [Advanced ASIS Server parameters in the env.properties file](#) on page 167

Optional ASIS parameters

The following list is not meant to be a comprehensive list of optional ASIS parameters. You can add any other parameters on the configuration screen. For more information about parameters not shown in this table, consult Avaya support. Set these parameters on the configuration tab in IC Manager as JVM system properties set by the Jloader or ASIS.

Parameter	Value and description
AICD Recovery Timeout	300 The minimum time in seconds the system waits before timing out and logging out an agent session, because of any kind of AICD connection failure.
ThreadPool Size	Use the default value of: 8 This property sets the size of the thread pool.

ASIS > UOM parameters

The parameters listed in the following table are used by ASIS to communicate with UOM through VespBridge. For more information about parameters not shown in this table, consult Avaya support. Set these parameters on the configuration tab in IC Manager as JVM system properties set by the Jloader or ASIS.

Parameter	Value and description
avaya.ic.datasources	interaction_center The Avaya IC application database.
avaya.ic.dco.networkpoolsize	100 (initially) The size of the network pool.
avaya.ic.home	The value of the AVAYA_IC73_HOME system variable.
avaya.ic.sysuser.name	dcobridge1 The value of an administrator account in Avaya IC.

Parameter	Value and description
avaya.ic.sysuser.pwd	Leave blank. The password for the account specified for avaya.ic.sysuser.name.
avaya.ic.sysuser.mode	2 The system user mode as either client mode (1) or server mode (2).
avaya.ic.vesp.interface	ASIS The interface name you use for VespBridge.
avaya.ic.vesp.factoryclassname	com.avaya.ic.vesp.VespFactoryImpl The class that serves VespProxy objects.
avaya.ic.vesp.localorb	True or False This property sends a signal to ASIS to check a local Object Request Broker (ORB) Server exists.
avaya.ic.vesp.requesthandler	com/avaya/ic/integrations/siebel/asis/core/AsisRequestHandler The Java class name for handling inbound VESP requests.
avaya.ic.vesp.orbuuid	The actual UUID of the ORB Server in this environment.
Avaya.ic.vesp.sendorbready	True This property tells ASIS to send a ready event to the ORB Server after initialization.
jloader.server.main.class	Use the default value of: com/avaya/ic/integrations/siebel/asis/core/Asis This property tells jloader which class to start.

ASIS > JVM parameters

To improve the performance of ASIS certain JVM options can be passed to the jloader which accordingly loads the JVM for running the ASIS inside it.

To add the JVM parameters:

1. Login to **IC Manager**.
2. Edit the ASIS server.
3. Click the **Configuration** tab.
4. Click **New**.
5. In the **CTI Type Editor** window, select the CTI Type as **Couple**.
6. In the **Name** field, add the JVM parameter. For example: `jvm:-Xrs`
7. Leave the Value field blank.
8. Click **Ok**.

Perform the steps 1 to 8 for all the required JVM parameters. Examples of the JVM parameters are:

- jvm:-Xrs
- jvm:-Xms128m
- jvm:-Xmx256m
- jvm:-Xgcpolicy:subpool

Note:

After adding the parameters, restart the ASIS server, update the directory server, and refresh the IC Manager to apply the JVM parameters.

Advanced ASIS Server parameters in the env.properties file

To improve the performance of ASIS, you can modify certain parameter values by specifying them in the env.properties file.

You can create a env.properties file in AVAYA_IC_HOME\etc. on the machine which hosts the ASIS server.

In the env.properties file, you can specify the parameters and the respective values in the following format:

<parameter name>=<value>

The following table provides information pertaining to the properties that you can set in the env.properties file.



Important:

Changing any of the following parameters might have impact on CPU and memory utilization of the system. If the parameters are changed, test the parameters before deploying. You must restart ASIS server if any of the following parameters are changed.

Property Name	Preferred Value	Description
AICDTIMEOUT	30	This time must be used for all worker tasks to be completed. Useful to wait for dust to settle after activate, deactivate.
application.asyncwork.poolsize	50	Specifies number of threads that must handle the Asynchronous tasks at the application layer.

Property Name	Preferred Value	Description
application.asyncwork.queue.maxsize	2048	Specifies the size of queue for en-queuing Asynchronous task, applicable at application layer
basicservices.cachereadytimeout	60000	Specifies time, in millisecond, to wait for requests against a basic service to be ready, before returning potentially stale data
basicservices.initialwaittimeout	2000	On application startup, this time is, in millisecond, to wait between retries for the cache to be ready.
basicservices.initialwaittries	10	Specifies number of retry attempts for a request to basic services on application startup.
queuesizelogger.enabled	FALSE	Specifies whether queues/work items must be monitored
queuesizelogger.polltimeout	5000	Specifies how many times a polling thread writes the current queue sizes to the log. Zero means do not write to the log. Time is in Milliseconds.
queuesizelogger.queuesizethreshold	1	Specifies the size that must be met before a queue size must be written to the log.
queuesizelogger.trackperuser	FALSE	Specifies whether per-user queues must be logged
uom.asyncwork.poolsize	50	Specifies Minimum size of thread for handling Asynchronous tasks in the UOM layer. Maximum thread poolsize is twice this value.
uom.asyncwork.queue.maxsize	2048	Specifies the size of queue for en-queuing Asynchronous task at UOM layer.
uom.event.queue.poolsize	50	Specifies the size of thread pool for handling UOM events, applicable at UOM layer only.
uom.executor.pollinterval	250	Specifies the time when the thread picks next available task from queue for processing. Time specified in Milliseconds.

Property Name	Preferred Value	Description
uom.scheduler.queue.poolsize	50	Specifies the Minimum thread pool size for handling scheduled task in queue, applicable at UOM layer only. For ex. Rona Timeout. Maximum thread poolsize is twice this value.
vesp.alarm.unrecoverable.reportthreshold	3600	Minimum number of seconds to wait before repeating an unrecoverable alarm for an IC interfaces. Time in Seconds.
vesp.event.queue.poolsize	20	Specifies the size of thread pool for handling VESP events in queue.
vesp.event.queuesize	1024	Specifies the size of queue for en-queuing VESP events.
vesp.event.waittime	60000	How long to wait before retrying to enqueue an event. An event is tried to be requeued at one time. No indication of failure if en-queuing fails. Time in milliseconds
vesp.taskpool.maxsize	70	Maximum number of threads to create to handle Assigns and De-assigns (for VespConnection) request.
vesp.taskpool.minsize	20	Minimum number of threads to create for handling Assigns and De-assigns (for VespConnection) request.

Configuring the Avaya EAI servers

Use the procedures in this section to configure the Avaya Enterprise Application Integration (EAI) servers. You can install the EAI server on any server that has an ORB server, including the Siebel server or another Avaya IC server.

This section includes the following topics:

- [Adding EAI servers to IC Manager](#) on page 170
- [Importing the Siebel certificate](#) on page 161
- [Installing a custom integration object](#) on page 173
- [Modifying the eai.cfg file](#) on page 177
- [Shutting down and restarting the EAI Object Manager component](#) on page 177
- [Starting the Avaya IC EAI servers](#) on page 178

Related topic

For more information about the EAI servers, see [EAI server](#) on page 64.

Adding EAI servers to IC Manager

This section includes the following topics:

- [Where to perform these procedures](#) on page 170
- [Before you begin](#) on page 170
- [About configuring the Workflow and EAIWorkflow servers](#) on page 170
- [Adding the EAI server](#) on page 171
- [Adding the EAIWorkflow server](#) on page 172

Where to perform these procedures

Perform these procedures at the following location.

Interface	System
IC Manager	Avaya IC

Before you begin

Read the following sections before proceeding:

- [EAI domain guidelines](#) on page 53
- [EAI server types](#) on page 66

About configuring the Workflow and EAIWorkflow servers

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

Related topic

For more information, see [EAI server cannot read a file attachment](#) on page 294.

Adding the EAI server

To add the Avaya EAI server to IC Manager:

1. Navigate to **Start > Programs > Avaya Interaction Center 7.3 > IC Manager**.
2. Log in to IC Manager.
3. Select **Server > New**.
4. In the **Server Type** field, select **EAI**.
5. Select the **General** tab, and select the values shown in the following table.

Field	Value
Name	Select EAI
Domain	For instructions on how to configure domains, see Avaya IC domain deployment guidelines on page 50.
Host	Select the appropriate Avaya IC host where this EAI server must run.
Directory	For Windows, Solaris, and AIX installation - Select AVAYA_IC73_HOME/etc

6. Select the **EAI** tab, and type or select the values shown in the following table.

Field	Value
Siebel Web Server	Select the name of your Siebel server.
Siebel User Name	Type the [<i>Siebel login name</i>]. The default Siebel login name is SADMIN.
Siebel Password	Type the [<i>Siebel password</i>]. The default Siebel password is SADMIN.
Siebel Interface Type	Select eai
Active Session Count	Leave the default values.
HTTP response Timeout(sec)	
Heartbeat	
SWExtSource	Enter SiebelExecute
Language Code	For English, type enu See the Siebel documentation for other language codes.

7. If the Siebel IP17 or later is used, configure the **serverurl** property (available since IC 7.3.9) containing the URL of the Siebel EAI application. It is required, because the format of the URL was changed in Siebel IP17.
 - a. Select the **Configuration** tab.
 - b. Click **New** to open the **CTI Type Editor**.
 - c. Provide the following values:
 - CTI Type: **Couple**
 - Name: **serverurl**
 - Value: **https://<SIEBEL_SERVER>:<PORT>/siebel/app/eai/enu**Where <SIEBEL_SERVER> is the FQDN of the Siebel Server (for example, mysiebel.server.com), <PORT> is the Siebel Application Interface's HTTPS Redirect Port.
 - d. Click **Ok** to close the **CTI Type Editor**.
8. Select the **Debug** tab to set the trace levels to usr1 - user 4 depending on the amount of information needed in the EAI server log files.

Reference: For more information about logging levels, see [Log files](#) on page 277.



Important:

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

9. Click **Ok**.
10. Continue to [Adding the EAIWorkflow server](#) on page 172.

Adding the EAIWorkflow server

To add the Avaya EAIWorkflow server to IC Manager:

1. From IC Manager, select **Server > New**.
2. In the **Server Type** field, select **EAIWorkflow**.
3. Select the **General** tab, and select the values shown in the following table.

Field	Value
Name	Select EAIWorkflow
Domain	For instructions on how to configure domains, see Avaya IC domain deployment guidelines on page 50.
Host	Select the appropriate Avaya IC host where this EAI server must run.

Directory	For a Windows, Solaris, and AIX installation - Select AVAYA_IC73_HOME/ etc
-----------	---

4. Select the **EAI Workflow** tab, and type or select the values shown in the following table.

Field	Value
Siebel Web Server	Select the name of your Siebel server.
Siebel User Name	Type the [<i>Siebel login name</i>]. The default Siebel login name is SADMIN.
Siebel Password	Type the [<i>Siebel password</i>]. The default Siebel password is SADMIN.
Siebel Interface Type	Select workflow
Use MIME Layer	Check this field to use Multipurpose Internet Mail Extensions (MIME) ¹ .
Active Session Count	Leave the default values.
HTTP response Timeout(sec)	
Heartbeat	
SWEEExtSource	Enter AvayaICEAIAdapter
Language Code	For English, type enu See the Siebel documentation for other language codes.

1. You can configure EAIWorkflow without MIME if you do not require any attachments on a Put operation. For example, attachments are required when creating a Web chat record with the transcripts.

5. If the Siebel IP17 or later is used, configure the **serverurl** property (available since IC 7.3.9) containing the URL of the Siebel EAI application. It is required, because the format of the URL was changed in Siebel IP17.
- Select the **Configuration** tab.
 - Click **New** to open the **CTI Type Editor**.
 - Provide the following values:
 - CTI Type: **Couple**
 - Name: **serverurl**
 - Value: **https://<SIEBEL_SERVER>:<PORT>/siebel/app/eai/enu**

Where <SIEBEL_SERVER> is the FQDN of the Siebel Server (for example, mysiebel.server.com), <PORT> is the Siebel Application Interface's HTTPS Redirect Port.
 - Click **Ok** to close the **CTI Type Editor**.
6. Select the **Debug** tab to set the trace levels to usr1 - user 4 depending on the amount of information needed in the EAI server log files.

Chapter 11: Installation and configuration tasks for all channels

Reference: For more information about logging levels, see [Log files](#) on page 277.

Important:

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

7. Click **Ok**.

Importing the Siebel certificate

If the Siebel IP17 or later and IC 7.3.9 or later are used, import the Siebel Server certificate in the Java keystore on the machine hosting the EAI/EAIWorkflow servers.

1. Copy the Siebel Server certificate from the Siebel server machine to the %AVAYA_IC73_HOME%\Java\lib\security folder on the machine hosting the EAI/EAIWorkflow servers.
2. Open the command prompt and run the following commands to import above certificate:
 - a. cd %AVAYA_IC73_HOME%\Java\lib\security
 - b. %AVAYA_IC73_HOME%\Java\bin\keytool.exe -import -file <Siebel Server Certificate> -alias <Certificate Alias Name> -keystore cacerts -storepass changeit
 - c. When prompted to trust the certificate, type Yes.
 - d. Verify that the certificate was successfully imported in **cacerts** keystore by checking the output of the following command:

%AVAYA_IC73_HOME%\Java\bin\keytool.exe -list -alias <Certificate Alias Name> -keystore cacerts -storepass changeit

Note: The default password for **cacerts** keystore is **changeit**. Use the appropriate password if it is changed.

Installing a custom integration object

This section includes the following topics:

- [Purpose](#) on page 173
- [Where to perform this procedure](#) on page 174
- [Where to perform this procedure](#) on page 174

Purpose

The Avaya IC EAI server requires integration objects to exchange Get and Put Data with Siebel.

Related topics

For more information, see the following topics:

- [Integration objects](#) on page 90
- [EAI Get and Put operations](#) on page 400

Where to perform this procedure

Perform this procedure at the following location.

Interface	System
Siebel Tools	Siebel

Related topic

For more information, see [Siebel Tools](#) on page 95.

Procedure to install the out-of-the-box integration objects on the Siebel server, and import the Siebel integration objects from a Siebel SIF file:

1. Start **Siebel Tools**.
2. Select **Tools > Import from Archive**.
If you get a message saying that you must be connected to the local database, ignore it.
3. Browse to the `\Integrations\...\eai\Avaya IC EAI Objects.sif` file on the integration CD, and click **Open**.
4. Ensure that **Merge the object definition from the archive file with the definition in the repository** is selected.
5. Click **Next**.

Result: The **Review Conflicts and Actions** window opens. This window shows the Siebel integration objects in the SIF file that you must import.

6. Click **Next**.

The following message displays:

```
The operation is going to modify your repository as follows:
  XXXX objects will be inserted
  0 objects will be deleted
  0 attributes will be updated

Do you wish to proceed?
```

7. Select **Yes** to get Siebel to import the integration object into the database.

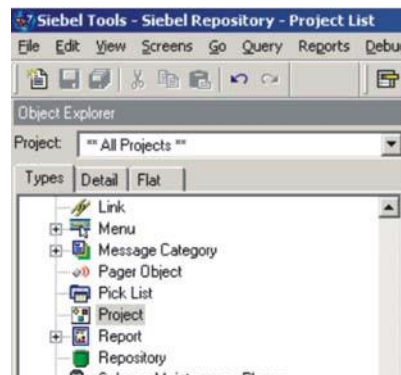
Note:

This operation might take 5 to 20 minutes to complete.

Chapter 11: Installation and configuration tasks for all channels

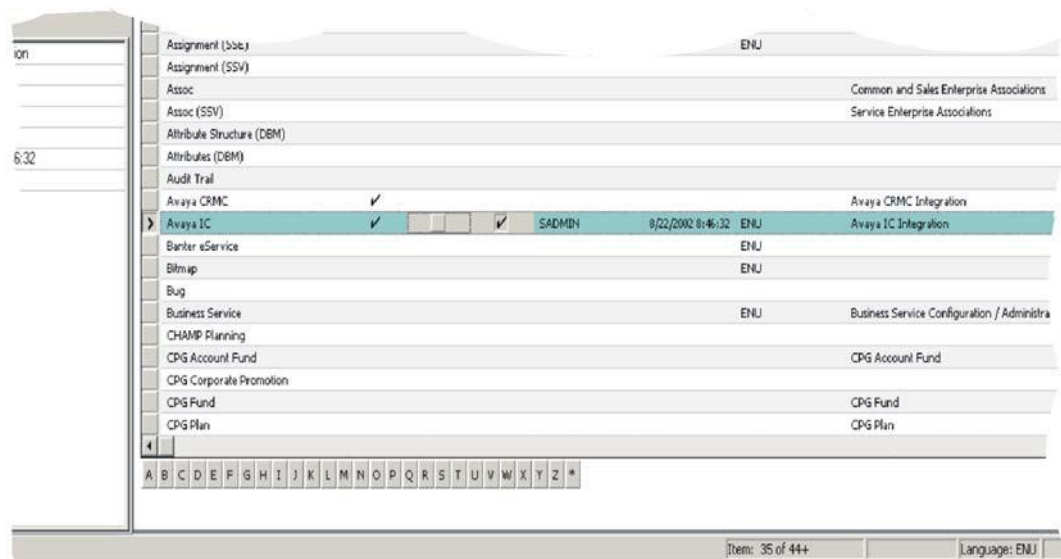
8. Select **Project** from the **Object Explorer** located in the upper-left pane.

Example:



9. Select **Avaya IC** in the **Projects** pane.

Example:



10. Select the **Locked** column to lock the project.

Result:

Projects					
Name	Changed	Inactive	Locked	Locked By Name	Locked Date
Avaya IC	✓		✓	SADMIN	1/2/2003 10:05:4

11. Continue to [Importing and deploying the Siebel 8.1.1.x or 8.2.2.x workflows](#) on page 176.

Importing and deploying the Siebel 8.1.1.x or 8.2.2.x workflows

Perform this procedure only if you have Siebel 8.1.1.x or 8.2.2.x.

To import and deploy the Siebel workflow:

1. Start **Siebel Tools**.
2. If the **Workflow Process** is not visible in the Siebel **Object Explorer** window, perform the following steps:
 - a. Go to **View > Options**.
 - b. Click **Object Explorer**.
 - c. Check **Workflow Process**.
3. Click the **Workflow Process** object.
4. Right-click the **Workflow Processes** window and select **Import Workflow Process**.
5. Import the `\integrations\...\eai\Avaya IC EAI MIME.xml` workflow.
6. Query for the **Avaya IC EAI MIME** workflow.

Result: The status shows:
In Progress
7. Right-click the Avaya IC EAI MIME workflow that has the **In Progress** status.
8. Select **Validate**.

Result: The **Validate** window opens.
9. Click **Start**.

Result: The total tests failed must be 0.
10. Ensure the Avaya IC EAI MIME workflow with the **In Progress** status is selected.
11. If the WF/Task Editor Toolbar is not visible, perform the following steps:
 - a. Go to **View > Toolbars**.
 - b. Select **WF/Task Editor Toolbar**.
 - c. The **WF/Task Editor** Toolbar must appear.
12. Click Publish/Activate button. This button deploys the workflow and also activate it.

The status changes to Completed.
13. Write down the version number of the deployed workflow.
14. Compile the SRF.

For more information, see [Compiling the SRF](#) on page 161.
15. Restart Siebel.

16. Continue to [Modifying the eai.cfg file](#) on page 177.

Modifying the eai.cfg file

To modify the **eai.cfg** file:

1. Open the **eai.cfg** file and add the values shown in the following table.
 - For Windows, browse to <SiebelHomeDir>\siebsrvr\bin\enu\eai.cfg
 - For Solaris or AIX, browse to <SiebelHomeDir>/siebsrvr/bin/enu/eai.cfg

Pane	Field	Value
[HTTP Services]	AvayaICEAIAdapter	AvayaICEAIAdapter
[AvayaICEAIAdapter]	Mode	Document
	Method	RunProcess
	Service	Avaya IC Integration Business Service

2. Continue to [Shutting down and restarting the EAI Object Manager component](#) on page 177.

Shutting down and restarting the EAI Object Manager component

This section includes the following topics:

- [Where to perform this procedure](#) on page 177
- [Procedure](#) on page 178

Where to perform this procedure

Perform this procedure at the following location.

Interface	System
Siebel windows	Siebel

Related topic

For more information, see [Siebel user interface](#) on page 92.

Procedure

You must restart a Siebel Server components for the **eai.cfg** file changes to take effect.

To shut down and to restart the Siebel Server components:

1. From the Siebel user interface, go to the **Site Map** by pressing **Ctrl+Shift+A**.
2. In the **Component** field, type:
EAI Object Manager
3. Click **Go**.

**CAUTION:**

On a production system, restarting the Siebel Server component is service affecting.

4. Click **Shutdown**.
5. Select **Startup**.
6. Continue to [Starting the Avaya IC EAI servers](#) on page 178.

Starting the Avaya IC EAI servers

This section includes the following topics:

- [Where to perform this procedure](#) on page 178
- [Before you begin](#) on page 179
- [Procedure](#) on page 179

Where to perform this procedure

Perform this procedure at the following location.

Interface	System
IC Manager	Avaya IC

Before you begin

The Avaya IC EAI servers depend on the Siebel changes that you made earlier. You must have successfully completed the following steps on your Siebel server:

- [Installing a custom integration object](#) on page 173
- [Importing and deploying the Siebel 8.1.1.x or 8.2.2.x workflows](#) on page 176

Procedure

To start the Avaya IC EAI servers:

1. Start the Siebel EAI servers by selecting each server in IC Manager and selecting the **Start** server icon.

Example:



The EAI servers must initialize with no alarms or problems.

2. If you encounter problems, perform the following steps:
 - Check your configuration for passwords, directory, host, and executable.
 - Verify that the eaisrv executable is present on your server and has permissions that enable it to be executed.
 - Check the settings and configuration you established in this section, [Configuring the Avaya EAI servers](#).
3. What type of channel are you installing?

Note:

If you are installing more than one type of channel, perform one procedure at a time.

If	Then
Voice	Continue to Configuring voice qualification workflows on page 180.
Web chat	Continue to Configuring Web chat qualification workflows on page 186.
Email - Siebel-first	Continue to Configuring an email channel on page 198.

Chapter 12: Configuring voice qualification workflows



Important:

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

The integration software includes out-of-the-box voice workflows. These out-of-the-box workflows does not work until you customize the workflows for your location using these procedures.

This section includes the following topics:

- [Building the Avaya voice qualification workflow](#) on page 180
- [Configuring workflow servers to use Siebel voice workflows](#) on page 181

Building the Avaya voice qualification workflow

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

Related topic

For more information, see [Process of the Incoming Call flow](#) on page 113.

Where to perform this procedure

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

Interface	System
Workflow Designer	Avaya IC

Procedure

To build the Avaya voice qualification workflow:

1. Navigate to **Start > Programs > Avaya Interaction Center 7.3 > Workflow Designer**.
2. Select **File > Open Project**.
3. Do one of the following tasks:
 - If you use Business Advocate, open the `advocate_sbl.prj` file.

Example:

```
<AVAYA_IC73_HOME>\Design\IC\flows\Siebel\Advocate\advocate_sbl
```

Double-click the **qualifyvoice_adv_sbl** workflow.

- If you do not use Business Advocate, open `ts_sbl.prj` file.

Example:

```
e:\<AVAYA_IC73_HOME>\Design\IC\flows\Siebel\TS\ts_sbl.prj
```

Double-click the **incomingcall_sbl** workflow.

4. Select the **Format ANI to be 10-digits** block in the workflow chart.
5. Enter the telephone number format in the **Format** property of the **Basic** tab.
For more information about how to create a format string for telephone numbers, see *IC Scripts VBA Scripting Reference*.
6. Select **Project > Settings**.
7. Select the **Database** tab.
8. Type the **Login Id** and **Password**.
9. Click **OK**.
10. Select **Build > Build Flowset** to compile and store the workflow.

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

Reference: For more information, see [Adding EAI servers to IC Manager](#) on page 170.

Continue to [Configuring workflow servers to use Siebel voice workflows](#) on page 181.

Configuring workflow servers to use Siebel voice workflows

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

Related topic

For more information, see [Voice qualification workflow](#) on page 112.

Where to perform this procedure

Perform this procedure at the following location.

Interface	System
IC Manager	Avaya IC

Procedure

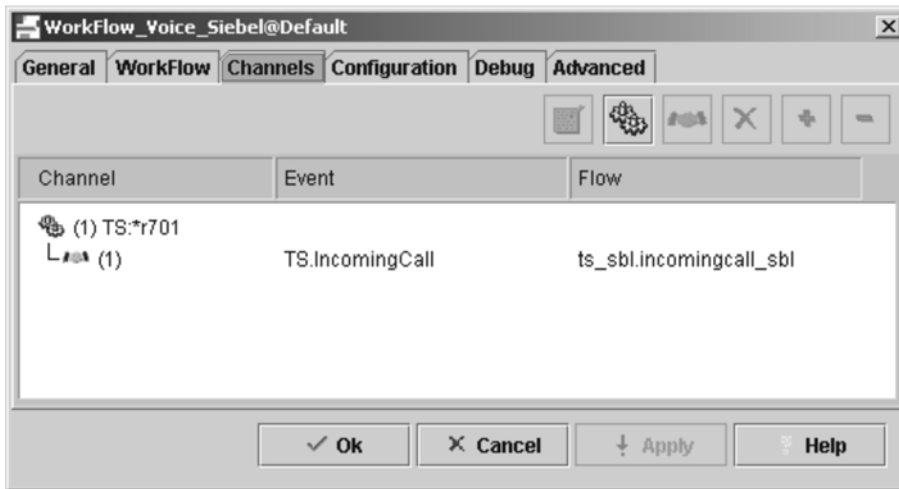
To configure the Avaya IC Workflow server to run a Siebel voice workflow when the TS.IncomingCall event is raised:

1. Navigate to **Start > Programs > Avaya Interaction Center 7.3 > IC Manager**.
2. Log in to IC Manager.
3. Select the **Server** tab.
4. Select **All Domains**.
5. If not already created, create a Workflow server to run the Siebel-first workflow. The server must be in the Voice domain.
For instructions on how to create a Workflow server, see *IC Installation and Configuration*
6. Select the **Channels** tab of the Voice Workflow server.
7. Do one of the following tasks:
 - If you do not use Business Advocate:
 - a. Edit the workflows for the incoming call events.
 - b. Set the workflow to **ts_sbl.incomingcall_sbl**.

Chapter 12: Configuring voice qualification workflows

- c. Click **Ok**.

Result:



- If you use Business Advocate:
 - a. Select New Channel Association.
 - b. In the Channel Editor window, select **TSA** in the Service drop-down list.
 - c. Type Criteria field as **voice.qualify**.
 - d. Click **Ok**.
 - e. Open TSA Server and select TSA tab.
 - f. Click **Contact Handling ...**
 - g. In the Contact Handling window, set qualification flow as `advocate_sbl.qualifyvoice_adv_sbl`
 - h. Click **Ok**.
- 8. Stop and start the Workflow server if the server has already started by doing the following:
 - a. Select the **Server** tab on the **IC Manager** window.
 - b. Select the server from the list on the right side of the window.
 - c. Select the **Start** or **Stop** button in the toolbar.
- 9. Ensure contact routing is set up for the voice channel.

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

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

- For Business Advocate contact routing, see *Business Advocate Configuration and Administration*

10. What channel are you also installing?

If	Then
Web chat	Continue to Configuring Web chat qualification workflows on page 186.
Email - Siebel-first	Continue to Configuring an email channel on page 198.

Chapter 13: Configuring Web chat qualification workflows



Important:

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

Web chat is currently not supported in a Native Siebel configuration.

The integration software includes out-of-the-box Web chat workflows. These out-of-the-box workflows does not work until you use these procedures to customize the workflows for your location.

This section includes the following topics:

- [Building the Avaya Web chat qualification workflows](#) on page 186
- [Modifying Customer Management workflows for Web](#) on page 188
- [Configuring workflow servers to use Web chat workflows](#) on page 189
- [Installing the Web chat qualification workflow](#) on page 193

Building the Avaya Web chat qualification workflows

This section contains the following topics:

- [Where to perform this procedure](#) on page 186
- [Procedure](#) on page 187

Where to perform this procedure

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

Interface	System
Workflow Designer	Avaya IC

Procedure

To build out-of-the-box Web chat workflows:

1. Navigate to **Start > Programs > Avaya Interaction Center 7.3 > Workflow Designer**.
2. Select **File > Open Project**.
3. Browse to one of the following files:

- **icm_sbl.prj**
- **webcenter_sbl.prj**

Do one of the following task:

- If you use Web Automatic Call Distributor (WACD), open the **wacd_sbl.prj** file.
- If you use Business Advocate, open the **advocate_sbl.prj** file.

Example:

```
e:\<AVAYA_IC73_HOME>\design\IC\Flows\Siebel\ICM\icm_sbl.prj
```

4. Select **Project > Settings**.
5. Select the **Database** tab.
6. Type the **Login Id** and **Password**.

Result: The **Project Settings** window opens.

7. Are you currently building the **webcenter_sbl.prj**?

If	Then
Yes	Go to Step 8.
No	Go to Step 10.

8. Select the **Directories** tab.
9. Click the New Folder button to add the Webcenter directory.

Example:

```
e:\<AVAYA_IC73_HOME>\design\IC\Flows\Siebel\Webcenter
```



10. Click **OK**.
11. Select **Build > Build Flow Set**.

There must be no errors.

12. Close the project.
13. Return to Step 3 and repeat this procedure until you have added all the workflows.
14. Exit Workflow Designer.
15. Continue to [Modifying Customer Management workflows for Web](#) on page 188.

Modifying Customer Management workflows for Web

Use this procedure to modify the Website that uses the Siebel versions of the Customer Management workflows for Web. The Customer Management workflows for Web are also called the customer management workflows.

Where to perform this procedure

Perform this procedure at the following location.

Interface	System
IC Manager	Avaya IC

Procedure

To modify the Customer Management workflows for Web:

1. Navigate to **Start > Programs > Avaya Interaction Center 7.3 > IC Manager**.
2. Log in to IC Manager.
3. Select **Services > Multi-Tenancy Administration**.

You might need to select the **ic Website Multi-Tenant Administration** service. You can also reach this page by going to **http://<yourserver>/website/admin**.

4. In the left navigation pane, select **Tenant Properties**.
5. In the right content pane select, **Default Tenant**.
6. Select **Customize Tenant**.
7. In the right content pane, select **flows**.

- Add `_sbl` to every flowset and workflow.

Example:

Property	(*)	Current Value(s)	Description and Suggested Values	Tenant	Language
flows.addcustomer		webcenter_sbl.addcustomer_sbl	Flow name for adding new customer.	DefaultTenant	
flows.deletecustomer		webcenter_sbl.deletecustomer_sbl	Flow name for deleting customer.	DefaultTenant	
flows.getauthenticatedcustomer		webcenter_sbl.getauthenticatedcustomer_sbl	Flow name for authenticating the customer.	DefaultTenant	
flows.getcustomer		webcenter_sbl.getcustomer_sbl	Flow name for retrieving customer.	DefaultTenant	
flows.getcustomerlist		webcenter_sbl.getcustomerlist_sbl	Flow name for retrieving all customers.	DefaultTenant	
flows.getregions		webcenter_sbl.getregions_sbl	Flow for retrieving list of supported regions for callbacks.	DefaultTenant	
flows.scheduledcallback		webcenter_sbl.schedulecallback_sbl	Flow name for scheduling a callback.	DefaultTenant	
flows.undeletecustomer		webcenter_sbl.undeletecustomer_sbl	Flow name for undeleting customer.	DefaultTenant	
flows.updatecustomer		webcenter_sbl.updatecustomer_sbl	Flow name for updating customer.	DefaultTenant	

Update Data

- Click **Update Data**.
- Exit the **Multi-Tenancy Administration** windows.
- Continue to [Configuring workflow servers to use Web chat workflows](#) on page 189.

Configuring workflow servers to use Web chat workflows

To configure the Avaya IC Workflow server to run a Siebel Web chat workflow when the WACD.QualifyChat event is raised:

- Navigate to **Start > Programs > Avaya Interaction Center 7.3 > IC Manager**.
- Log in to IC Manager.

Chapter 13: Configuring Web chat qualification workflows

3. Select the **Server** tab.
4. Select **All Domains**.
5. If not already created, create a Workflow server to run the Chat workflow.
For instructions on how to create a Workflow server, see *IC Installation and Configuration*.
6. Double-click the Workflow server for Web chats in IC Manager.
7. Select the **Channels** tab of the appropriate Workflow server.
8. Right-click and select **New Channel** from the list.
 - If you use Business Advocate, skip to [Creating and configuring an Avaya IC workflow for Business Advocate for Chat](#) on page 191.
 - If you do not use business advocate then continue the following steps.
9. In the **Channel Editor** dialog box, select the values shown in the following table.

Field	Value
Service	WACD
Criteria	media=chat

10. Click **Ok**.
11. Select **New Association**.
12. In the **Channel Association** dialog box, type the values shown in the following table.

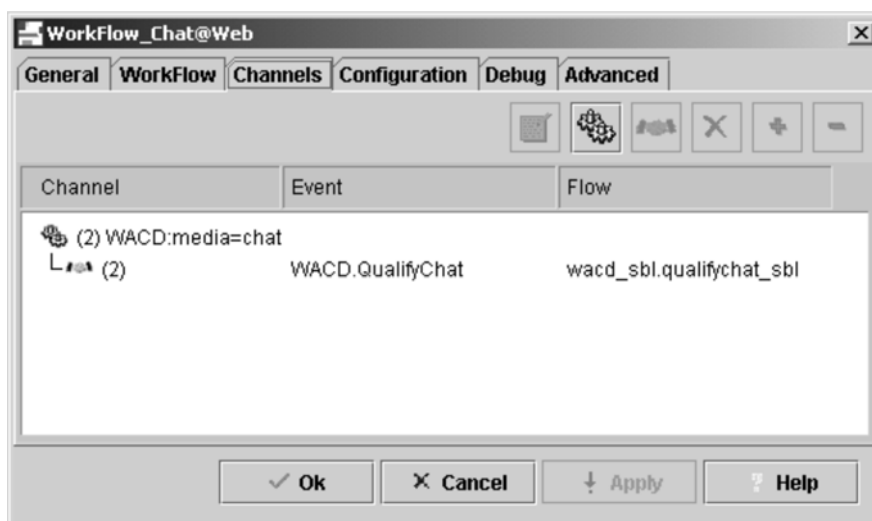
Field	Value
Event	WACD.QualifyChat
Flow	wacd_sbl.qualifychat_sbl

Note:

These fields are case-sensitive.

13. Click **Ok**.

Result:



14. Stop and start the Workflow server if the server has already started by doing the following:
 - a. Select the **Server** tab on the **IC Manager** window.
 - b. Select the server from the list on the right side of the window.
 - c. Select the **Start** or **Stop** button in the toolbar.
15. Ensure contact routing is set up for the Web chat channel.

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

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

Creating and configuring an Avaya IC workflow for Business Advocate for Chat

To create and configure an Avaya IC workflow to run the Siebel-first workflow and the qualify workflow:

1. Navigate to **Start > Programs > Avaya Interaction Center 7.3 > IC Manager**.
2. Log in to IC Manager.
3. Select the **Server** tab.

Chapter 13: Configuring Web chat qualification workflows

4. Select **All Domains**.
5. If not already created, create a Workflow server to run the Siebel-first workflow.
For instructions on how to create a Workflow server, see *IC Installation and Configuration*.
6. Select the **Channels** tab of the email workflow server.
7. Right-click and select **New Channel** from the list.
8. In the **Channel Editor** dialog box, select the values shown in the following table.

Field	Value
Service	WAA
Criteria	chat.qualify

9. Click **Ok**.
10. Stop and start the Workflow server if the server has already started by doing the following:
 - a. Select the **Server** tab on the **IC Manager** window.
 - b. Select the server from the list on the right side of the window.
 - c. Select the **Start** or **Stop** button in the toolbar.

Creating and configuring a WAA Server for Chat

To create and configure a WAA Server:

1. Navigate to **Start > Programs > Avaya Interaction Center 7.3 > IC Manager**.
2. Log in to IC Manager.
3. Select the **Server** tab.
4. Select **All Domains**.
5. If not already created, create a WAA server.
For instructions on how to create a WAA server, see *IC Installation and Configuration*.
6. Select the **WAA** tab of the WAA server.
7. Check the **Configure Advocate for Chat Channel** option.
 - a. In the Chat LRM drop box, select the configured LRM.
 - b. In the **Chat Qualification Flow** field, type "advocate_sbl.qualifychat_adv_sbl".
8. Click **Ok**.
9. Stop and start the Workflow server if the server has already started by doing the following:

- a. Select the **Server** tab on the **IC Manager** window.
- b. Select the server from the list on the right side of the window.
- c. Select the **Start** or **Stop** button in the toolbar.

Continue to [Installing the Web chat qualification workflow](#) on page 193.

Installing the Web chat qualification workflow

The integration software uses the Transcript Added workflow to put a copy of the transcript-added file into Siebel through the EAI.

This section includes the following topics:

- [Changing the location of the Transcript Added workflow output file](#) on page 193
- [Changing the default transcript-added XSL file](#) on page 194
- [Configuring the ICM server to run the Transcript Added workflow](#) on page 195

Related topic

For more information, see [Transcript Added workflow](#) on page 116.

Changing the location of the Transcript Added workflow output file

The Transcript Added workflow generates an output file that is located by default at **c:\temp**. If in your case, the workflow and the EAI servers cannot efficiently access this location, then you must change the default location.

Where to perform this procedure

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

Interface	System
Workflow Designer	Avaya IC

Procedure

To change the default location:

1. Navigate to **Start > Programs > Avaya Interaction Center 7.3 > Workflow Designer**.
2. Select **File > Open Project**.
3. Browse to the **icm_sb1.prj** file.

Example: **c:\Avaya\IC\design\IC\flows\Siebel\IC\icm_sb1.prj**

4. Double-click the **transcriptadded_sb1** workflow to open it.
5. Select the block labeled **Process Transcript**.

Result: The **Property Sheet** window opens.

6. Select the location you must use in the **OutputFilePath** field.

Note:

If you specify a Universal Naming Convention (UNC) path in the **OutputFilePath**, add an extra back slash in front of the path. For example, if your path is **\\servername\share**, type **\\servername\share**. Workflow Designer trims the first back slash to make **\\servername\share**.

Ensure that this directory is configured for full permissions to the administrator - such as read, write, delete, modify.

7. Select **Build > Build Flowset** to compile and store the workflow changes.
8. Continue to [Changing the default transcript-added XSL file](#) on page 194.

Changing the default transcript-added XSL file

As described in previous sections, the Transcript Added workflow must build an HTML file from a raw XML transcript file using an eXtensible Stylesheet Language (XSL) file. If you change the resultant HTML file, you must change the XSL file.

A basic XSL file for transforming the Transcript Added workflow is installed into:

```
\<AVAYA_IC73_HOME>\design\IC\flows\Siebel\ICM\transcriptadded_sb1.xsl
```

By default, the Transcript Added workflow is configured to read this from the working directory of the Workflow server that is running the workflow. This directory is usually the **<AVAYA_IC73_HOME>\etc** directory.

To copy the **transcriptadded_sb1.xsl** file to the correct location and change the name of this file:

1. Copy the **transcriptadded_sb1.xsl** file to the **<AVAYA_IC73_HOME>\etc** directory.

Note:

If your EAI and workflow servers are running on UNIX, use ftp to move this file to the UNIX system in the appropriate location.

- Do you want to change the name of this file or use a different location?

If	Then
Yes	To modify the XSLFileName property of the Process Transcript block, go to Step 3.
No	Continue to Configuring the ICM server to run the Transcript Added workflow on page 195.

- Navigate to **Start > Programs > Avaya Interaction Center 7.3 > Workflow Designer**.
- Select **File > Open Project**.
- Browse to the **icm_sbl.prj** file.

Example:

```
c:\Avaya\IC\design\IC\flows\Siebel\IC\icm_sbl.prj
```

- Select the block labeled **Process Transcript**.

Result: The **Property Sheet** window opens.

- Enter the location you must use in the **XSLFileName** field.

Note:

If you must use a location other than <AAVAYA_IC73_HOME>\etc, specify the full path here.

- Select **Build > Build Flowset** to compile and store the workflow changes.
- Continue to [Configuring the ICM server to run the Transcript Added workflow](#) on page 195.

Configuring the ICM server to run the Transcript Added workflow

Your Internet Call Manager (ICM) server must already be configured and running. If you have a more complex ICM server configuration than what is described in this procedure, you might need to do more than the basic steps described in this procedure.

Related topic

For more information, see *IC Installation and Configuration*.

Where to perform this procedure

Perform this procedure at the following location.

Interface	System
IC Manager	Avaya IC

Procedure

To configure IC Manager to run the Transcript Added workflow:

1. Navigate to **Start > Programs > Avaya Interaction Center 7.3 > IC Manager**.
2. Log in to IC Manager.
3. Select the **Configuration** tab.
4. Select **Chat > ICM > icm**.
These directories are located in the left navigation pane.
5. Right-click anywhere in the gray area, and select **Show Advanced Properties**.
6. Scroll to the bottom to reveal the **Enable Transcript Added Flow** and **Transcript Added Flow Name** fields.
7. Select the **Enable Transcript Added Flow** field.
8. In the **Transcript Added Flow Name** field, type:
`icm_sb1.transcriptadded_sb1`

Note:

To set the Transcript Added Flow Event parameter to run the icm.transcriptadded flow is not necessary. To set this parameter is necessary if additional event data is needed in the workflow.

9. Click **Apply**.
10. Restart the **Avaya IC ICM Service** and Website for changes to take effect.
11. Continue to [Configuring an email channel](#) on page 198.

Chapter 14: Configuring an email channel

**Important:**

Consider the following items:

- Use these procedures only if you are installing an email channel on your system.
- Always see the latest Siebel documentation when performing any of the procedures that use Siebel Tools or the Siebel user interface. Avaya cannot guarantee the accuracy of these procedures.

This section includes the following topics:

- [Configuring the Avaya IC server](#) on page 198
- [Installing eScripts and English error strings on the Siebel server](#) on page 206
- [Installing localized error strings on the Siebel server \(optional\)](#) on page 209
- [Importing the CommOutboundItemFormApplet.js file](#) on page 210
- [Importing the CommInboundItemListApplet.js file](#) on page 211
- [Administering the Siebel workflows](#) on page 212
- [Configuring Siebel to poll the mailbox](#) on page 216
- [Configuring Smart Answer Manager](#) on page 220
- [Enabling Communications Outbound Manager](#) on page 220
- [Setting up a communication profile for sending email from Siebel](#) on page 222

Configuring the Avaya IC server

This section contains the following topics:

- [Where to perform these procedures](#) on page 199
- [Configuring the Avaya IC Email server](#) on page 199
- [Building the Siebel-first workflow](#) on page 200
- [Building the qualify email workflows](#) on page 200
- [Creating and configuring an Avaya IC workflow](#) on page 201
- [Creating a default Email Dismiss Reason code](#) on page 204

Where to perform these procedures

Perform these procedures in the locations shown in the following table.

Procedure	Interface	System
Configuring the Avaya IC Email server on page 199	IC Manager	Avaya IC
Building the Siebel-first workflow on page 200	Workflow Designer	
Building the qualify email workflows on page 200		
Creating and configuring an Avaya IC workflow on page 201	IC Manager	
Creating a default Email Dismiss Reason code on page 204	You must manually edit the CDL file and use Database Designer to rebuild Avaya Agent.	

Configuring the Avaya IC Email server

To configure the Avaya IC Email server:

1. Navigate to **Start > Programs > Avaya Interaction Center 7.3 > IC Manager**.
2. Log in to IC Manager.
3. Select the **Server** tab.
4. Select **All Domains**.
5. Double-click your IC Email server to open the properties.
6. Select the **ICEmail** tab.
7. Perform the following steps:
 - a. Select the **Run Analyze Flow** field.
 - b. Clear the **Run Outbound Email Flow** field.
8. Click **Apply**.
9. Continue to [Building the Siebel-first workflow](#) on page 200.

Building the Siebel-first workflow

To build the Siebel-first workflow:

1. Go to Workflow Designer by navigating to **Start > Programs > Avaya Interaction Center 7.3 > Workflow Designer**.
2. In the Workflow Designer, open the **icemail_sbl_first** project file.

This file is located in:

```
<AVAYA_IC73_HOME>\Design\IC\flows\Siebel\icemail_sbl_first
```

**Tip:**

If you have trouble opening this file, double-click it.

3. Select **Project > Settings**.
4. Select the **Database** tab.
5. Type the **Login Id** and **Password**.
6. Click **OK**.
7. Compile and store the workflow using **Menu Build > Build Flowset**.
8. Continue to [Building the qualify email workflows](#) on page 200.

Building the qualify email workflows

To build the Siebel-first and qualify email workflows:

1. Go to Workflow Designer by navigating to **Start > Programs > Avaya Interaction Center 7.3 > Workflow Designer**.
2. Do one of the following tasks:

- If you use Web Automatic Call Distributor (WACD), open the **wacd_sbl** project file.

Example:

```
<AVAYA_IC73_HOME>\Design\IC\flows\Siebel\WACD\wacd_sbl
```

- If you use Business Advocate, open the **advocate_sbl** project file.

Example:

```
<AVAYA_IC73_HOME>\Design\IC\flows\Siebel\Advocate\advocate_sbl
```

3. Select **Project > Settings**.
4. Select the **Database** tab.
5. Type the **Login Id** and **Password**.

6. Click **OK**.
7. Compile and store the workflow using **Menu Build > Build Flowset**.
8. Repeat Steps 2 and 7 if you must build the other workflow.
9. Continue to [Creating and configuring an Avaya IC workflow](#) on page 201.

Creating and configuring an Avaya IC workflow

To create and configure an Avaya IC workflow to run the Siebel-first workflow and the qualify workflow:

1. Navigate to **Start > Programs > Avaya Interaction Center 7.3 > IC Manager**.
2. Log in to IC Manager.
3. Select the **Server** tab.
4. Select **All Domains**.
5. If not already created, create a Workflow server to run the Siebel-first workflow.
For instructions on how to create a Workflow server, see *IC Installation and Configuration*.
6. Select the **Channels** tab of the email Workflow server.
7. Right-click and select **New Channel** from the list.
8. In the **Channel Editor** dialog box, select the values shown in the following table.

Field	Value
Service	ICEmail
Criteria	*

9. Click **Ok**.
10. Select **New Association**.
11. In the **Channel Association** dialog box, type the values shown in the following table.

Field	Value
Event	ICEmail.Analyze
Flow	icemail_sbl_first.analyze_sbl

Note:

These fields are case-sensitive.

12. Click **Ok**.

13. Select the **Channels** tab of the email Workflow server.
14. Right-click and select **New Channel** from the list.
 - If you use Business Advocate, skip to Creating and configuring an Avaya IC workflow for Business Advocate for Email on page 205.
 - If you do not use business advocate then continue the steps that follow.
15. In the **Channel Editor** dialog box, select the values shown in the following table.

Field	Value
Service	WACD
Criteria	media=email

16. Click **Ok**.
17. Select **New Association** for this service.
18. In the **Channel Association** dialog box, type the values shown in the following tables.

Field	Value
Event	WACD.QualifyEmail
Flow	wacd_sbl.qualifyemail_sbl

Note:

These fields are case-sensitive.

19. Click **Ok**.
20. Stop and start the Workflow server if the server has already started by doing the following:
 - a. Select the **Server** tab on the **IC Manager** window.
 - b. Select the server from the list on the right side of the window.
 - c. Select the **Start** or **Stop** button in the toolbar.

Creating and configuring an Avaya IC workflow for Business Advocate for Email

To create and configure an Avaya IC workflow to run the Siebel-first workflow and the qualify workflow:

1. Navigate to **Start > Programs > Avaya Interaction Center 7.3 > IC Manager**.
2. Log in to IC Manager.

Chapter 14: Configuring an email channel

3. Select the **Server** tab.
4. Select **All Domains**.
5. If not already created, create a Workflow server to run the Siebel-first workflow.
For instructions on how to create a Workflow server, see *IC Installation and Configuration*.
6. Select the **Channels** tab of the email Workflow server.
7. Right-click and select **New Channel** from the list.
8. In the **Channel Editor** dialog box, select the values shown in the following table.

Field	Value
Service	WAA
Criteria	email.qualify

9. Click **Ok**.
10. Stop and start the Workflow server if the server has already started by doing the following:
 - a. Select the **Server** tab on the **IC Manager** window.
 - b. Select the server from the list on the right side of the window.
 - c. Select the **Start** or **Stop** button in the toolbar.

Creating and configuring a WAA Server for Email

To create and configure a WAA Server:

1. Navigate to **Start > Programs > Avaya Interaction Center 7.3 > IC Manager**.
2. Log in to IC Manager.
3. Select the **Server** tab.
4. Select **All Domains**.
5. If not already created, create a WAA server.
For instructions on how to create a WAA server, see *IC Installation and Configuration*.
6. Select the **WAA** tab of the WAA server.
7. Check the **Configure Advocate for Email Channel** option.
 - a. In the Email LRM drop box, select the configured LRM.
 - b. In the **Email Qualification Flow** field, type "advocate_sbl.qualifyemail_adv_sbl".
8. Click **Ok**.

9. Stop and start the Workflow server if the server has already started by doing the following:
 - a. Select the **Server** tab on the **IC Manager** window.
 - b. Select the server from the list on the right side of the window.
 - c. Select the **Start** or **Stop** button in the toolbar.

Continue to [Creating a default Email Dismiss Reason code](#) on page 204.

Creating a default Email Dismiss Reason code

This section includes the following topics:

- [About creating a default Email Dismiss Reason code](#) on page 204
- [The Email Dismiss Reason setting in the CDL file](#) on page 204
- [Creating a new Resolve Status in the Email Response Library](#) on page 205

About creating a default Email Dismiss Reason code

A default reason code is used for every email handled by Avaya Agent. Although Siebel handles the presentation of the email to the agent, Avaya IC actually tracks the status of every email. When the agent finishes composing the email and selects the **Release Work** button from the Siebel toolbar, the agent might see an Email Dismiss Reason code dialog. The presentation of the reason code dialog depends on the following conditions:

- If the agent releases an email without replying to it, Avaya Agent provides the agent with a list of email dismiss reasons.
- If the agent sent an email reply, Avaya Agent automatically uses the Email Dismiss Reason code configured in the CDL file. The Email Dismiss Reason code dialog is not presented to the agent.

Importance is given to the Email Dismiss Reason code in the CDL file agreeing with a Resolve Status configured in the Email Response Library. Use the procedures in this section to configure the CDL file and create a new Resolve Status in the Email Response Library.

The Email Dismiss Reason setting in the CDL file

The Email Dismiss Reason code shown in the following figure is used when an agent replies to an email. You can also configure different reason codes besides *Replied*, if you also configure these reason codes in the Email Response Library.

Chapter 14: Configuring an email channel

If you use the following setting in the CDL file, create a status for this file in the Email Response Library using the procedure in [Creating a new Resolve Status in the Email Response Library](#) on page 205.

```
<QSection Name="Siebel"  
  UserNameFieldname="SWEUserName"  
  PasswordFieldname="SWEPassword"  
  LoginOnClickCommand="SWEExecuteLogin"  
  SiebelFirstEmailDismissReason="Replied"  
>
```

Creating a new Resolve Status in the Email Response Library

To create a new Avaya IC Resolve Status in the Email Response Library:

1. Navigate to **Start > Programs > Avaya Interaction Center 7.3 > IC Manager**.
2. Log in to IC Manager.
3. Select **Services > Mail Template Administration**.
4. Enter the **Name**, **Password**, and **Address**.

The address can be either the name or the IP address of your Avaya IC server. The address might default to your exchange server, so ensure to change it.

5. Select **Login**.

Result: The **Response Library Configuration** tool opens.

6. Click **New**.
7. Select **New Status**.
8. Type the **Name**, and select **Messages set to this status should be treated as answered**.

Note:

The **Name** must be the same as the Email Dismiss Reason that was in the CDL file.

9. Click **Apply**.
10. Click **OK**.
11. Exit the **Response Library Configuration** tool.
12. For the change to take effect, rebuild the Avaya Agent design. Go to [Generating the Windows application](#) on page 131. Select only **Avaya Agent Layout** in Step 3.
13. Continue to [Verifying the Invoke Method on the Send button](#) on page 206.

Verifying the Invoke Method on the Send button

 **Important:**

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

For more information, see [Working with Siebel Tools](#) on page 127.

To verify the Invoke Method on the Send button:

1. On the left-side of the **Siebel Tools** window, if not already expanded, expand the tree node **Siebel Objects > Applets** for the **Send Communication Applet**.
2. Select **Tools > Lock Project**.
3. Open **Control**.
4. Select **HTML Button3**.
5. Verify that the **Method Invoked** property is set to **EmailSend**.
6. Continue to [Installing eScripts and English error strings on the Siebel server](#) on page 206.

Installing eScripts and English error strings on the Siebel server

Use this procedure to:

- Install eScripts and English error strings on the Siebel server
- Import eScripts and English error strings from a Siebel SIF file

 **Important:**

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

For more information, see [Working with Siebel Tools](#) on page 127.

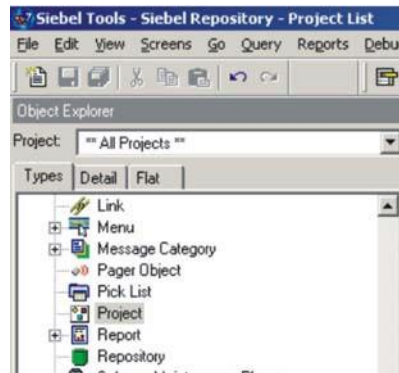
To install and import the eScripts and English error strings:

1. Start **Siebel Tools**.

Chapter 14: Configuring an email channel

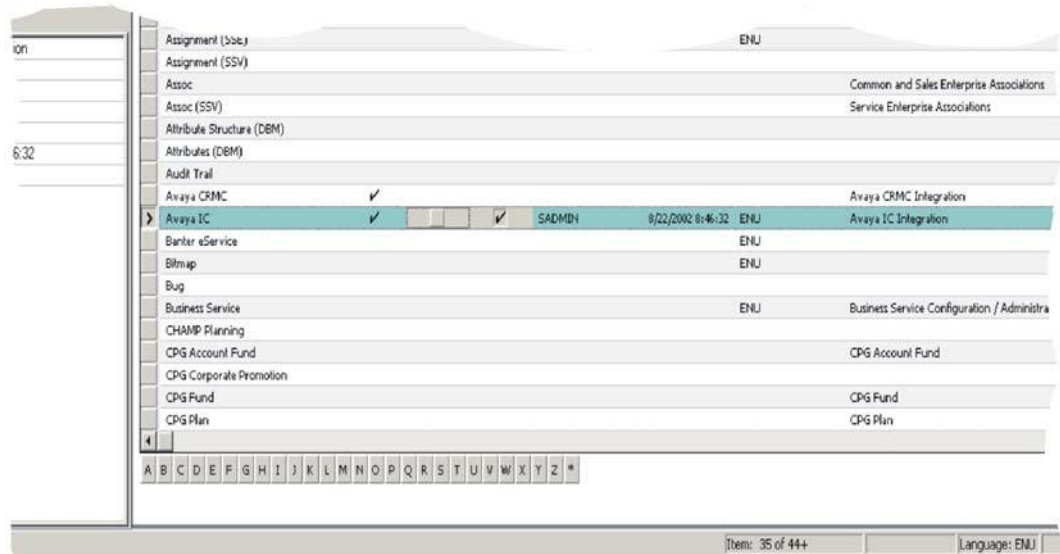
2. Select **Project** from the **Object Explorer** located in the upper left pane.

Example:



3. Select **Avaya IC** in the **Projects** pane.

Example:



4. Select the **Locked** column to lock the project.

Result:

Projects					
Name	Changed	Inactive	Locked	Locked By Name	Locked Date
Avaya IC	✓		✓	SADMIN	1/2/2003 10:05:4

5. Return to Step 2, but this time lock the **User Defined Errors** project.

6. Select **Tools > Import from Archive**.

If you get a message saying that you must be connected to the local database, ignore it.

7. Browse to `\Integrations\sba80\Email\SiebelFirst\SiebelFirst.sif` file on the Avaya IC integration CD.
8. Click **Open**.
9. Ensure that **Merge the object definition from the archive file with the definition in the repository** is selected.
10. Click **Next**.

Result: The **Review Conflicts and Actions** window opens. This window shows the Siebel integration objects in the SIF file that you import.

11. Click **Next**.

The following message displays:

```
The operation is going to modify your repository as follows:
XXXX objects will be inserted
0 objects will be deleted
0 attributes will be updated

Do you wish to proceed?
```

12. Select **Yes** to get Siebel to import the eScripts and English error strings into the database.

Note:

This operation might take 1 to 2 minutes to complete.

13. Compile the SRF file. For more information, see [Compiling the SRF](#) on page 161.
14. Do you want to install localized error strings?

If	Go to
Yes	Installing localized error strings on the Siebel server (optional) on page 209
No	Importing the CommOutboundItemFormApplet.js file on page 210

Installing localized error strings on the Siebel server (optional)

Perform this procedure only if you must install localized error strings on the Siebel server. To install localized error strings on the Siebel server:

1. Start **Siebel Tools**.
2. Select **Project** from the **Object Explorer** located in the upper left pane.
3. Select **Avaya IC** in the **Projects** pane.
4. Select the **Locked** column to lock the project.
5. Return to Step 2, but this time lock the **User Defined Errors** project.
6. Select **Tools > Import from Archive**.

If you get a message saying that you must be connected to the local database, ignore it.

7. Instead of Step 7, browse to one of the following files on the Siebel server.

Siebel version	Browse to
8.1.1.x	<SIEBEL_HOME>\siebsrvr\bin\Siebel8.1_L10N.sif
8.2.2.4	<SIEBEL_HOME>\siebsrvr\bin\Siebel8.1_L10N.sif

8. Click **Open**.
9. Ensure that **merge the object definition from the archive file with the definition in the repository** is selected.
10. Click **Next**.

Result: The **Review Conflicts and Actions** window opens. This window shows the Siebel integration objects in the SIF file that you import.

11. Click **Next**.

The following message displays:

```
The operation is going to modify your repository as follows:
  XXXX objects will be inserted
  0 objects will be deleted
  0 attributes will be updated

Do you wish to proceed?
```

12. Select **Yes** to get Siebel to import the eScripts and English error strings into the database.

Note:

This operation might take 1 to 2 minutes to complete.

For more information, see [Compiling the SRF](#) on page 161.

13. Continue to [Importing the `CommOutboundItemFormApplet.js` file](#) on page 210.

Importing the `CommOutboundItemFormApplet.js` file

 **Important:**

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

For more information, see [Working with Siebel Tools](#) on page 127.

The `CommOutboundItemFormApplet.js` file is a Siebel eScript file. Siebel eScript is a JavaScript-like scripting language used with Siebel Tools, as Siebel Visual Basic is a VBScript-like scripting language used with Siebel Tools.

To import the `CommOutboundItemFormApplet.js` file:

1. Log in to **Siebel Tools**.
2. In **Siebel Tools**, select **Applet** from the **Object Explorer** navigation pane.
The **Object Explorer** navigation pane is located in the upper-left corner of the window.
3. Do one of the following:
 - For Siebel 8.1.1.x or 8.2.2.4: Select the **Comm Outbound Item Form Applet** from the **Applets** content pane. The Applets content pane is located in the large right pane of the window.
4. Select **Tools > Lock Project**.
This process facilitates you to change this applet.
5. Do one of the following:
 - For Siebel 8.1.1.x, 8.2.2.4, or 15: Right-click the **Comm Outbound Item Form Applet** and select **Edit Server Scripts**.
6. If the **Scripting Language** window opens, ensure that **eScript** is selected and click **OK**.
Result: The **Script Editor** window opens.
7. Select **File > Import** to import the eScript.

Chapter 14: Configuring an email channel

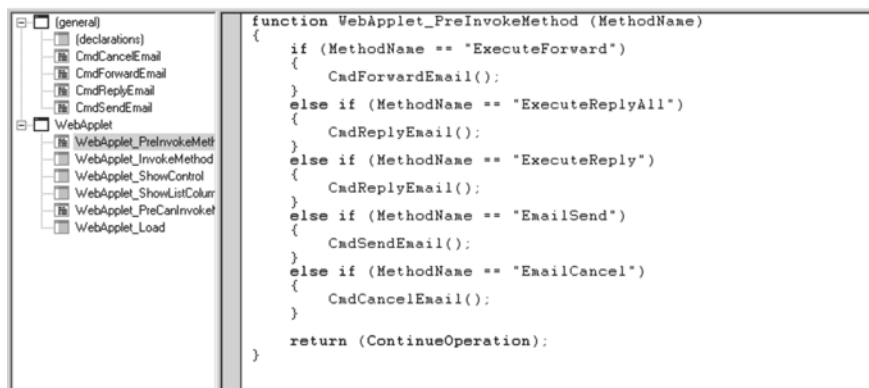
8. Select the **CommOutboundItemFormApplet.js** file from the integration CD.

Example: Go to:

\\Integrations\sba80\Email\SiebelFirst\CommOutboundItemFormApplet.js

9. Click **OK**.

Result: This imports the eScript. The script editor window shows the following screen after import.



```
function WebApplet_PreInvokeMethod (MethodName)
{
    if (MethodName == "ExecuteForward")
    {
        CndForwardEmail();
    }
    else if (MethodName == "ExecuteReplyAll")
    {
        CndReplyEmail();
    }
    else if (MethodName == "ExecuteReply")
    {
        CndReplyEmail();
    }
    else if (MethodName == "EmailSend")
    {
        CndSendEmail();
    }
    else if (MethodName == "EmailCancel")
    {
        CndCancelEmail();
    }
    return (ContinueOperation);
}
```

10. Select **File > Save** to save the script.
11. Select **File > Close**.
12. Continue to [Importing the CommInboundItemListApplet.js file](#) on page 211.

Importing the CommInboundItemListApplet.js file

Important:

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

For more information, see [Working with Siebel Tools](#) on page 127.

To import the **CommInboundItemListApplet.js** file:

1. Log in to **Siebel Tools**.
2. In **Siebel Tools**, select **Applet** from the **Object Explorer** navigation pane.

The **Object Explorer** navigation pane is located in the upper-left corner of the window.

3. For Siebel 8.1.1.x or 8.2.2.4:
Select the **Comm Inbound Item Form Applet** from the **Applets** content pane.
The **Applets** content pane is located in the large right pane of the window.
4. Select **Tools > Lock Project**.
This process facilitates you to make change to this applet.
5. Right-click the **Comm Inbound Item List Applet** and select **Edit Server Scripts**.
6. If the **Scripting Language** window opens, ensure that **eScript** is selected and click **OK**.
Result: The **Script Editor** window opens.
7. Select **File > Import** to import the eScript.
8. Select the **CommInboundItemListApplet.js** file from the integration CD.
Example: Go to:
`\Integrations\sba80\Email\SiebelFirst\CommInboundItemListApplet.js`
9. Click **OK**.
Result: This imports the eScript.
10. Select **File > Save** to save the script.
11. Select **File > Close**.
12. Continue to [Compiling the SRF](#) on page 161.

Administering the Siebel workflows

This section includes the following topics:

- [Administering workflows for Siebel 8.1.1.x and 8.2.2.x](#) on page 212
- [Activating the Siebel workflows](#) on page 215

Perform these procedures at the following location.

Interface	System
Siebel Tools	Siebel

Administering workflows for Siebel 8.1.1.x and 8.2.2.x

This section contains the following topics:

- [Importing the Siebel 8.1.1.x, 8.2.2.x, or 15 workflows](#) on page 213
- [Entering the Avaya email address](#) on page 214
- [Deploying the imported Siebel 8.1.1.x, 8.2.2.x, and 15 workflows](#) on page 214
- [Activating the Siebel workflows](#) on page 215

Importing the Siebel 8.1.1.x, 8.2.2.x, or 15 workflows

To import the Siebel 8.1.1.x, 8.2.2.x, and 15 workflows:

1. Start **Siebel Tools**.
2. If the Workflow Process is not visible in the Siebel Object Explorer window, perform the following steps:
 - a. Go to **View > Options**.
 - b. Click **Object Explorer**.
 - c. Check **Workflow Process**.
3. Click the **Workflow Process** object.
4. Right-click anywhere on the **Workflow Processes** window and select **Import Workflow Process**.
5. Import the `\integrations\sba80\Email\Siebel First\Email Response - Analyze Message` workflow from the integration CD.
6. If the **Select Project** window opens, ensure that **eMail Response** is selected and then click **OK**.
7. Query for the **eMail Response - Analyze Message** workflow.
Result: The status shows:
In Progress
8. Right-click the **eMail Response - Analyze Message** workflow with the **In Progress** status.
9. Select **Validate**.
Result: The **Validate** window opens.
10. Click **Start**.
Result: The total tests failed must be 0.
11. Repeat Steps 4 through 10 for the following workflows:



Important:

Write down the version number of the imported workflows.

- eMail Response - Process Message

- eMail Response - Route Avaya
- eMail Response - Route Email
- eMail Response - Client Send Email

Note:

When you import the eMail Response - Route Email workflow and try to validate it, you might see the following error message.

```
Step 'Call IC60' has SubProcess 'eMail Response - Route Avaya', which
doesn't exist or it's status is not Completed
```

This means that you must set the status of the eMail Response - Route Avaya workflow to be completed before you can validate the eMail Response - Route Email workflow.

12. Continue to [Entering the Avaya email address](#) on page 214.

Entering the Avaya email address

To enter the Avaya email address in the **eMail Response - Process Message** workflow:

1. Query the **eMail Response - Process Message** workflow with the **In Progress** status.
2. Expand the **Workflow Process Siebel Object** in the **Object** explorer.
3. Select **WF Process Prop**.
Result: The **WF Process Prop** window opens.
4. Query for **Avaya Email Address**.
5. In the **Default String** field, type in the mailbox that is being polled by Avaya IC.
Example: sales@xyz.com
6. Press **Ctrl+S** to save the record.
7. Continue to [Deploying the imported Siebel 8.1.1.x, 8.2.2.x, and 15 workflows](#) on page 214.

Deploying the imported Siebel 8.1.1.x, 8.2.2.x, and 15 workflows

To deploy the imported Siebel workflows:

1. Query the **eMail Response - Analyze Message** workflow with the **In Progress** status.
2. Ensure that the workflow is the same version that was imported in previous steps.
3. If the **WF/Task Editor Toolbar** is not visible, perform the following steps:
 - a. Go to **View > Toolbars**.
 - b. Select **WF/Task Editor Toolbar**.
 - c. The **WF/Task Editor Toolbar** must appear.

Chapter 14: Configuring an email channel

4. Click **Publish/Activate** button. This process deploys the workflow and activates it.
To deploy the workflow now and activate it later, click the Publish button and see [Activating the Siebel workflows](#) on page 215 to activate these workflows.
The status changes to **Completed**.
5. Repeat Steps 1 through 4 for the following workflows:
 - eMail Response - Process Message
 - eMail Response - Route Avaya
 - eMail Response - Route Email
 - eMail Response - Client Send Email

Activating the Siebel workflows

To activate the Siebel workflows:

1. Log in to the Siebel thin client.
2. From the Siebel user interface, go to the **Site Map** by pressing **Ctrl+Shift+A**.
3. Go to **Administration - Business Process > Workflow Deployment**.
4. Click the **Query** button in the **Repository Workflow Process** window.
5. In the **Name** field, type:
eMail Response *
6. Select **eMail Response - Append Thread Id**.
7. Click **Activate**.
8. Repeat Steps 6 through 7 for the following workflows:
 - eMail Response - Create Activity
 - eMail Response - Get Entitlement Id
 - eMail Response - Identify Language
 - eMail Response - Parse Junk Email
 - eMail Response - Response Workflow
 - eMail Response - SR Help
 - eMail Response - Send Acknowledgement
 - eMail Response - Send Auto Response
 - eMail Response - Update Activity Status

For Siebel 8.1.1.x you must activate additional work flows which are as follows:

- eMail Response - Resume Workflow
 - eMail Response - Save As Draft
9. Compile SRF. For more information, see [Compiling the SRF](#) on page 161.
 10. Do one of the following tasks to stop Siebel services:

If your operating system is:	Then
Windows	Stop Siebel services from Control Panel > services .
Solaris or AIX or Linux	Consult the Siebel administration guide for instructions.

11. Replace the siebel.srf file located on the <SiebelHome>/siebsrvr/objects/enu with the local compiled copy of the siebel.srf.
12. Do one of the following tasks to start Siebel services.

If your operating system is:	Then
Windows	Start Siebel services from Control Panel > services .
Solaris or AIX or Linux	Consult the Siebel administration guide for instructions.

13. Continue to [Configuring Siebel to poll the mailbox](#) on page 216.

Configuring Siebel to poll the mailbox

This section includes the following topics:

- [Where to perform these procedures](#) on page 217
- [Creating a profile](#) on page 217
- [Creating a response group](#) on page 218
- [Associating the profile with the response group](#) on page 218
- [Adding input arguments for the response group](#) on page 219

Where to perform these procedures

Perform these procedures at the following location.

Interface	System
Siebel windows	Siebel

Creating a profile

To create a profile:

1. From the Siebel user interface, go to the **Site Map** by pressing **Ctrl+Shift+A**.
2. Go to **Administration - Communications > Communications Drivers and Profile**.
3. Select **Internet SMTP/POP3 Server** in the **Name** field of the **Communications Drivers** window.
4. Select the **Profiles** tab located under the **Communications Drivers** window.
5. Create a new profile by selecting **New**.
6. In the **Name** field, type:
Siebel First Email Response
7. In the **Responsibilities** field, select **AICD Responsibility**.
8. In the **Profile Parameters Overrides**, select **New** to add the following parameter overrides.

Name	Value
From Address	Enter the mailbox Siebel must use for sending emails.
POP3 Account Name	Enter the account name of the mailbox where Siebel can poll for new emails.
POP3 Account Password	Enter the account password.
POP3 Server	Enter the POP3 server.
PollingInterval	Enter the interval time in seconds that Siebel can check the mailbox.
SMTP Server	Enter the SMTP server.

9. Continue to [Creating a response group](#) on page 218.

Creating a response group

To create a response group:

1. Select **All Response Groups** located directly under the **Administration - Communications** tab.
2. Click **New** in the **Response Groups** window.
3. Create a new response group with the values shown in the following table.

Field	Value
Name	Siebel First Email Response
Service Name	Workflow Process Manager
Method Name	RunProcess
Administrator Email Address	Enter the email address for the administrator.
Server	Use the name of the Siebel server, not the host name of the machine.
Startup	Active

4. Press **Ctrl+S**.
5. Continue to [Associating the profile with the response group](#) on page 218.

Associating the profile with the response group

You must associate a profile with every response group that you create.

To associate a profile with a response group:

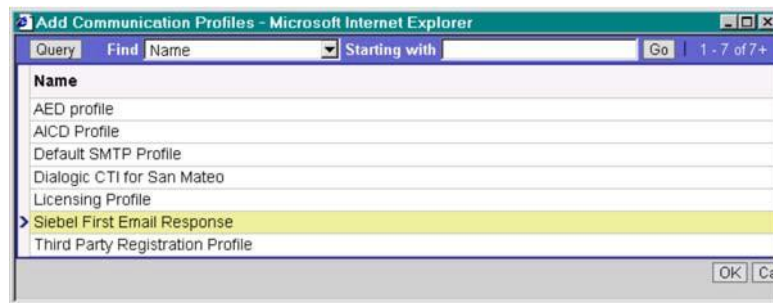
1. Select the **Profiles** tab located under the **Response Groups** window.
2. Click **New** under the **Profiles** tab.

The **Add Communication Profiles** applet opens.

Chapter 14: Configuring an email channel

3. Select the name of your Siebel-first email profile.

Example: Siebel First Email Response



4. Click **OK**.
The **Add Communications Profiles** applet closes.
5. Press **Ctrl+S**.
6. Continue to [Adding input arguments for the response group](#) on page 219.

Adding input arguments for the response group

To add input arguments for the response group:

1. Select the **Input Arguments** tab.
2. Click **New**.
3. Add the values shown in the following table.

In the Name field	Enter the following values in the Value field
ProcessName	eMail Response - Process Message
Catalog Name	<ul style="list-style-type: none">● If you are configuring Smart Answer Manager, enter the name of your knowledge base. Example: KB● If you are <i>not</i> configuring Smart Answer Manager, leave this field blank.
Enable Avaya Integration	TRUE
Enable Smart Answer	<ul style="list-style-type: none">● If you are configuring Smart Answer Manager, select TRUE.● If you are <i>not</i> configuring Smart Answer Manager, select FALSE.
RowId	Leave blank

4. Restart Siebel services by doing one of the following tasks:

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

5. Continue to [Configuring Smart Answer Manager](#) on page 220.

Configuring Smart Answer Manager

The following list provides suggested actions that you can take to configure Smart Answer Manager:

1. Create a knowledge base.
2. Import the knowledge base.
3. Enable the Smart Answer Manager server component.
4. Administer Smart Answer Manager.

As an option, add text as one of the settings in Smart Answer Administration.

5. Add one or more response templates.
6. Set the response thresholds for the categories in your knowledge base.
7. Associate templates with categories.

For the optimal configuration for your company, these steps might not be enough. You must carefully read the relevant Siebel documents to learn the capabilities and settings of Siebel Smart Answer Manager.

Related topics

- For basic information about Smart Answer Manager, see [Smart Answer and Smart Answer Manager](#) on page 95.
- For a complete description of Smart Answer Manager, see the Siebel documentation.

Enabling Communications Outbound Manager

This section contains the following topics:

- [Where to perform these procedures](#) on page 221

- [Procedure](#) on page 221

Where to perform these procedures

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

Interface	System
Siebel windows	Siebel

Related topic

For more information, see [Siebel user interface](#) on page 92.

Procedure

To enable the Comm Outbound Manager:

1. From the Siebel user interface, go to the **Site Map** by pressing **Ctrl+Shift+A**.
2. Go to **Administration - Server Configuration > Enterprises > Synchronize**.
3. Select **Synchronize**.
4. Select the **Query** button and search for the **Communications Outbound Manager** component.
5. If the **Communications Outbound Manager** component is not enabled, see the Siebel documentation to enable this component.
6. Restart the Siebel services that are on the Siebel server by doing one of the following tasks.

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

Setting up a communication profile for sending email from Siebel

To set up a communication profile:

1. Navigate to **Administration>Communications>Communication Profiles & Drivers**.
2. Search for "Internet SMTP/POP3 Server" under the **Communications Drivers** applet.
3. Create a new profile.

For example, Test Email Profile.

4. Under the **Profile Parameter Overrides** applet, add the following parameters:
 - From Address: Any email address (Generally it should be the Siebel email box Id)
 - SMTP Server: Name of the SMTP Server which will send the email.
 - SMTP Server Port: 25

5. Click the **Menu** button on the **Profiles** applet and click **Submit Profile Changes**.

The communication profile you created is now ready for use. However, before proceeding further, you must check whether Server Components, responsible for executing the email request, are running properly or not.

6. Navigate to **Administration-Configuration>Enterprises>Component Groups** and search for "Communications Management" under the **Component Groups** applet and then search for "Communications Outbound Manager" component under the **Components** applet. This is the component which is responsible for sending outgoing emails from Siebel.
7. Check if the **Enabled on Server** flag is checked under the **Component Group Assignments** applet. If not, click the **Enable** button.
8. Navigate to **Administration-Configuration>Enterprises>Component Definitions** and search for Communications Outbound Manager.
9. Set the following two parameters to Test Email Profile (the communication profile created in step 3).
 - Comm Profile Override
 - Communication Profile
10. Click the **Synchronize** button.
11. Now restart the Siebel server.
12. Navigate to **Tools>User Preferences>Outbound Communications** view and select **Siebel Email Client** in Email Client. Click **Save**.
13. To test whether the newly created profile is working, navigate to **Service Request >My Service Requests** view.

Chapter 14: Configuring an email channel

14. Press F9.

The system displays a pop-up form to send an email. Enter your email address in the **To** field and fill in the subject and body as per your wish and send it.

Check your Inbox, you will see the email in a few minutes.

15. Also drill down on the SR# field and navigate to the **Activities** view. You will see an activity of type Email - Outbound and the contents of the email in the **Comments** field. This is the Siebel OOB functionality of creating activity under Service Request whenever you send an email from the Service Request record.

Chapter 15: Configuring Additional Features

This chapter provides information on the following features:

- [After Call Work \(ACW\) Feature](#) on page 224
- [Logout In Wrapup Feature](#) on page 216
- [Switch To Caller \(STC\) Feature](#) on page 217
- [Virtual Free Seating \(VFS\) Feature](#) on page 230
- [Configure Siebel Browser to view Status text messages](#) on page 231
- [Configure Siebel Browser to enable sound on incoming work item](#) on page 231
- [Configure the IC-Siebel integration Workflows for Japanese Language](#) on page 232
- [Configure minimum log out delay for Siebel Agent](#) on page 234
- [Enabling Siebel Open UI in IC 7.3.3 or later](#) on page 234

After Call Work (ACW) Feature

The IC - Siebel integration provides Selective After Call Work (ACW) functionality for Agents. This feature facilitates the agent to indicate on a call by call basis whether ACW (aka wrap-up in IC) must be run. The implementation includes supporting a new AICD driver command, that is associated with a custom Siebel toolbar button, which when invoked during a call presets ACW for the call. When activated, the button must appear depressed, and the hard phone must indicate the pending ACW state on the switch. If the button is clicked again, the pending ACW state stands canceled. If pending ACW is run when the call ends, the agent must enter IC wrap-up, that is, Siebel wrap-up type. If the agent remains in wrap-up, the agent is not available to receive any new ACD calls. This result is enforced by the switch ACD.

Selective ACW features are only available for IC-Siebel Native configuration and not for Hybrid configuration.

The ACW functionality is implemented only for voice channel.

- [Enabling ACW feature](#) on page 225
- [ACW Configuration Parameters and Settings](#) on page 227
- [Using ACW for localized language](#) on page 230

Enabling ACW feature

You can enable the ACW feature on the toolbar. This section contains the following:

- [Prerequisites for processing and importing the AfterCallWork.sif file](#) on page 225
- [Import the AfterCallWork.sif file](#) on page 225

Prerequisites for processing and importing the AfterCallWork.sif file

Perform the following steps before you go to importing the AfterCallWork.sif file.

1. You must stop the Siebel server to write to the SRF.

If your operating system is:	Then stop Siebel services by doing the following steps:
Windows	Use the Windows services control panel to: <ol style="list-style-type: none"> 1. Select Siebel Server. 2. Select Action > Stop. See the Siebel administration guide for more information.
Solaris or AIX	See the Siebel administration guide for instructions.

2. Copy the SRF file on your Siebel server (<SiebelHomeDir>\siebsrvr\objects\enu**siebel.srf**) to a location accessible to Siebel Tools.

For example, the path can be **C:\siebel.srf**

Import the AfterCallWork.sif file

Perform the following steps on Siebel Server machine to import the AfterCallWork.sif file:

1. From the **Siebel Tools - Siebel Repository** window, select **Project** from the **Object Explorer** located in the upper left pane.
2. Perform the instructions described for locking the projects as follows:
 - a. From the **Siebel Tools - Siebel Repository - Project List** window, select **Query > New Query**.
 - b. Type <project> in the **Name** field and then select **Query > Execute Query**.
where <project> is
 - Bitmap

- Command
 - Communication Administration
 - Toolbar
- c. After executing the query, lock the project by clicking in the corresponding field in the **Locked** column.

Note:

You must perform the already mentioned steps, that is, step a to step c for all the projects mentioned. Step c) for all of the projects described above.

3. From the **Siebel Tools - Siebel Repository - Project List** window, select **Tools > Import from Archive**.
4. If you get the following message *This operation must only be performed while connected to your local database. Would you like to continue anyway?*, click **Yes**.
5. Browse to the AfterCallWork.sif file from the SiebelAllPlatforms\integrations\sba80\ACW folder.
6. Ensure that **merge the object definition from the archive file with the definition in the repository** is selected.
7. Click **Next**.
The **Review Conflicts and Actions** window is displayed. This window displays the Siebel integration objects in the SIF file that you import.
8. Click **Next**. The following message is displayed:

```
The operation is going to modify your repository as follows:
XXXX objects will be inserted
X objects will be deleted
X attributes will be updated
```

9. Select **Yes** to enable Siebel to import the integration object into the database.
10. From the **Siebel Tools - Siebel Repository - Project List** window, select **Tools > Compile Projects**.
11. Browse to the SRF file located at the location specified in [Import the AfterCallWork.sif file](#) on page 225.
12. Select **Locked projects**. You must verify whether the Avaya IC project is locked.
13. Click **Compile**.
14. Copy the compiled siebel.srf file back to the following location:
<SiebelHomeDir>\siebsrvr\objects\enu
15. After the compilation is complete copy the icon_acw_disabled.gif and icon_acw_enabled.gif files from the
\SiebelAllPlatforms\integrations\sba80\ACW directory to the images folder for the Siebel thin client. See [Appendix H](#) on page 405 to determine the

16. Start Siebel services.

ACW Configuration Parameters and Settings

IC Properties that play a role in the ACW Feature implementation are as follows:

- a. Agent/Desktop/IntegratedApplication = Siebel
- b. Agent/Desktop/WrapUpEnabled = Yes/No
- c. Agent/Desktop/WrapUpType = Siebel
- d. Agent/Desktop/Voice/AutoIn = Yes
- e. Agent/Desktop/Voice/SwitchTimedACWEnabled = Yes/No
- f. Agent/Desktop/WrapUp/EnterWhen = Always/Selective
- g. Agent/Desktop/WrapUp/SelectiveDefault = Requested/Not Requested.

Behavior of ACW is described as follows for two recommended set of properties:

A. Switch Timed ACW:

Agent/Desktop/WrapUpEnabled = No
Agent/Desktop/Voice/SwitchTimedACWEnabled = Yes
Agent/Desktop/Voice/AutoIn - Yes

Note:

ACW button remains disabled on communication toolbar.

B. Client Side Selective ACW:

Agent/Desktop/WrapUpEnabled = Yes
Agent/Desktop/WrapUpType = Siebel
Agent/Desktop/Voice/AutoIn = Yes
Agent/Desktop/Voice - SwitchTimedACWEnabled = No

Functionalities of ACW

ACW functionality is divided into three sections:

- [When the agent has no contact](#) on page 228

- [When the agent has non voice contact](#) on page 228
- [When the agent has voice contact](#) on page 228

When the agent has no contact

1. ACW button functionality and the appearance do not depend on the following IC properties, when not in call:
Agent/Desktop/WrapUp/EnterWhen and
Agent/Desktop/WrapUp/SelectiveDefault
2. The ACW States must reset for the Agent when the Agent logs out or logs in. This reset is needed because the states are maintained at the Agent level.
3. ACW button state must reflect the state on the hard phone.
 - When the Agent changes from AUX to ACW on hard phone, the ACW button changes to checked/pressed state.
 - When the Agent changes from Avail to ACW on hard phone, the ACW button changes to checked/pressed state.
 - When the Agent changes from ACW to Available on hard phone, the ACW button changes from checked/pressed state to normal state.
 - When the Agent changes from ACW to AUX on hard phone, the ACW button changes from checked/pressed state to normal state.
4. When Agent selects ACW, Agent can switch from AUX to Avail or Avail to AUX.
5. Reset ACW button must restore the same state that the Agent was in before going into the ACW state.
 - If Agent is in AUX and then clicks the Set ACW to go into ACW mode, then Agent must get back into the AUX mode when reset ACW is done.
 - If an Agent is in Available mode and then clicks the SetACW to go into ACW state, then the agent must get back to Available mode when ACW is done.

When the agent has non voice contact

When an Agent is handling a non voice contact then the ACW button on Siebel toolbar must be disabled.

When the agent has voice contact

The Agent can selectively enter the ACW state, depending on the choice. The agent can choose to enter the ACW state or the Ready state after the call disconnects, while handling the voice contact.

Chapter 15: Configuring Additional Features

ACW button state, that is, enable, disable, pressed, and unpressed, depends on the activity of the agent and IC group manager properties as follows:

1. Agent/Desktop/WrapUp/EnterWhen = Always/Selective

Selecting the Always option puts the Agent in the Selective ACW mode after the disconnection of every voice contact. Selecting the Selective option, the agent can choose to enter the Selective ACW mode or not while handling the voice contact.

2. Agent/Desktop/WrapUp/SelectiveDefault = Requested/Not Requested

This property governs the default behavior of the ACW button on the Siebel toolbar. If set as Requested then, when in a call, the ACW button is pressed, by default. If not requested, by default the ACW button is in normal unpressed state.

The following tables shows ACW button states on toolbar after voice call disconnection:

Agent/Desktop/ WrapUp/ EnterWhen	Agent/ Desktop/ WrapUp/ SelectiveDefault	ACW button state on toolbar	Description
Always	Requested	Disabled	Agent is forced to go to ACW after the voice call disconnects
Always	Not Requested	Disabled	Agent is forced to go to ACW after the voice call disconnects
Selective	Requested	Enabled and Pressed	By default, the agent goes to ACW after voice call disconnects
Selective	Not Requested	Enabled and Unpressed	By default, the agent does not go to ACW after the voice call disconnects

Note:

When call is hung up and agent is in ACW state, reset ACW button must be disabled. The button must be disabled until the work item is there in the work item drop-down list of the agent.

When call is hung up and agent is in ACW/Wrap-up state select to go to AUX. The phone continues to show ACW. This state is a preset-aux state.

- a. The ACW states must reset when the call is released. This state is needed because the ACW states are maintained at the WI level and not Agent level.

Agent must request ACW when call is on HOLD.

Using ACW for localized language

For ACW to work with languages apart from English and Japanese, you must add the following commands in the AICD.def file located at: /sba80/siebsrv/bin/<language>

```
<START>

;////////////////////////////////////

;use acw command group to send set and reset acw request to aicd driver

[Command:ACWGroup]
SubCommand_1 = "SetACW"
SubCommand_2 = "ResetACW"
Hidden       = "TRUE"
[Command:SetACW]
DeviceCommand = "SetACW"
Hidden        = "TRUE"
[Command:ResetACW]
DeviceCommand = "ResetACW"
<END>
```

Logout In Wrapup Feature

The **Logout In Wrapup** feature (available since IC 7.3.9) allows agents to log out while they have work items in wrapup state. In this case, the wrapup will be completed automatically prior to logout.

Enabling Logout In Wrapup feature

The feature is disabled by default. Perform the following steps via the Siebel thin client to enable it.

1. Log in to the Siebel thin client as a Siebel administrator.
2. Navigate to **Site Map > Administration - Communications > Communications Drivers and Profiles > Driver Parameters**.
3. Select the appropriate Communications Driver.
4. In the **Driver Parameters** tab, add the following parameter: Name: **Service:LogoutInWrapup**, Default Value: **true**.
5. Press **Ctrl+S** to save the changes.
6. Restart the Communications Session Manager.

Note: If the agent has work items in different states, then the ability to logout depends on the

Chapter 15: Configuring Additional Features

values of Service:LogoutWithCalls, Service:LogoutWithEmails and Service:LogoutWithChats driver parameters. For example, if the **Logout In Wrapup** feature is enabled, Service:LogoutWithCalls is false and Service:LogoutWithEmails is true, and the agent has a voice work item in wrapup state and an active email work item, then the agent will be able to logout. But if Service:LogoutWithEmails is false, the agent will not be allowed to log out.

Switch To Caller (STC) Feature

The **Switch to Caller/Destination** feature (available since IC 7.3.9) can be used during a consultation call, when an agent, which handles a call from a customer, needs assistance from other agent. This feature lets the agent switch between talking to the other agent and talking to the caller (the customer).

Note: the STC feature is only available for IC-Siebel Native configuration and not for Hybrid configuration.

Enabling STC feature

Note: the following procedure is applicable to Siebel 17. If you use a different Siebel version, please refer to the appropriate Siebel documentation.

Import the STC.sif file

Perform the following steps on the Siebel Server machine to import the STC.sif file:

1. Extract the **STC.sif** file from the **Integration73xAllPlatforms.zip**.
2. Start Siebel Tools and connect to the server as SADMIN.
3. Create a new workspace:
 - a. Select **Workspace > Create**.
 - b. Do not check the Integration Workspace checkbox.
 - c. Provide the proper values for Workspace Name, Parent Workspace and Parent Workspace Version.
 - d. Click OK to close the **Create Workspace** window.
4. Import the **STC.sif** file:
 - a. Select **Tools > Import from Archive....**
 - b. In the **Select Archive to Import** window, browse to the **STC.sif** file and click **Open**.
 - c. Ensure that **Merge the object definition from the archive file with the definition in the repository** is selected and click **Next**.
 - d. In the **Review Conflicts and Actions** window, click **Next**.
 - e. When the message informing about the modifications appears, click **Yes**.
 - f. In the **Summary** window, click **Finish**.

5. Check in the changes to the workspace:
 - a. Select **Workspace > Checkpoint**.
 - b. Enter some comment.
 - c. Click OK.
6. Make the workspace ready for delivering the changes to the MAIN workspace:
 - a. Select **Workspace > Submit for Delivery**.
 - b. Click **Yes** to confirm the operation.
7. Deliver the changes to the **MAIN** workspace:
 - a. **Workspace > Deliver**
 - b. Enter some comment.
 - c. Click OK.
 - d. In the **Deliver Workspace** window, click **Start Merge**.
 - e. Wait until the delivery process has completed and click **Done**.

Modify AICD Configuration

1. Log in to the Siebel thin client as a Siebel administrator.
2. Navigate to **Site Map > Administration - Communications > Communications Drivers and Profiles > Driver Parameters**.
3. Select the appropriate Configuration.
4. In the **Commands** tab, add the following commands:
 - a. **STCGroup**
 - b. **SwitchToCaller**
 - c. **SwitchToDestination**

Press **Ctrl+S** to save the changes.

5. Click **STCGroup** command and configure its Subcommands:
 - a. **SwitchToCaller** (Order: 1)
 - b. **SwitchToDestination** (Order: 2)

Press **Ctrl+S** to save the changes.

Then configure its Command Parameters: Name: **Hidden**, Value: **TRUE**.

Press **Ctrl+S** to save the changes.

6. Return to the list of commands, click **SwitchToCaller** command and configure its Command Parameters:
 - a. Name: **DeviceCommand**, Value: **SwitchToCaller**.
 - b. Name: **Hidden**, Value: **TRUE**.

Press **Ctrl+S** to save the changes.

7. Return to the list of commands, click **SwitchToDestination** command and configure its

Chapter 15: Configuring Additional Features

Command Parameters: Name: **DeviceCommand**, Value: **SwitchToDestination**.

Press **Ctrl+S** to save the changes.

Copy the `icon_stc_disabled.gif` and `icon_stc_enabled.gif` files

Copy the `icon_stc_disabled.gif` and `icon_stc_enabled.gif` files from the `Integration73xAllPlatforms.zip` to the `images` folder for the Siebel thin client. See [Appendix H](#) on page 405 to determine the location of the `images` folder.

Restart the Siebel Server system service and the application containers

1. Shut down the Siebel Server system service.
2. Shut down the application containers.
3. Start the application containers.
4. Start the Siebel Server system service.

Example scenario

1. Agent1 logs in to Siebel and enters the Ready state. The Switch to Caller button is inactive.
2. Agent1 makes a call to a customer (or accepts a call from a customer).
3. Agent1 is connected to the customer. The Switch to Caller button is still inactive.
4. Agent1 initiates a consult call to Agent2. The call between the customer and Agent1 is put on hold automatically. The Switch to Caller button becomes active.
5. Agent2 answers the consult call. The Switch to Caller button is still active.
6. Agent1 uses the Switch to Caller button and gets connected to the customer (Line1). The call between Agent1 and Agent2 is put on hold automatically. The Switch to Caller button is replaced with the Switch to Destination button. The Switch to Destination button becomes active and starts blinking.
7. Agent1 uses the Switch to Destination button to connect back to Agent2. The call between the customer and Agent1 is put on hold automatically. The Switch to Destination button is replaced with the Switch to Caller button. The Switch to Caller button becomes active.
8. Agent1 completes the consult transfer. The Switch to Caller button is disabled.

Virtual Free Seating (VFS) Feature

When VFS is enabled, the agent can login to another extension without logging out from the agent application.

You can enable Virtual Free Seating in Native Siebel Integration. You can enable or disable this feature for each requirement.

To enable Virtual Free Seating:

Configure Siebel Browser to view Status text messages

1. Open the **Siebel Browser**.
2. Select **Site Map > Administration - Communications > Communications Drivers and Profiles > Driver Parameters**.
3. In the **Driver Parameters** tab, click **New** to add the following parameter.
Add **Driver:VFSEnabled** as Name. Set the default value to **true**.
4. Select **Site Map > Administration - Communications > All configurations > Parameters**.
5. In the **Parameters** tab, Update **AutoLogin** value to FALSE.
6. Search for the command SignOnGroup
7. In **Command data** parameter tab, click **New** to add a new parameter with name 'Param.Destination' and value '{@Phone:PhoneTypeLookup}'.

Add property name **logout_on_deassign** with value as **false**, in the configuration tab of TS server, in the IC Manager.

Note:

This property does not have an agent logging in using Virtual Free Seating, to another extension which is already logged in with a Phone Id.

Configure Siebel Browser to view Status text messages

This integration enables you to view Status text messages for corresponding TS events (Login/Logout/AuxWork/Wrapup) on the Siebel Communication toolbar. You can enable or disable this feature for each requirement.

To enable viewing Status text messages:

1. Open the **Siebel Browser**.
2. Select **Site Map > Administration - Communications > Communications Drivers and Profiles > Driver Parameters**.
3. In the **Driver Parameters** tab, click **New** to add the following parameter.
Add **Driver:TSLogout** as Name. Set the default value to **True**.

Configure Siebel Browser to enable sound on incoming work item

This integration can enable sound on an incoming work item.

To enable sound on an incoming work item:

1. Login through the **Siebel Browser** as **SADMIN**.

Chapter 15: Configuring Additional Features

2. Select **Site Map > User Preferences > Communications**.
3. Select the **Enable Sound** check box.
4. Click **OK**.

Note:

By default, the sound plays on the desktop of an agent only when the WIDL (WorkItem Dropdown List) of the agent is empty. This happens when the IC property, Agent Desktop/ScreenPopup/PopOnAllArrivingContacts is set to **No**.

To play sound for each incoming workitems thereon, the workitems must be displayed on WIDL of the agent. This happens when the IC property, Agent Desktop/ScreenPopup/PopOnAllArrivingContacts is set to **Yes**.

Configure the IC-Siebel integration Workflows for Japanese Language

IC 7.3.x contains the basic out of the box workflows and AICD.def file modified to support Japanese language for IC 7.3.x and Siebel 8.1.1.x and Siebel 8.2.2.x integration.

Perform the following steps to upload the modified workflows:

- [Check the correct values from LOVs in Siebel](#) on page 232
- [Modify and Upload the workflows](#) on page 233
- [Importing the AICD Siebel configuration](#) on page 153

Check the correct values from LOVs in Siebel

To check the correct values from LOVs in Siebel:

1. Open the Siebel Thin Client call center application from the web browser.
Login as **Siebel Administrator**.
2. Navigate to the AICD profile within Siebel.
3. Go to **Site Map > Administration-Data**.
4. Click **List of Values** from the submenu.
5. Click **Query** and search for **Call - Inbound** as **Language-Independent Code**.
The query results are displayed.
6. Select the row with Type **TODO_TYPE** from the results.
7. Note down the **Display Value** from the selected row.
8. Repeat steps 4, 5, and 6 for **Call - Outbound**, **Email - Inbound** and **Web - Inbound** as **Language-Independent Code**.

Modify and Upload the workflows

The following table lists the details of the OOTB workflows that are required to be changed.

Project file	Workflow	Block Name	String to change
Advocate			
Advocate_sbl.prj	qualifychat_adv_sbl	Buid Activity	Web - Inbound
	qualifyvoice_adv_sbl	Buid Activity	Call - Inbound
ICEmail			
icemail_sbl.prj	preanalyzeca_sbl	PutEmailtoSiebel	Email - Inbound
	preanalyzenoca_sbl	PutEmailtoSiebel	Email - Inbound
ICM			
icm_sbl.prj	transcriptadded_sbl	Buid Activity (2 blocks)	Web - Inbound
TS			
ts_sbl.prj	incomingcall_sbl	Buid Activity	Call - Inbound
WACD			
wacd_sbl.prj	qualifychat_sbl	Buid Activity	Web - Inbound

Note:

Only the workflows that are being used need to be changed.

To change and upload the workflows:

1. Open the workflow project in the **Avaya Work Flow Designer**.
2. Open a workflow from the *Project* sheet. Refer the previous table for OOTB workflows.
3. Select the desired block. Refer the previous table for Block Names for OOTB workflows.
4. In the **Property**, select the **Basic** tab.
5. Select the **String Value**, that is, 'Call - Inbound', 'Email - Inbound' or 'Web - Inbound' and replace it with the corresponding value noted in the step [Check the correct values from LOVs in Siebel](#) on page 232.

Note:

Recommendation is laid to copy and paste the strings instead of typing them. After pasting the strings, you might see unexpected characters, but the correct string must be uploaded. This process is a known issue with the Avaya Workflow Designer.

6. Save the project and build the flow set. To build the flow set, select **Build > Build Flow Set**.
7. Enter the IC Admin username and password.
8. Ensure that no errors exist.
9. When all the required workflows, mentioned in the previous table, are modified and the projects are built, restart all the workflows that use these projects.

Configure minimum log out delay for Siebel Agent

You must enter a new driver parameter to the driver profile to avoid the race condition happening when an agent logs out and logs in rapidly.

To configure the minimum log out delay:

1. Open the **Siebel Browser**.
2. Select **Site Map > Administration - Communications > Communications Drivers and Profiles > Driver Parameters**.
3. In the **Driver Parameters** tab, click **New** to add the following parameter.

Service:MinLogoutDelay = 500 (Value in Milliseconds)

Adding this parameter delays sending the logout message from AICD to ASIS/ICA. This delay is for each Agent basis.

You can change this value for each environment.

Enabling Siebel Open UI in IC 7.3.3 or later

Open UI enables users to use the Siebel agent interface in any browser. From IC Release 7.3.3 the Siebel Open UI is supported from Siebel 8.1.1.11, 8.2.2.x, and 15. To enable Siebel Open UI for an Application Object Manager component:

1. Log in to the Siebel client with administrator privileges.
2. Navigate to the **Administration - Server Configuration** screen, and then the Servers view.
3. Select the Siebel Server for which you want to configure an Application Object Manager.
4. (Optional) Create a new Application Object Manager component that you must deploy using Siebel Open UI.

5. In the Components list, query the Component field for the Application Object Manager component for which you are enabling Siebel Open UI. For example, locate the component Call Center Object Manager (JPN) for Japanese.
6. Click the **Parameters view** tab.
7. In the Component Parameters list, query the Parameter field for EnableOpenUI.
8. If the EnableOpenUI parameter is set to **False**, then change the Value on **Restart** field to **True**.

Note:

The HighInteractivity parameter also must be set to **True** for Siebel Open UI. For applications that are currently enabled for high interactivity, this parameter is already set to **True**.

9. Log out of the client and close the browser.
10. Restart the Siebel Server for which you configured the Application Object Manager for Siebel Open UI.
11. Log in to the application that you configured and verify that it opens the Siebel Open UI client.

Chapter 16: Synchronization between Siebel toolbar and hard phone

Siebel client is enhanced to for the agents to login back through Siebel browser even if the agents are already logged into the hard phone. The agent client toolbar and hard phone must be synchronized on agent login. The scenarios that are handled in this enhancement are as follows:

- [Scenario 1](#) on page 236
- [Scenario 2](#) on page 237

Scenario 1

Enabling an agent to remain logged in to the hard phone on Siebel browser normal/abnormal exit.

Note:

Do not perform these steps if this feature is disabled.

The following are the limitations for scenario 1:

- The feature is intended for ACD/CM based routing. In Advocate based routing, if an agent exits from Siebel browser, the agent remains logged in into the hard phone, but might not receive any queue calls, when this feature is enabled.
- Agents have to log out of hard phone manually, when this feature is enabled.
- When the agents exit from Siebel, the IC side reporting is not effective and the call related information is not available.
- When the agents exit from Siebel, the email channel does not work and the agents remain logged in to the hard phone.

Siebel configuration for Hard phone-browser synchronization

To enable an agent to remain logged in to the hard phone on Siebel browser exit shown in Scenario 1, perform steps as follows:

Changes to be made on Siebel

1. Login to Siebel as Siebel Administrator.
2. Go to **Site map > Administration - Communications > Communications Drivers and Profiles > Driver Parameter**.
3. Select Appropriate Profile from **Communication Driver** Window.
4. In Driver Parameter window set the following parameter:

```
Driver:TSLogout = false
```

Changes to be made on IC

1. Start **IC Manager**.
2. Select configured TS server > **Right Click > Edit**.
3. Go to **Configuration** tab.
4. Add following parameter in configuration tab as a Couple:

```
logout_on_deassign = false
```

5. Restart TS.

Scenario 2

Agents can login through Siebel browser even if the agents are already logged-in to the hard phone and have the toolbar in synchronization with the hard phone.

Note:

Do not perform these steps if this feature is disabled.

Following are the system limitations in scenario 2.

When feature for Scenario 2 is enabled and if hard phone is busy or agent is working on a call using hard phone then the agent must not try to login to Siebel. Communication Manager does not login to hard phone if phone is busy for the agents. Therefore login fails. AICD continues to monitor the extension.

Note:

This enhancement is specific for Avaya CM/Definity Switches.

Changes to be made on IC

1. Start **IC Manager**.
2. Right-click the configured TS server and select **Edit**.

Chapter 16: Synchronization between Siebel toolbar and hard phone

3. Click the **Configuration** tab.
4. Add following parameter in **configuration** tab as a Couple:
`logout_on_deassign = false`
5. Add following parameter in **configuration** tab as a Couple:
`force_logout_for_login = true`
6. Restart TS.

Chapter 17: Customizing open data and events

This section includes the following topics:

- [Event parameters vs. open data](#) on page 240
- [About open data](#) on page 240
- [How open data is passed](#) on page 242
- [Assigning a workflow to monitor AICD open data changes](#) on page 246
- [Customizing events](#) on page 247

Event parameters vs. open data

You can use either custom Siebel event parameters or open data to configure your system.

Custom Siebel event parameters have an advantage over open data. Siebel event parameters can pass any EDU data that was previously written to the EDU by an Avaya IC server or Avaya IC workflow. Whereas open data can pass only data contained in the siebel.data.attachments EDU container.

Open data has the following advantages over custom Siebel event parameters:

- The Siebel definition file can write open data to the EDU.
- The NewOpenData command can pass data after the agent receives the work item.

Related topics

For more information, see the following topics:

- [About open data](#) on page 240
- [About events](#) on page 371

About open data

This section includes the following topics:

- [Definition of open data](#) on page 241
- [Open data example](#) on page 241
- [Open data and the EDU container](#) on page 241
- [Open data requirements](#) on page 242

Definition of open data

The AICD can pass data between Avaya IC workflows and the Siebel Communications Server without using or analyzing the content of the data being passed. The AICD is only a conduit through which the data passes. This type of data is known as open data. Open data stays associated with the work item as the system moves the work item between agents and Avaya IC workflows.

Open data can have any command that causes work to be delivered to an agent. MuteTransferWork, InitConferenceCall, and MakeCall are examples of this type of command. Open data can be delivered with events that indicate that an agent is receiving new work. OnNewWorkItem and OnCallIncoming are examples of this type of event.

Open data example

The Siebel Bookmark is a Siebel mechanism that transfers a Siebel view from one Siebel agent to another agent so that both agents can see the same customer information. This work item transfer works as follows:

1. The Siebel Bookmark is passed to the AICD as open data, with the driver command used to transfer the work item.
2. The AICD passes the open data, or the bookmark, to the Siebel event handler for the receiving agent.
3. The event handler uses the bookmark to pop the Siebel screen.

Open data and the EDU container

Whatever is in the siebel.data.attachments EDU container is passed to the Siebel Communication server when certain events are triggered. Likewise, any unrecognized parameters are copied to siebel.data.attachments when certain commands are called.

To accommodate specific customer needs, you can use the siebel.data.attachments EDU container with a custom definition file. For example, the container can provide an Avaya IC workflow with special processing instructions.

Open data requirements

Open data requirements are shown in the following table.

Key-value parameter	Requirements
Key	<ul style="list-style-type: none"> ● Must be an ASCII string ● Must be a string containing between 1 to 34 characters ● Might contain any lowercase letters, uppercase letters, digits, or the underscore (_) character ● Names are case-sensitive ● Must conform to EDU container syntax restrictions ● Cannot contain the following parameter names because the parameters conflict with standard command parameters: <ul style="list-style-type: none"> – ActivityID – AgentExtension – AgentID – Destination – TrackingID – SuppressUAD
Value	<ul style="list-style-type: none"> ● Must be any string. The string size is limited only by the memory restrictions of the servers. ● Any character except the null character ('\0') is legal

Related topic

For information about EDU container syntax restrictions, see the *Avaya IC Electronic Data Unit Server Programmer Guide*.

How open data is passed

Open data passes data:

- [From Avaya IC workflows to the Siebel Communication server](#) on page 243
- [From the Siebel Communications Server to the Avaya IC workflows](#) on page 245
- [Between agent desktops](#) on page 245

From Avaya IC workflows to the Siebel Communication server

The Avaya IC workflows might put any key-value pair in the siebel-data-attachments EDU container and pass it as open data on certain AICD events. This data can be passed on to other events also.

For example, Avaya IC workflows can specify what Siebel screen is popped to the Siebel agent. The workflow might specify the following EDU names with the appropriate values:

- siebel.data.attachments.viewID
- siebel.data.attachments.rowID

When the work is delivered to the Siebel agent, the OnNewWorkItem event includes the following parameters:

- name: viewID value: <value>
- name: rowID value: <value>

Notice that these parameters are not standard with the OnNewWorkItem event, and were only included because the parameters were in the siebel.data.attachments EDU container. You must customize the definition file to expect this data and to interact with Siebel to get the intended result.

Example scenario: Siebel screen pop controlled by Avaya IC workflow

This example describes how open data is used for an Avaya IC workflow to control the Siebel screen pop. However, you might configure your Siebel screen pops differently. This example only describes a Siebel single view screen pop and does not show a Siebel multiview screen pop.

You can hard code all necessary combinations of Siebel View Name, Siebel BusObj Name, and Siebel BusComp Name under separate event responses in the definition file. After which select one of the event responses for a particular screen pop based on an open data parameter such as *viewID*.

Before the contact is routed, an Avaya IC workflow puts the following names into the EDU Open Data container with appropriate values:

- siebel.data.attachments.viewID
- siebel.data.attachments.rowID

Example parameters

If the EDU contains the name **siebel.data.attachments.viewID** with the value *ContactRecordPop*, the following key-value parameter is passed to the Siebel Communication server in the *OnNewWorkItem* event.

Key-value parameter	
Key	viewID
Value	ContactRecordPop

Example definition file excerpt

An example of a definition file with hard-coded example parameters is as follows.

```

; Event Handler for Contact Record Pop
[EventHandler:XXXX]
    DeviceEvent="OnNewWorkItem"
    Filter.viewID="ContactRecordPop"
    Filter.rowID="?*?"
    Response="OnNewWorkItem_ContactRecordPop"

    EventResponse:OnNewWorkItem_ContactRecordPop]
    QueryBusObj   = "Contact"
    QueryBusComp  = "Contact"
    QuerySpec     = "Id = '{rowID}'"
    SingleView    = "Contact Detail View"

; Event Handler for Email Pop
[EventHandler:YYYY]
    DeviceEvent="OnNewWorkItem"
    Filter.viewID="EmailPop"
    Filter.rowID="?*?"
    Response="OnNewWorkItem_EmailPop"

    EventResponse:OnNewWorkItem_EmailPop]
    QueryBusComp = "Action"
    QueryBusObj  = "eMail Response"
    QuerySpec    = "Id = '{rowID}'"
    SingleView   = "Communication Detail - Response View"

```

This technique requires careful coordination between the Avaya IC workflow that might find or create the Siebel record using EAI, and the definition file that does a screen pop of the Siebel record. The *viewID* is used to select the correct event handler and the *rowID* is used to select the particular Siebel record. Also, the Avaya IC workflow must detect and resolve instances when multiple records are in Siebel. For example, when multiple records are in Siebel, you might do a multiview screen pop and the agent can select the correct record.

Related topics

- For more information about the OnNewWorkItem event, see [OnNewWorkItem](#) on page 388.
- Also see, [Assigning a workflow to monitor AICD open data changes](#) on page 246
- For more information about the Siebel definition file, see the *Communications Server Administration Guide* in the Siebel documentation.

From the Siebel Communications Server to the Avaya IC workflows

The Siebel Communications server can pass any key-value parameter on selected commands and the AICD populates the EDU container, siebel.data.attachments, with that key and value.

Example

The Siebel Communications server can pass any key-value parameter on selected commands and the AICD populates the EDU container, siebel.data.attachments, with that key and value.

Key-value parameters		Then the AICD creates the following EDU field:
Key	agentname	siebel.data.attachments.agentname
Value	SYDNEY	SYDNEY

Between agent desktops

The Siebel Communications Server can pass open data from one agent to another using AICD commands and events. The Siebel event handler for the agent receiving the data might use this open data to pop a different screen or to activate a control.

The out-of-the-box Siebel definition file, **AICD.def**, contains an example of a NewOpenData command that sends open data between Siebel agents. In this example, when agent 1 transfers a call to agent 2, agent 1 uses the NewOpenData command to pass the wrap-up code to agent 2.

Assigning a workflow to monitor AICD open data changes

To assign a workflow to monitor AICD open data changes:

1. Create a workflow that processes the EDU event. This workflow inspects the input parameters, which is the modified fields on the AICD Open Data container, and processes this data.

Example: test.aicd_open_data

Reference: For information about creating a workflow, see *Avaya Workflow Designer User Guide*.

2. Choose a workflow server to handle the processing. Create a separate workflow server if this causes too much processing. Create a workflow server for per Media EDU server by putting the workflow server into the same domain as each of the Media EDU servers.
3. Navigate to **Start > Programs > Avaya Interaction Center 7.3 > IC Manager**.
4. Log in to IC Manager.
5. Double-click the Workflow server in IC Manager.
6. Select the **Channels** tab of the appropriate Workflow server.
7. Select **New Channel**.
8. In the **Channel Editor** dialog box, select the values shown in the following table.

Field	Value
Service	VDU
Criteria	siebel.data.attachments

Note:

Criteria is: siebel.data.attachments.*={siebel.data.attachments.*}

9. Click **Ok**.
10. Select **New Association**.
11. In the **Channel Association** dialog box, type the values shown in the following table.

Field	Value
Event	VDU.change
Flow	test.aicd_open_data

Note:

These fields are case-sensitive.

12. Click **Ok**.
13. Select **New Association**.
14. In the **Channel Association** dialog box, type the values shown in the following table.

Field	Value
Event	VDU.watch
Flow	test.aicd_open_data

15. Click **Ok**.
16. Click **Ok** again.

Result: The test.aicd_open_data workflow runs when any field changes within the siebel.data.attachments container.

Customizing events

In the out-of-the-box configuration, many EDU fields that the AICD does not pass to the Siebel server exist. You can customize your integration to use these fields.

You can customize the following Siebel events:

- OnNewWorkItem
- OnWorkItemRemove
- OnCallIncoming
- OnCallConnect

The AICD passes EDU fields that are written before the agent receives the work item. Do not customize parameters that are written to the EDU after the agent receives the work item. If the EDU field is written after the work item arrives, the EDU data does not get passed.

About customizing Siebel event parameters

Use the **AICDStrings.txt** file to customize the Siebel event parameters. The **AICDStrings.txt** file is read by the AICD during driver initialization and contains entries such as:

```
DEFINE_INTL_STRING(ON_NEW_WORK_ITEM_EDU_FIELD_1, "")
```

Each entry determines:

- The event that passes the custom Siebel event parameter
- The EDU field value that passes on to the event.
- The key name of the custom Siebel event parameter

For each entry you can add one key-value parameter to an AICD > Siebel event. Modify an entry to contain an EDU field name, and the AICD attempts to find that EDU field and pass the value on the event. If a custom Siebel event parameter is not in the EDU, then the parameter is not passed on the event.

The key-name is the same as the EDU field name. For example, if you specify EDU field name, **calltype**, the key-name is **calltype**. If you specify an EDU field name such as, **currentemail.header.XWF_ReplyType**, the key-name is, **currentemail.header.XWF_ReplyType**.

Example

Here is how you customize the OnNewWorkItem event:

```
DEFINE_INTL_STRING(ON_NEW_WORK_ITEM_EDU_FIELD_1, "calltype")
```

- The AICD looks for the EDU field name, **calltype**. If found, the AICD adds this EDU field name and the value the key-event parameters passed to Siebel on the OnNewWorkItem event.

Chapter 18: Installing and configuring Siebel on Linux

To support IC 7.3.4 or later with Siebel 8.1.1.14 and Siebel 15 on Red Hat® Enterprise Linux® Release 6.5 you must install the following Packages on the Siebel Communication Server.

ICSide73xLinux: For installing AIC Secondary ORB server and dependent tools and libraries on Siebel Communication Server

SiebelSide73xLinux: For installing of Avaya AICD driver on Siebel Enterprise Server

Installing Avaya IC Secondary ORB Server on Siebel Communication Server

Prerequisites

- Avaya IC 7.3.4 or later Server must be already installed and configured on any of the supporting platform i.e. either on Windows or Solaris
- Siebel Communication Server is already installed and configured on RHEL 6.5

To install Avaya IC Secondary ORB server on every Siebel Communication Server on RHEL platform:

1. Log in to the Siebel server with an account that has the required Administrator privileges. For example, the user using which the Siebel Application is installed.
2. Copy and extract the **ICSide73xLinux** package on the Siebel Communication Server.
3. For installing IC Core server required as Secondary ORB, browse to the location where you have extracted the ICSide73xLinux package. For example:

```
$ cd ../ICSide73xLinux/InstData/Linux/VM
```
4. Execute the following command to install the Avaya IC Secondary ORB server:

```
$ ./AICLinux.bin
```
5. In the **Introduction** screen, click **Next**.
6. In the **License Agreement** screen, review the license agreement and click I **accept the terms of the License Agreement**.
7. Click **Next**.

8. In the **Choose Install Folder** screen, select the location where you want to install IC 7.3.4 or later Package. The default location is `/opt/Avaya/`
9. In the **Pre-Installation Summary** screen, review the information and click **Install**.
10. The system displays the **Install Complete** screen after a successful installation.
11. Click **Done**.

Verifying the installation of ICSide73xLinux package using tool

Prerequisites

- Ensure that the Avaya IC ICSide73xLinux package is installed.

To verify the installation of ICSide73xLinux package using tool:

1. Login to the Siebel System on which the Avaya IC Core Server (ICSide73xLinux package) is installed.
2. Open the Terminal window and change to the Avaya IC73 Home directory. For example:

```
$ cd $AVAYA_IC73_HOME
```

3. Run the installer verification tool to identify ICSide73xLinux package installation is completed properly. Execute the following command and look for any error messages:

```
$ ./AICLinuxIVT.sh -q <AVAYA_IC73_HOME>
```

For Example:

```
$ ./AICLinuxIVT.sh -q /opt/Avaya/IC73
```

To get more help, use the command as follows:

```
$ ./AICLinuxIVT.sh -h
```

Configuring the Avaya IC Secondary ORB Server on Siebel Communication Server

Prerequisites

- Ensure that the Avaya IC ICSide73xLinux package is installed.

To configure the Avaya IC Secondary ORB Server:

Chapter 18: Installing and configuring Siebel on Linux

1. Login to the Siebel System on which the Avaya IC Core Server (ICSide73xLinux package) is installed.

2. Open the Terminal window and change the directory to Avaya IC Home bin directory. For example:

```
$ cd /opt/Avaya/IC73/bin
```

3. Set the IC Environment which includes setting up environment variable AVAYA_IC73_HOME and updating LD_LIBRARY_PATH to add Avaya IC libraries.

```
$ . ./icenv
```

4. Add the Secondary ORB using the createSecondaryORB.sh command:

```
$ createSecondaryORB.sh [-h | -u userid -p password -o  
hostname:port -d dsport -q IC_HOME -l hostname]
```

where:

-h : Print this help message

*** All are required parameters ***

-u userid: IC administrator loginID

-p password: IC administrator password

-o hostname:port: Hostname and port of parent ORB

-dsport: Port of parent DS, if not default

-q AVAYA_IC73_HOME: Specifies AVAYA_IC73_HOME (overrides environment variable AVAYA_IC73_HOME)

-l hostname: Use specified host when generating vesp.imp

Example-1: To print this help:

```
createSecondaryORB.sh -h
```

Example-2: To create a secondary ORB server and fetch vesp.imp:

```
$ createSecondaryORB.sh -u Admin -p admin1 -o IC73WinServer:9001 -d 9002 -q /opt/  
Avaya/IC73 -l SiebelLinuxHostname
```

5. Run the Secondary ORB server

```
$ ./icadmin so
```

Installing Avaya AICD driver on Siebel Communication Server

To install an Avaya AICD Driver on the Siebel Communication Server:

Verifying the installation of SiebelSide73xLinux package using tool

1. Log in to the server with an account that has the required Administrator privileges.
For example: The user using which Siebel Application is installed.
2. Copy and extract the **SiebelSide73xLinux** package on the Siebel Communication Server.
3. For installing Avaya AICD Driver, browse to the SiebelSide73xLinux installer package and execute the installer

```
$ cd ../SiebelSide73xLinux/InstData/Linux/VM  
$ ./SiebelLinux.bin
```
4. In the **Introduction** screen, click **Next**.
5. In the **License Agreement** screen, review the license agreement and select **I accept the terms of the License Agreement**.
6. Click **Next**.
7. In the **Select Siebel Location** screen, provide the path where the Siebel is installed.
For Example: `/opt/siebel/8.1.1.14.0/ses/siebsrvr`
8. In the **Select Siebel version** screen, select Siebel **8.1.x**.
9. In the **Pre-installation Summary** screen, review the information and click **Install**.
The system displays the Install Complete screen after a successful installation.
10. Click **Done**.

Verifying the installation of SiebelSide73xLinux package using tool

Prerequisites

- Ensure that the Avaya SiebelSide73xLinux package is installed.

To verify the installation of SiebelSide73xLinux package using tool:

1. Login to the Siebel System on which the Avaya AICD Driver (SiebelSide73xLinux package) is installed.
2. Open the Terminal window and change the directory to Siebel Home directory.

For example:

```
$ cd $SIEBEL_HOME
```


3. Run the installer verification tool to identify SiebelLinux package installation is completed properly. Execute the following command and look for any error messages:

```
$ ./SiebelLinuxIVT.sh -q <SIEBEL_HOME>
```

For Example:

```
$ ./SiebelLinuxIVT.sh -q /u01/siebel/8.1.1.14.0/ses/siebsrvr
```

To get more help, use the command as follows:

```
$ ./SiebelLinuxIVT.sh -h
```

Verifying the Avaya AICD driver on Siebel Communication Server

To verify the Avaya AICD Driver on the Siebel Communication Server:

1. Ensure that `libaicd.so` is available in the `$SIEBEL_HOME/lib`
2. Ensure that `$AVAYA_IC73_HOME/lib` is added in the `LD_LIBRARY_PATH` so that using `ldd` command the dynamic dependency libraries can be resolved for `libaicd.so`.

For Example, navigate to Siebel Home lib directory and run `ldd` command:

```
$ ldd libaicd.so
```

For Example:

```
$ cd $SIEBEL_HOME/lib
```

```
$ ldd libaicd.so
```

```
linux-gate.so.1 => (0x00e13000)
libmtttoolkit.so => /opt/Avaya/IC73/lib/libmtttoolkit.so
(0x00a88000)
libmttlogger.so => /opt/Avaya/IC73/lib/libmttlogger.so
(0x00dc2000)
libcrypt.so.1 => /lib/libcrypt.so.1 (0x0096d000)
libpthread.so.0 => /lib/libpthread.so.0 (0x00917000)
libstdc++.so.6 => /usr/lib/libstdc++.so.6 (0x00157000)
libm.so.6 => /lib/libm.so.6 (0x00ee7000)
libgcc_s.so.1 => /lib/libgcc_s.so.1 (0x00a16000)
libc.so.6 => /lib/libc.so.6 (0x00324000)
libssl1.1.so => /opt/Avaya/IC73/lib/libssl1.1.so (0x00f13000)
libicdmp.so => /opt/Avaya/IC73/lib/libicdmp.so (0x00dab000)
```

```
libfreebl3.so => /lib/libfreebl3.so (0x00242000)
/lib/ld-linux.so.2 (0x00304000)
libdl.so.2 => /lib/libdl.so.2 (0x0094a000)
```

Uninstalling the package

You can uninstall the package from the server if you no longer use the package.

Uninstalling Avaya IC Secondary ORB Server from Siebel

To uninstall an Avaya IC Secondary ORB from the Siebel Communication Server:

1. Log in to the server with an account that has the required Administrator privileges.
For example: The user using which Avaya IC secondary ORB server is installed.
2. Stop the Secondary ORB Server using the following command:

```
./icadmin tv loginid password
```
3. Go to the `$AVAYA_IC73_HOME/Uninstall_AICLinux7.3` directory.
4. Type the following command and press Enter:

```
./Uninstall_AICLinux7.3
```
5. In the **Uninstall AICLinux 7.3** screen, click **Uninstall**.
After successful uninstallation, the **Uninstall Complete** window is displayed.
6. Click **Done**.

Uninstalling the Avaya AICD Driver from Siebel

To uninstall an Avaya AICD Driver from the Siebel Communication Server:

1. Log in to the server with an account that has the required Administrator privileges.
For example, the user using which Avaya AICD Driver is installed.
2. Stop the Siebel Communication Server.
3. Go to `$SIEBEL_HOME/Uninstall_SiebelLinux7.3` directory.
4. Type the following command and press Enter.

```
./Uninstall_SiebelLinux7.3
```
5. In the **Uninstall SiebelLinux 7.3** screen, click **Uninstall**.
6. After successful uninstallation, the **Uninstall Complete** window is displayed.

Chapter 18: Installing and configuring Siebel on Linux
7. Click **Done**.

Chapter 19: Overview of deployment options

This section explains the relationship between your Siebel administration and Avaya IC administration. If certain administration parameters do not match, the Siebel tool bars for some agents are disabled.

This section also provides examples for how to deploy integration components on Siebel machines. For more information about the architecture of an integration, including components installed on Avaya IC machines, see [Architecture overview](#) on page 32.



Important:

The information, examples, and procedures in this section apply to both the Hybrid Siebel integration and the Native Siebel integration.

The section includes the following topics:

- [Siebel driver configurations](#) on page 259
- [The AICD library and the SiebelAICD server](#) on page 260
- [Siebel configuration parameters and settings](#) on page 262
- [Calculating the number of AICD servers](#) on page 265
- [List of configuration examples](#) on page 265
- [Example 1](#) on page 266
- [Example 2](#) on page 267
- [Example 3](#) on page 268
- [Example 4](#) on page 269
- [Example 5](#) on page 270
- [Example 6](#) on page 271

Siebel driver configurations

Starting with the 7.3.x integration release, Avaya IC supports Siebel driver configurations that is not previously supported.

Because of these configurations you can closely tailor your integration to customer needs. You can now perform the following actions with the new AICD.

Set Maximum MT Servers to a value greater than one: You can set the Maximum MT Servers parameter for the Communications Session Manager to a value greater than one. This Siebel parameter controls the number of Communications Session Managers that can run on a host. The AICD is loaded separately up to the value specified for Maximum MT Servers. For earlier AICD releases, Avaya Alert 611 stated that the Maximum MT Servers setting must remain at the default value of one.

For more information, see [Maximum MT Servers parameter](#) on page 262.

Specify multiple Siebel configurations that use the AICD library: You can specify multiple Siebel configurations that use the AICD library using the new AICD parameter, ConfigurationName. The AICD creates a new SiebelAICD server for each uniquely identified Siebel configuration. In earlier AICD releases, you can create only one SiebelAICD server for each Siebel Communication Server. When you can create more than one SiebelAICD server for each Siebel Communication Server, you can partition your agents by Avaya IC domains using separate Siebel Computer Telephony Integration (CTI) configurations. You can also use this capability to optimize network usage and failover strategies for your system.

For more information, see:

- [ConfigurationName parameter](#) on page 263
- [AICD driver parameters](#) on page 421

Restrict a Siebel communications configuration to run under a specified Avaya IC domain: With the new AICD parameter, ServerDomain, you can restrict a Siebel communications configuration to run under a specified Avaya IC domain. This parameter can optimize your network communication by ensuring that all agents in a Siebel configuration run under a particular Avaya IC domain.

For more information about the ServerDomain parameter, see [AICD driver parameters](#) on page 421.

The AICD library and the SiebelAICD server

The Siebel Communications Server uses the AICD library to support the Siebel toolbar. By default, each loaded AICD library creates one or more SiebelAICD servers.

This section includes the following topics:

- [SiebelAICD selection criteria](#) on page 260
- [SiebelAICD server administration](#) on page 261
- [AICDs and multihomed hosts](#) on page 261

SiebelAICD selection criteria

When the AICD library starts each SiebelAICD server, the AICD library looks for any Avaya IC server configured by Avaya IC Manager in the `IC_INSTALL_DIR\IC73\etc\vesp.imp` file that meets the following criteria:

- The Avaya IC server type is SiebelAICD.
- The SiebelAICD server IP address configured using Avaya IC Manager matches the host IP address. If the host is multihomed, the AICD library compares all host IP addresses.
- If the Siebel ServerDomain driver parameter is specified, the AICD library compares the domain of the SiebelAICD server configured using Avaya IC Manager with the value of the ServerDomain parameter configured by Siebel. Both values must match exactly, including the letter case.
- The network TCP port address configured using Avaya IC Manager must not be in use by another SiebelAICD server nor by any other host process.

If these criteria are not met, the AICD library returns an error to Siebel and some Siebel agents must have disabled Siebel tool bars when the agents login. These errors are logged in the `IC_INSTALL_DIR\IC73\logs\SiebelAICD.log` file.

Note:

If you are running a multihomed server, ensure that the *Port* values configured using Avaya IC Manager for all SiebelAICD servers on the host are unique. Otherwise, the AICD library cannot use some SiebelAICD servers. Avaya IC Manager cannot do this for you.

SiebelAICD server administration

To control the communication paths among the SiebelAICD servers and the Avaya IC servers, you must perform the following administrative tasks:

- Use Avaya IC Manager to administer each SiebelAICD server as Avaya IC server-type SiebelAICD.
- Assign the Siebel Communication Server host's IP address to each SiebelAICD server.
- Configure the Avaya IC domain on each SiebelAICD server.

AICDs and multihomed hosts

A multihomed host is a computer with two or more IP addresses. Usually, this host is with two or more Network Interface Cards (NICs), or a single NIC configured for multiple IP addresses. The AICD library supports multihomed hosts by monitoring all host IP addresses.

IP assignment and performance

If your Siebel Communications Server host is multihomed, how you assign IP addresses during SiebelAICD server configuration can affect performance. Consider the following network performance criteria to determine the best IP address:

- Network topology
- Network bandwidth
- Number of network hops between your Avaya IC servers and Siebel Communications server host

Port assignment

Normally, Avaya IC Manager ensures that the specified SiebelAICD port entries are unique. However, Avaya IC Manager does not provide safeguards when specifying SiebelAICD port entries for a multihomed server.

When creating SiebelAICD servers for the same host and different IP addresses, you must ensure that the port entries are unique for all Avaya IC servers that run on the same host. In some special situations you must ensure that the port entries are unique for all Avaya IC servers across multiple hosts. If you pay attention to how you specify unique port addresses, you save troubleshooting steps later.

Siebel configuration parameters and settings

This section describes the Siebel configuration parameters and the settings that affect the number of SiebelAICD servers. Some configurations require you to administer more than one SiebelAICD server using Avaya IC Manager. This parameter is controlled by the following Siebel and driver configuration parameters and the settings as the configurations apply to the AICD:

- [AgentPassword parameter](#) on page 262
- [Maximum MT Servers parameter](#) on page 262
- [ConfigurationName parameter](#) on page 263
- [ServerMode parameter](#) on page 264
- [Siebel Communications Server host setting](#) on page 264

AgentPassword parameter

This parameter provides a password that agents can use to log in to Avaya IC for Native Siebel configurations only. This parameter is a service parameter (Service:AgentPassword) not a driver parameter.

Maximum MT Servers parameter

Maximum MT Servers is a Siebel configuration parameter on the Siebel Communication Session Manager that determines the maximum number of Communications Session Managers that run on a host. Each session manager runs a new copy of the AICD. For each AICD, at least one SiebelAICD server is created. This parameter defaults to a value of one, but you can change the value using the **Siebel Server Component Administration** screen.

Example setting for Maximum MT Servers

If you specify the Maximum MT Servers parameter as 2, you can load the AICD library under two separate processes on the Communications Server host. This loading totals to two SiebelAICD servers. For all SiebelAICD servers to work, your administration of Avaya IC Manager must specify two Avaya IC SiebelAICD servers, all configured for the IP address of the Siebel Communications Server host. If you do not specify enough Avaya IC servers with the correct IP addresses, some SiebelAICD servers fail to initialize and some Siebel agents have disabled Siebel tool bars.

Note:

This example assumes you are running one Siebel Communications Server host.

Considerations for setting Maximum MT Servers

Consider the following items:

- You can set the Maximum MT Servers differently for each Siebel Communication Session Manager.
- Siebel can also configure the number of Minimum MT Servers for the Communication Session Manager for you. Set the number to a value greater than 0 and less than or equal to the Maximum MT Servers setting. If the value of Minimum MT Servers is less than the value of Maximum MT Servers, not all AICD library instances or SiebelAICD server instances loads during startup. Instead, loading occurs only on an as needed basis, as load increases and more agents log in.

Related topic

For more information and for the recommended settings for Minimum MT Servers, Maximum MT Servers, and Maximum Tasks for the Siebel Communication Session Manager, see Siebel FAQ 2091: *How do you use the MaxMTServers, MinMTServers, and MaxTasks parameters to improve stability of the Communications Session Manager and to manage multiple CommSessionMgr processes.*

ConfigurationName parameter

The Siebel communications configuration associates the Siebel agents, AICD library, AICD parameters, and more. The AICD parameter, ConfigurationName, has the AICD library to distinguish the configurations and create a new SiebelAICD server for each.

About setting the ConfigurationName parameter

Consider the following items when setting the ConfigurationName parameter:

- Use the **Siebel Communications** screens to specify each Siebel configuration.
- In each Siebel communications configuration, specify a unique value for the ConfigurationName parameter. The AICD library recognizes a new configuration by a change in this value and creates a new SiebelAICD server.
- You can use the ConfigurationName parameter and the AICD parameter, ServerDomain, to associate unique groups of Siebel agents with an Avaya IC domain. This parameter can optimize the communication paths for the agents in the Siebel configuration.
- You must administer the correct number of SiebelAICD servers using Avaya IC Manager.

Example setting for ConfigurationName

If you specify two Siebel communications configurations and give each a unique ConfigurationName value, the AICD library creates two SiebelAICD servers. You must specify two Avaya IC SiebelAICD servers using Avaya IC Manager. If you do not specify the correct number of Avaya IC servers, some SiebelAICD servers fails to initialize and some Siebel agents has disabled Siebel tool bars.

Note:

This example assumes you are running one Siebel Communications Server host and the Maximum MT Servers parameter is set to the default value of 1.

Related topic

For more information, see [AICD driver parameters](#) on page 421.

ServerMode parameter

The Siebel communications configuration associates the Siebel agents, AICD library, AICD parameters. The AICD parameter, ServerMode, sends a signal to the AICD library if the parameter is communicating with Avaya Agent for Hybrid Siebel or with the Agent Server for Integration with Siebel (ASIS) for Native Siebel.

Example setting the ServerMode parameter

Hybrid Siebel integration: Set the ServerMode parameter value to Hybrid. All agents who belong to that Siebel driver configuration is logged in hybrid mode.

Native Siebel integration: Set the ServerMode parameter value to Native. All agents who belong to that Siebel driver configuration is logged in native mode.

Related topic

For more information, see [Selecting an integration between Avaya IC and Siebel](#) on page 27.

Siebel Communications Server host setting

During the installation of your Siebel enterprise, you can specify more than one Siebel Communications Server host. Each host can load the AICD library, and at least one SiebelAICD server is created for each Siebel Communications Server host. You must administer the correct number of SiebelAICD servers using Avaya IC Manager. The two valid values for this parameter are Hybrid and Native. If this parameter is not specified, the AICD defaults to a Hybrid Siebel configuration.

Example

If you administered two Siebel Communications Server hosts, you must specify two Avaya IC SiebelAICD servers using Avaya IC Manager. If you do not specify the correct number of Avaya IC servers, some SiebelAICD servers fail to initialize and some Siebel agents has disabled Siebel tool bars.

Note:

This example assumes you are running one Siebel configuration and the Maximum MT Servers parameter is set to the default value of 1.

Calculating the number of AICD servers

This section describes the formula that you can use to determine the number of AICDs that you must administer.

$$A = C(M_1 + M_2 + \dots + M_n)$$

A = C multiplied by (sum of the values of M for each n).

Variable	Definition
A	Number of AICDs that must be administered using IC Manager for each Siebel enterprise.
C	Number of AICD configurations in Siebel for each Siebel enterprise
n	Number of hosts that can run Siebel Communication Servers
M	Value of Maximum MT Servers for each Siebel Communication Server

List of configuration examples

You can use the following examples to help you configure Siebel and Avaya IC to ensure compatibility:

- [Example 1](#) on page 266 provides an example of one Siebel configuration with one Communication Server.
- [Example 2](#) on page 267 provides an example of two Siebel configurations with one Communication Server

- [Example 3](#) on page 268 provides an example of one Siebel configuration with one Communication Server, and the Maximum MT Servers parameter set to 2.
- [Example 4](#) on page 269 provides an example of two Siebel configurations with one Communication Server, and the Maximum MT Servers parameter set to 2.
- [Example 5](#) on page 270 provides an example of a multihomed host with two Siebel configurations, one Siebel Communication Server, and the Maximum MT Server parameter set to 2.
- [Example 6](#) on page 271 provides an example of two Siebel configurations with two Communication Server hosts and the Maximum MT Servers parameter set to 2.

Example 1

One Siebel configuration with one Siebel Communication Server

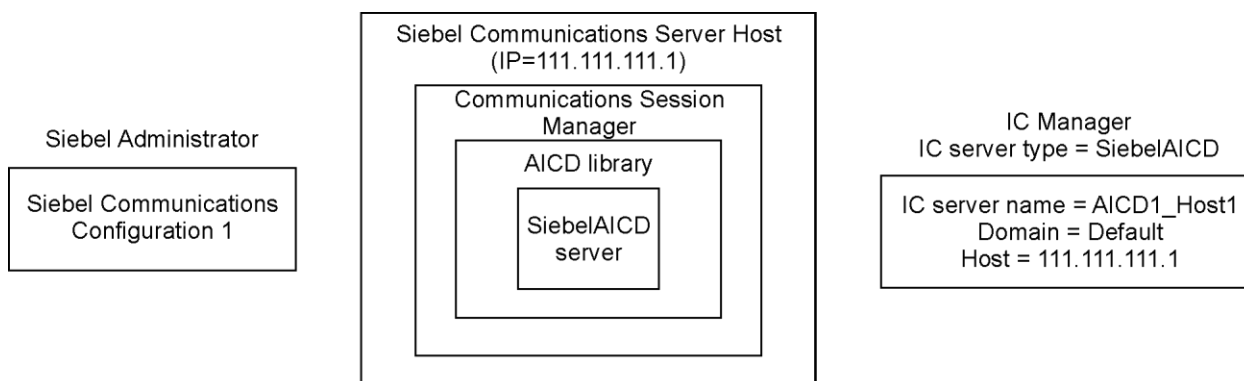
The simplest type of configuration consists of one Siebel configuration with one Siebel Communication Server. To set up this type of configuration:

1. Create one SiebelAICD server under the AICD library.
2. Using Avaya IC Manager, create only one Avaya IC server of type SiebelAICD.

When the AICD loads, it determines the host IP address and use the only available SiebelAICD server that matches the IP address for the Siebel host.

Figure of example 1

The following figure shows a configuration that consists of one Siebel configuration with one Siebel Communication Server.



Example 2

Two Siebel configurations with one Communication Server

This example shows how to use two Siebel communications configurations. Each configuration uses a different Avaya IC domain. Consider the following items:

- Although not shown in [Figure of example 2](#) on page 268, each configuration contains a separate group of Siebel agents.
- Agents in Siebel configuration C1 use Avaya IC domain, User1.
- Agents in Siebel configuration C2 use Avaya IC domain, User2.

This technique optimizes the network communications between the SiebelAICD server and the other Avaya IC servers in the same Avaya IC domain. This technique is useful when the Avaya IC servers are distributed across a Wide Area Network (WAN).

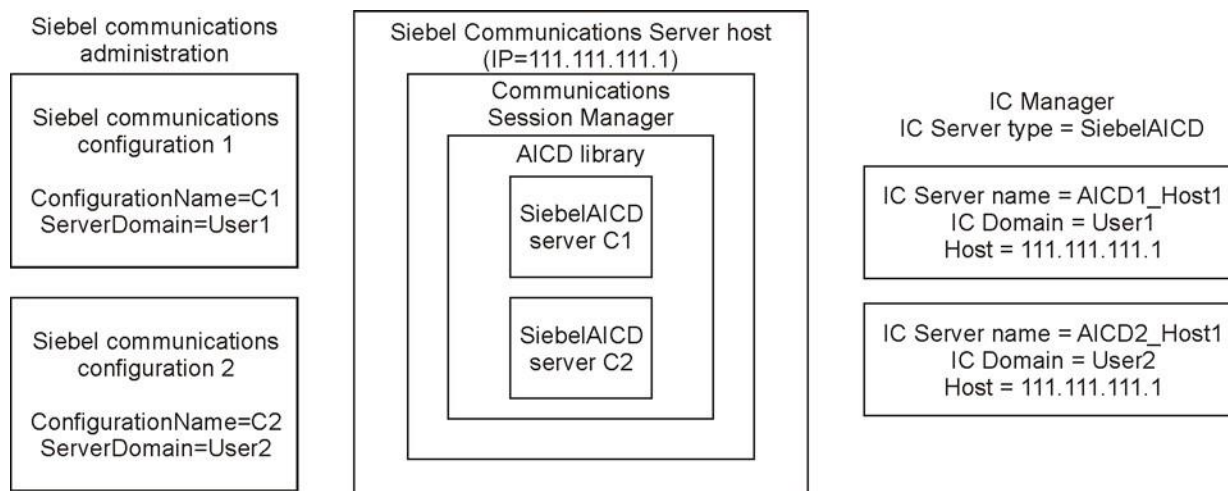
About setting up example 2

To set up this type of configuration:

- Administer two Siebel configurations.
- Use the driver configuration parameter, ConfigurationName, to distinguish the configurations to the AICD. To use this parameter effectively, supply unique values for this configuration parameter. Otherwise, the Siebel configurations is indistinguishable and only one SiebelAICD server is created.
- Use the ServerDomain driver parameter to ensure that the driver creates a SiebelAICD server that is in the specified Avaya IC domain. This parameter value must match the Avaya IC domain name exactly. Otherwise, the server does not start.

Figure of example 2

The following figure shows two Siebel communications configurations with one Siebel Communication Server.



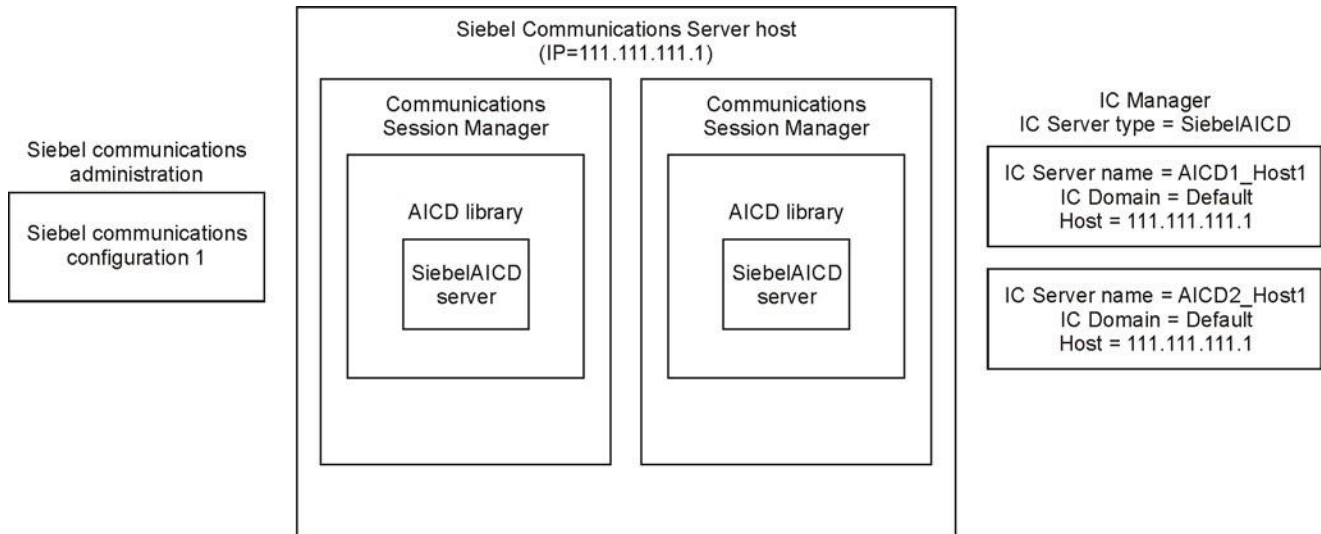
Example 3

One Siebel configuration with one Communication Server and the Maximum MT Servers parameter set to 2

The Siebel Communication Session Manager configuration parameter, Maximum MT Servers, determines the number of Communications Session Managers that run on a host. Each manager can run a new copy of the AICD library. This example shows the effect of the parameter on the number of SiebelAICD servers.

Figure of example 3

The following figure shows one Siebel communications configuration with one Siebel Communication Server and the Maximum MT Servers parameter set to 2.



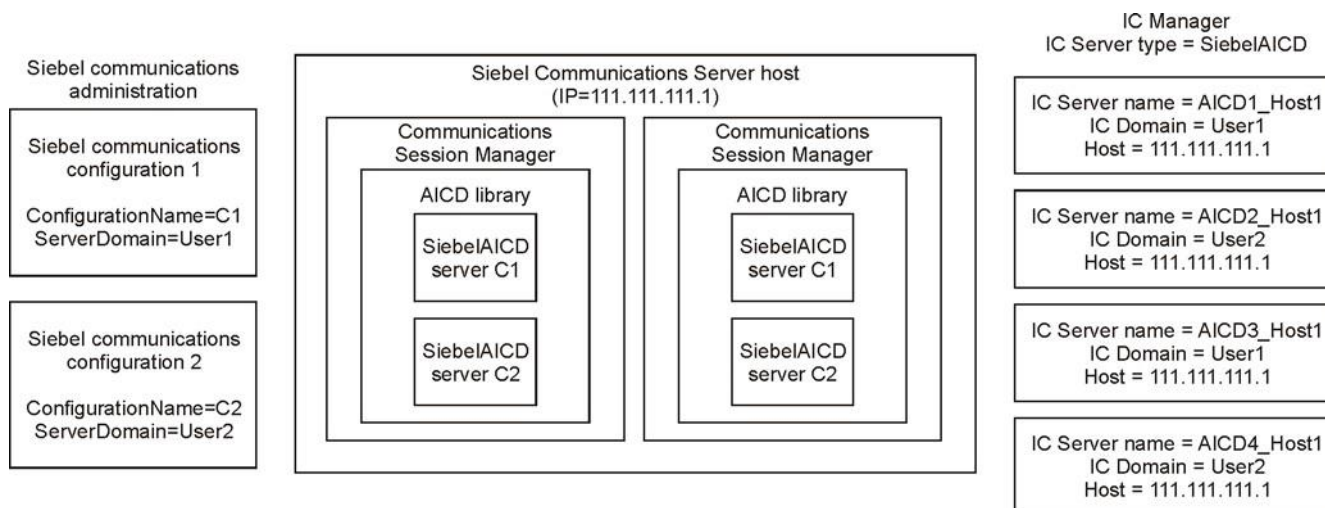
Example 4

Two Siebel configurations with one Communication Server, and the Maximum MT Servers parameter set to 2

This example combines the previous two examples and shows the effect on the number of SiebelAICD servers. You can use this configuration to provide redundancy for the Siebel agents in each configuration. If a server process were to fail, an alternate server process is available for the Siebel agents when the agents relogin.

Figure of example 4

The following figure shows two Siebel communications configurations with one Siebel Communication Server and the Maximum MT Servers parameter set to 2.



Example 5

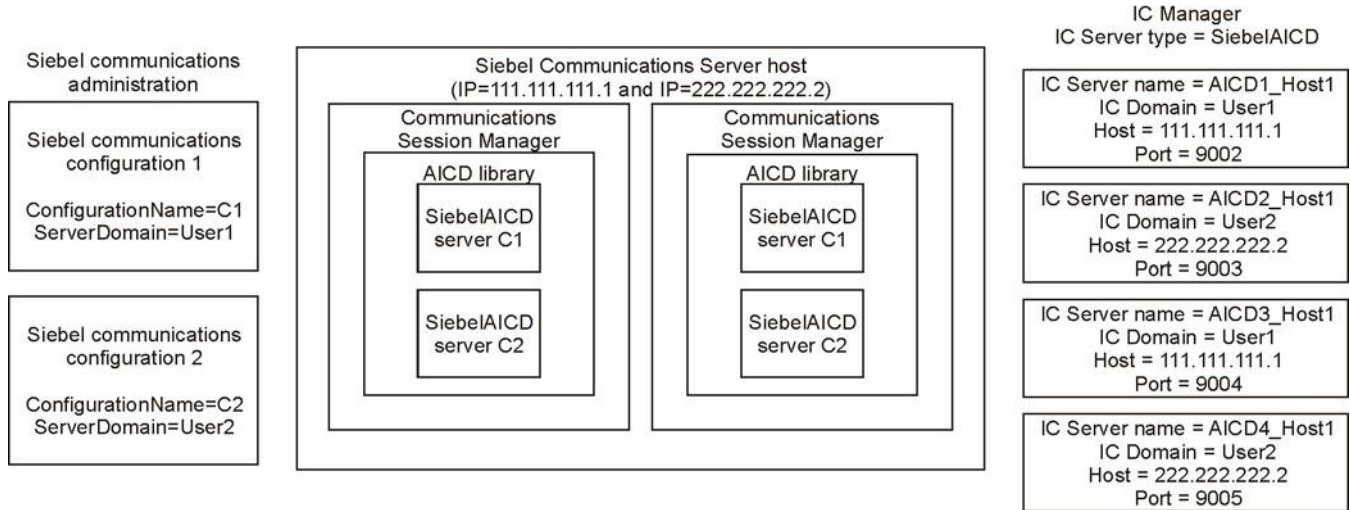
Multihomed host with two Siebel configurations, one Siebel Communication Server, and the Maximum MT Server parameter set to 2.

The multihomed host in this example has two IP addresses that are associated with the same host. In this example, Siebel agents in communications configuration 1 use Avaya IC domain User1, and IP address 111.111.111.1. Agents in configuration 2 use User2, and IP address 222.222.222.2. As the previous example, you can use this configuration to provide redundancy for the Siebel agents in each configuration. If a server process fails, an alternate server process is available for the Siebel agents when the agents relogin.

Ensure that the port you specified in IC Manager is unique for all SiebelAICD servers on the host. Otherwise, the AICD library cannot use some of the SiebelAICD servers. Avaya IC Manager cannot determine whether the port is unique or not.

Figure for example 5

The following figure shows a multihomed host that consists of two Siebel communications configurations with one Siebel Communication Server and the Maximum MT Servers parameter set to 2.



Example 6

Two Siebel configurations with two Siebel Communication Server hosts, and the Maximum MT Servers parameter set to 2

You can use this type of configuration to provide server redundancy and process redundancy for the Siebel agents in each system. If a server process or server host fails, an alternate server process is available for the Siebel agents when the agents relogin. Notice how quickly the number of SiebelAICD servers grows when you:

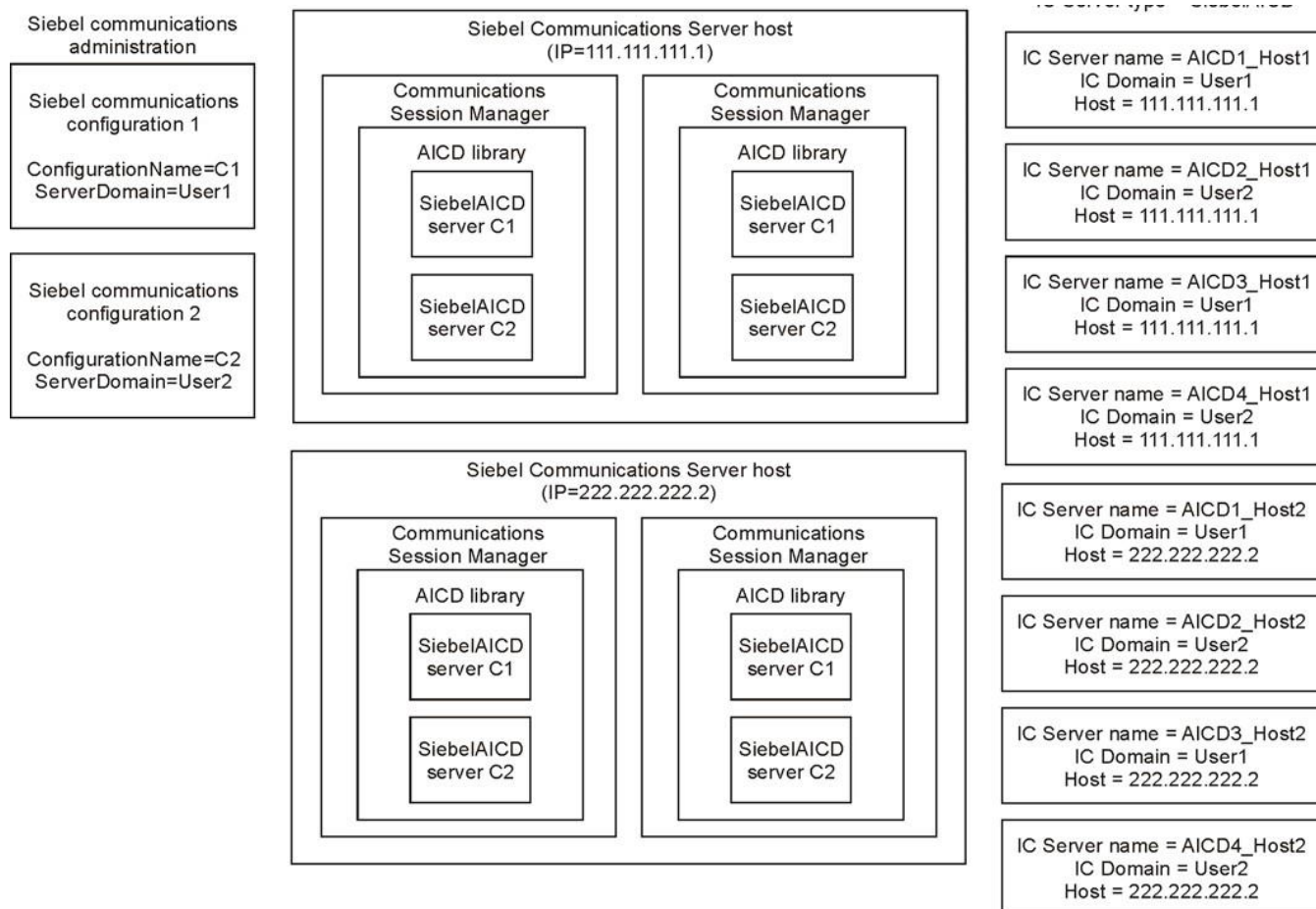
- Combine multiple Siebel Communications configurations
- Combine multiple Siebel Communication Server hosts
- Use the Siebel Communication Session Manager configuration parameter, Maximum MT Servers

Note:

This example assumes you have set the Maximum MT Server configuration parameter for the Siebel Communication Session Manager the same for each host. However, you can set this parameter differently for each host.

Figure for example 6

The following figure shows a two Siebel communications configuration with two Siebel Communication Servers and the Maximum MT Servers parameter set to 2.



Chapter 20: Errors, logs, and troubleshooting

This chapter describes troubleshooting procedures for common problems, error messages, and the information about log files.

All the procedures in this section apply to both Hybrid and Native Siebel configurations unless otherwise noted.

This section includes the following topics:

- [Error messages](#) on page 274
- [Log files](#) on page 277
- [Troubleshooting](#) on page 282

Error messages

This section describes the common error messages you might see and includes the following topics:

- [Agent.Desktop.Webclient.WorkingDirectory messages](#) on page 274
- [Cannot logout with active calls](#) on page 275
- [CheckForADUValues messages](#) on page 275
- [Communication with Core Servers failed](#) on page 276
- [CTI - Not Logged In](#) on page 276
- [CTI - Server Failure](#) on page 276
- [Request failed due to internal error](#) on page 277
- [Siebel Communication Failure Notification](#) on page 277

Agent.Desktop.Webclient.WorkingDirectory messages

If you have a Native Siebel configuration, you may see Agent.Desktop.Webclient.WorkingDirectory messages. For more information, see [Media channels are not enabled](#) on page 295.

Cannot logout with active calls

You might see the following error message.

```
You can not logout with active Calls. Please complete all Calls before logging out.
```

Remedy

1. Complete all active voice contacts.
2. Do one of the following steps:

For Hybrid Siebel	For Native Siebel
From the Avaya Agent pop-up menu, select Softphone > Reset .	Select Reset Voice Channel from the Siebel menu.

CheckForADUValues messages

You might see the following messages in the Avaya IC or Avaya ASIS logs. These error messages are valid only when the MakeCall button is disabled. Ignore these messages if your MakeCall button is enabled.

```
|DEBUG|com.avaya.ic.integrations.siebel.asis.services.AsisServiceConnection.agent10|
agent10|||CheckForADUValues - Blenderwatch - true|[]

|WARN|com.avaya.ic.integrations.siebel.asis.services.AsisServiceConnection.agent10|
agent10|||CheckForADUValues - VespException Did not find privilege: null|[]

|ERROR|com.avaya.ic.integrations.siebel.asis.services.AsisServiceConnection.agent10|
agent10|||CheckForADUValues - VespException Did not find voice.connector: null|[]

|ERROR|com.avaya.ic.integrations.siebel.asis.services.AsisServiceConnection.agent10|
agent10|||CheckForADUValues - VespException Did not find voice.device: null|[]
```

Remedy

Contact your system administrator.

Communication with Core Servers failed

You might see the following error message.

Communication with one of the Core Servers Failed. Please complete any active calls then press Retry.

Remedy 1

1. Complete any active voice call work.



Important:

If you click **Retry** before completing voice work, the **Siebel Communications Toolbar** does not function for voice call work.

2. Click **Retry**.

Remedy 2

Log out of Siebel and log back in.

CTI - Not Logged In

You might see the following error message.

CTI - Not Logged In

Remedy

Log out of Avaya IC and Siebel and log back in.

CTI - Server Failure

You might see the following error message.

CTI - Server Failure

Remedy

If your system displays this message in the Phone task list with no other instructions, contact your system administrator.

JNDI Naming Exception message

For Native Siebel configurations, you might see the following error message.

```
|WARN |com.avaya.util.ConfigParams|||JNDI Naming Exception
```

You can ignore this message as it does not affect ASIS functionality.

Request failed due to internal error

You might see the following error message.

```
Error: Request failed due to internal error.
```

Remedy

Contact your system administrator.

Siebel Communication Failure Notification

You might see the following error message.

```
Siebel Communication Failure Notification
```

Remedy

1. Click **Retry**.
2. Try to reconnect to Siebel.
3. If the problem still exists, log out of Siebel and log back in.

Log files

Errors, warnings, and trace messages are logged into log files at runtime. You can enable additional logging in to get more information when troubleshooting the AICD, the EAI, or the ASIS servers. For the AICD, you can create log files and files for each agent on the server where the AICD resides. For the EAI and ASIS servers, you can create only server log files.

This section includes the following topics:

- [Server log files for AICD and EAI servers](#) on page 278
- [Agent log files for the AICD and EAI servers](#) on page 279
- [Log files for ASIS](#) on page 280
- [Siebel log files](#) on page 282

Server log files for AICD and EAI servers

You can create server log files for the AICD and for the EAI servers.

Related topic

For more information about setting log files through IC Manager, see *IC Administration Guide*.

Server log names

Each AICD and EAI server logs into a file that has the same name as the interface suffixed with **.log**. Examples of log file names are in the following table.

Interface name	Path and filename examples
SiebelAICD	<AVAYA_IC73_HOME>/logs/SiebelAICD.log
EAI	<AVAYA_IC73_HOME>/logs/EAI.log
EAIWorkflow	<AVAYA_IC73_HOME>/logs/EAIWorkflow.log

During startup, each AICD and EAI server logs into the Avaya IC system, finds the server name, and begins logging into a file that has the same name as the server name suffixed with **.log**. For example, if your EAI server name is **xyz**, when that is suffixed with **.log**, the new log name is **xyz.log**. All log files are logged into **<AVAYA_IC73_HOME>logs**.

AICD and EAI logging levels

For the AICD and EAI servers, set these **Debug Trace Levels** using the IC Manager Server Administration Dialogs.

Server logging level	Description
usr1	Errors
usr2	Warnings
usr3	Information
usr4	Debugging
flush	Causes every statement to flush. Use this level sparingly as it slows down processes.

Agent log files for the AICD and EAI servers

The AICD and EAI servers create log files. Log files are enabled for each agent basis using Siebel driver parameters.

Agent log names

The name of the log file is a combination of the agent name and the name of the server agent is logged into. For example, if the AICD server for the agent is xyz and the name of the agent is abc, the log file for the agent is **xyz_abc.log**.

Agent logging levels

For the AICD, use the service logging levels when setting up logging for each agent.

Service logging level	Description
TraceLevelUsr1	Errors
TraceLevelUsr2	Warnings
TraceLevelUsr3	Information
TraceLevelUsr4	Debugging
TraceLevelFlush	Causes every statement to flush. Use this level sparingly as it slows down processes.

Facts about setting up agent log files

While the details of setting up driver-specific parameters and the profiles are described in the Siebel documentation, consider the following items when performing those procedures:

- If you use `TraceLevelFlush`, you must first set a trace level between 1 to 4 so that logging occurs in a separate file for that agent.
- Do not set up log files for 50 or more agents as this setting up might affect the performance of your Siebel Communication Server. On some systems, you might have performance degradation with less than 50 agent log files.
- You can set driver parameters in one of two ways:
 - Set a default value for a Siebel driver parameter.
 - Specify an override value for the parameter in each profile you create for the Siebel driver.
- The setting for each agent overrides the common setting that was specified through IC Manager.
- If you used override values to set driver parameters, create a special Siebel profile that sets these override values for the AICD Siebel logging parameters.
- Associate this special profile with the agents that has log files.

Related topics

For more information, see the following topics:

- For the AICD parameters used for logging, see [AICD driver parameters](#) on page 421.
- For a description on how to configure the Siebel service parameters for agent log files, see the Siebel documentation.

Log files for ASIS

This section includes the following topics:

- [ASIS log names](#) on page 280
- [Logging levels for ASIS](#) on page 281
- [Media channels are not enabled](#) on page 295

ASIS log names

The ASIS server logs are located in the logs folder under `IC73\logs` and include the following files:

- **AvayaC.log**

- **AvayaUOM.log**
- **AvayaVesp.log**
- **AvayaAasis.log**

Logging levels for ASIS

Consider the following facts about ASIS logging levels:

- You can set the ASIS logging levels from the **log4j.xml** file.
- The **log4j.xml** file is located under the **IC73\etc** folder.
- You can set the following logging levels from the **log4j.xml** file:
 - trace
 - debug
 - info
 - warn (default)
 - error
 - fatal

Note:

While specifying a log file path on a network share in the appender for `com.avaya.ic.integrations.siebel.asis` in `log4j.xml`, ensure that remote file path is accessible. If the network share path is incorrect, no alarm is seen in the ICManger nor any log is available.

Changing ASIS logging levels

To change the ASIS logging levels:

1. Open the **log4j.xml** file in a text editor such as Notepad.

2. Change the logging level values in the **log4j.xml** file.

Example:

```
a. <logger name="com.avaya" additivity="false">
    <level value="debug" />
b. <logger name="com.avaya.ic.uom" additivity="false">
    <level value="debug" />
c. <logger name="com.avaya.ic.vesp" additivity="false">
    <level value="debug" />
d. <logger name="com.avaya.ic.integrations.siebel.asis" additivity="false">
    <level value="debug" />
```

3. Save your changes and exit the **log4j.xml** file.

Siebel log files

Siebel also provides log files to help you track down a problem. Increase the level of logging for the Siebel Communications Server to get more information in the Siebel log files. You can use this information to see what commands and events have passed between the AICD and Siebel.

Siebel describes how to enable logging on the support website at <http://ebusiness.siebel.com/supportweb>.

Troubleshooting

This section includes the following topics:

- [A reply cannot be sent with the Outbound Message applet right after a new email popped up on page 268](#)
- [ASIS fails to start on page 283](#)
- [Avaya Agent Rich Client \(AARC\) fails to open Internet Explorer: "WebBrowser_GetDocument error -2147467259: Application-defined or object-defined error" is displayed \(Hybrid Siebel only\) on page 269](#)
- [Avaya Agent taskbar fails on page 284](#)
- [All buttons on the Siebel toolbar are disabled on page 285](#)
- [Diagnosing and clearing AICD loading problems on page 286](#)
- [Directory Server SSL Handshake Error \(Initialize/Connect Failed\) on AIX Platform on](#)

page 293

- [EAI server errors](#) on page 294
- [EAI server cannot read a file attachment](#) on page 294
- [EAI Server fails to start with the error "TrustAnchor with subject "CN=<FQDN>" is not a CA certificate"](#) on page 282
- [EAI.PutData fails with error 2](#) on page 281
- [EDU information is lost](#) on page 295
- [Media channels are not enabled](#) on page 295
- [Replacing English with Thai text in toolbar](#) on page 296
- [Siebel GUI is unresponsive](#) on page 298
- [Siebel toolbar is not visible](#) on page 298
- [Softphone stops responding](#) on page 298
- [Some of the Avaya IC services do not start](#) on page 299
- [The popup for a new outbound mail is not shown when the agent presses the 'Send email' button on the Siebel toolbar](#) on page 286
- [Workflow server crashes when transcriptadded_sbl.qfd workflow processes huge chat transcript](#) on page 288

A reply cannot be sent with the Outbound Message applet right after a new email popped up

When a Siebel agent receives a new e-mail which popped up, it is impossible to send a reply immediately as the Outbound Message applet is in the read only state and cannot be updated with the reply message.

Remedy 1

1. Go to Communications screen > Communications List.
2. Find the e-mail which previously popped up in any list.
3. Select the e-mail and press the 'Reply' button.
4. Enter a reply message in the opened view.

Remedy 2

1. Log into the Siebel as a user with administration privileges.
2. Go to Navigation > Site Map > Administration - Communications > All Event Responses
3. Search for the Event Response with Name = OnNewWorkItem_WithEmailActivityID
4. Change the following parameter values on the Event Response Parameter tab:
QueryBusComp - replace "Action" with "Comm Outbound Email"

SingleView - replace "Communication Detail - Response View" with "Communication Detail View"

The OnNewWorkItem_EmailActivityID_contactid Event Response also uses the "Communication Detail - Response View" and thus should be changed the same way.

ASIS fails to start

For Native Siebel configurations, use the following remedies if ASIS fails to start.

Remedy 1

You can start ASIS from the cmd prompt if you cannot start from IC Manager.

1. Ensure that no instance of jloader runs by performing the following steps:
 - a. Go to **Windows Task Manager > Processes** and see if the **jloader.exe** is running.
 - b. If this executable is running, end the process.
2. Go to the directory where the jloader is located.

Windows environments	UNIX environments (Solaris or AIX)
AVAYA_IC73_HOME\bin	/opt/Avaya/73/bin

3. Start jloader using the following command:

```
jloader <asis uuid>
```

To get the ASIS UUID, go to IC Manager and double-click **ASIS server > Advance Tab > Server Status**.

Remedy 2

To start ASIS from IC Manager, you must add the **java.class.path** using the ASIS server configuration tab.

For more information, see [Adding ASIS to IC Manager](#) on page 163.

Avaya Agent Rich Client (AARC) fails to open Internet Explorer: "WebBrowser_GetDocument error -2147467259: Application-defined or object-defined error" is displayed (Hybrid Siebel only)

In the hybrid mode, when you have set the AutoLoginEnabled property as **Yes** in **IC Manager** using group manager from the Agent/Desktop/Siebel path, AARC fails to open Internet Explorer, displaying the error "WebBrowser_GetDocument error -2147467259. This is an application-defined

or object-defined error". This occurs when UAC is enabled on the system, and a standard Windows user without administrator privileges (due to security policy) tries to launch AARC. In this situation, AARC cannot be set to run as an administrator, because UAC is displayed requesting the user to specify administrator credentials, which (as a rule) are not known by a Standard user.

Remedy

1. Log in to the system as an administrator and perform Steps 2-3
2. Make sure AARC is not set to run as an administrator:
 - Right-click the qui.exe file in the AARC and select **Properties**.
 - Click the **Compatibility** tab.
 - Click **Change settings for all users**.
 - On the **Compatibility for all users** dialog box, in the **Privilege Level** section, unset **Run this program as an administrator**.
 - Click **OK**.
 - Click **OK**.
3. Set the security settings to Full Control for the AARC installation folder:
 - Right-click the AARC installation folder (e.g. C:\Avaya\RichClient) and select **Properties**.
 - Click the **Security** tab.
 - To change permissions click **Edit**.
 - The system displays the **Permissions for the AARC installation folder** dialog box.
 - In the **Group or user names** section, click **Add**.
 - In the **Enter the object names to select** text field, type the name of the Standard user.
 - Click **OK**.
 - In the **Group or user names** section, select the name of the Standard user.
 - In the Full control row, click **Allow**.
 - Click **Apply**.
 - Click **OK**.
 - Click **OK**.
4. Log in to the system as the Standard user and perform Steps 5-6.
5. Add the Siebel URL to **Trusted sites** zone in **Internet Explorer**:
 - Launch **Internet Explorer**.
 - Open the **Internet Options** dialog box.
 - Click the **Security** tab.
 - Select **Trusted sites** zone and click **Sites**.

Chapter 20: Errors, logs, and troubleshooting

- On the **Trusted sites** dialog box, in the **Add this website to the zone** text box, type the Siebel URL.
 - Click **Add**.
 - Click **Close**.
 - Click **OK**.
 - Close **Internet Explorer**.
6. Edit the **Windows Registry**:
- Open **Windows Registry Editor**: press **Win+R**, type **regedit** and click **OK**.
 - Option 1 (recommended). Enable **Protected Mode** for both **Trusted sites** and **Internet zones**:
 - Open `HKEY_CURRENT_USER\Software\Microsoft\Windows\CurrentVersion\Internet Settings\Zones\2` registry key and set the value of `DWORD 2500` to 0 to enable **Protected Mode** for **Trusted sites** zone (add `DWORD 2500`, if it does not exist).
 - Open `HKEY_CURRENT_USER\Software\Microsoft\Windows\CurrentVersion\Internet Settings\Zones\3` registry key and set the value of `DWORD 2500` to 0 to enable **Protected Mode** for **Internet** zone (add `DWORD 2500`, if it does not exist).
 - Option 2 (not recommended). Disable **Protected Mode** for both **Trusted sites** and **Internet zones**:
 - Open `HKEY_CURRENT_USER\Software\Microsoft\Windows\CurrentVersion\Internet Settings\Zones\2` registry key and set the value of `DWORD 2500` to 3 to disable **Protected Mode** for **Trusted sites** zone (add `DWORD 2500`, if it does not exist).
 - Open `HKEY_CURRENT_USER\Software\Microsoft\Windows\CurrentVersion\Internet Settings\Zones\3` registry key and set the value of `DWORD 2500` to 3 to disable **Protected Mode** for **Internet** zone (add `DWORD 2500`, if it does not exist).
 - Close **Windows Registry Editor**.

Avaya Agent taskbar fails

This section applies only to Hybrid Siebel configurations.

One of the following events occurs if the Avaya Agent taskbar software fails:

- The Siebel login window takes up the entire screen and the Avaya Agent taskbar does not appear.
- Avaya IC stops processing new or existing work for an agent.

Agents can continue to work using only the Siebel window, but Avaya IC does not track the work. To resynchronize Avaya IC with Siebel, the agent has to start another Avaya Agent session and Siebel session. The new Siebel session overrides the old Siebel session.

Remedy 1

1. Minimize the browser window and you look for a message box that might contain one of the following messages:
 - Invalid state
 - Link is Down
 - Your configuration has changed
2. Click the retry button to try the login again. Selecting your login information again is not necessary.

Remedy 2

1. Close the internet browser window.
2. Verify that your telephone is not off the hook, and that you have no active calls.
3. Log out of the telephone if you are using Softphone.
4. Log in to Avaya Agent and Siebel.

Remedy 3

1. Use the `ping` command to determine connectivity to Avaya IC servers.
2. When connectivity to the other servers is established, log in to Avaya Agent and the Siebel thin client.

All buttons on the Siebel toolbar are disabled

The Siebel toolbar becomes inactive when Siebel cannot successfully load the Adaptive Interaction Center Driver (AICD) or the AICD instance fails. All agents who were getting toolbar support through the failed AICD cannot use the Siebel toolbar. Any requests that display a Siebel window or process a Siebel toolbar command stop functioning. Agents can continue to use the Siebel windows to complete data entry, but this work is not tracked by Avaya IC.

Remedy 1

Have the agent log out of Siebel and log back in.

Remedy 2

The AICD might not be able to communicate with the Avaya IC servers because the `vesp.imp` file on the Siebel server contains old Avaya IC server or old Avaya IC domain information.

1. Update the copy of the `<AVAYA_IC73_HOME>/etc/vesp.imp` file on each Siebel Communications Server that runs the AICD. Use Avaya IC Manager to force the update of all ORB servers by selecting **Manager > Update All**. This propagates all server additions,

Chapter 20: Errors, logs, and troubleshooting

deletions, and changes to the Avaya IC ORB servers.

2. Restart the AICD. Use the Siebel Server Administration screens to shut down, then start the Siebel Communications Server that is running the AICD.
3. Log the agent into Siebel. This loads the AICD with the newest **vesp.imp** file.

Remedy 3

1. Relaunch the Siebel thin client, and carefully monitor the Siebel Message Area for messages.

The Siebel Message Area is located above the Siebel toolbar. Messages sometimes appear for only 5 seconds, so watch carefully.

2. If you see the following message:

```
Unable to load aicd with Media Type String = Avaya
```

Follow the procedures in [Diagnosing and clearing AICD loading problems](#) on page 286. This procedure provides an ordered approach to troubleshoot AICD loading problems.

Remedy 4

Enable Siebel Communications Server logging. Siebel provides information on how to enable Communications Server Logging on the support website. With logging enabled, you can use the Siebel log files to find where a problem might have occurred and determine how to fix the problem.

Remedy 5 (Hybrid Siebel only)

You might have logged into Siebel and Avaya IC with different agent login IDs. The login IDs must be identical. Although the character case of the Siebel login ID might be different, the character case of the Avaya Agent login ID must all be in lowercase.

1. Log the agent out of Siebel.
2. Check the Avaya Agent login ID using the Avaya Agent taskbar feature, *About Avaya Agent*.
3. Log the agent into Siebel using a correct agent login id. You might have to account for Agent Login ID case differences for Siebel.
4. Ensure that the Avaya Agent login ID does not have any uppercase characters.

Related topic

For more information about agent login IDs, see *Avaya IC for Siebel User Guide*.

Diagnosing and clearing AICD loading problems

Configuration dependencies that must be fulfilled before Siebel can load the AICD exist. Normally, Siebel loads the AICD when the first Siebel agent logs into Siebel. However, there might be AICD, Siebel, and OS platform configuration issues that prevent the AICD from being

loaded. When these configuration problems are settled, the AICD operates smoothly.

This section includes the following topics:

- [For Solaris, AIX, or Linux platforms](#) on page 286
- [For Windows platforms](#) on page 290

For Solaris, AIX, or Linux platforms

To troubleshoot and fix configuration issues on a Solaris, AIX, or Linux platform:

1. Check the dependent library files:
 - a. Look for the **libmttlogger.so** and **libmttoolkit.so** files in your `<AVAYA_IC7x_HOME>/lib` directory on the Siebel Server.
 These files must be present on the Siebel Server when you install the secondary ORB on Siebel Server.
 - b. Look for the **libaicd.so** file in your `<SIEBEL_HOME>/lib` directory on the Siebel Server.
 This file must be put on the Siebel Server when you install the Siebel side Avaya IC components on your Siebel Server.
 - c. All Avaya IC executable files, that is, **libmttloggger.so**, **libmttoolkit.so**, **libaicd.so** must be present on the Siebel Server for the AICD to load.
2. Check that the Siebel environment file, `siebenv.sh`, has the correct settings:
 - a. Look for the `siebenv.sh` file in the `<SIEBEL_HOME>` directory or located in a different directory if you have customized your Siebel installation.
 - b. Ensure that `siebenv.sh` has the correct path of Avaya IC home directory and the library path. See the following section where `/opt/Avaya/IC73` is the path in which Avaya IC secondary ORB is installed.

- **For Solaris:**

```
AVAYA_IC73_HOME=/opt/Avaya/IC73 ; export AVAYA_IC73_HOME
LD_LIBRARY_PATH=${AVAYA_IC73_HOME}/lib:${LD_LIBRARY_PATH} ; export LD_LIBRARY_PATH
```

- **For AIX:**

```
AVAYA_IC73_HOME=/opt/Avaya/IC73 ; export AVAYA_IC73_HOME
LIBPATH=${AVAYA_IC73_HOME}/lib:${LIBPATH} ; export LIBPATH
```

Note:

These settings must be adapted for your Siebel Server environment.



Important:

Ensure that no extra spaces nor other extra characters in the path including immediately before or after the `;` separator is there.

3. Check your current environment with the following statements on the UNIX command line

Chapter 20: Errors, logs, and troubleshooting
before starting Siebel.

Solaris	AIX
<pre>set grep AVAYA_IC73_HOME set grep LD_LIBRARY_PATH</pre>	<pre>set grep AVAYA_IC73_HOME set grep LIBPATH</pre>

Checking your environment is often worth because of conditional statements in your Siebel environment file.

4. Ensure that the AICD library file, **libaicd.so**, is in the Siebel lib directory.
 - Use the following command to verify that the file has UNIX file execute permissions:


```
ls -l libaicd.so
```
 - If you must add the file execute permissions, use the following command:


```
chmod +x libaicd.so
```
5. Ensure the AICD server was correctly configured using IC Manager. Check the following items under the Avaya IC Manager **Server** tab.

Field	Description
AICD Server Type	SiebelAICD
Host	Ensure that this value is the IP address of the Siebel Server that runs the AICD.
Port	Ensure that the port number does not conflict with an existing TCP/IP port on the Siebel Server. See Step 7.
Directory and Executable	These settings do not matter because the AICD is loaded by Siebel and not by the Avaya IC ORB Server. However, you must select a valid directory name to satisfy IC Manager.
Domain	The preferred Avaya IC domain is one of the Avaya IC Agent domains or the default domain. For more information, see Avaya IC domain deployment guidelines on page 50.

6. Ensure that the **vesp.imp** file on your Siebel Server is current.

On UNIX, this file is located under **\${AVAYA_IC73_HOME}/etc**.

If the IC ORB Server is installed and running on your Siebel Server, you can do one of the following tasks to force the update:

 - Use **Update All** on IC Manager.
 - Copy the **vesp.imp** file from your Avaya IC server to your Siebel Server.
7. Ensure the TCP/IP port for the AICD on the Siebel Server does *not* conflict with another application on the Siebel Server.

Do one of the following tasks to detect a port conflict:

- Go to the Siebel Server and view the **SiebelAICD.log** file under directory, **<AVAYA_IC73_HOME>/logs**. If you see the following message in the AICD log file, you have a port conflict.

Cannot get port XXXX - is this server already running?

- View the ports in use on your Siebel Server by using the following command:

netstat -a

If the netstat results show that the TCP/IP port number assigned to the AICD using Avaya IC Manager is in use, a port conflict is likely.

8. If you have a TCP/IP port conflict, use Avaya IC Manager to change the TCP/IP port. In IC Manager you cannot directly change the **port** setting. If you change the AICD Server port assignment, first delete the old IC Manager AICD Server and create a new server of type **SiebelAICD**.

Make the same IC Manager changes on all servers. Use **Update All** on IC Manager.

For more information, see [Creating a Siebel AICD server](#) on page 144.

9. Check the status of the Avaya IC servers using Avaya IC Manager.

The AICD and Avaya Agent depend on a running Avaya IC system. If the Avaya IC is not running, the AICD does not start.

10. Look for the following log file:

<AVAYA_IC73_HOME>/logs/SiebelAICD.log

11. If your Siebel Server contains more than one network board, you must provide additional AICD configuration information. Perform the following steps:

- a. Look for the following message in the log file:

Cannot login() to eContact. ServerUUID = and ORBServerUUID = and ORBServer UUID=
Check the vesp.imp file on this server and the Siebel Driver Configuration.

- b. If you see this message, your Siebel Server contains more than one network board and you must define the AICD parameter, ServerUUID.

For more information, see [AICD driver parameters](#) on page 421.

12. Perform the following steps to ensure that the Siebel agent login name is associated with the AICD, and the Siebel agent is assigned to a teleset:

- a. Login to Siebel as SADMIN and navigate to the **Siebel Communications Administration** screen.
- b. Under **All Configurations**, check that the Siebel login name for the agent is associated with the AICD configuration.
- c. Select the AICD configuration, and select the **Agents** tab. The agent name must be listed here.
- d. Navigate to **All Telesets** and check that the agent is assigned a teleset.

Chapter 20: Errors, logs, and troubleshooting

The AICD does not use this teleset information, but Siebel checks for a teleset. You need only one teleset extension for all Avaya IC agents. All AICD agents might be assigned to the same teleset extension - extension type S.

13. The configured user for Siebel must have Write permissions for directories and files under <AVAYA_IC_HOME> directory. Best practice is to have both Siebel and IC installed by same user account.
14. Your AICD must now be able to start and be able to log any remaining problems in the AICD log files. Examine the AICD log file for any further errors and warnings.

For more information about log files, see [Log files](#) on page 277.

For Windows platforms

To troubleshoot and fix configuration issues on a Windows platform:

1. Look for the **mttlogger.dll** and **mttoolkit.dll** files in your <AVAYA_IC73_HOME>\bin directory on the Siebel Server.

These Avaya IC executable files must be present on the Siebel Server for the AICD to load. These files must be put on the Siebel Server when you installed the Avaya IC components.

2. Check your Windows system environment variables by doing the following steps:
 - a. Navigate to **Start > Settings > Control Panel > System**.
 - b. Select the **Advanced** tab.
 - c. Click **Environment Variables**.
 - d. Ensure the following system variables are set correctly.

System variable name	System variable value
AVAYA_IC73_HOME	Ensure that this value is the Windows directory path to where Avaya IC was installed. Example: c:\AvayaIC73 .
Path	Ensure that the path contains an entry similar to the one as follows: %AVAYA_IC73_HOME%\bin Use ; to separate the entries. IMPORTANT: Ensure no extra spaces nor other extra characters in the path including immediately before or after the ; separator are put.



CAUTION:

Restarting a server is service affecting. Follow your company procedures for restarting a server.

- e. If you changed any system variable settings, restart your server for the new settings to take effect for *all* processes on your Siebel Server.
- f. Open a command prompt window to check your current environment.

- g. Open a Windows command prompt, enter the following statements, and examine the output to ensure that your environment is correctly set:

```
set AVAYA_IC73_HOME
set PATH
```

Checking the previous statements if you have accidentally altered your current environment is often worth.

3. Ensure that the AICD executable file, **aicd.dll**, is in the Siebel bin directory.
This file must be installed on your Siebel Server when you installed the Avaya IC Siebel integration.
4. Ensure the AICD server was correctly configured using IC Manager. Check the following items under the Avaya IC Manager **Server** tab.

Field	Description
AICD Server Type	SiebelAICD
Host	Ensure that this value is the IP address of the Siebel Server that runs the AICD.
Port	Ensure that the port number does not conflict with an existing TCP/IP port on the Siebel Server. See Step 7.
Directory and Executable	These settings do not matter because the AICD is loaded by Siebel and not by the Avaya IC ORB Server. However, you must select a valid directory name to satisfy IC Manager.
Domain	The preferred Avaya IC domain is one of the Avaya IC Agent domains or the default domain. For more information, see Avaya IC domain deployment guidelines on page 50.

5. Ensure that the **vesp.imp** file on your Siebel Server is current. On Windows, this file is located under **\${AVAYA_IC73_HOME}\etc**.
If the IC ORB Server is installed and running on your Siebel Server, you can do one of the following tasks to force the update:
 - Use **Update All** on IC Manager.
 - Copy the **vesp.imp** file from your Avaya IC server to your Siebel Server.
6. Ensure the TCP/IP port for the AICD on the Siebel Server does *not* conflict with another application on the Siebel Server.

Do one of the following tasks to detect a port conflict:

- Go to the Siebel Server and view the **SiebelAICD.log** file under directory, **<AVAYA_IC73_HOME>\log**. If you see the following message in the AICD log file, you have a port conflict.

```
Cannot get port XXXX - is this server already running?
```

- View the ports in use on your Siebel Server by using the following command:

```
netstat -a
```

If the netstat results show that the TCP/IP port number assigned to the AICD using Avaya IC Manager is in use, a port conflict is likely.

7. If you have a TCP/IP port conflict, use Avaya IC Manager to change the TCP/IP port. With IC Manager you cannot directly change the **Port** setting. If you change the AICD Server port assignment, first delete the old IC Manager AICD Server and create a new server of type **SiebelAICD**.

Make the same IC Manager changes on all servers. Use **Update All** on IC Manager.

For more information, see [Creating a Siebel AICD server](#) on page 144.

8. Check the status of the Avaya IC servers using Avaya IC Manager.

The AICD and Avaya Agent depend on a running Avaya IC system. If Avaya IC is not running, the AICD does not start.

9. Check if the AICD can log in to Avaya IC by doing the following steps:

- a. Look for the following log file:

```
<AVAYA_IC73_HOME>\logs\SiebelAICD.log
```

- b. Look for the following message in the log file:

```
Cannot login() to eContact. ServerUUID = and ORBServerUUID = and ORBServer  
UUID= Check the vesp.imp file on this server and the Siebel Driver  
Configuration.
```

- c. If you see this message, your Siebel Server contains more than one network board and you must define the AICD parameter, ServerUUID.

For more information, see [AICD driver parameters](#) on page 421.

10. Check the Siebel configuration for the AICD by doing the following steps:

- a. Login to Siebel as SADMIN and navigate to the **Siebel Communications Administration** screen.
- b. Under **All Configurations**, check that the Siebel login name for the agent is associated with the AICD configuration.

11. Select the AICD configuration, and select the **Agents** tab. The agent name must be listed here.

12. Navigate to **All Telesets** and check that the agent is assigned a teleset.

The AICD does not use this the teleset information, but Siebel checks for a teleset. You need only one teleset extension for all Avaya IC agents. All AICD agents might be assigned to the same teleset extension - extension type S.

13. Your AICD must now be able to start and be able to log any remaining problems in the AICD log files. Examine the AICD log file for any further errors and warnings.

For more information about log files, see [Log files](#) on page 277.

Directory Server SSL Handshake Error (Initialize/Connect Failed) on AIX Platform

1. Ensure that the OpenSSL library version is upgraded to 1.0.x.
2. Ensure that IC SSL/TLS enabled servers have the TLSProtocol set to TLSv1.0 or later. The IC SSL/TLS enabled servers such as Directory Server (DS) and HTTPConnector Server now accept only TLSv1.0 or later during TLS handshake.
3. Ensure that IC SSL/TLS clients have the TLSProtocol set to TLSv1.0 or later. IC SSL/TLS clients, for example, AARC, AAWC now use TLSv1.0 or later during TLS handshake.
4. To enable a client from an older version of IC (IC 7.3.3 and IC 7.3.4) to communicate with an upgraded 7.3.5 DS for 'Login' or 'Authenticate' requests during upgrade scenarios, you must set the new hidden configuration parameters TLSProtocol and CipherList as follows:
 - a. Login to IC Manager with Admin privileges.
 - b. Edit the DS.
 - c. Go to the **Configuration** tab.
 - d. Click **New** to open the 'CTI Type Editor'.
 - e. Provide the values for this new couple as:
 - **TLSProtocol:** TLS 1.0
 - **CipherList:**
ALL:!aNULL:!eNULL:!ADH:!EXP:!MD5:!RC4:+HIGH:+MEDIUM:-LOW:-SSLv2
 - f. Click **OK**.
 - g. Click **OK** in the DS Editor.
 - h. Restart the DS in IC Manager.
 - i. Repeat steps a to h for all DSs configured in the IC system.



Important:

Note the following important points:

- You must upgrade at least one IC Manager system to release 7.3.5 before you configure the TLSProtocol and CipherList parameters mentioned in this procedure.
- You must remove the added parameters when ALL the clients are upgraded to IC 7.3.5.
- Remove the allow_sslv3 configuration parameter after IC is upgraded to 7.3.5. The **allow_sslv3** parameter is obsolete and is used only in pre IC7.3.5 configurations.
- Versions of IC Clients such as AARC, that are prior to 7.3.3 FP will not work with IC release 7.3.5.

EAI server errors

The Enterprise Application Integration (EAI) server provides different tools that can be used for troubleshooting. The EAI server can:

- Create alarms for fatal errors with Siebel connectivity or errors returned from Siebel using the Alarm server. Any error information provided by Siebel is stored in the Siebel server log file, not the Alarm server.
- Support a server log file for improved diagnostics.

How the EAI server indicates errors

The EAI server indicates errors using the following different methods:

- Generates alarms to the alarm server based on the current condition. These errors are usually saved for severe errors such as connectivity problems or fatal server errors.
- Returns a code at the completion of each task. The calling workflow determines if there was an error and what that error was by this code. If available, the EAI server returns a text string that provides a detailed description of the problem.
- Maintains a complete and comprehensive log of all work within. This log is named after the alias name of the server. This logging functionality follows all the standard conventions for interaction servers.

EAI server cannot read a file attachment

When adding a file attachment, you can run into permission problems if the workflow is trying to attach a file that exists on a different machine. The filename is passed to the EAI server as a Universal Naming Convention (UNC) filename. If the EAI server cannot read the file, the Put Data block returns an error code of 2, and an alarm is raised stating that the EAI server was unable to read the file. This error is caused by permission issues between the remote machine and the user account that started the EAI server. By default, when the ORB Server starts the EAI server, the EAI server inherits the user account and the permissions from the ORB server.

Remedy

1. Start the Avaya IC ORB service using a Windows domain account that has permission to view the remote directory.
2. If the permission is not possible, map the remote directory to a driver letter on the local machine. Use the fully qualified domain name of the remote machine. Example: machine.usae.avaya.com/share/filename and not machine/share/filename or ipaddress/share/filename.

To avoid this situation, always find file attachments on the same machine as the EAI server.

EAI Server fails to start with the error “TrustAnchor with subject “CN=<FQDN>” is not a CA certificate”

Remedy

1. Open `%AVAYA_IC73_HOME%\Java\lib\security\java.security` in a text editor on the machine hosting the EAI server.
2. Uncomment the following line:

```
#jdk.security.allowNonCaAnchor=true
```
3. Save and close the `java.security` file.
4. Start the EAI server.

EAI.PutData fails with error 2

If Siebel 17.0 or some newer version is used, EAI.PutData can fail with error 2. This happens because of the issue in Apache used by Siebel: sometimes it returns the truncated response. As a result, IC EAI server is not able to parse it.

Remedy

Oracle support recommends installing the latest Siebel patchset or at least version 19.6, where this issue is not present.

EDU information is lost

Avaya IC telephony supports the tracking of calls when calls are transferred between Avaya IC agents. If a call is transferred from an Avaya IC agent to a non-Avaya IC agent telephone, Avaya IC stops tracking the call and retires the EDU. If this call is later transferred to an Avaya IC agent, the call seems to be a new call and a new EDU is created.

Note:

The original EDU information that provided the Siebel screen pop to the first Avaya IC agent is retired and not available when the call is transferred from the non-Avaya IC agent telephone.

Media channels are not enabled

For Native Siebel integrations, if the media channels are not enabled, look in the Avaya IC log file for any of the following error messages:

Chapter 20: Errors, logs, and troubleshooting

```
|ERROR|com.avaya.ic.uom.core.persistence.FileHandler|agent10|||initPath(): Specified Agent.Desktop.Webclient.WorkingDirectory ICManager [<change-me>] is inaccessible or is not writable, path that will be used: [../working_dir]

|ERROR|com.avaya.ic.uom.core.persistence.FileHandler|agent10|||Please check property Agent.Desktop.Webclient.WorkingDirectory. Shared root file: C:\Avaya\IC73\etc\  
<change-me> is not accessible.

|ERROR|alarm.logging.aspect|Agent.Desktop.WebClient.WorkingDirectory setting [C:\Avaya\IC73\etc\  
<change-me>] for agent10 is not accessible/writable. Chat/Email channels will be disabled. Defaulting to [../working_dir] for Data storage
```

Remedy

From IC Manager, go to **Tools > Groups** and set the **Agent/Desktop/WebClient - WorkingDirectory** property to where your Avaya IC is installed.

Windows environments	UNIX environments (Solaris or AIX)
Example: C:\Avaya\IC73\working_dir	Example: /opt/Avaya/IC73/working_dir

Ensure that the **working_dir** folder has write permission.

Replacing English with Thai text in toolbar

If your system is translated into Thai, you might get a mixture of English and Thai in the toolbar. This mixture happens because Siebel does not currently support a language pack for Thai. If Thai language support for the toolbar is needed, install Siebel in English, or another Siebel-supported language, and configure Avaya IC for Thai. You must now modify the toolbar so that the agent sees only Thai text in the tool tips.

Note:

Windows and Solaris operating systems only supports Thai.

Modifying tool tip text for disabled buttons



Important:

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

For more information, see [Working with Siebel Tools](#) on page 127.

To modify the tool tip text for disabled buttons:

1. Log in to **Siebel Tools**.

2. In the **Object Explorer** navigation pane, select **Toolbar**.
The **Object Explorer** navigation pane is located in the upper-left corner of the window. If you do not see the **Toolbar** object, enable it in **View > Options > Object Explorer**.
3. Navigate to **Toolbar > Communication > Toolbar Item**.
4. Modify the tool tip text by selecting one of the following toolbar items:
 - Accepting Work
 - Release Work
 - Retrieve Work
 - Hold Work
 - Resume Work
 - Forward Work
 - SignOff
 - InQueue Time
5. In the command associated with that toolbar item, navigate to the **Tooltip Text** property and modify the text.

Note:
For **InQueue Time**, change the **Dynamic Tooltip** value to **FALSE**.
6. Stop the Siebel Server.
7. Compile the SRF.
8. Start the Siebel Server.

Modifying tool tip text for enabled buttons

The tool tip specified in Siebel Tools is only visible for disabled buttons. The tool tip text for the enabled messages are derived either from the command parameter descriptions in the Siebel definition file, or from defaults provided by the AICD. The latter are changeable by editing the applicable **AICDStrings.txt** file that was installed with the AICD.

To modify the tool tip text for enabled buttons:

1. Decide where your tool tip text must be located.
 - In the command descriptions of the Siebel definition file
 - In the defaults provided by the AICD
2. Open the file and modify the text in one of the following files:
 - AICD definition file. Modify the command descriptions.
 - **AICDStrings.txt** file. Modify the out-of-the-box file that was installed with the AICD.
3. Import the new AICD definition file or you can restart one of the following files:
 - AICD definition file. Re-import the AICD definition file into Siebel.
 - **AICDStrings.txt** file. Shutdown and restart the Siebel Comm. Session Manager to

Siebel GUI is unresponsive

Sometimes the Siebel GUI is unresponsive after the agent selects the **Reply**, **Reply All**, or **Forward** buttons. When these buttons are selected, Siebel invokes the eMail Response - Response Workflow. Siebel becomes unresponsive at the *Expand Template* step. When this happens, you must restart the Siebel GUI.

Contact Siebel support if you need help troubleshooting this workflow.

Siebel toolbar is not visible

If your Hybrid Siebel or Native Siebel toolbar is not visible, use the following remedy.

Remedy

1. In the **Siebel Application** window, go to **Navigate > Communications > Reset Active Session Count**.

Note:

You can also press **Ctrl+F8**

2. Have the agent log out of Siebel and log back in.

Softphone stops responding

Softphone might not be able to perform a telephone operation or it might appear to be locked up for a certain length of time. If you use both your physical telephone and Softphone, the problem might be that your Softphone and your physical telephone are set differently.

Remedy 1 (for both Hybrid and Native Siebel)

Ask your administrator to confirm that the preset state settings for your physical telephone and Softphone are identical.

Remedy 2 (for Hybrid Siebel)

Synchronize the connection between Softphone and your physical telephone.

1. If you are in a voice contact, complete your voice contact with the physical telephone.
2. Set your agent state to Unavailable.

Note:

The **Softphone - Reset** option clears all current activity from the Softphone and ends all calls. You must complete Steps 1 and 2 before using **Softphone - Reset**.

3. Right-click in an empty part of the Avaya Agent.

4. In the pop-up menu, click **Softphone - Reset**.
5. Click **OK**.
6. If this does not resolve the problem, contact your administrator.

Remedy 2 (for Native Siebel)

Synchronize the connection between Softphone and your physical telephone.

1. If you are in a voice contact, complete your voice contact with the physical telephone.
2. Set your agent state to Unavailable.
3. From the Siebel menu, run the Reset Voice Channel command. If this command is not in the Siebel menu, you must configure Siebel appropriately using the out-of-the-box AICD.def file.
4. If this does not resolve the problem, contact your administrator.

Some of the Avaya IC services do not start

You cannot start or stop the AICD using Interaction Center (IC) Manager. These components are started and stopped only by Siebel. Siebel starts the AICD on the first agent login. Siebel stops the AICD when the Siebel Communications Session Manager is shutdown.

Native Siebel remedy

For Native Siebel, if the ASIS server fails to start, verify the following steps:

1. Under the **ASIS** tab, verify the password for the **avaya.ic.sysuser.pwd** property.
2. Under the **configuration** tab, verify that the **avaya.ic.webclient.url** parameter is set to:
`http://127.0.0.1`

The popup for a new outbound mail is not shown when the agent presses the 'Send email' button on the Siebel toolbar

When a Siebel agent receives a new contact, handles it and then presses the 'Send email' button there can be a situation that the new outbound email popup is not shown or the 'Method ShowPopup is not allowed here' error is shown by Siebel.

This issue happens because the focus on an applet is lost or it is currently on an applet which is in the read only state.

Remedy 1

The agent manually clicks on any Siebel applet to make it be in focus.

Remedy 2

Do not call the "Persistent Customer Dashboard" Business Service from Siebel event logs.

If this workaround is applied, the Customer Dashboard will not be cleaned or updated with the information when an email or a chat is received to allow the user to use the 'Send email' button. If the Customer Dashboard is not used, this is a suitable workaround.

The steps below show how to avoid the issue during the Chat scenario:

1. Log into the Siebel as a user with administration privileges.
2. Go to Navigation > Site Map > Administration - Communications > All Event Logs
3. Search for the Event Log with Name =
OnNewWorkItem_LogWebCollabWorkStarted
4. Remove the ServiceMethod parameter with Value = "Persistent Customer Dashboard.CleanDashBoard_UI"
5. Press Ctrl + S to save the changes.
6. Go to Navigation > Site Map > Administration - Communications > All Event Responses
7. Search for the Event Response with Name = OnNewWorkItem_activityid
8. Go to the Associated Event Logs tab and remove the Event Log association. That is, delete the record with Name = LogCleanDashBoard_UI
9. Press Ctrl + S to save the changes.

Steps similar to steps 3 - 5 need to be performed for other Event Logs which use the "Persistent Customer Dashboard" Business Service, for example:

- LogOutboundCallContactFound_OutboundCallNumber
- LogOutboundCallContactNotFound_OutboundCallNumber
- LogOutboundCallMultiContactFound_OutboundCallNumber
- LogIncomingCallContactFound_PrimaryANI
- LogIncomingCallContactNotFound_PrimaryANI
- LogIncomingCallMultiContactFound_PrimaryANI
- LogUpdateDashboardFromCTI_contactid

The steps below show how to avoid the issue during the Email scenario:

1. Log into the Siebel as a user with administration privileges.
2. Go to Navigation > Site Map > Administration - Communications > All Event Responses
3. Search for the Event Response with Name =
OnNewWorkItem_WithEmailActivityID

4. Go to the Associated Event Logs tab and remove the record with Name = LogCleanDashboard_UI
5. Press Ctrl + S to save the changes.

Steps similar to steps 3 - 5 need to be performed for other Event Responses which have LogCleanDashboard_UI in their Associated Event Logs.

Workflow server crashes when transcriptadded_sbl.qfd workflow processes huge chat transcript

The Workflow server crashes when transcriptadded_sbl.qfd workflow is processing a chat transcript of length greater than 32000 bytes.

Remedy 1

1. Take a backup copy of <AVAYA_IC73_HOME>\design\IC\Flows\Siebel\ICM\transcriptadded_sbl.qfd workflow.
2. Open <AVAYA_IC73_HOME>\design\IC\Flows\Siebel\ICM\icm_sbl.prj in Avaya Workflow Designer and then open transcriptadded_sbl.qfd workflow.
3. Choose **Process Transcript** block on the flow.
4. In the **Property Sheet**, click the **Advanced** tab.
5. Select **GenericCode** from the drop-down list.
6. In the **Start Property**, click **ProcessTranscript**.
7. Click **Yes** for the warning message.

The system displays IC Script Editor.

8. Locate the following line in the script:

```
nReturn = iXMLTransformer.TransformStringToFile(sTranscript, sXMLFileName, sOutputFile)
```

9. Replace with the following lines:

```
If len(sTranscript) > 0 AND len(sTranscript) < 32000 Then
    nReturn = iXMLTransformer.TransformStringToFile(sTranscript, sXMLFileName,
sOutputFile)
End If
```

10. Click **Compile** and then **OK**.
11. Click **OK** again to close the **IC Script Editor** window.
12. On the menu, click **File > Save All**.
13. Click **Build > Build Flow Set**.

Reload the updated workflow to Workflow server using Avaya IC Manager.

Appendix A: Customizing Native Siebel

 **Important:**

Use this chapter only if you have a Native Siebel configuration.

This section describes the integration components that you can customize for Native Siebel and includes the following topics:

- [Customizing Siebel AUX reason codes](#) on page 302
- [Native Siebel agent properties](#) on page 302

Customizing Siebel AUX reason codes

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

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

Out-of-the-box, the **AICD.def** file does not pass a Reason parameter on the AgentUnavailable command. However, the **Siebel NotReadyWithPopup** menu brings up the **Siebel Transfer Multiple LOV Popup Applet** and passes the selected Reason value to Avaya IC using the sReasonCode parameter in the ChangeAuxReasonCode command.

You might also need to modify the AICD.def to associate the correct buttons and the menus with your Siebel reason code applet.

Native Siebel agent properties

The following tables list the Native Siebel integration properties. The properties are organized by property paths - for example, Admin/Agent.

Related topic

For more detailed conceptual information, see *IC Administration Guide*.

This section includes the following topics:

- [Admin/Agent](#) on page 303
- [Admin/Agent/Email](#) on page 304
- [Admin/Agent/Voice](#) on page 305
- [Admin/General](#) on page 305
- [Admin/Server](#) on page 306
- [Agent/Desktop](#) on page 306
- [Agent/Desktop/Voice](#) on page 308
- [Agent/Desktop/Email](#) on page 309
- [Agent/Desktop/ScreenPop](#) on page 309
- [Agent/Desktop/Webclient/ServiceConnections](#) on page 309
- [Agent/Security](#) on page 310
- [System/Configuration](#) on page 310

Admin/Agent

The following table describes properties that are used for agent-related administrative properties.

Property name	Description
EnableDisplayNameField	Enables the Display Name field in the Agent Editor. You can use this field in a localized environment when IC Manager cannot reliably build the full name of an agent from the standard name fields.
ForeignTextEntry	Lets agents enter international text into certain server, agent, and DS Table configuration fields.
TaskCeilingDefault	Sets the default agent level task ceiling for a newly created agent. This value is used to restrict the task load value for an agent.
TaskLoadDefault	Sets the default agent level task load for a newly created agent. This value is used to restrict the total number of contacts that an agent can receive.

Property name	Description
EnableMonitor	Enables IC Manager to monitor agent state changes.
EnablePrefixSuffixVisible	Enables the extended name fields prefix, suffix, and salutation in the Agent Editor. With EnableDisplayNameField, this property is used for localized environments if IC Manager cannot build this information from other fields in the system. If you enable this property, you might need to change the default IC Script.
ForeignTextEntry	Lets agents enter international text into certain server, agent, and DS Table configuration fields.
TaskCeilingDefault	Sets the default agent level task ceiling for a newly created agent. This value is used to restrict the task load value for an agent.
TaskLoadDefault	Sets the default agent level task load for a newly created agent. This value is used to restrict the total number of contacts that an agent can receive.

Admin/Agent/Email

The following table describes the properties used for the agent email channel.

Property name	Description
ChannelEnabled	Defines if a newly created agent must have access to the email channel.
TaskCeilingDefault	Sets the default agent level task ceiling for a newly created agent. This value is used to restrict the task load value for an agent.
TaskLoadDefault	Sets the default agent level task load for a newly created agent. This value is used to restrict the total number of contacts that an agent can receive.

Admin/Agent/Voice

The following table describes the properties used for the agent voice channel.

Property name	Description
ChannelEnabled	Defines if a newly created agent must have access to the voice channel.
TaskCeilingDefault	Sets the default agent level task ceiling for a newly created agent. This value is used to restrict the task load value for an agent.
TaskLoadDefault	Sets the default agent level task load for a newly created agent. This value is used to restrict the total number of contacts that an agent can receive.

Admin/General

The following table describes the properties that you can use by the administration tool for configuration data.

Property name	Description
CcqEnabled	Enables or disables support for the CCQ database. Always set this property to No .
ChatChannelEnabled	Enables or disables chat channel support. Always set this property to No .
EmailChannelEnabled	Enables or disables email channel support.
VoiceChannelEnabled	Enables or disables voice channel support.

Admin/Server

The following table describes properties used for server administration.

Property name	Description
EnableDebuggingDefault	Enables or disables debug level logging for any server instantiated.
EnableVoiceServerNotification	Enables or disables voice server notification.

Agent/Desktop

The following table describes the properties that affect the behavior and appearance of the agent interface.

Property name	Description
AllowVoiceTrailing	Enables or disables Voice Trailing. Voice Trailing gives an agent the capability to work on nonvoice contacts and voice contacts simultaneously. Always set this property to Allow .
AutoAvailableForInbound	Sets the agent status so that the agent is always available for inbound work items.
AuxGroup	Sets the name of the AuxGroup used for returning the Auxiliary and Logout Reason codes for an agent. This property is used with AuxGroupTenant for locating the set of codes to load from the IC system.
AuxLoginReasonCode	Assigns the code when the agent is automatically put into Aux mode when logging in.
AuxNotAvailableReasonCode	Assigns the code when the agent is automatically put into Aux mode when not available.
AuxReasonCodesEnabled	Determines if reason codes are accepted during a call when the agent is unavailable.
AuxReasonRequired	Tells an agent that a reason is required when the agent goes into AuxWork mode.
AuxRonaReasonCode	Automatically assigns a code when the agent is put into Aux mode because of Redirection on No Answer (RONA).

Property name	Description
AuxWorkOnLogin	Puts the agent in AuxWork mode when the agent logs in so that the agent does not receive any work items.
BlendingMode	Determines what type of blending is enabled at the agent desktop. Automatic mode sets the maximum number of allowable tasks for each channel that is set by the system, and any change an agent makes to the availability affects all channels. Always set this property to Auto .
ChannelThrottleTime	Sets the time between making channels available when an agent comes out of AuxWork mode.
CheckAuxWorkOnLogout	Verifies that the agent is in AuxWork mode before logging out. If the agent is not in AuxWork, the agent sees a warning dialog that describes potential problems when exiting without being in AuxWork.
IntegratedApplication	Determines which third-party application is integrated with Avaya IC. Always set this property to Siebel .
LogoutReasonCodesEnabled	Determines if reason codes are accepted when the agent is logging out.
LogoutReasonRequired	Tells the agent that a reason is required when the agent logs out of Avaya IC.
MaxLoginRetryCount	Determines the number of times the agent can try logging in to an Avaya IC component.
MultimediaEnabled	The agent can receive and start multimedia contacts. Always set this property to No .
ReportServerName	Ensures that the regular failover definition for an agent is used when an Avaya IC component must communicate with the Report server. If you have a business need to make agent requests go to a specific Report server, then enter the name of a specific Report server.
ScreenPopEnabled	Turns screen pops on and off for an agent.
SystemAuxGroup	Specifies the AuxGroup that contains the AuxLoginReasonCode and the AuxNotAvailableReasonCode.
SystemAuxGroupTenant	Specifies the tenant containing the SystemAuxGroup.
VirtualQueueTransferFlow-Name	Specifies the flow that is used by the system when an agent starts a collaboration with a Virtual Queue. Use caution when customizing this flow.

Property name	Description
WrapUpEnabled	Turns wrap-up on and off.
WrapUpType	If wrap-up is enabled, determines the type of wrap-up. Always set this property to Siebel .

Agent/Desktop/Voice

The following table describes the properties that affect the behavior of telephone calls in the agent interface.

Property name	Description
AutoAcceptACD	The system can automatically accept Automatic Call Distribution (ACD) calls on arrival. This property is supported in the User Object Model (UOM).
AutoAcceptDirect	The system can automatically accept direct calls on arrival. This property is supported in the User Object Model (UOM).
AutoIn	Enables AutoIn behavior for the voice channel. When a call is disconnected, the agent is immediately available for the next call.
ConferenceEnabled	The agent can conference a call. Always set this property to Yes .
DTMFEnabled	The system can send numbers as Dual Tone Multi-Frequency (DTMF) tones. Always set this property to Yes .
PromptForLogin	This setting allows free-seating for other agent client. Always set this property to No . For Native IC-Siebel see Virtual Free Seating (VFS) Feature on page 230.
RONATimeout	Specifies the time in seconds before the system redirects work.
TransferEnabled	The agent can transfer a call. Always set this property to Yes .

Agent/Desktop/Email

The following table describes the properties that affect the behavior of email in the agent interface.

Property name	Description
AllowDecline	An agent can decline work when it arrives. Always set this property to No .
AllowLogoutWithEmail	Agents can logout even if the agents have emails waiting in the email queue. Always set this property to Yes .
RONATimeout	Specifies the time in seconds before the system redirects work.

Agent/Desktop/ScreenPop

The following table describes the properties that affect how screen pops are handled by the agent interface.

Property name	Description
PopOnAllArrivingContacts	A screen pop for all incoming contacts is available.
PopOnContactActivation	A screen pop when a work item is activated in Avaya IC is available.
PopOnFirstArrivingContact	A screen pop is available only when an agent has no other active work on the desktop when the contact arrives.

Agent/Desktop/Webclient/ServiceConnections

The following table describes the properties for defining the behavior of the Avaya Agent Web Client connection to the application servers.

Property name	Description
ServiceConnection_1	Sets the Avaya IC configuration required by ASIS before agents can log in. To set this value, open the group manager window and add the property. Always set this value to com.avaya.ic.integrations.siebel.asis.services.AsisServiceConnection .

Agent/Security

The following table describes the properties that contain agent password and the security settings. Always ensure that the parameters in this section match the password parameters set in Siebel. You must have unlimited logins and passwords that do not expire.

Property name	Description
AutoAcceptACD	The system can automatically accept Automatic Call Distribution (ACD) calls on arrival.
AutoAcceptDirect	The system can automatically accept direct calls on arrival.
AutoIn	Enables AutoIn behavior for the voice channel. When a call is disconnected, the agent is immediately available for the next call.
ForcePasswordChange	Forces agents to change the password when logged in after a password change is made in IC Manager. Always set this property to No .
MaxLoginAttemptsAllowed	Sets the maximum number of times an agent can attempt to log in with incorrect passwords before Avaya IC disables the agent account.
PasswordChange	Determines whether agents can change the password at runtime. Always set this property to No .
PasswordChangeDuration	Determines the number of days before a password expires. Always set this property to 0 .
PasswordReuseCycles	Determines the number of unique passwords that must be used before an agent can reuse a previous password.

System/Configuration

The following table describes the system settings for Avaya IC.

Property name	Description
EmailLoginServer	Specifies the server that hosts the login page for the Email Template Administration Web site. For IC Manager and website integration to work, you must change the default value.
EmailLoginServerPort	Specifies the port number used by the server that hosts the login page for the Email Template Administration Web site. Usually, you use 80 for non secure HTTP and 443 for HTTPS.
EmailLoginServerProtocol	Specifies the protocol used by the server that hosts the login page for the Email Template Administration Web site. Usually, you use HTTP or HTTPS.
EmailLoginServerWebsite	Specifies the virtual directory of the Email Template Administration Web site.
EmailServer	Specifies the hostname of the Email Management server. For IC Manager and website integration to work, you must change the default value.
EmailServerPort	The port number used by the Email Management server for Mail Template Administration.
EnableContentAnalysis	Alerts the system that Content Analysis must be used when processing email. Always set this property to No .

Appendix B: AICD commands

This section includes the following topics:

- [Command definition](#) on page 313
- [Key-value parameters](#) on page 313
- [Selected vs. current work item](#) on page 313
- [Commands and media types](#) on page 314
- [How to access the buttons](#) on page 314
- [Overview of buttons and AICD commands](#) on page 317
- [AcceptEmail](#) on page 320
- [AcceptWeb](#) on page 321
- [AgentAvailable on page 322](#)
- [AgentUnavailable](#) on page 323
- [AnswerCall](#) on page 323
- [AvayaAgentCommand](#) on page 324
- [CancelConferenceCall](#) on page 325
- [CancelConferenceWork](#) on page 326
- [CancelConsultTransferCall](#) on page 327
- [CancelConsultTransferWork](#) on page 329
- [CancelEmail](#) on page 330
- [ChangeAuxReasonCode](#) on page 331
- [CompleteConferenceCall](#) on page 331
- [CompleteConferenceWork](#) on page 332
- [CompleteConsultTransferCall](#) on page 334
- [CompleteConsultTransferWork](#) on page 335
- [DeferEmail](#) on page 336
- [DisconnectWork](#) on page 337
- [EmailAvailable on page 338](#)
- [EmailUnavailable on page 339](#)
- [ForceLogout](#) on page 339
- [ForwardEmail](#) on page 340
- [GetEDUData](#) on page 341
- [HangupCall](#) on page 343
- [HoldCall](#) on page 344
- [HoldReconnectCall](#) on page 345
- [InitConferenceCall](#) on page 346
- [InitConferenceWork](#) on page 347
- [InitConsultTransferCall](#) on page 349
- [InitConsultTransferWork](#) on page 351
- [Login](#) on page 352
- [Logout](#) on page 353

Command definition

The system uses commands to send requests and data to the Adaptive Interaction Center Driver (AICD). When an agent presses a button on the Siebel toolbar, a command is sent to the AICD. The Siebel definition file defines the association of the Siebel toolbar buttons and the commands. Another way to call a command is through an event response.

Commands always flow from the Siebel Communications Server to the AICD.

Related topics

For more information, see any of the following topics:

- For a description of an event response, see [AICD events](#) on page 370.
- For a detailed description of the Siebel toolbar, see the *Avaya IC for Siebel User Guide*.
- [Siebel definition file](#) on page 93
- [Customizing the definition file](#) on page 94

Key-value parameters

Key-value parameters represent input data to AICD commands. Most commands sent to the AICD have parameters. Each parameter consists of a parameter key and a parameter value. These parameters can be either mandatory or optional. If optional, the AICD assumes the default parameter value when the command is called. The default values for the optional parameters are specified in this appendix.

Related topic

For similar information, see [Differences in terminology](#) on page 26.

Selected vs. current work item

This section describes the difference between selected work items and current work items.

Selected work item: A selected work item is always highlighted in the appropriate Avaya Agent task list and in the EDU Viewer. The Accept Work Item button is always associated with the selected work item.

The following commands default to the selected work item if no Tracking ID is provided:

Appendix B: AICD commands

- AcceptEmail
- AcceptWeb
- AnswerCall

Current work item: The Work Item drop-down list always displays the current work item.

All remaining commands that are not associated with a selected work item defaults to the current work item if no Tracking ID is provided.

The Tracking ID and work items: If the Tracking ID is provided, the Tracking ID is used to find the work item. The Tracking ID overrides the default of current or selected work item. For example, the current work item can be a call, but someone can issue a ReleaseWork command on an email by specifying the Tracking ID of the email work item.

Related topic

For more information, see *Avaya Agent User Guide*.

Commands and media types

In general, AICD commands are restricted to act on work items of a particular media type. For example, the DeferEmail command acts only on work items with an *email* media type. Also, a work item must be in the correct state for a command to act on it. For example, the HoldReconnectCCall command is permitted for work items with the *voice* media type, but only if the voice work item is currently on hold.

Related topic

For more information, see [Media types](#) on page 398.

How to access the buttons

This section includes the following topics:

- [Siebel Communications Toolbar](#) on page 315
- [Change Ready State submenu](#) on page 315
- [Send Email window](#) on page 316
- [Communication Detail - Response View](#) on page 317

Siebel Communications Toolbar

Most of the buttons described in this chapter are accessed from the Siebel toolbar which is located near the top of the **Siebel Application** window.

Siebel Communications Toolbar for Hybrid Siebel



Related topic

For more information about the Hybrid Siebel toolbar, see the *Avaya IC for Siebel User Guide*.

Siebel Communications Toolbar for Native Siebel



Related topic

For more information about the Native Siebel toolbar, see the *Avaya IC for Native Siebel User Guide*.

Change Ready State submenu

Use the Change Ready State submenu to access the Change Ready State Email, Change Ready State Phone, and Change Ready State Web buttons.

Note:

The Ready/NotReady button is disabled if agent is not logged in to any channel. The button is enabled when the connection resets and agent can log in to any channel.

Appendix B: AICD commands

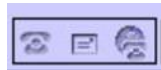
To display the Change Ready State submenu:

1. From the Siebel toolbar, click the arrow to the right of the Change Ready State button.

Example:

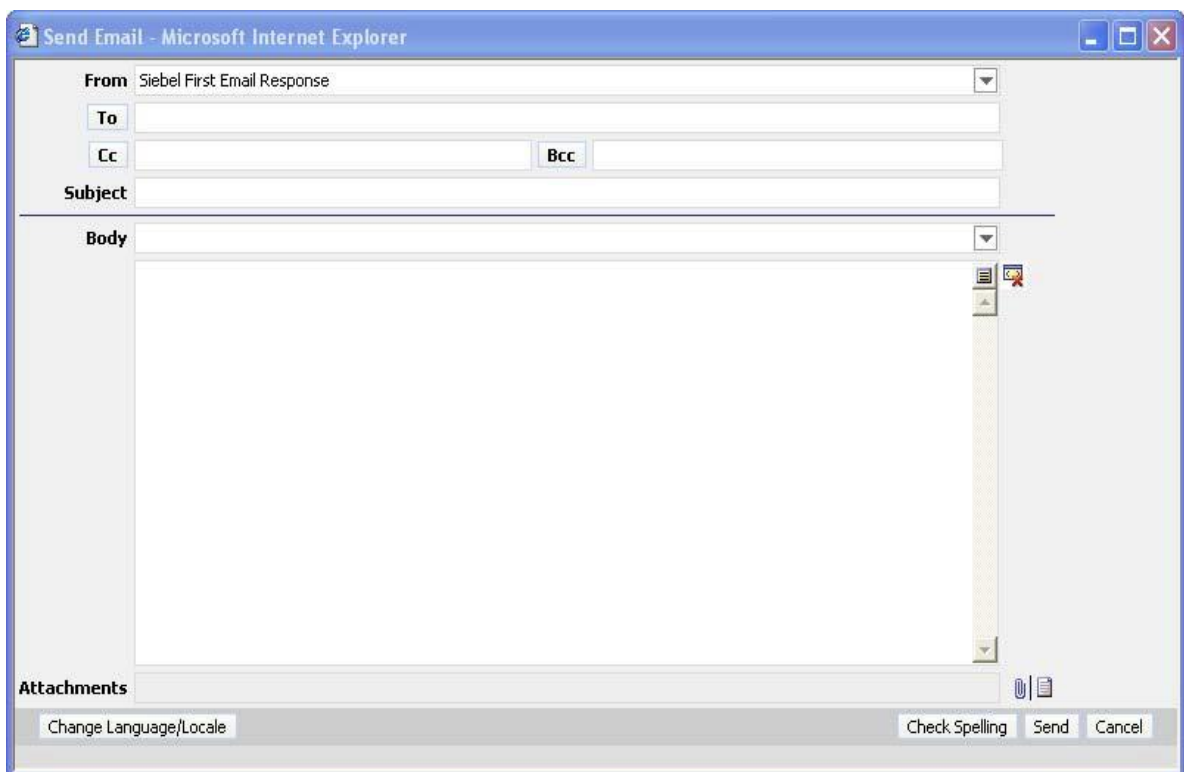


Result:



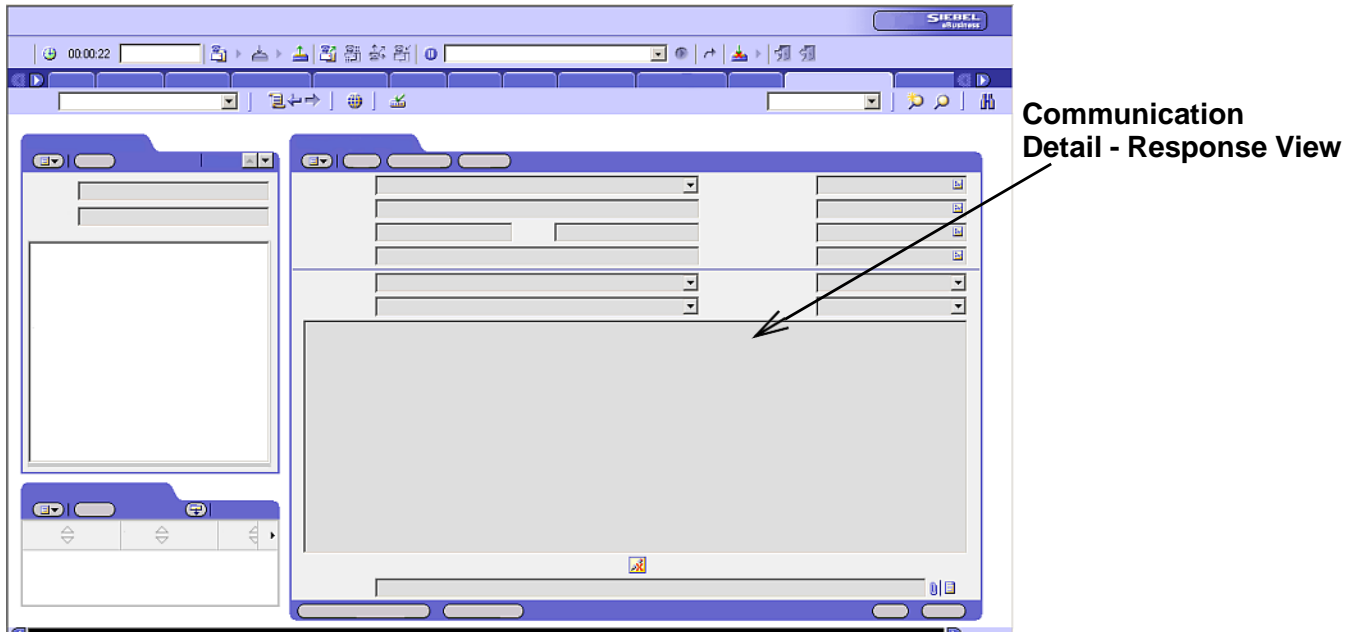
Send Email window

The **Send Email** window opens when the agent presses the **F9** key or selects the Initiate Email button. The agent uses this window to compose email messages.




Communication Detail - Response View

Use the **Communication Detail - Response View** to access the Cancel Email, Forward Email, Reply Email, Reply All Email, and Send Email buttons. This view is located in the middle of the Siebel Application window and is used for outgoing email messages.



Overview of buttons and AICD commands

The following table shows the buttons, button names, button locations, and corresponding AICD commands.





Button	Button name	Button location	Commands	Hybrid/ Native
	Accept Work Item	Siebel Communications Toolbar	AcceptEmail	Both
			AcceptWeb	Hybrid
			AnswerCall	Both

Appendix B: AICD commands

Button	Button name	Button location	Commands	Hybrid/ Native
	Blind Transfer	Siebel Communications Toolbar	MuteTransferCall	Both
			MuteTransferWork	Hybrid
	Cancel Email	Communication Detail - Response View	CancelEmail	Both
	<ul style="list-style-type: none"> • Change Ready State - Hybrid • Agent Ready - Native 	Siebel Communications Toolbar	AgentAvailable	Both
			AgentUnavailable	Both
	<ul style="list-style-type: none"> • Change Ready State Email - Hybrid • Agent Ready Email - Native 	Change Ready State submenu	EmailAvailable	Both
			EmailUnavailable	Both
	<ul style="list-style-type: none"> • Change Ready State Phone - Hybrid • Agent Ready Phone - Native 	Change Ready State submenu	VoiceAvailable	Both
			VoiceUnavailable	Both
	Change Ready State Web	Change Ready State submenu	WebAvailable	Hybrid
			WebUnavailable	Hybrid
	Conference Work Item	Siebel Communications Toolbar	CompleteConferenceCall	Both
			CompleteConferenceWork	Hybrid
			InitConferenceCall	Both
			InitConferenceWork	Hybrid

Button	Button name	Button location	Commands	Hybrid/ Native
	Consultative Transfer	Siebel Communications Toolbar	InitConsultTransferCall	Both
			InitConsultTransferWork	Hybrid
			CompleteConsultTransferCall	Both
			CompleteConsultTransferWork	Hybrid
	Forward Email	Communication Detail - Response View	ForwardEmail	Both
	Initiate Work Item Email	Siebel Communications Toolbar	This button does not generate an AICD command. Instead, the Send Email window pops up so that the agent can compose an email. This window includes a Send button that calls the SendNewEmail command.	Both
	Initiate Work Item Phone	Siebel Communications Toolbar	MakeCall	Both
	Pause Work Item	Siebel Communications Toolbar	DeferEmail	Both
			HoldCall	Both
	Release Work Item	Siebel Communications Toolbar	DisconnectWork	Both
			HangupCall	Both
			CancelEmail	Both
			ReleaseWork	Both
	Reply Email	Communication Detail - Response View	ReplyEmail	Both
	Reply All Email	Communication Detail - Response View	ReplyEmail	Both

Appendix B: AICD commands

Button	Button name	Button location	Commands	Hybrid/ Native
	Resume Work Item	Siebel Communications Toolbar	HoldReconnectCall	Both
			ResumeEmail	Both
	Cancel Work Item	Siebel Communications Toolbar	CancelConsultTransferCall	Both
			CancelConsultTransferWork	Hybrid
			CancelConferenceCall	Both
			CancelConferenceWork	Both
	Send Email	Send Email window	SendNewEmail	Both
	<ul style="list-style-type: none"> ● Sign On - Hybrid ● Login - Native 	Siebel Communications Toolbar	Login	Both

AcceptEmail

When the agent selects the blinking Accept Work Item button and the *selected* work item is an offered email work item, the following actions occur:

- The email work item is accepted.
- The email work item is popped if not already popped.
- The email work item is now the current work item.
- If the TrackingID is passed, the email specified by the TrackingID is accepted instead of the *selected* work item.

Parameter

The AcceptEmail command has the following parameter.

Name	Value	Optional?	Hybrid/Native
TrackingID	Tracking ID that identifies the work item and was supplied in the OnNewWorkItem event.	Yes	Both

Media type

The AcceptEmail command is permitted on work items with only the *email* media type when offered.

Related topic

For more information, see [Media types](#) on page 398.

AcceptWeb

When the agent selects the blinking Accept Work Item button and the *selected* work item is an offered Web chat work item, the following actions occur:

- The Web chat work item is accepted and the call is placed.
- The Web chat work item is popped if not already popped.
- The Web chat work item is now the current work item.
- The Avaya Web Agent is brought to the foreground.
- If the TrackingID is passed, the Web chat specified by the TrackingID is accepted instead of the *selected* work item.

Parameter

The AcceptWeb command has the following parameter.

Name	Value	Optional?	Hybrid/Native
TrackingID	Tracking ID that identifies the work item and was supplied in the OnNewWorkItem event.	Yes	Hybrid

Media types

The AcceptWeb command permits work items with the following media types when offered:

- web
- webIVChat
- webVoice

Related topic

For more information, see [Media types](#) on page 398.

AgentAvailable

The AgentAvailable command makes the agent available for incoming customer contacts. The agent is available only on channels that the agent is logged into and the channel load is greater than zero. The agent does not receive outbound work while the agent is available for inbound work. If the agent is available for inbound work and is configured for outbound work and an outbound job is running, the agent can be drafted into receiving the outbound work item.

This command is permitted when the agent is unavailable for incoming work, and not in outbound mode.

Parameters

The AgentAvailable command has no parameters. The command is available for both Hybrid and Native Siebel configurations.

AgentUnavailable

The AgentUnavailable command makes the agent unavailable for incoming customer contacts. The agent receives neither inbound nor outbound work while the agent is unavailable.

This command is permitted when the agent is available for incoming work, and not in outbound mode.

Parameter

The AgentUnavailable command has the following parameter.

Name	Value	Optional?	Hybrid/Native
Reason	A reason code for the agent being unavailable.	Yes. If not supplied, the reason code is set to "".	Both

AnswerCall

When the agent selects the blinking Accept Work Item button and the *selected* work item is an offered call, the following actions occur:

- The call is answered.

- The call work item is popped if not already popped.
- The call work item is now the current work item.
- If another call was previously active, the previously active call is put on hold.
- If the TrackingID is passed, the call specified by the TrackingID is answered instead of the *selected* work item.

Parameter

The AnswerCall command has the following parameter.

Name	Value	Optional?	Hybrid/Native
TrackingID	Tracking ID that identifies the work item and was supplied in the OnNewWorkItem event.	Yes	Both

Media types

The AnswerCall command is permitted on work items with the following media types when offered:

- voice
- voiceAutoDial
- voiceOut
- voicePredictive
- voicePreview
- webIVChat
- webVoice

Related topic

For more information, see [Media types](#) on page 398.

AvayaAgentCommand

The AvayaAgentCommand enables the implementation of a custom driver command that can be associated with a toolbar button and does the following actions:

- Sends a request from the Siebel agent to a hook within Avaya Agent.
- Functions as a placeholder. The actual custom command name can be passed as one of

Appendix B: AICD commands

the parameters. All key-value parameters are delivered to Avaya Agent. The parameters are transferred to the custom script within Avaya Agent.

- Enabled if Avaya Agent is successfully assigned to the AICD.

This command is not used for Native Siebel configurations. For Native Siebel customizations, see any of the following commands:

- [GetEDUData](#) on page 341
- [NewOpenData](#) on page 356
- [SetEDUData](#) on page 365

Related topic

For more information, see [OnAvayaAgentEvent](#) on page 374.

Parameters

The AvayaAgentCommand accepts all parameters.

CancelConferenceCall

The CancelConferenceCall command cancels a conference call while the call is in the consult stage. If the TrackingID is passed, the conference call in progress for the work item specified by the TrackingID is canceled. Otherwise, the *current* work item conference call is canceled.

The CancelConferenceCall works as follows:

1. The InitConferenceCall command initiates a conference call.
2. The InitConferenceCall command puts the contact on hold while a consult call is attempted between the original agent and the conference-to agent.
3. The original agent cancels the conference call from the Siebel toolbar.
4. The CancelConferenceCall command is generated.
5. The consult call is dropped and the original call is reconnected.

Related topics

For more information, see the following topics:

- [InitConferenceCall](#) on page 317
- [CompleteConferenceCall](#) on page 312

Parameter

This command has the following parameter.

Name	Value	Optional?	Hybrid/Native
TrackingID	Tracking ID that identifies the work item and was supplied in the OnNewWorkItem event.	Yes	Both

Media types

This command is permitted on work items with the following media types when a conference call is in the consult stage:

- voice
- voiceAutoDial
- voiceOut
- voicePredictive
- voicePreview

Related topic

For more information, see [Media types](#) on page 398.

CancelConferenceWork

The CancelConferenceWork command cancels the conference of a multimedia work item such as a webVoice or webIVChat while the work item is in the consult stage. If the TrackingID is passed, the conference in progress for the work item specified by the TrackingID is canceled. Otherwise, the *current* work item conference is canceled.

The CancelConferenceWork command works as follows:

1. The InitConferenceWork command initiates a multimedia conference call.
2. The InitConference command conferences the call part of the multimedia item.
3. The contact phone call is put on hold while a consult call is attempted between the original agent and the conference-to agent.
4. The original agent cancels the multimedia conference call from the Siebel toolbar.

Appendix B: AICD commands

5. The CancelConferenceWork command is generated.
6. The consult call is dropped and the original call reconnected.

Related topics

For more information, see the following topics:

- [InitConferenceWork](#) on page 318
- [CompleteConferenceWork](#) on page 313

Parameter

This command has the following parameter.

Name	Value	Optional?	Hybrid/Native
TrackingID	Tracking ID that identifies the work item and was supplied in the OnNewWorkItem event.	Yes	Both

Media types

This command is permitted on work items with the following media types when the voice part of the work item is in the consult stage of a conference call:

- webIVChat
- webVoice

Related topic

For more information, see [Media types](#) on page 398.

CancelConsultTransferCall

The CancelConsultTransferCall command cancels a consult transfer call while the call is in the consult stage. If the TrackingID is passed, the consult transfer call in progress for the work item specified by the TrackingID is canceled. Otherwise, the *current* work item consult transfer call is canceled.

The CancelConsultTransferCall command works as follows:

1. The InitConsultTransferCall command initiates a consult transfer call.
2. The InitConsultTransferCall command puts the contact on hold while a consult call is attempted between the original agent and the conference-to agent.
3. The original agent cancels the consult transfer call from the Siebel toolbar.
4. The CancelConsultTransferCall command is generated.
5. The consult call is dropped and the original call is reconnected.

Related topics

For more information, see the following topics:

- [InitConsultTransferCall](#) on page 321
- [CompleteConsultTransferCall](#) on page 315

Parameter

This command has the following parameter.

Name	Value	Optional?	Hybrid/Native
TrackingID	Tracking ID that identifies the work item and was supplied in the OnNewWorkItem event.	Yes	Both

Media types

This command is permitted on work items with the following media types when the consult transfer call is in the consult stage:

- voice
- voiceAutoDial
- voiceOut
- voicePredictive
- voicePreview

Related topic

For more information, see [Media types](#) on page 398.

CancelConsultTransferWork

The CancelConsultTransferWork command cancels the consult transfer of a multimedia work item such as a webVoice or webIVChat while the work item is in the consult stage. If the TrackingID is passed, the consult transfer in progress for the work item specified by the TrackingID is canceled. Otherwise, the *current* work item consult transfer is canceled.

The CancelConsultTransferWork command works as follows:

1. The InitConsultTransferWork command starts a multimedia consult transfer call.
2. The InitConsultTransferWork command consult transfers the call part of the multimedia work item.
3. The contact phone call is put on hold while a consult call is attempted between the original agent and the consult transfer-to agent.
4. The original agent cancels the multimedia consult transfer call from the Siebel toolbar.
5. The CancelConsultTransferWork command is generated.
6. The consult call is dropped and the original call is reconnected.

Related topics

For more information, see the following topics:

- [InitConsultTransferWork](#) on page 322
- [CompleteConsultTransferWork](#) on page 315

Parameter

This command has the following parameter.

Name	Value	Optional?	Hybrid/Native
TrackingID	Tracking ID that identifies the work item and was supplied in the OnNewWorkItem event.	Yes	Hybrid

Media types

This command is permitted on work items when the voice part of the multimedia work item is in the consult stage of a consult transfer call:

- webIVChat

- webVoice

Related topic

For more information, see [Media types](#) on page 398.

CancelEmail

The CancelEmail command cancels the composition of an email reply or forward message. If the TrackingID is passed, the email reply or forward message in progress for the work item specified by the TrackingID is canceled. Otherwise, the *current* work item email reply or forward message is canceled.

The CancelEmail command works as follows:

1. The [Communication Detail - Response View](#) is popped when the agent receives email.
2. When the agent selects the Reply, Reply to All, or Forward buttons, the **Communication Detail - Response View** is enabled.
3. The agent replies to or forwards the email. While the agent is composing the email message, the agent cannot dismiss, transfer, or defer the original email.
4. The agent cancels the email by selecting the Cancel button from the Siebel toolbar.
5. The CancelEmail command cancels the composition of the email message.
6. The **Communication Detail - Response View** is cleared and disabled.
7. The agent can now dismiss, transfer, or defer the original email.

Parameter

This command has the following parameter.

Name	Value	Optional?	Hybrid/Native
TrackingID	Tracking ID that identifies the work item and was supplied in the OnNewWorkItem event.	Yes	Both

Media type

This command is permitted on work items with the *email* media type when the email is being replied to or forwarded.

Related topic

For more information, see [Media types](#) on page 398.

ChangeAuxReasonCode

The ChangeAuxReasonCode command changes the Aux Reason Code while the agent is unavailable. The agent can use this command if the reason of the agent for being unavailable changes. For example, the agent is at lunch, then attends a meeting directly afterwards.

The ChangeAuxReasonCode command is permitted when the agent is unavailable.

Parameter

This command has the following parameter.

Name	Value	Optional?	Hybrid/Native
Reason	A reason code for the agent being unavailable.	Yes. If not supplied, the reason code is set to "".	Both

CompleteConferenceCall

The CompleteConferenceCall command completes a conference call while the call is in the consult stage. If the TrackingID is passed, the conference call in progress for the work item specified by the TrackingID is completed. Otherwise, the *current* work item conference call is completed.

The CompleteConferenceCall command works as follows:

1. The agent selects the Conference Work Item button from the Siebel toolbar.
2. The InitConferenceCall command generates a conference call and puts the contact on hold while a consult call is attempted between the original agent and the conference-to agent.
3. The original agent completes the conference call by selecting the Conference Work Item button from the Siebel toolbar.
4. The CompleteConferenceCall command is generated.
5. The consult call and the original call are merged, resulting in a conference call.

Related topics

For more information, see the following topics:

- [InitConferenceCall](#) on page 346
- [CancelConferenceCall](#) on page 325

Parameter

This command has the following parameter.

Name	Value	Optional?	Hybrid/Native
TrackingID	Tracking ID that identifies the work item and was supplied in the OnNewWorkItem event.	Yes	Both

Media types

This command is permitted on work items with the following media types when the work item is in the consult stage of a conference call:

- voice
- voiceAutoDial
- voiceOut
- voicePredictive
- voicePreview

Related topic

For more information, see [Media types](#) on page 398.

CompleteConferenceWork

The CompleteConferenceWork command completes the conference of a multimedia work item such as a combined chat&PSTN call or chat&VOIP call while the call is in the consult stage. If the TrackingID is passed, the conference in progress for the work item specified by the TrackingID is completed. Otherwise, the *current* work item conference is completed.

Appendix B: AICD commands

The CompleteConferenceWork command works as follows:

1. The agent selects the Conference Work Item button from the Siebel toolbar.
2. The InitConferenceWork command starts a multimedia conference call and conferences the call part of the multimedia item.
3. The contact phone call is put on hold while a consult call is attempted between the original agent and the conference-to agent.
4. When the consult call is connected, the original agent completes the multimedia conference call by selecting the Conference Work Item button from the Siebel toolbar.
5. The CompleteConferenceWork command is generated.
6. All parties are conferenced together, including the Web chat.

Related topics

For more information, see the following topics:

- [InitConferenceWork](#) on page 347
- [CancelConferenceWork](#) on page 326

Parameter

This command has the following parameter.

Name	Value	Optional?	Hybrid/Native
TrackingID	Tracking ID that identifies the work item and was supplied in the OnNewWorkItem event.	Yes	Hybrid

Media types

This command is permitted on work items with the following media types when the voice part of the multimedia work item is in the consult stage of a conference call:

- web
- webIVChat
- webVoice

Related topic

For more information, see [Media types](#) on page 398.

CompleteConsultTransferCall

The CompleteConsultTransferCall command completes a consult transfer call while the call is in the consult stage. If the TrackingID is passed, the consult transfer call in progress for the work item specified by the TrackingID is completed. Otherwise, the *current* work item consult transfer call is completed.

The CompleteConsultTransferCall command works as follows:

1. The agent selects the Consultative Transfer button from the Siebel toolbar and starts the InitConsultTransferCall command.
2. The contact is put on hold while a consult call is attempted between the original agent and the conference-to agent.
3. While the consult call is connected, the original agent completes the consult transfer call by selecting the Consultative Transfer button from the Siebel toolbar.
4. The CompleteConsultTransferCall command is generated.
5. The customer and the transfer-to agent are connected into one call and the original agent is dropped.

Related topics

For more information, see the following topics:

- [InitConsultTransferCall](#) on page 349
- [CancelConsultTransferCall](#) on page 327

Parameter

This command has the following parameter.

Name	Value	Optional?	Hybrid/Native
TrackingID	Tracking ID that identifies the work item and was supplied in the OnNewWorkItem event.	Yes	Both

Media types

This command is permitted on work items with the following media types when the work item is in the consult stage of a consult transfer call:

Appendix B: AICD commands

- voice
- voiceAutoDial
- voiceOut
- voicePredictive
- voicePreview

Related topic

For more information, see [Media types](#) on page 398.

CompleteConsultTransferWork

The CompleteConsultTransferWork command completes the consult transfer of a multimedia item such as a webVoice or webIVChat, while the item is in the consult stage. If the TrackingID is passed, the consult transfer in progress for the work item specified by the TrackingID is completed. Otherwise, the *current* work item consult transfer is completed.

The CompleteConsultTransferWork command works as follows:

1. The agent selects the Consultative Transfer button from the Siebel toolbar.
2. The InitConsultTransferWork command generates a multimedia consult transfer call.
3. The InitConsultTransferWork command performs a consult transfer on the call part of the multimedia work item.
4. The contact phone call is put on hold while a consult call is attempted between the original agent and the consult transfer-to agent.
5. The original agent completes the multimedia consult transfer call by selecting the Consultative Transfer button from the Siebel toolbar.
6. The CompleteConsultTransferWork command is generated.
7. The original agent is dropped from all calls and the consult-to agent is put on an active call with the customer contact.
8. The Web chat is briefly conferenced between all parties before the original agent is dropped from the chat.

Related topics

For more information, see the following topics:

- [InitConsultTransferWork](#) on page 351
- [CancelConsultTransferWork](#) on page 329

Parameter

This command has the following parameter.

Name	Value	Optional?	Hybrid/Native
TrackingID	Tracking ID that identifies the work item and was supplied in the OnNewWorkItem event.	Yes	Hybrid

Media types

This command is permitted on work items with the following media types when the voice part of the multimedia work item is in the consult stage of a consult transfer call:

- webIVChat
- webVoice

Related topic

For more information, see [Media types](#) on page 398.

DeferEmail

The DeferEmail command postpones the sending of an email. If the TrackingID is passed, the email work item specified by the TrackingID is deferred. Otherwise, the *current* work item is deferred.

Related topics

For more information, see [ResumeEmail](#) on page 360.

Parameter

This command has the following parameter.

Name	Value	Optional?	Hybrid/Native
TrackingID	Tracking ID that identifies the work item and was supplied in the OnNewWorkItem event.	Yes	Both

Media type

This command is permitted on work items with the *email* media type when the work item is active.

Related topic

For more information, see [Media types](#) on page 398.

DisconnectWork

The DisconnectWork command stops work on a customer interaction phase of an email, Web chat, or multimedia work item. Conceptually, this process is equivalent to hanging up on a phone call. For multimedia items, this disconnects the Web chat, but leaves the phone call active. The HangupCall command disconnects the phone call. Depending on the system configuration, a work item can go into wrap-up immediately after the DisconnectWork command. If the TrackingID is passed, the work item specified by the TrackingID is disconnected. Otherwise, the *current* work item is disconnected.

Related topics

For more information, see the following topics:

- [HangupCall](#) on page 343
- [ReleaseWork](#) on page 358

Parameter

This command has the following parameter.

Name	Value	Optional?	Hybrid/Native
TrackingID	Tracking ID that identifies the work item and was supplied in the OnNewWorkItem event.	Yes	Both

Media types

This command is permitted on work items with the following media types when the work item is connected:

- email
- web
- webIVChat
- webVoice

Related topic

For more information, see [Media types](#) on page 398.

EmailAvailable

The EmailAvailable command makes the agent available for email work. If making the agent available for email also makes the agent available for all logged-in channels, the agent is also put in automatic mode.

The EmailAvailable command is permitted when the agent is:

- Available for incoming work
- Unavailable for email
- Logged into the email channel
- Not in outbound mode

This command is used for both Hybrid and Native Siebel configurations.

Parameters

The EmailAvailable command has no parameters.

EmailUnavailable

The EmailUnavailable command makes the agent unavailable for email work. The agent is also put in manual mode.

This command is permitted when the agent is:

- Available for incoming work
- Available for email
- Logged into the email channel
- Not in outbound mode

This command is used for both Hybrid and Native Siebel configurations.

Parameters

The EmailUnavailable command has no parameters.

ForceLogout

The ForceLogout command logs out the agent. This command disables the association between the Siebel agent session and the Avaya agent. This command does not log the agent out of an Automatic Call Distribution (ACD) split.

Related topics

For more information about conditional logouts, see [Logout](#) on page 353.

Parameter

This command has the following parameter.

Name	Value	Optional?	Hybrid/Native
AgentID	<UserName> Use the @UserName macro to get this value.	Yes	Both

ForwardEmail

The ForwardEmail command begins the process of forwarding an email message. If the TrackingID is passed, an email for the work item specified by the TrackingID is forwarded. Otherwise, the *current* work item is forwarded.

The ForwardEmail command works as follows:

1. The [Communication Detail - Response View](#) is popped when the agent receives an email message.
2. The agent selects the Forward button on the **Communication Detail - Response View**.
3. The ForwardEmail command is generated.
4. The **Communication Detail - Response View** is enabled, and the agent can then edit the email.
5. When the agent is finished composing the email, the agent selects the Send button in the **Communication Detail - Response View**.
6. The SendEmail command forwards the email message.
7. The **Communication Detail - Response View** is cleared and disabled.
8. The agent is permitted to dismiss, transfer, or defer the original email, and can also compose a reply, or forward the email again.

Related topics

For more information, see the following topics:

- [SendEmail](#) on page 362
- [ReplyEmail](#) on page 359
- [CancelEmail](#) on page 330

Parameter

This command has the following parameter.

Name	Value	Optional?	Hybrid/Native
TrackingID	Tracking ID that identifies the work item and was supplied in the OnNewWorkItem event.	Yes	Both

Media type

This command is permitted on work items with the *email* media type when the work item is active.

Related topic

For more information, see [Media types](#) on page 398.

GetEDUData

This command can have Siebel retrieve the contents of an EDU. This command

- Is not run by the out-of-the-box AICD.def, but you can easily add it to a custom configuration.
- The caller can specify an EDU by passing the EDUID or by passing the type of EDU wanted.
- Looks only at the EDUs that are already associated with work items in the pull-down menu of the agent.
- Can specify a specific container if you do not want the entire EDU.

When the data is collected, it returns to Siebel using the OnGetEDUData event.

Parameters

This command has the following parameters.

Name	Value	Optional?	Hybrid/ Native
CommandID	An arbitrary value used for reference when the OnGetEDUData event is sent to Siebel. This parameter must be generated and passed by the Siebel application.	Yes	Both
Container	Used when a specific container is requested instead of the entire contents of the EDU. This parameter is a string value.		
EDUID	<p>Tells the AICD which EDU to access for data. This parameter can contain one of the following values:</p> <ul style="list-style-type: none"> ● <EDUID> - The ID of the EDU ● chat - Tells the AICD to retrieve the data for the EDU that is associated with a chat interaction. If the agent does not have a chat work item, the command returns an error. ● email - Tells the AICD to retrieve the data for the EDU that is associated with an email interaction. If the agent does not have an email, the command returns an error. ● work - Tells the AICD to retrieve the data for an EDU that is either chat or email. If none is there, the command returns an error. ● voice - Tells the AICD to retrieve the data for an EDU that is associated with a voice interaction. If the agent does not have a call, the command returns an error. ● hub - Used if the agent has a multimedia interaction. If no hub EDU is there, the command returns an error. 		

Related topics

For more information, see [OnGetEDUData](#) on page 386.

HangupCall

The HangupCall command hangs up a call. If the TrackingID is passed, the work item specified by the TrackingID is hung up. Otherwise, the *current* work item is hung up.

Related topics

For more information, see the following topics:

- [DisconnectWork](#) on page 337
- [ReleaseWork](#) on page 358

Parameter

This command has the following parameter.

Name	Value	Optional?	Hybrid/Native
TrackingID	Tracking ID that identifies the work item and was supplied in the OnNewWorkItem event.	Yes	Both

Media types

This command is permitted on work items with the following media types when the call is active:

- voice
- voiceAutoDial
- voiceOut
- voicePredictive
- voicePreview
- webIVChat
- webVoice

Related topic

For more information, see [Media types](#) on page 398.

HoldCall

The HoldCall command puts a call on hold. For multimedia work items, the Web chat part of the work item is still active even when the call is on hold. If the TrackingID is passed, the call work item specified by the TrackingID is put on hold. Otherwise, the *current* work item is put on hold.

Related topics

For more information, see the following topics:

- [DeferEmail](#) on page 336
- [HoldReconnectCall](#) on page 345

Parameter

This command has the following parameter.

Name	Value	Optional?	Hybrid/Native
TrackingID	Tracking ID that identifies the work item and was supplied in the supplied in the OnNewWorkItem event.	Yes	Both

Media types

This command is permitted on work items with the following media types when the call is active and no consult call is ringing:

- voice
- voiceAutoDial
- voiceOut
- voicePredictive
- voicePreview
- webIVChat
- webVoice

Related topic

For more information, see [Media types](#) on page 398.

HoldReconnectCall

The HoldReconnectCall command takes a call off hold. For multimedia work items, the Web chat part of the work item is still active even when the call is on hold, so this command affects only the call. If the TrackingID is passed, the call work item specified by the TrackingID is taken off hold. Otherwise, the *current* work item is taken off hold.

Related topics

For more information, see the following topics:

- [DeferEmail](#) on page 336
- [HoldCall](#) on page 344

Parameter

This command has the following parameter.

Name	Value	Optional?	Hybrid/Native
TrackingID	Tracking ID that identifies the work item and was supplied in the supplied in the OnNewWorkItem event.	Yes	Both

Media types

This command is permitted on work items with the following media types when the call is on hold:

- voice
- voiceAutoDial
- voiceOut
- voicePredictive
- voicePreview
- webIVChat
- webVoice

Related topic

For more information, see [Media types](#) on page 398.

InitConferenceCall

The InitConferenceCall command starts a conference call. If the TrackingID is passed, the conference call for the work item specified by the TrackingID is initiated. Otherwise, a conference call on the *current* work item is initiated.

The InitConferenceCall command works as follows:

1. The agent selects the Conference Work Item button from the Siebel toolbar.
2. The InitConferenceCall command starts a conference call by putting the contact on hold while a consult call is attempted between the original agent and the conference-to agent.
3. The original agent does one of the following tasks:
 - Completes the conference call by selecting the Conference Work Item button. This button generates the CompleteConferenceCall command.
 - Cancels the conference call by selecting the Cancel Work Item button. This button generates the CancelConferenceCall command.

Related topics

For more information, see the following topics:

- [CompleteConferenceCall](#) on page 331
- [CancelConferenceCall](#) on page 325

Parameters

This command has the following parameters.

Name	Value	Optional?	Hybrid/ Native
TrackingID	Tracking ID that identifies the work item and was supplied in the OnNewWorkItem event.	Yes	Both
Destination	An extension, phone number, agent ID, or queue	Yes	
SuppressUAD	Can be <i>true</i> or <i>false</i> . If <i>true</i> , and a destination is supplied, the presentation of the UAD is suppressed.	Yes. If not supplied, the default is <i>false</i> .	
<Open>	-	Yes	

Related topics

For more information, see the following topics:

- [About open data](#) on page 240
- [OnNewWorkItem](#) on page 388

Media types

This command is permitted on work items with the following media types when the call is active and not on hold:

- voice
- voiceAutoDial
- voiceOut
- voicePredictive
- voicePreview

Related topic

For more information, see [Media types](#) on page 398.

InitConferenceWork

The InitConferenceWork command starts the conference of a Web chat or the multimedia work item such as a webVoice or webIVchat. If the TrackingID is passed, a conference for the work item specified by the TrackingID is initiated. Otherwise, a conference for the *current* work item is initiated.

The InitConferenceWork command works as follows:

1. The agent selects the Conference Work Item button on the Siebel toolbar to start a multimedia conference.
2. The InitConference command conferences the call part of the multimedia work item. The contact phone call is put on hold while a consult call is attempted between the original agent and the conference-to agent.
3. When the consult call is connected, the original agent completes the multimedia conference call by selecting the Conference Work Item button on the Siebel toolbar.
4. The CompleteConferenceWork command is generated.

Note:

The agent can also cancel the multimedia conference call by selecting the Cancel Work Item button and generating the CancelConferenceWork command.

You can also use the InitConferenceWork command to initiate a Web chat conference. Chat conferences are one-step conferences. That is, the conferences do not have a consult stage and the conferences are completed automatically when the other agent is connected. No further commands are needed to complete the chat conference, and the conference is not possible to cancel a chat conference.

Related topics

For more information, see the following topics:

- [CompleteConferenceWork](#) on page 332
- [CancelConferenceWork](#) on page 326

Parameters

This command has the following parameters.

Name	Value	Optional?	Hybrid/Native
TrackingID	Tracking ID that identifies the work item and was supplied in the OnNewWorkItem event.	Yes	Hybrid
Destination	An extension, phone number, agent ID, or queue	Yes	
SuppressUAD	Can be <i>true</i> or <i>false</i> . If <i>true</i> , and a destination is supplied, the presentation of the UAD is suppressed.	Yes. If not supplied, the default is <i>false</i> .	
<Open>	-	Yes	

Related topic

For more information, see [About open data](#) on page 240.

Media types

This command is permitted on work items with the following media types when a web chat is connected:

- web

Appendix B: AICD commands

- webIVChat
- webVoice

For webIVchat and webVoice, the call must be active and cannot be on hold.

Related topic

For more information, see [Media types](#) on page 398.

InitConsultTransferCall

The InitConsultTransferCall command initiates a consult transfer call. If the TrackingID is passed, a consult transfer call for the work item specified by the TrackingID is initialized. Otherwise, a consult transfer call for the *current* work item is initialized.

The InitConsultTransferCall command works as follows:

1. The agent selects the Consultative Transfer button from the Siebel toolbar.
2. The InitConsultTransferCall command starts a consult transfer call by putting the contact on hold while a consult call is attempted between the original agent and the conference-to agent.
3. While the consult call is connected, the original agent does one of the following tasks:
 - Completes the consult transfer call by selecting the Consultative Transfer button. This button generates the CompleteConsultTransferCall command.
 - Cancels the consult transfer call by selecting the Cancel Work Item button. This button generates the CancelConsultTransferCall command.

Related topics

For more information, see the following topics:

- [CompleteConsultTransferCall](#) on page 334
- [CancelConsultTransferCall](#) on page 327

Parameters

This command has the following parameters.

Name	Value	Optional?	Hybrid/Native
TrackingID	Tracking ID that identifies the work item and was supplied in the OnNewWorkItem event.	Yes	Both
Destination	An extension, phone number, agent ID, or queue	Yes	
SuppressUAD	Can be <i>true</i> or <i>false</i> . If <i>true</i> , and a destination is supplied, the presentation of the UAD is suppressed.	Yes. If not supplied, the default is <i>false</i> .	
<Open>	-	Yes	

Related topic

For more information, see [About open data](#) on page 240.

Media types

This command is permitted on work items with the following media types when the call is active and not on hold:

- voice
- voiceAutoDial
- voiceOut
- voicePredictive
- voicePreview

Related topic

For more information, see [Media types](#) on page 398.

InitConsultTransferWork

The InitConsultTransferWork command initiates the consult transfer of a multimedia item such as a webVoice or webIVChat. If the TrackingID is passed, a consult transfer for the work item specified by the TrackingID is initiated. Otherwise, a consult transfer of the *current* work item is initiated.

The InitConsultTransferWork command works as follows:

1. The agent selects Consultative Transfer button from the Siebel toolbar.
2. The InitConsultTransferWork command starts a multimedia consult transfer call by performing a consult transfer of the call part of the multimedia work item.
3. The contact phone call is put on hold while a consult call is attempted between the original agent and the consult transfer-to agent.
4. The original agent does one of the following tasks:
 - Completes the multimedia consult transfer call by selecting the Consultative Transfer button. This button generates the CompleteConsultTransferWork command.
 - Cancels the multimedia consult transfer by selecting the Cancel Work Item button. This button generates the CancelConsultTransferWork command.

Related topics

For more information, see the following topics:

- [CompleteConsultTransferWork](#) on page 335
- [CancelConsultTransferWork](#) on page 329

Parameters

This command has the following parameters.

Name	Value	Optional?	Hybrid /Native
TrackingID	Tracking ID that identifies the work item and was supplied in the OnNewWorkItem event.	Yes	Hybrid
Destination	An extension, phone number, agent ID, or queue	Yes	
SuppressUAD	Can be <i>true</i> or <i>false</i> . If <i>true</i> , and a destination is supplied, the presentation of the UAD is suppressed.	Yes. If not supplied, the default is <i>false</i> .	
<Open>	-	Yes	

Related topics

For more information, see [About open data](#) on page 240.

Media types

This command is permitted on work items with the following media types when the voice part of the multimedia work item is active and not on hold:

- webIVChat
- webVoice

Related topic

For more information, see [Media types](#) on page 398.

Login

The Login command logs the agent into the Interaction Center. This command is permitted when the agent is logged out.

The Login command forms the necessary association between the Siebel agent session and Avaya Agent. This command does not log the agent into an Automatic Call Distribution (ACD) split.

Parameter

This command has the following parameter.

Name	Value	Optional?	Hybrid/Native
AgentID	<UserName> Use the @UserName macro to get the Siebel agent login name that is passed as the value of the AgentID parameter.	No	Both
AgentPassword	Defaults to empty string "" If specified, this parameter overrides the AICD configuration parameter Service:AgentPassword to allow per agent passwords.	Yes	Native

Logout

The Logout command logs the agent out of the Interaction Center. The Logout command is permitted when the agent is logged in.

Parameter

This command has the following parameter.

Name	Value	Optional?	Hybrid/Native
AgentID	<UserName> Use the @UserName macro to get this value.	No	Both

MakeCall

The MakeCall command puts an outgoing call. MakeCall creates a voiceOut work item.

This command is permitted when the agent is connected to telephony services and is not already active on another call.

Parameters

This command has the following parameters.

Name	Value	Optional?	Hybrid/Native
Destination	An extension, phone number, agent ID, or queue	Yes	Both
SuppressUAD	Can be <i>true</i> or <i>false</i> . If <i>true</i> , and a destination is supplied, the presentation of the UAD is suppressed.	Yes. If not supplied, the default is <i>false</i> .	
<Open>	-	Yes	

Related topic

For more information, see [About open data](#) on page 240.

MuteTransferCall

The MuteTransferCall command performs a one-step transfer of a call, also called a blind transfer. If the TrackingID is passed, a blind transfer for the work item specified by the TrackingID is performed. Otherwise, a blind transfer of the *current* work item is performed.

Parameters

This command has the following parameters.

Name	Value	Optional?	Hybrid/Native
Destination	An extension, phone number, agent ID, or queue	Yes	Both
SuppressUAD	Can be <i>true</i> or <i>false</i> . If <i>true</i> , and a destination is supplied, the presentation of the UAD is suppressed.	Yes. If not supplied, the default is <i>false</i> .	
<Open>	-	Yes	

Related topic

For more information, see [About open data](#) on page 240.

Media types

This command is permitted on work items with the following media types when the call is active and not on hold:

- voice
- voiceAutoDial
- voiceOut
- voicePredictive
- voicePreview

Related topic

For more information, see [Media types](#) on page 398.

MuteTransferWork

The MuteTransferWork command transfers an email to another agent. If the TrackingID is passed, a one-step, or blind transfer, is performed for the email work item specified by the TrackingID. Otherwise, a blind transfer of the *current* work item is performed.

Parameters

This command has the following parameters.

Name	Value	Optional?	Hybrid/Native
Destination	An extension, phone number, agent ID, or queue	Yes	Hybrid
SuppressUAD	Can be <i>true</i> or <i>false</i> . If <i>true</i> , and a destination is supplied, the presentation of the UAD is suppressed.	Yes. If not supplied, the default is <i>false</i> .	
<Open>	-	Yes	

Related topic

For more information, see [About open data](#) on page 240.

Media type

This command is permitted on work items with the *email* media type when the email is active.

Related topic

For more information, see [Media types](#) on page 398.

NewOpenData

The NewOpenData command copies new open data to the open data container in the work item EDU. The TrackingID of the work item must be specified.

In addition to copying new data to the open data container in the EDU, the NewOpenData command can alert other components of the system that NewOpenData is available. For example, other agents on a conference call can be notified of the presence of the new open data, and can re-read the open data container in the EDU. This behavior is controlled by the SendEvent parameter.

Appendix B: AICD commands

The `SendEvent` parameter can be used to specify which parties must receive an event when the new open data is copied to the EDU. The following table describes the possible choices.

All	All agents monitoring the EDU receive the <code>OnNewOpenData</code> event.
JustIC	No agents receive the <code>OnNewOpenData</code> event, but the IC Agent Scripts for this agent receive notification. This event can be a useful customization hook.
JustMe	Only the agent who originated the <code>NewOpenData</code> command can receive the <code>OnNewOpenData</code> event.
None	Nobody receives the <code>OnNewOpenData</code> event, and the Avaya IC agent is not notified.
NotMe	All agents receive the <code>OnNewOpenData</code> event, except for the agent who originated the <code>NewOpenData</code> command.

Related topic

For more information about the `OnNewOpenData` event, see [OnNewOpenData](#) on page 358.

Parameters

This command has the following parameters.

Name	Value	Optional?	Hybrid/Native
TrackingID	Tracking ID that identifies the work item and was supplied in the OnNewWorkItem event.	Yes	Both
SendEvent	One of the following values: <ul style="list-style-type: none">● All● JustMe● NotMe● JustIC● None	Yes. If not specified, the default is <i>None</i> .	
<Open>	-	No	

Related topic

For more information, see [About open data](#) on page 240.

Media types

This command is permitted on work items with *all* media types in *any* state.

Related topic

For more information, see [Media types](#) on page 398.

RecoveryPop

The RecoveryPop command is provided in the out-of-the-box definition file in the form of a menu item in the Siebel menu. You can access this function by selecting **View > Communications > Recovery Pop** from the Siebel menu. Siebel performs a screen pop when the AICD presents the data for the current work item to Siebel.

This command is available for both Hybrid and Native Siebel configurations.

Parameters

The RecoveryPop command has no parameters.

ReleaseWork

The ReleaseWork command signals that the agent has completed Siebel wrap-up. This command removes the work item from the agent work list.

Parameter

This command has the following parameter.

Name	Value	Optional?	Hybrid/ Native
TrackingID	Tracking ID that identifies the work item and was supplied in the OnNewWorkItem event.	Yes	Both

Media types

This command is permitted on work items with *all* media types when the work items are in Siebel wrap-up.

Related topics

For more information, see the following topics:

- [Media types](#) on page 398
- [Wrap-up](#) on page 80

ReplyEmail

The ReplyEmail command begins the process of replying to an email. If the TrackingID is passed, an email for the work item specified by the TrackingID is sent a reply. Otherwise, the *current* work item is sent a reply.

The ReplyEmail command works as follows:

1. The [Communication Detail - Response View](#) is popped when the agent receives email.
2. The agent selects either the Reply or Reply to All button.
3. The ReplyEmail command is generated.
4. The **Communication Detail - Response View** is enabled.
5. The agent composes a reply email.
6. When the agent is finished composing the reply email, the agent selects the Send button in the **Communication Detail - Response View**.
7. The SendEmail command sends the email message.
8. The **Communication Detail - Response View** is cleared and disabled.
9. The agent can again dismiss, transfer, or defer the original email, and can also choose to compose another reply or forward the email.

Related topics

For more information, see the following topics:

- [SendEmail](#) on page 362
- [ForwardEmail](#) on page 340
- [CancelEmail](#) on page 330

Parameter

This command has the following parameter.

Name	Value	Optional?	Hybrid/ Native
TrackingID	Tracking ID that identifies the work item and was supplied in the OnNewWorkItem event.	Yes	Both

Media type

This command is permitted on work items with the *email* media type when the email is active.

Related topic

For more information, see [Media types](#) on page 398.

ResumeEmail

The ResumeEmail command removes an email from the deferred status. Conceptually, this command is similar to taking a call off hold. If the TrackingID is passed, the email work item specified by the TrackingID is resumed. Otherwise, the *current* work item is resumed.

Related topic

For more information, see [DeferEmail](#) on page 336.

Parameter

This command has the following parameter.

Name	Value	Optional?	Hybrid/ Native
TrackingID	Tracking ID that identifies the work item and was supplied in the OnNewWorkItem event.	No	Both

Media type

This command is permitted on work items with the *email* media type when the work item is deferred.

Related topic

For more information, see [Media types](#) on page 398.

ResetEmailChannel

The ResetEmailChannel command is used to recover from an Email server or Blender server failure. You can access this function from the Siebel menu.

This command is available only for Native Siebel configurations.

Parameters

The ResetEmailChannel command has no parameters.

ResetVoiceChannel

The ResetVoiceChannel command is used to recover from a Telephony Server (TS) failure. You can access this function from the Siebel menu.

This command is available only for Native Siebel configurations.

Parameters

The ResetVoiceChannel command has no parameters.

SendDTMF

The SendDTMF command sends numbers as Dual Tone Multi-Frequency (DTMF) tones.

Parameter

This command has the following parameter.

Name	Value	Optional?	Hybrid/ Native
<device ID>	Sends DTMF tones using numeric values 0-9.	Yes	Both

SendEmail

The SendEmail command completes the process of replying to or forwarding an email. If the TrackingID is passed, an email for the work item specified by the TrackingID is used. Otherwise, the *current* work item is used.

The SendEmail command works as follows:

1. The [Communication Detail - Response View](#) is popped when the agent receives email.
2. The agent selects the Reply, Reply to All, or Forward button.
3. The **Communication Detail - Response View** becomes enabled.
4. The agent edits the email.
5. When the agent is finished composing the email, the agent selects the Send button in the **Communication Detail - Response View**.
6. The SendEmail command sends the email message.
7. The **Communication Detail - Response View** is cleared and disabled.
8. The agent is again permitted to dismiss, transfer, or defer the original email, and can also choose to compose another reply or forward the email again.

Related topics

For more information, see the following topics:

- [ReplyEmail](#) on page 359

Appendix B: AICD commands

- [ForwardEmail](#) on page 340
- [CancelEmail](#) on page 330

Parameter

This command has the following parameter if you are using the Siebel-first email method.

Name	Value	Optional?	Hybrid/ Native
TrackingID	Tracking ID that identifies the work item and was supplied in the OnNewWorkItem event.	Yes	Both

Media type

This command is permitted on work items with the *email* media type when the agent is forwarding email or sending a reply.

Related topic

For more information, see [Media types](#) on page 398.

SendNewEmail

The SendNewEmail command sends an email.

The SendNewEmail command works as follows:

1. The agent presses the **F9** key or selects the Initiate Email button to open the [Send Email window](#).
2. The agent composes the email message and selects the Send button.
3. The Send button creates an activity record in Siebel and calls the SendNewEmail command.
4. The SendNewEmail command retrieves the activity record from Siebel and sends the email.
5. The SendNewEmail command creates a new EDU. Neither the selected nor the current work item is used, and no work item is specified using a TrackingID.

This command is permitted when the agent is logged into the email channel.

Parameters

This command has the following parameters.

Name	Value	Optional?	Hybrid/ Native
ActivityID	Siebel ActivityID of the email being sent.	No	Both
<Open>	-	Yes	

Related topic

For more information, see [About open data](#) on page 265.

SetCurrentWorkItem

The SetCurrentWorkItem command sets the current work item to the work item that is specified by the TrackingID.

The agent chooses a work item from the Work Item drop-down list. This results in a SetCurrentWorkItem command that changes the current work item to the new work item the agent has chosen and pops the screen accordingly.

The SetCurrentWorkItem command is always permitted.

Parameter

This command has the following parameter.

Name	Value	Optional?	Hybrid/ Native
TrackingID	Tracking ID that identifies the work item and was supplied in the OnNewWorkItem event.	No	Both

SetEDUData

The SetEDUData command can have the Siebel application to set data into a specified EDU. This command is not included with the out-of-the-box configuration, but can be easily added into a custom configuration.

Parameters

This command has the following parameters.

Name	Value	Optional?	Hybrid/ Native
EDUID	<p>Tells the AICD which EDU to access for data. This parameter can contain one of the following values:</p> <ul style="list-style-type: none"> ● <EDUID> - The ID of the EDU ● chat - Tells the AICD to retrieve the data for the EDU that is associated with a chat interaction. If the agent does not have a chat work item, the command returns an error. ● email - Tells the AICD to retrieve the data for the EDU that is associated with an email interaction. If the agent does not have an email, the command returns an error. ● work - Tells the AICD to retrieve the data for an EDU that is either chat or email. If none is there, the command returns an error. ● voice - Tells the AICD to retrieve the data for an EDU that is associated with a voice interaction. If the agent does not have a call, the command returns an error. ● hub - Used if the agent has a multimedia interaction. If no hub EDU is there, the command returns an error. 	Yes	Both
<Open>	The data written to the EDU. This data must be in the form of name-value pairs. You can specify multiple name-value pairs. <Open> can include field names in sub containers of the EDU - for example, container1.subcontainer2.field1.	Yes	

ShowStatusText

The ShowStatusText command displays the specified text string in the Siebel thin client status line.

The ShowStatusText command is always permitted.

Note:

Indiscriminate use of this command can overwrite other useful status line data.

Parameter

This command has the following parameter.

Name	Value	Optional?	Hybrid /Native
StatusText	Status text string that is displayed	No	Both

VoiceAvailable

The VoiceAvailable command makes the agent available for voice work. If making the agent available for voice causes the agent to become available for all logged-in channels, the agent is also put in automatic mode.

The VoiceAvailable command is permitted when the agent is:

- Available for incoming work
- Unavailable for voice work
- Logged into the voice channel
- Not in outbound mode

Parameters

The VoiceAvailable command has no parameters.

VoiceUnavailable

The VoiceUnavailable command makes the agent unavailable for voice work and puts the agent in manual mode.

The VoiceUnavailable command is permitted when the agent is:

- Available for incoming work
- Available for voice work
- Logged into the voice channel
- Not in outbound mode

This command is available for both Hybrid and Native Siebel configurations.

Parameters

The VoiceUnavailable command has no parameters.

WebAvailable

The WebAvailable command makes the agent available for Web work. If making the agent available for the Web causes the agent to become available for all logged-in channels, the agent is also put in automatic mode.

The WebAvailable command is permitted when the agent is:

- Available for incoming work
- Unavailable for Web work
- Logged into the chat channel
- Not in outbound mode

This command is available only for Hybrid Siebel configurations.

Parameters

The WebAvailable command has no parameters.

WebUnavailable

The WebUnavailable command makes the agent unavailable for Web work and puts the agent in manual mode.

The WebUnavailable command is permitted when the agent is available for incoming work, available for Web work, logged into the chat channel, and not in outbound mode.

This command is available only for Hybrid Siebel configurations.

Parameters

The WebUnavailable command has no parameters.

Appendix C: AICD events

This section includes the following topics:

- [About events](#) on page 371
- [Event parameter groups](#) on page 371
 - [Common event parameters](#) on page 372
 - [Common call event parameters](#) on page 372
 - [Common email event parameters](#) on page 373
 - [Common Web event parameters](#) on page 373
 - [Open event parameters](#) on page 373
- Events
 - [OnAvayaAgentEvent](#) on page 374
 - [OnCallAbandoned](#) on page 375
 - [OnCallBusy](#) on page 375
 - [OnCallConference](#) on page 376
 - [OnCallConnect](#) on page 376
 - [OnCallDisconnect](#) on page 377
 - [OnCallDrop](#) on page 377
 - [OnCallIncoming](#) on page 378
 - [OnCallHold](#) on page 378
 - [OnCallHoldReconnect](#) on page 379
 - [OnCallQueued](#) on page 380
 - [OnCallRinging](#) on page 380
 - [OnCallTransfer](#) on page 381
 - [OnChangeCurrentWorkItem](#) on page 381
 - [OnEmailCancel](#) on page 382
 - [OnEmailDeferred](#) on page 383
 - [OnEmailForward](#) on page 384
 - [OnEmailReply](#) on page 384
 - [OnEmailSend](#) on page 385
 - [OnGetEDUData](#) on page 386
 - [OnLoginAgent](#) on page 386
 - [OnLogoutAgent](#) on page 387
 - [OnNewOpenData](#) on page 387
 - [OnNewWorkItem](#) on page 388
 - [OnSiebelWrapUp](#) on page 389
 - [OnWorkConference](#) on page 390
 - [OnWorkConnect](#) on page 390
 - [OnWorkDisconnect](#) on page 391
 - [OnWorkItemRemove](#) on page 392
 - [OnWorkTransfer](#) on page 393

About events

An event notifies the Siebel Communications Server about a specific occurrence, so that the Siebel Communications Server can take the appropriate action. As a general rule, events are generated by occurrences that are controlled by Avaya IC.

Examples of the occurrences that can generate events are as follows:

- The agent sends email or puts a voice call.
- A customer sends an inbound Web chat message, email, or voice call.

Event handlers in the Siebel definition file evaluate each event. Event responses provide the instructions to act on the evaluated event. The typical event response is to pop a Siebel screen - although many other event responses are possible, such as sending an Adaptive Interaction Center Driver (AICD) command.

Events always flow from the AICD to the Siebel Communications Server.

Related topics

For more information, see any of the following topics:

- [Media types](#) on page 398
- [Siebel definition file](#) on page 93
- [Customizing the definition file](#) on page 94
- [Customizing events](#) on page 247
- [AICD commands](#) on page 312
- For a description of the Avaya IC events described in this appendix, for example TS.Hold, see *Telephony Connectors Programmer Guide*.

Event parameter groups

This section includes the following topics:

- [Common event parameters](#) on page 372
- [Common call event parameters](#) on page 372
- [Common email event parameters](#) on page 373
- [Common Web event parameters](#) on page 373
- [Open event parameters](#) on page 373

Common event parameters

The following event parameters are common to most of the events described in this appendix.

Field	Description
AgentID	The login ID for the Siebel agent.
AgentExtension	The extension for the agent, if the agent has one.
EDUID	The EDU ID of the work item.
TrackingID	The TrackingID is a string that is generated by the AICD. The Tracking ID uniquely identifies the work item.

Common call event parameters

The following event parameters are common to some of the call-related events described in this appendix.

Field	Description
ANI	The ANI supplied by the TS event.
CallID	The call_ref_id supplied by the TS event.
DNIS	The DNIS supplied by the TS event.
OutboundCallNumber	The <i>outboundcallnumber</i> put in the EDU by the dialing kernel, if available.
PrimaryANI	The PrimaryANI obtained from the EDU.
PrimaryDNIS	The PrimaryDNIS obtained from the EDU.
VoiceDirection	Indicates where the call originated. This value does not change during the life of the call, including during transfers and conferences. VoiceDirection can have the following values: <ul style="list-style-type: none"> ● inbound ● outbound

Common email event parameters

The following event parameters are common to most of the email-related events described in this appendix.

Field	Description
EmailActivityID	A Siebel activity ID that identifies the row ID of the Siebel record for the email.
Recipient	The email address of the recipient. This value is not supplied if the recipient is not available.
Sender	The email address of the sender. This value is not supplied if the sender is not available.
Subject	The email subject line. This value is not supplied if the subject line is not available.

Common Web event parameters

The following event parameters are common to most of the Web-related events described in this appendix.

Field	Description
UserName	<p>Login ID for the customer. If the user logged in as a guest, the format of this parameter is:</p> <p style="text-align: center;"><code>guest_<UserNameDisplay>_<SomeUniqueString></code></p> <p>For example:</p> <p style="text-align: center;"><code>guest_Alice_23771953</code></p>
UserNameDisplay	The Login ID for the customer, or the name the guest supplied. If the user supplied the name, Alice, the value is Alice.

Open event parameters

Events that have the `<Open>` parameter have data attachments. In general, the `<Open>` parameters are on most events that indicate that work is delivered to the agent. For example, `OnNewWorkItem` and `OnCallIncoming`.

Related topic

For more information, see [About open data](#) on page 240.

OnAvayaAgentEvent

The OnAvayaAgentEvent is generated in response to a request by the Avaya Agent. The parameters are supplied in the request from Avaya Agent.

The OnAvayaAgentEvent can have you to implement a custom driver event sent from Avaya Agent to the AICD and to the Siebel agent. This event is a placeholder. The actual event name can be passed as one of the event parameters. An arbitrary number of parameters can be passed from Avaya Agent to Siebel. The Avaya Agent script constructs and defines the contents of the event. This event can be used to call the event handler defined in the **AICD.def** file and cause some action within Siebel.

Related topic

For more information, see [AvayaAgentCommand](#) on page 324.

Parameter

OnAvayaAgentEvent accepts all parameters.

OnCallAbandoned

This event is sent when a call is abandoned before the call can be connected to an agent. The AICD sends OnCallAbandoned when it receives the TS.Abandoned event.

Parameters

The following parameters are supplied with the OnCallAbandoned event.

Field	Description
NoInQueue	The <i>number_in_queue</i> parameter from the TS.Abandoned event, if present.
Common event parameters on page 372	
Common call event parameters on page 372	

OnCallBusy

This event is sent when a call receives a busy signal. The AICD sends OnCallBusy when it receives the TS.Busy event.

Parameters

The following parameters are supplied with the OnCalBusy event.

Field
Common event parameters on page 372
Common call event parameters on page 372

OnCallConference

This event is sent when a conference call is successfully completed. The AICD sends OnCallConference when it receives the TS.Conference event.

Parameters

The following parameters are supplied with the OnCallConference event.

Field	Description
OldCallID	The CallID of the original call.
Common event parameters on page 372	
Common call event parameters on page 372	

OnCallConnect

This event is sent when a call is answered. The AICD sends OnCallConnect when it receives the TS.Connect event.

Parameters

The following parameters are supplied with the OnCallConnect event.

Field	Description
ucid	The <i>ucid</i> parameter supplied by the TS.Connect event.
Common event parameters on page 372	
Common call event parameters on page 372	

OnCallDisconnect

This event is sent when a call ends. The AICD sends OnCallDisconnect when it receives the TS.Disconnect event.

Parameters

Field	Description
NoInQueue	The <i>number_in_queue</i> parameter from the TS.Disconnect event, if present.
OldCallID	The <i>call_ref_id</i> supplied by the TS.Disconnect event.
Common event parameters on page 372	
Common call event parameters on page 372	

OnCallDrop

This event is sent when a party is dropped from a call involving two or more parties. The AICD sends OnCallDrop when it receives the TS.Drop event.

Parameters

The following parameters are supplied with the OnCallDrop event.

Field	Description
CallID	The <i>call_ref_id</i> supplied by the TS.Disconnect event.
DestinationNumber	The <i>dest</i> parameter that is supplied with the TS.Drop event.
NoInQueue	The <i>number_in_queue</i> parameter from the TS.Drop event, if present.
OriginatingNumber	The <i>orig</i> parameter that is supplied with the TS.Drop event.
Common event parameters on page 372	

OnCallIncoming

This event is sent when an agent receives a call. The AICD sends OnCallIncoming when it receives the TS.IncomingCall event.

Parameters

The following parameters are supplied with the OnCallIncoming event.

Field	Description
CalledNumber	The called parameter that is supplied by the TS.IncomingCall event.
DestinationNumber	The <i>dest</i> parameter that is supplied with the TS.IncomingCall event.
NoInQueue	The <i>number_in_queue</i> parameter from the TS.IncomingCall event, if present.
OriginatingNumber	The <i>orig</i> parameter that is supplied with the TS.IncomingCall event.
ucid	The <i>ucid</i> parameter supplied by the TS.IncomingCall event.
Common event parameters on page 372	
Common call event parameters on page 372	
Up to 10 custom event parameters. For more information, see Customizing events on page 247.	

OnCallHold

This event is sent when an agent puts a call on hold. The AICD sends OnCallHold when it receives the TS.Hold event.

Parameters

The following parameters are supplied with the OnCallHold event.

Field	Description
CallID	The <i>call_ref_id</i> supplied by the TS.Hold event.
DestinationNumber	The <i>dest</i> parameter that is supplied with the TS.Hold event.
Common event parameters on page 372	

OnCallHoldReconnect

This event is sent when an agent takes a call off hold. The AICD sends OnCallHoldReconnect when it receives the TS.HoldReconnect event.

Parameters

The following parameters are supplied with the OnCallReconnect event.

Field	Description
CallID	The <i>call_ref_id</i> supplied by the TS.HoldReconnect event.
Common event parameters on page 372	

OnCallQueued

This event is sent when a call is put into a queue. The AICD sends OnCallQueued when it receives the TS.Queued event.

Parameters

The following parameters are supplied with the OnCallQueued event.

Field	Description
CallID	The <i>call_ref_id</i> supplied by the TS.Queued event.
NoInQueue	The <i>number_in_queue</i> parameter from the TS.Queued event, if present.
Queue	The queue parameter from the TS.Queued event.
Common event parameters on page 372	

OnCallRinging

This event is sent when a call is delivered to the destination, but not yet answered. The AICD sends OnCallRinging when it receives the TS.Ring event.

Parameters

The following parameters are supplied with the OnCallRinging event.

Field	Description
DestinationNumber	The <i>dest</i> parameter that is supplied with the TS.Ring event.
OriginatingNumber	The <i>orig</i> parameter that is supplied with the TS.Ring event.
Common event parameters on page 372	
Common call event parameters on page 372	

OnCallTransfer

This event is sent when an agent successfully transfers a call. The AICD sends OnCallTransfer when it receives the TS.Transfer event.

Parameters

The following parameters are supplied with the OnCallTransfer event.

Field	Description
DestinationNumber	The <i>dest</i> parameter that is supplied with the TS.Transfer event.
NoInQueue	The <i>number_in_queue</i> parameter from the TS.Transfer event, if present.
OldCallID	The CallID of the original call.
OriginatingNumber	The <i>orig</i> parameter that is supplied with the TS.Transfer event.
Common event parameters on page 372	
Common call event parameters on page 372	

OnChangeCurrentWorkItem

This event is sent when an agent changes the current work item. The current work item might be changed when:

- The agent selects another work item from the Work Item drop-down list.
- The agent double-clicks an item in the Call list, Email list, or Chat list.
- New work arrives and is automatically accepted.

Parameters

The following parameters are supplied with the OnChangeCurrentWorkItem event, and see the new current work item.

Field	Description
Media Type	Indicates the media type of the new current work item.
Common event parameters on page 372	
Common call event parameters on page 372 for media types webVoice and webIVChat.	
Common email event parameters on page 373	
Common Web event parameters on page 373 for media types webVoice and webIVChat.	

Related topic

For more information, see [Media types](#) on page 398.

OnEmailCancel

When an agent cancels the composition of an email reply or forwarding message, the OnEmailCancel event is generated.

To generate an OnEmailCancel event, the following actions occur:

1. The [Communication Detail - Response View](#) is popped when the agent receives email.
2. When the agent selects the Reply, Reply to All, or Forward buttons, the **Communication Detail - Response View** is enabled.
3. Depending on which button was selected, either the OnEmailReply, or the OnEmailForward events are generated.
4. The agent can compose a reply or forward an email. While the email message is being composed, the agent cannot dismiss, transfer, or defer the original email.
5. The agent cancels the message by selecting the Cancel button from the Siebel toolbar.
6. The CancelEmail command cancels the message.
7. The **Communication Detail - Response View** is cleared and disabled.
8. The OnEmailCancel event is generated.
9. The agent can dismiss, transfer, or defer the original email.

Parameters

The following parameters are supplied with the OnEmailCancel event.

Field
<Open> All values that are in the open data container of the EDU.
Common event parameters on page 372
Common call event parameters on page 372

OnEmailDeferred

When an agent suspends work on an email message, the following actions occur:

1. A DeferEmail command is generated
2. The DeferEmail command defers the email and generates the OnEmailDeferred event.

Related topic

For more information, see [DeferEmail](#) on page 336.

Parameters

The following parameters are supplied with the OnEmailDeferred event.

Field
Common event parameters on page 372
Common email event parameters on page 373

OnEmailForward

When the agent begins composing an email message the agent wants forwarded, the OnEmailForward event is generated.

To generate an OnEmailForward event, the following actions occur:

1. The [Communication Detail - Response View](#) is popped when the agent receives an email message.
2. The agent selects the Forward button on the **Communication Detail - Response View**.
3. The ForwardEmail command is generated.
4. The **Communication Detail - Response View** is enabled.
5. The OnEmailForward event is generated.
6. The agent can edit the email the agent wants forwarded.

Parameters

The following parameters are supplied with the OnEmailForward event.

Field
Common event parameters on page 372
Common email event parameters on page 373

OnEmailReply

When the agent begins composing a reply email message, the OnEmailReply event is generated.

To generate an OnEmailReply event, the following actions occur:

1. The [Communication Detail - Response View](#) is popped when the agent receives an email.
2. If the agent selects the Reply or the Reply to All buttons, the ReplyEmail command is called.
3. The **Communication Detail - Response View** is enabled.
4. The OnEmailReply event is generated.

5. The agent can compose a reply email message.

Parameters

The following parameters are supplied with the OnEmailReply event.

Field
Common event parameters on page 372
Common email event parameters on page 373

OnEmailSend

When either an email reply or an email forward message is sent, the OnEmailSend event is generated.

To generate an OnEmailSend event, the following actions occur:

1. The [Communication Detail - Response View](#) is popped when the agent receives email.
2. When the agent selects the Reply, Reply to All, or Forward buttons, the **Communication Detail - Response View** is enabled.
3. Depending on which button was selected, either the OnEmailReply, or the OnEmailForward events are generated.
4. The agent can edit the email.
5. When the agent has finished composing the email, the agent selects the Send button.
6. The SendEmail command is called.
7. The **Communication Detail - Response View** is cleared and disabled.
8. The OnEmailSend event is generated.
9. The agent is now permitted to do any of the following tasks:
 - Dismiss, transfer, or defer the original email.
 - Compose another reply or forward the email again.

Parameters

The following parameters are supplied with the OnEmailSend event.

Field	Description
NewEmailActivityID	The Siebel Activity ID of the new reply or forward email.
Common event parameters on page 372	
<Open> All values that are in the open data container for the EDU.	

OnGetEDUData

This event is the result of a successful call to GetEDUData. This event returns the data from the EDU in name-value pairs.

Parameters

The following parameters are supplied with the OnGetEDUData event.

Field	Description
CommandID	The value is passed in the GetEDUData command.
Common event parameters on page 372	

OnLoginAgent

When the Siebel agent has successfully logged into Avaya IC, the OnLoginAgent event is generated.

Parameters

The following parameters are supplied with the OnLoginAgent event.

Field	Description
AgentID	The login ID for the Siebel agent.
AgentExtension	The extension for the agent, if the agent has one.

OnLogoutAgent

When the Siebel agent has logged out of Avaya IC, the OnLogoutAgent event is generated.

Parameters

The following parameters are supplied with the OnLogoutAgent event.

Name	Value
AgentID	The login ID for the Siebel agent.
AgentExtension	The extension for the agent, if the agent has one.

OnNewOpenData

When a request is there to generate an OnNewOpenData event, the OnNewOpenData event is generated. This request originates with the NewOpenData command.

Related topics

For more information, see the following topics:

- [NewOpenData](#) on page 356
- [About open data](#) on page 240

Parameters

The following parameters are supplied with the OnNewOpenData event.

Field	Description
TrackingID	A string generated by the AICD that uniquely identifies the work item.
<Open>	All values that are in the open data container of the EDU.

OnNewWorkItem

When the agent receives a new work item and indicates that the work item must be popped, the OnNewWorkItem event is generated.

The open data parameters with the MediaType are usually used to determine which screen to pop. For example, SiebelViewBmk can be passed as an open data parameter. If the SiebelViewBmk parameter is included, the bookmark screen is popped. The **AICD.def** file contains many examples of popping the screen based on parameters that are available through open data with the MediaType.

Parameters

The following parameters are supplied with the OnNewWorkItem event.

Field	Description
Cause	Indicates the source of this work item. Can be one of the following values: <ul style="list-style-type: none"> ● NEW ● TRANSFER ● CONFERENCE Also see, Information about the cause parameter on page 389.
InitialPop	Indicates whether this value is the first time this work item is being popped. Can be one of the following values: <ul style="list-style-type: none"> ● Yes ● No
Media Type	Indicates the Media types of the new current work item.

Field	Description
ucid	The <i>ucid</i> parameter supplied by the TS.IncomingCall event.
Common event parameters on page 372	
Common call event parameters on page 372 for media types webVoice and webIVChat.	
Common email event parameters on page 373	
Common Web event parameters on page 373 for media types webVoice and webIVChat.	
Up to 10 custom event parameters. For more information, see Customizing events on page 247.	
<Open> All values that are in the open data container of the EDU.	

Information about the cause parameter

The cause parameter is accurate for all consultative transfers on Avaya communication servers. This includes transfer to queue, if the transferring agent remains on the call until the call arrives at the transferred-to agent.

However, in some blind transfers on Avaya communication servers, the cause field has a NEW value even for the transferred call. This value might occur on blind transfer to queue scenarios where the transferred-to agent is not available until after the blind transfer completes.

The cause field can also be inaccurate on non-Avaya communication servers. For example, cause might be NEW for a transferred call.

OnSiebelWrapUp

When the work item is going into Siebel wrap-up, the OnSiebelWrapUp event is generated. OnSiebelWrapUp events are generated only if the wrap-up type for the agent is administered as *Siebel* and wrap-up is enabled for the agent.

Example: For a work item of media type *voice*, the following commands and the events can occur if Siebel wrap-up was enabled and the customer contact hung up the call:

1. The OnCallDrop event indicates that the customer hung up.
2. The OnCallDisconnect event is generated.
3. The agent receives the OnSiebelWrapUp event. At this point, only the ReleaseWork command is permitted. The agent can perform any final actions related to the work item.
4. When the agent has completed all final actions, the agent sends the ReleaseWork command to release the work item.

Related topics

For more information, see the following topics:

- [Wrap-up](#) on page 80
- [ReleaseWork](#) on page 358
- [OnCallDisconnect](#) on page 377
- [OnCallDrop](#) on page 377

Parameters

The [Common event parameters](#) on page 372 are supplied with the OnSiebelWrapUp event.

OnWorkConference

When another agent is conferenced into a web chat, the OnWorkConference event is generated. The chat can be a combined voice-chat interaction.

Parameters

The following parameters are supplied with the OnWorkConference event.

Field
Common event parameters on page 372
Common Web event parameters on page 373

OnWorkConnect

When either an email or a Web chat is connected, the OnWorkConnect event is generated. This event can occur when an agent does the following tasks:

- Accepts the work item
- Removes an email work item from the deferred status

- Cancels an email reply or a message about to be forwarded

This event is similar to OnCallConnect, and indicates that both the agents and the customer contact are active on the work item.

Related topic

For more information, see [OnCallConnect](#) on page 376.

Parameters

The following parameters are supplied with the OnWorkConnect event.

Field
Common event parameters on page 372
Common email event parameters on page 373
Common Web event parameters on page 373
<Open> All values that are in the open data container of the EDU.

OnWorkDisconnect

When either an email or a web chat is disconnected, the OnWorkDisconnect event is generated. This event is similar to OnCallDisconnect, and indicates that neither the agents nor the customer contact are connected on the work item. Although the event is disconnected, the work item is still present at the agent desktop until the agent gets an OnWorkItemRemove event. The OnWorkDisconnect event occurs before the agent entering wrap-up, if wrap-up is enabled.

Related topics

For more information, see the following topics:

- [OnCallDisconnect](#) on page 377
- [OnWorkItemRemove](#) on page 392

Parameters

The following parameters are supplied with the OnWorkDisconnect event.

Field
Common event parameters on page 372
Common email event parameters on page 373
Common Web event parameters on page 373
<Open> All values that are in the open data container of the EDU.

OnWorkItemRemove

When the work item is removed from the Siebel toolbar, the OnWorkItemRemove event is generated. This event is the final event for the work item, and is preceded by an OnWorkDisconnect event, and optionally an OnSiebelWrapUp event.

The parameters that were passed when the OnNewWorkItem event was generated are passed when the OnWorkItemRemove event is generated. Additional parameters can be passed if the original work item was of MediaType=web and it transitioned to MediaType=webVoice or MediaType=webIVChat while it was active at the agent desktop.

Related topics

For more information, see the following topics:

- [OnWorkDisconnect](#) on page 391
- [OnNewWorkItem](#) on page 388

Parameters

The following parameters are supplied with the OnWorkItemRemove event.

Field	Description
Cause	Indicates the source of this work item. Can be one of the following values: <ul style="list-style-type: none"> ● NEW ● TRANSFER ● CONFERENCE Also see, Information about the cause parameter on page 389.
InitialPop	Indicates whether this value is the first time this work item is being popped. Can be one of the following values: <ul style="list-style-type: none"> ● Yes ● No
Media Type	Indicates the Media types of the new current work item.
ucid	The <i>ucid</i> parameter supplied by the TS.Disconnect event.
Common event parameters on page 372	
Common call event parameters on page 372 for media types webVoice and webIVChat.	
Common email event parameters on page 373	
Common Web event parameters on page 373 for media types webVoice and webIVChat.	
Up to 10 custom event parameters. For more information, see Customizing events on page 247.	
<Open> All values that are in the open data container of the EDU.	

OnWorkTransfer

When an email is transferred, the OnWorkTransfer event is generated.

Although a webVoice or webIVChat work item can be transferred, doing so does not generate an OnWorkTransfer event. When a webVoice or webIVChat is transferred, the voice part of the work item is transferred first. Web chat transfers are not supported by Avaya IC, so the chat transfer is simulated. To simulate the chat transfer, the Web part of the work item is conferenced and the original agent is dropped from the conference. An OnWorkConference event is there when the chat is conferenced, but there cannot be an OnWorkTransfer event.

Related topic

For more information, see [OnWorkConference](#) on page 390.

Parameters

The following parameters are supplied with the OnWorkTransfer event.

Field
Common event parameters on page 372
Common email event parameters on page 373
Common Web event parameters on page 373

Appendix D: TS call events

The following table lists the call events that are generated as Siebel events and the corresponding Telephony Server (TS) event names.

Voice connector event	AICD event
TS.Abandoned	OnCallAbandoned
TS.AgentOtherWork	Not supported
TS.AuxWork	Not supported
TS.Busy	OnCallBusy
TS.Conference	OnCallConference
TS.Connect	OnCallConnect
TS.Disconnect	OnCallDisconnect
TS.Diverted	Not Supported
TS.Drop	OnCallDrop
TS.Hold	OnCallHold
TS.HoldReconnect	OnCallHoldReconnect
TS.IncomingCall	OnCallIncoming
TS.Login	Not Supported
TS.Logout	Not Supported
TS.Ready	Not Supported
TS.Ring	OnCallRinging
TS.SessionFailed	Not Supported
TS.Transfer	OnCallTransfer

Appendix E: Media types

The following table describes the supported media types.

Media type	Definition	Hybrid/Native
email	An inbound email.	Both
voice	An inbound PBX call originated by a customer.	Both
voiceAutoDial	An outbound contact auto dial mode. The PBX calls the customer and notifies the agent about the call as the call is dialing. The agent reviews the customer information simultaneously that the PBX is placing the outbound call to the customer.	Hybrid
voiceOut	An outbound PBX call originated by an agent.	Hybrid
voicePredictive	An outbound contact predictive mode call. The PBX automatically initiates an outgoing call. If the customer answers, the call is routed to an available agent.	Hybrid
voicePreview	An outbound contact preview mode call. The agent is notified before the PBX makes the call. This alerts the agent giving the opportunity to review customer data before the PBX places the call.	Hybrid
web	An inbound chat.	Hybrid
webIVChat	Multimedia with inbound Chat & VoIP call.	Hybrid
webVoice	Multimedia with inbound chat and Public Switched Telephone Network (PSTN) call.	Hybrid

Appendix F: EAI Get and Put operations

This section describes the integration objects contained within the Get Data and Put Data blocks. Each integration object has a unique format written in eXtensible Markup Language (XML) that conforms to a Document Type Definition (DTD). Each integration object contains a pair of messages: one for the request from Avaya IC to Siebel, and one for the response from Siebel to Avaya IC. You can customize your system by changing the content passed in the messages without changing the DTD.

This section includes the following topics:

- [About customizing Get operations](#) on page 400
- [About customizing Put operations](#) on page 401
- [About attachments](#) on page 402
- [Get and Put Data](#) on page 404

Related topics

For more information, see the following topics:

- [EAI server](#) on page 64
- [Siebel palette blocks](#) on page 99
- [Integration objects](#) on page 90

Before you begin

This appendix assumes that you have installed the **Avaya IC EAI Objects.sif**.

Related topics

For more information, see the following topics:

- [Installing a custom integration object](#) on page 173
- For more information about Avaya IC EAI Objects, see the Siebel documentation.

About customizing Get operations

To customize Get operations, you need the following information.

Integration object name: Always type the integration object name accurately. Spaces, capitalization, and spelling must match exactly or the request returns an error.

Query key name : For Get operations, this name is the exact name you must specify when making the Get request. These names are the names described in the Get structure figures in this appendix. For example, Contact.HomePhone is a query key name for the Get Contact integration object. A telephone number is passed as data with this query key name. The data type and the number of digits must agree with what Siebel is expecting.

The data when returned by Siebel has the form shown in the structure figures.

No required fields are there for Get operations.

About customizing Put operations

This section includes the following topics:

- [Names](#) on page 401
- [Required fields](#) on page 401

Names

To customize Put operations, you need the following information.

Integration object name: Always type the integration object name accurately. Spaces, capitalization, and spelling must match exactly or the request returns an error.

Name : For Put operations, this name is the name of the field that populates with data. These names are the names described in the Put structure figures in this appendix. For example, Action.Description is a name for the Put Action integration object.

The data when returned by Siebel has the form shown in the structure figures.

Required fields

The required fields for each Siebel integration object shows in the structure figures, marked with a star. In general, these fields must be supplied and contain data that conforms to what Siebel expects. For example, the Avaya IC - Put Action integration object contains the following required primary fields:

Id : Siebel validates that this field was supplied. However, a different Id will actually be created for the activity record. Supply the data `<new>` as a placeholder so that the Siebel validation works.

Description : Siebel validates that this field was supplied and populate the Description field of the activity. Remember that Siebel has restrictions on the length of the Description field data.

Type: Siebel validates that this field was supplied and also validate that the text of this field conforms to a valid Siebel activity type. The Avaya IC - Put Action integration object also contains other required fields. However, the fields are required only when passing a `ListOfActionAttachment` or `ListOfAction_Contact`. Use Siebel Tools to examine the field mapping for the integration object and Siebel business component requirements for the data.

About attachments

With the integration object figures in this appendix, you also see a chart stating whether the integration object can have attachments. Integration objects can sometimes pass documents as attachments to and from Siebel, with the Get and Put requests.

Creating an integration object to query on a multivalued field

Out-of-the-box Integration Objects have Multi Value Groups (MVGs). Each of these MVGs needs a separate integration component definition. Each field defined for an integration component maps to a field in the MVG. When you have a requirement to execute a query on a multivalued field, you must create another business object and an integration object based on the business object. The integration object must have the MVG as a root component, and the parent as the child component.

This section includes the following topics:

- [Example](#) on page 403
- [Procedure](#) on page 403

Example

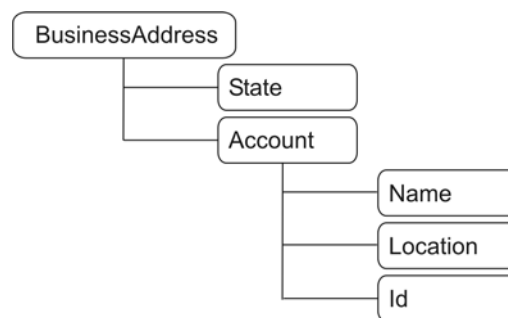
A query on **Account State** using the **Avaya IC - Get Account** integration object does *not* return all accounts that fall under that state. You can query for all accounts that fall under that state by creating an integration object.

Procedure

To create an integration object to query on a multivalued field:

1. Create a business object with **BusinessAddress** as the parent business component.
Reference: For more information about creating a business object, see the Siebel documentation.
2. Create a link with **BusinessAddress** as the parent business component and **Account** as the child business component.
3. Associate the link with the business object.
4. Create the integration object using the business object you created in Step 1.
Reference: For more information about creating an integration object, see the Siebel documentation.
5. Activate or inactivate the fields in the integration object for each requirement.
6. Change the Avaya IC workflow to send the right parameters to the EAI server.
Reference: For more information, see *Roadmap for creating integration objects* in the *Avaya IC for Siebel Integration* guide.

Result: The integration object hierarchy must look as the following figure.



Get and Put Data

Get Data and Put Data blocks contain the following integration objects:

- [Get Action](#) on page 404
- [Put Action](#) on page 406
- [Get Account](#) on page 407
- [Get Contact and Put Contact](#) on page 409
- [Get Service Request](#) on page 411
- [Put Service Request](#) on page 413
- [Get Order Entry](#) on page 414
- [Put Order Entry](#) on page 415
- [Put Opportunity](#) on page 416
- [Get Quote](#) on page 417
- [Put Quote](#) on page 419

Get Action

The Get Action integration object retrieves information from the Siebel database about actions that agents took in response to previous contacts with this customer.

This section includes the following topics:

- [Get Action query keys from Avaya IC to Siebel](#) on page 404
- [Get Action responses from Siebel to Avaya IC](#) on page 405

Get Action query keys from Avaya IC to Siebel

The following figure shows the out-of-the-box query keys that Avaya IC requests from Siebel for data transfers using the Avaya IC - Get Action integration object.

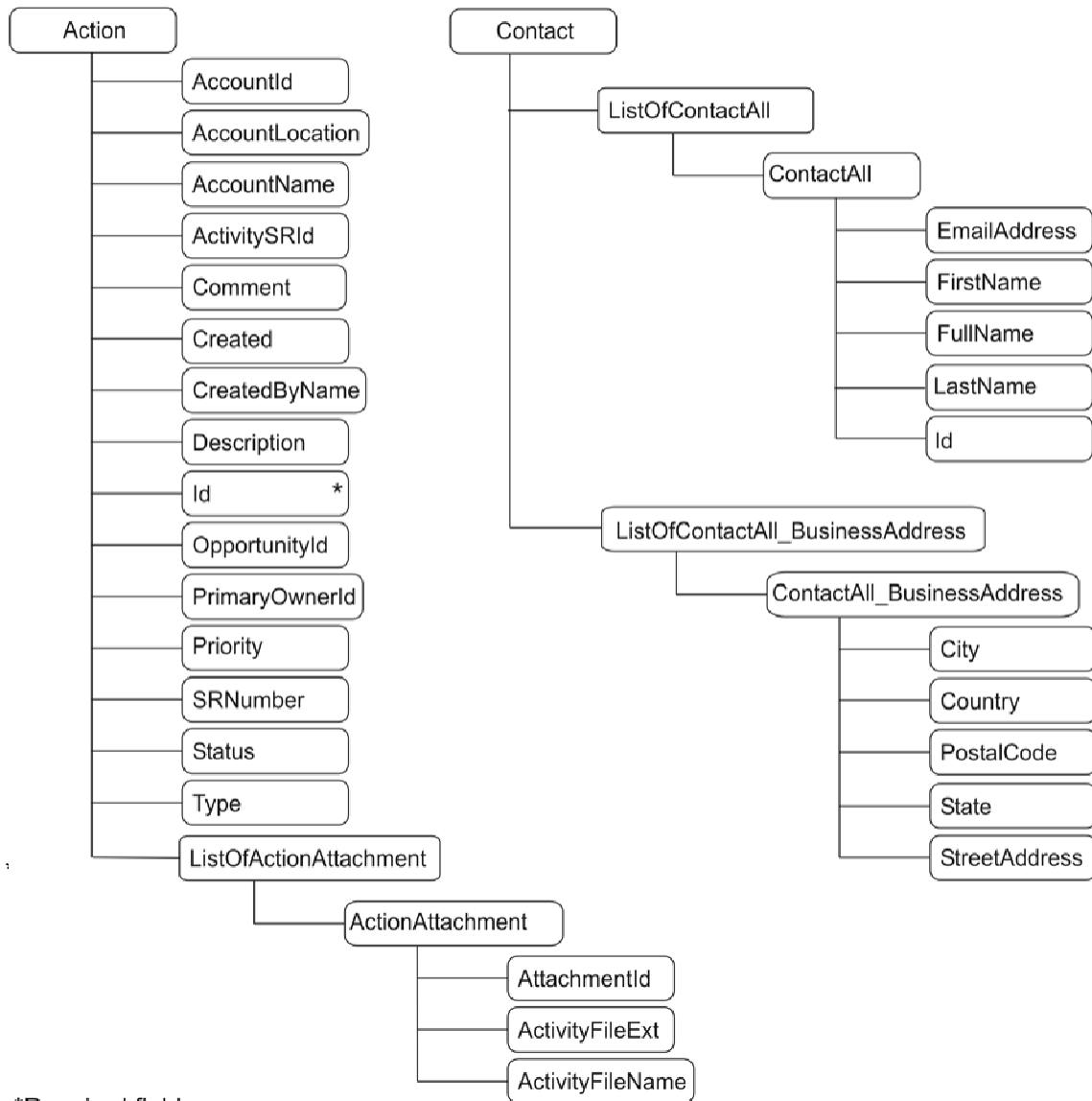


Get Action responses from Siebel to Avaya IC

The following figure shows the out-of-the-box fields that Avaya IC receives from Siebel for data transfers using the Avaya IC - Get Action integration object.

Integration object name: Avaya IC - Get Action

Attachment support: No

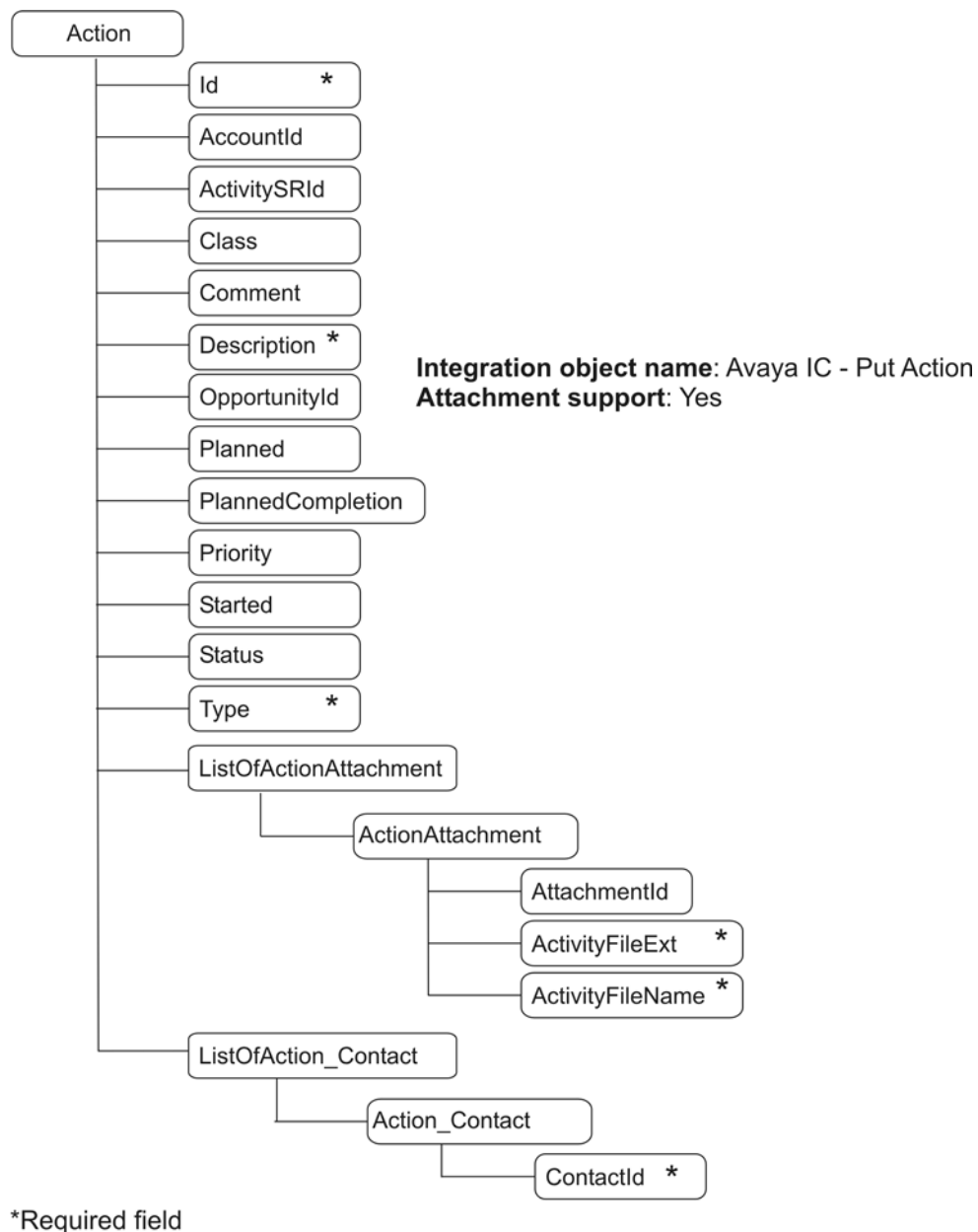


*Required field

Put Action

The Put Action integration object requests Siebel to store information in the Siebel database about the current actions that an agent took in response to a customer contact.

The following figure shows the out-of-the-box fields that Siebel receives from Avaya IC for data transfers using the Avaya IC - Put Action integration object.



Get Account

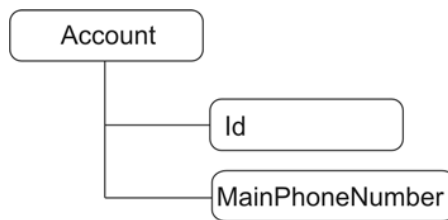
The Get Account integration object retrieves customer billing information from the Siebel database.

This section includes the following topics:

- [Get Account query keys from Avaya IC to Siebel](#) on page 407
- [Get Account responses from Siebel to Avaya IC](#) on page 408

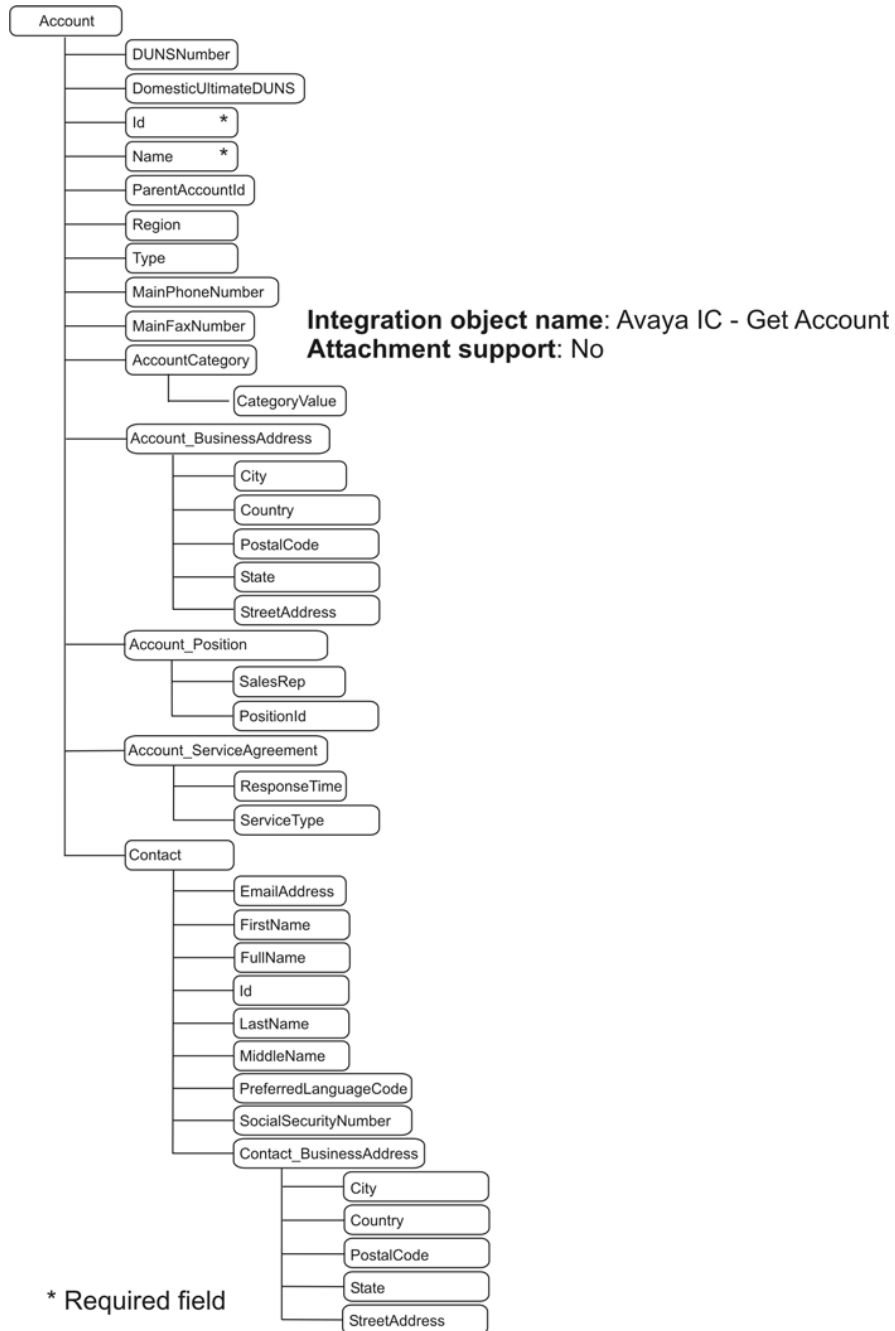
Get Account query keys from Avaya IC to Siebel

The following figure shows the out-of-the-box query keys that Avaya IC requests from Siebel for data transfers using the Avaya IC - Get Account integration object.



Get Account responses from Siebel to Avaya IC

The following figure shows the out-of-the-box fields that Avaya IC receives from Siebel for data transfers using the Avaya IC - Get Account integration object.



Get Contact and Put Contact

The Avaya IC - Get Contact integration object retrieves the identification and the communication information for the current contact from the Siebel database.

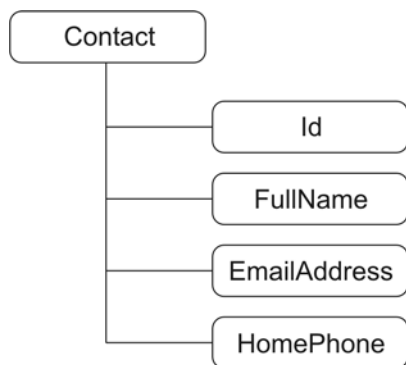
The Avaya IC - Put Contact integration object requests Siebel to store the identification and the communication information into the Siebel database.

This section includes the following topics:

- [Get Contact query keys from Avaya IC to Siebel](#) on page 409
- [Get and Put Contact responses from Siebel to Avaya IC](#) on page 410

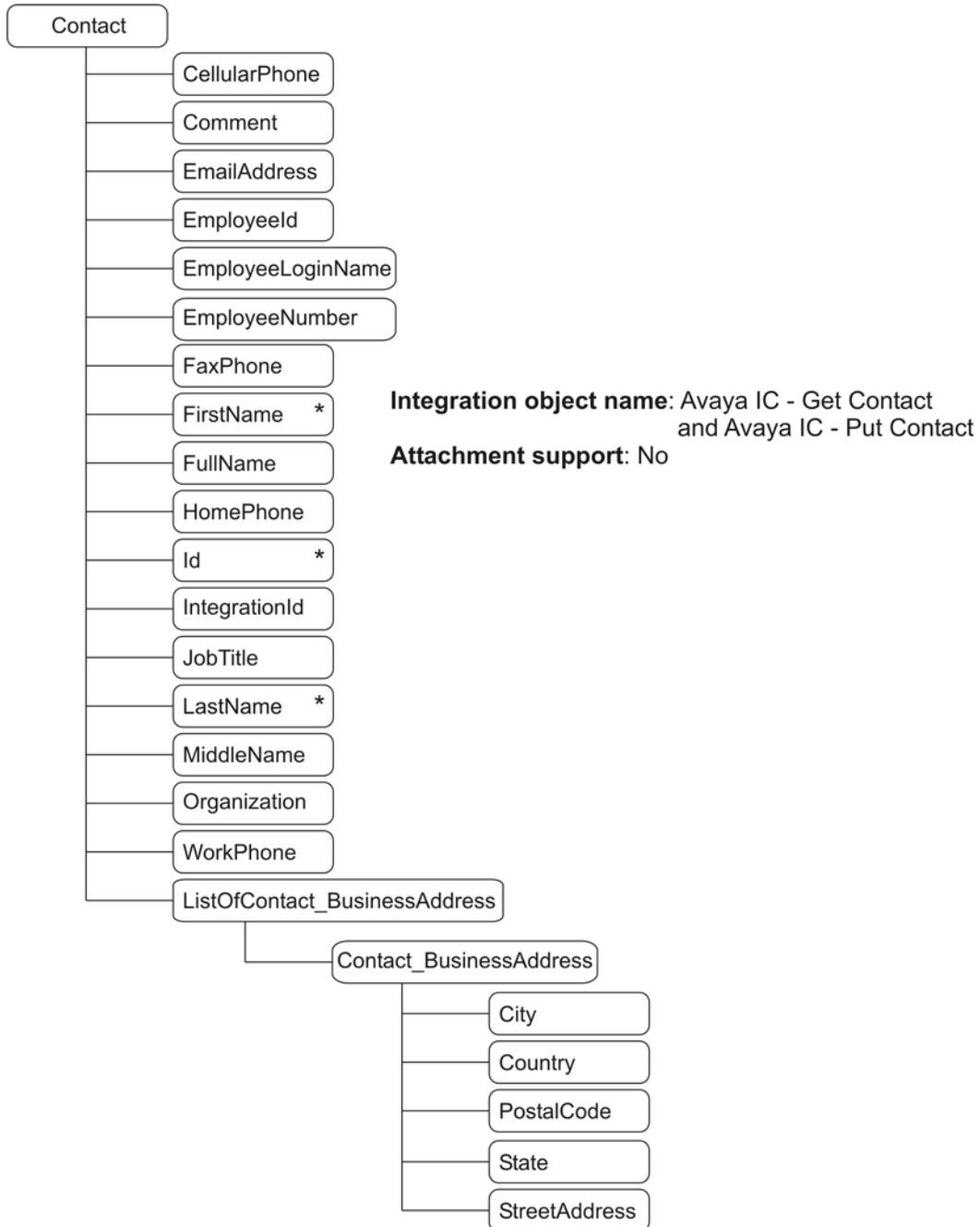
Get Contact query keys from Avaya IC to Siebel

The following figure shows the out-of-the-box query keys that Avaya IC requests from Siebel for data transfers using the Avaya IC - Get Contact integration object.



Get and Put Contact responses from Siebel to Avaya IC

The following figure shows the out-of-the-box fields that Avaya IC receives from Siebel for data transfers using the Avaya IC - Get and Put Contact integration objects.



* Required field for Put Contact only

Get Service Request

The Avaya IC - Get Service Request integration object retrieves information from the Siebel database about services that the company of the agent provided to the customer.

This section includes the following topics:

- [Get Service Request query requests from Avaya IC to Siebel](#) on page 411
- [Get Service Request responses from Siebel to Avaya IC](#) on page 412

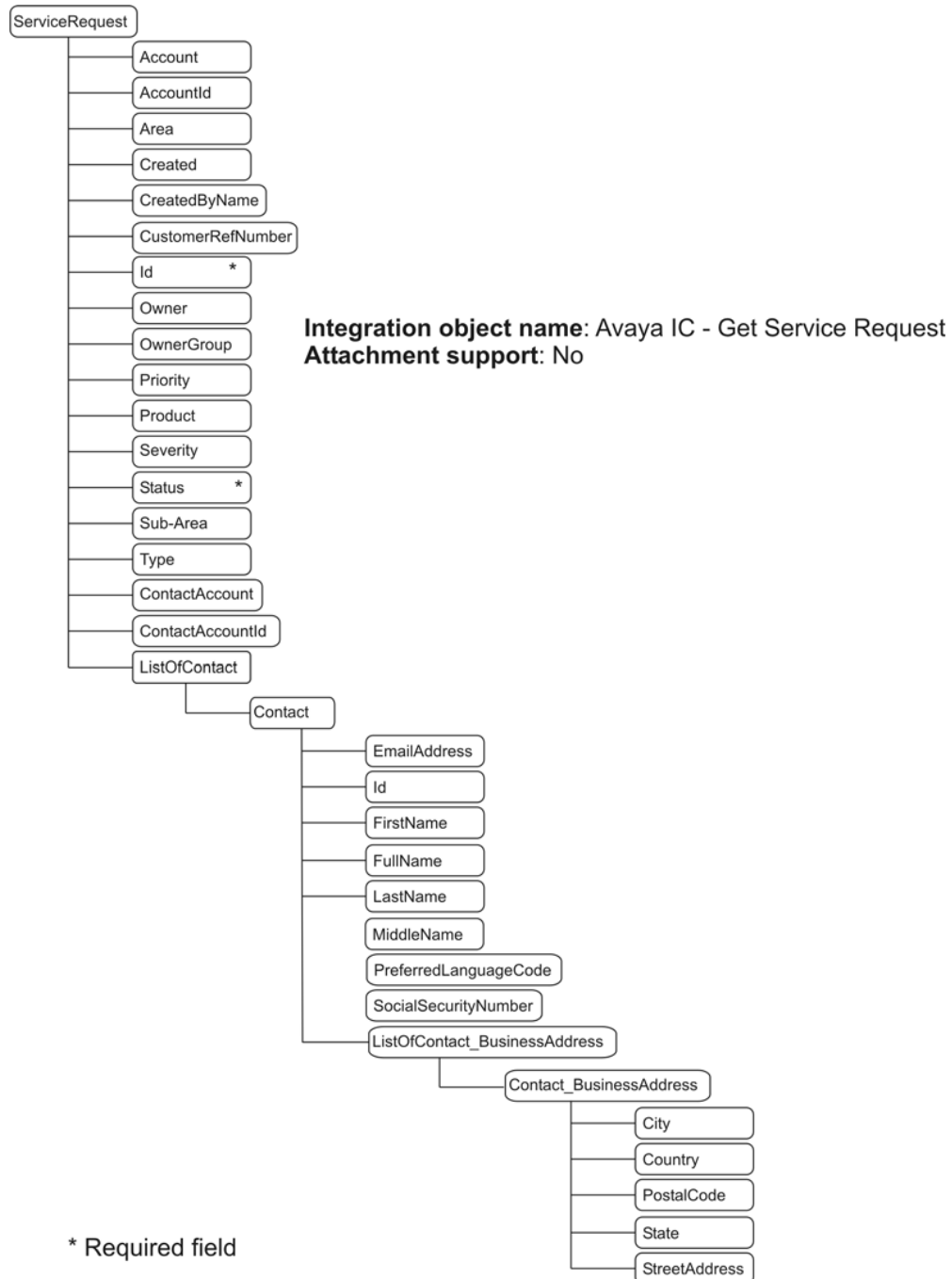
Get Service Request query requests from Avaya IC to Siebel

The following figure shows the out-of-the-box query keys that Avaya IC requests from Siebel for data transfers using the Avaya IC - Get Service Request integration object.



Get Service Request responses from Siebel to Avaya IC

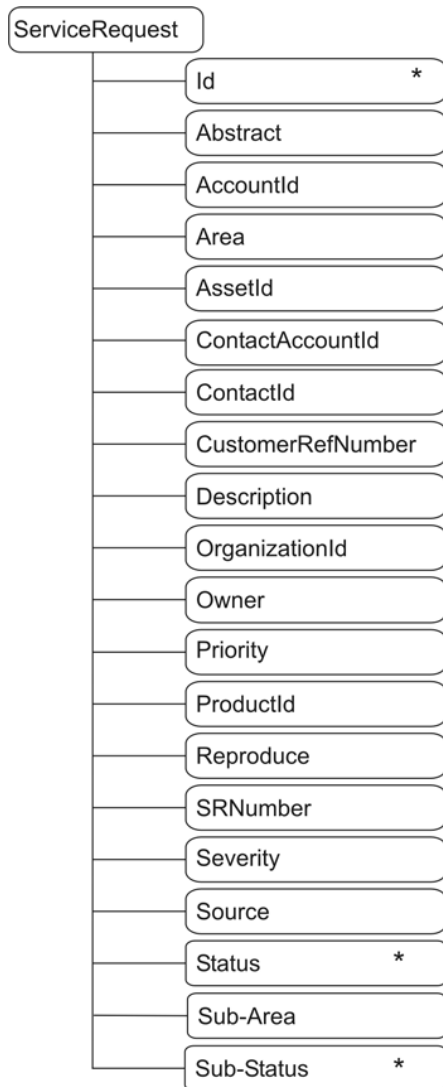
The following figure shows the out-of-the-box fields that Avaya IC receives from Siebel for data transfers using the Avaya IC - Get Service Request integration object.



Put Service Request

The Put Service Request integration object requests Siebel to store information in the Siebel database about services that the agent provided to the customer.

The following figure shows the out-of-the-box fields that Avaya IC requests to Siebel for data transfers using the Avaya IC - Get Service Request integration object.



Integration object name: Avaya IC - Put Service Request
Attachment support: No

* Required field

Get Order Entry

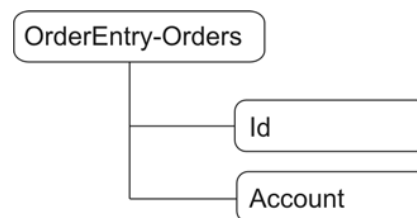
The Get Order Entry integration object retrieves information from the Siebel database about customer purchases.

This section includes the following topics:

- [Get Order Entry query requests from Avaya IC to Siebel](#) on page 414
- [Get Order Entry responses from Siebel to Avaya IC](#) on page 415

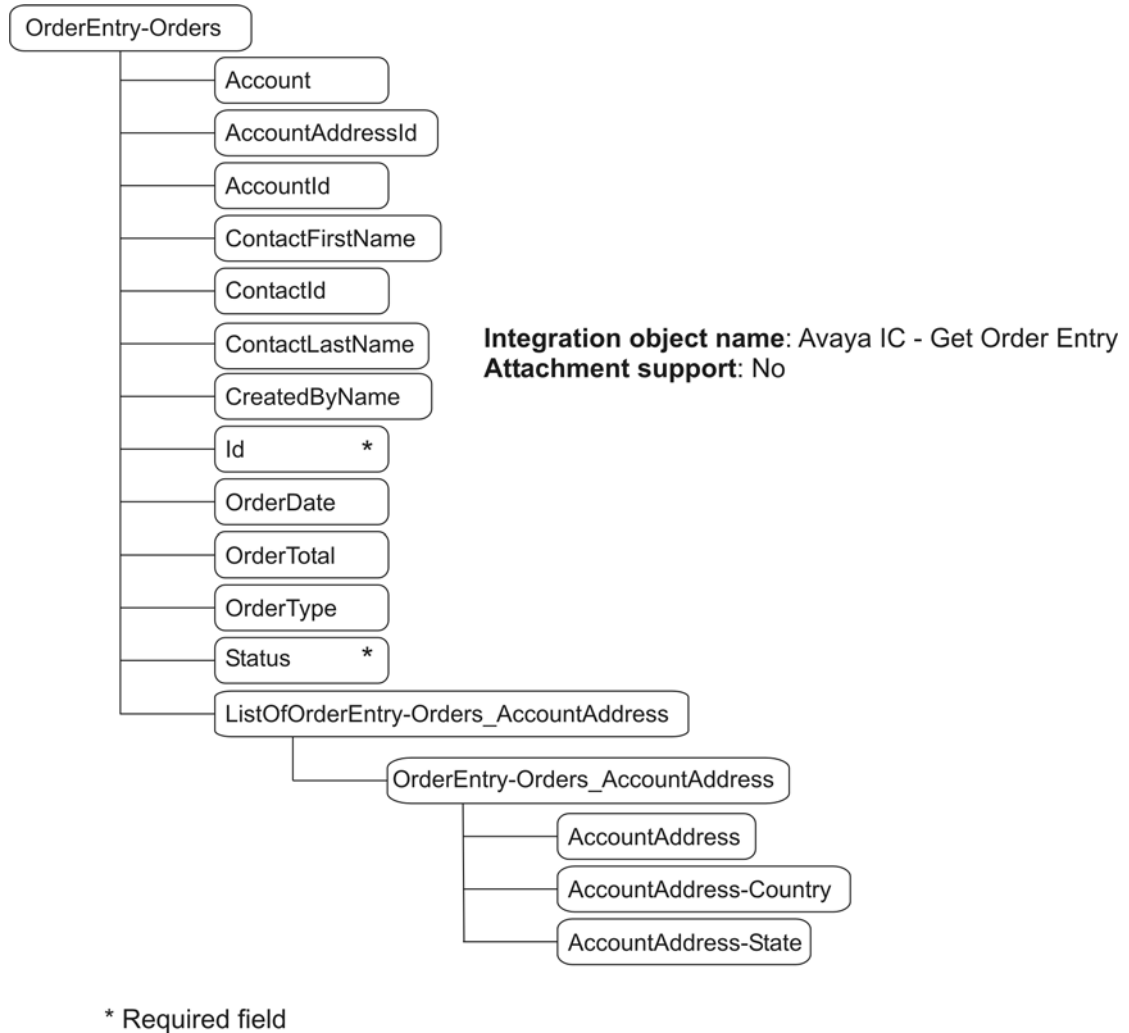
Get Order Entry query requests from Avaya IC to Siebel

The following figure shows the out-of-the-box query keys that Avaya IC requests from Siebel for data transfers using the Avaya IC - Get Order Entry integration object.



Get Order Entry responses from Siebel to Avaya IC

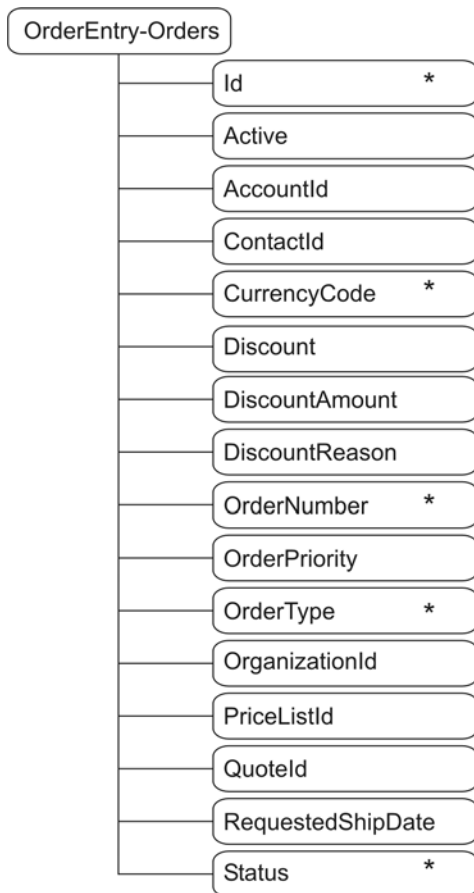
The following figure shows the out-of-the-box fields that Avaya IC receives from Siebel for data transfers using the Avaya IC - Get Order Entry integration object.



Put Order Entry

The Put Order Entry integration object requests Siebel to store customer purchase information in the Siebel database.

The following figure shows the out-of-the-box fields that Avaya IC requests to Siebel for data transfers using the Avaya IC - Put Order Entry integration object.



Integration object name: Avaya IC - Put Order Entry
Attachment support: No

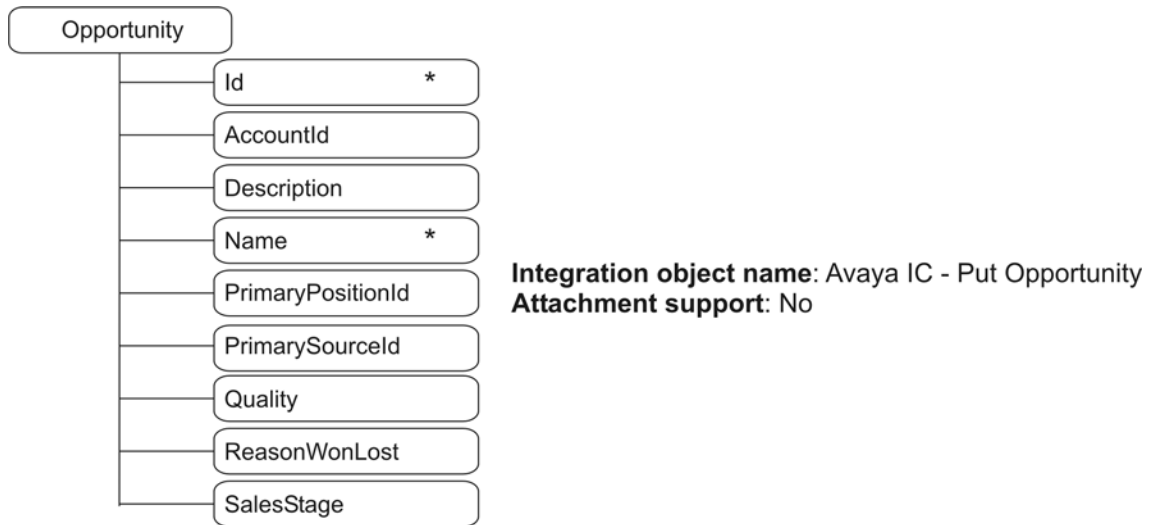
* Required field

Put Opportunity

The Put Opportunity integration object requests Siebel to store sales contact information in the Siebel database.

Appendix F: EAI Get and Put operations

The following figure shows the out-of-the-box fields that Avaya IC requests to Siebel for data transfers using the Avaya IC - Put Opportunity integration object.



* Required field

Get Quote

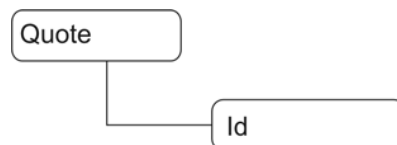
The Get Quote integration object retrieves price-quote information from the Siebel database.

This section includes the following topics:

- [Get Quote query requests from Avaya IC to Siebel](#) on page 417
- [Get Quote responses from Siebel to Avaya IC](#) on page 418

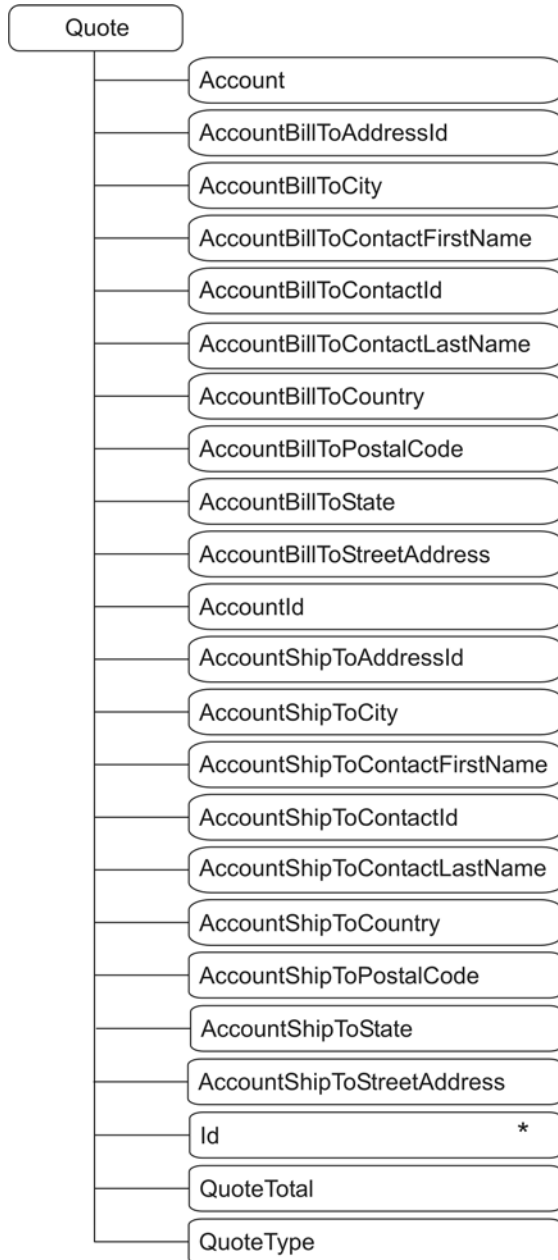
Get Quote query requests from Avaya IC to Siebel

The following figure shows the out-of-the-box query keys that Avaya IC requests from Siebel for data transfers using the Avaya IC - Get Quote integration object.



Get Quote responses from Siebel to Avaya IC

The following figure shows the out-of-the-box fields that Avaya IC receives from Siebel for data transfers using Get Quote integration object.



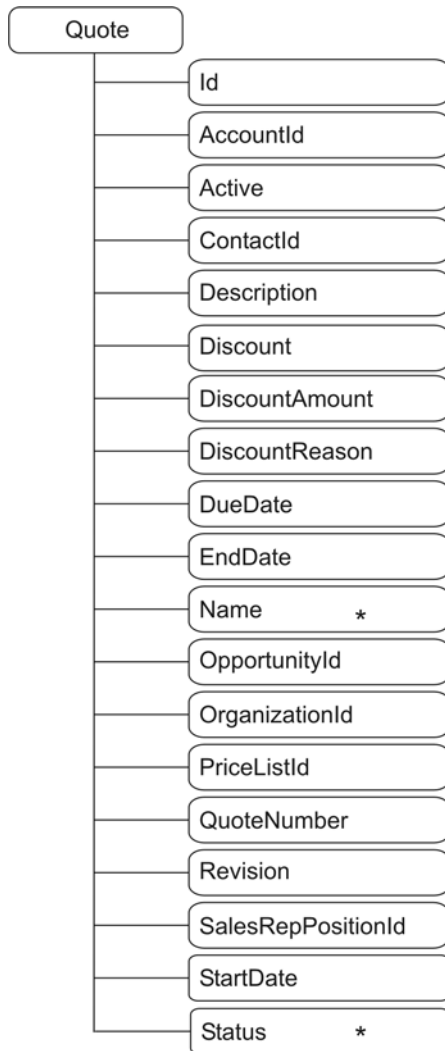
Integration object name: Avaya IC - Get Quote
Attachment support: No

* Required field

Put Quote

The Put Quote integration object requests Siebel to store price-quote information in the Siebel database.

The following figure shows the out-of-the-box fields that Avaya IC requests to Siebel for data transfers using the Avaya IC - Put Quote integration object.



Integration object name: Avaya IC - Put Quote
Attachment support: No

* Required field

Appendix G: Driver parameters

This section includes the following topics:

- [About driver parameters](#) on page 420
- [AICD driver parameters](#) on page 421

About driver parameters

This section contains the AICD driver parameters that you must set for a successful integration.

Use	To set the following driver parameters
IC Manager	<ul style="list-style-type: none"> ● Error logging levels ● Server name
The Communications Drivers and Profiles view in the Siebel Communications Administration window	Error logging levels for the agent log files
	Size of Thread Pool
	Siebel Configuration Name
	IC Domain
	IC UUID
ServerMode	

Related topics

For information about setting driver parameters, see:

- *IC Administration Guide*
- The Siebel documentation

AICD driver parameters

The supported AICD driver parameters for the Siebel Communications Server are described in the following table. When setting up log files for agents, the only driver parameters you can set are the parameters with the name Service: as a prefix. All AICD driver parameters are optional, but might be required based on your specific needs.

Driver parameter name	Default value	Description
Driver:ConfigurationName	N/A	<p>The ConfigurationName is any string unique to the Siebel configuration and connected to the AICD. This driver parameter makes it possible for a single AICD library instance within a single Siebel Communications Server to support multiple configurations if multiple AICD servers are configured in Avaya IC Manager.</p> <p>To use this parameter correctly, you must have multiple AICD configurations in Siebel. Perform the following steps:</p> <ol style="list-style-type: none"> 1. Import the AICD.def file excluding the Drivers and Profiles into all, but the first configuration. 2. Create multiple profiles for that AICD driver and correspondingly associate them with the AICD configurations. <p>You can now use this parameter as an AICD driver parameter and. override the parameter with unique values in various AICD profiles</p>
Driver:InitialThreadCount	8	<p>The InitialThreadCount is the number of threads created at driver start-up to process agent requests. Usually, the more agents that you have serviced by this AICD, the higher you get the number. However, having excess threads increases your server CPU overhead. On all platforms, this has a minimum value of 8 and a maximum value of 64.</p>
Driver:ServerDomain	N/A	<p>The ServerDomain establishes a filter for the identity of the AICD to the Avaya IC server. Normally, the driver automatically gets the server UUID from the vesp.imp file. However, if this parameter is specified, only those UUIDs that match the specified domain are chosen as a possible identity.</p>
Driver:ServerMode	Hybrid	<p>Specifies whether the AICD runs in Hybrid Siebel (Hybrid) or Native Siebel (Native) mode.</p>

Driver parameter name	Default value	Description
Driver:ServerUUID	N/A	The ServerUUID explicitly establishes the identity of the AICD to the Avaya IC server. Normally, the driver automatically gets the server UUID from the vesp.imp file. However, if this parameter is given, the specified UUID overrides any other UUID that the AICD has automatically chosen. Use this parameter with caution.
Service:AgentPassword	<Empty String>	Specifies the Avaya IC agent password used during the ASIS.Login request. This parameter applies only when Driver:ServerMode = Native. The value specified here can be overwritten by the Login command parameter AgentPassword.
Service:TraceLevelFlush	false	If true, the agent-specific file is flushed from memory to the disk for every log statement. Setting this to true is likely to slow down the performance of the AICD.
Service:TraceLevelUsr1	false	If true, errors are logged to an agent-specific file.
Service:TraceLevelUsr2	false	If true, warnings are logged to an agent-specific file.
Service:TraceLevelUsr3	false	If true, information messages are logged to an agent-specific file.
Service:TraceLevelUsr4	false	If true, debugging information is logged to an agent-specific file.

Appendix H: The location of the Siebel images folder

The location of the `images` folder depends on the Siebel version.

Siebel version	images folder location
Before Siebel IP 2016	<code>SWSE_ROOT/public/lang_code/images</code>
Siebel IP 2016	<code>SWSE_ROOT/public/images</code>
Siebel IP 2017 - IP 21.1	<code>SIEBEL_AI_ROOT/applicationcontainer/webapps/siebel/images</code>
Since Siebel IP 21.2	<code>SIEBEL_AI_ROOT/applicationcontainer_external/siebelwebroot/images</code>

Where `SWSE_ROOT` is the directory into which the Siebel Web Server Extension (SWSE) is installed. For example, `C:/siebel/8.1.1.14.0/sweapp` (Windows) or `/siebel/8.1.1.14.0/sweapp` (Linux)

`lang_code` is a Siebel installed language. For example, `ENU` for U.S. English

`SIEBEL_AI_ROOT` is the directory into which Siebel Application Interface is installed. For example, `C:/Siebel_AI` (Windows) or `/Siebel_AI` (Linux)

Glossary

Adaptive Interaction Center Driver	Avaya-provided driver that runs under the Siebel Communications Server. The Adaptive Interaction Center Driver (AICD) coordinates the delivery of work between Avaya IC and Siebel agents, and is also responsible for managing some aspects of the Siebel Communications Toolbar user interface.
ADU	See Agent Data Unit .
agent	An individual who handles inbound or outbound customer contacts through phone calls, e-mails, or Web chats. Each agent is associated with one or more media channels through their login IDs, and can be a member of one or more workgroups.
Agent Data Unit	A record created each time an agent logs into Avaya IC. The record contains information about agent activities during the Avaya Agent session, including information about each media channel and any active contacts assigned to the agent.
AICD	See Adaptive Interaction Center Driver .
Agent Server for Integration with Siebel	A Siebel-specific component of Avaya IC that is used in place of the Avaya Agent application in a Native integration with Siebel. ASIS handles requests and event communication for all agents.
ASIS	See Agent Server for Integration with Siebel .
auto-acknowledgment	An e-mail automatically sent in response to e-mail from a customer that acknowledges the receipt of the message.
auto-response	An e-mail automatically sent in response to e-mail from a customer that is based on the Content Analysis of the e-mail.
available state	The agent state in which the agent is ready to receive another contact through the media channels.
Avaya Agent	The client application that enables agents to handle customer contacts via incoming and outgoing phone calls, e-mails, and chat sessions. The Avaya Agent is displayed on agent desktops as a framework containing tabs and panes and their controls, such as task lists. Also called <i>Avaya Agent Desktop</i> .
Avaya Agent Desktop	See Avaya Agent .
Avaya IC	See Avaya Interaction Center .
Avaya Interaction Center	A complete software system for contact centers that routes and manages inbound and outbound agent-customer interactions. These interactions can occur across multiple media channels including voice, e-mail, and Web chat.

Glossary

Avaya Web Agent	<p>The GUI desktop application used by agents to interact with customers using Web management features. Fully integrated into the Avaya Agent, the Web Agent provides the interface that agents use to handle their chat contacts after selecting them from either the Avaya Agent chat task list or the Siebel work item list.</p> <p>For this integration, Avaya Web Agent supports only chat contacts.</p>
Blender server	<p>A server on the Avaya IC system that controls agent availability across different channel types, and monitors ADU change events. The Blender server is pre-configured to run workflows when any agent state changes. The Blender server can also be configured to raise alarms or run flows when agent or queue ADU thresholds are exceeded.</p>
blind transfer	<p>A one-step transfer of a work item. There is no consult phase for this type of transfer.</p>
block	<p>See workflow.</p>
CDL	<p>See Console Design Layout file.</p>
chat	<p>A system in which users can exchange typed messages in real-time over a computer network or the internet.</p>
Common Object Request Broker Architecture	<p>An architecture that enables servers to communicate with one another regardless of the programming language in which they were written or the operating system on which they run. VESP (Voice Enhanced Services Platform) is the CORBA implementation used in Avaya IC.</p>
Communications server	<p>See Siebel Communications server.</p>
Console Design Layout file	<p>A file that specifies the Avaya Agent screen layout.</p>
consultative transfer	<p>A two-step transfer of a work item. This type of transfer allows the transferring agent to communicate with the person receiving the work item before completing the transfer.</p>
contact	<p>(1) In Avaya IC, an event consisting of an interaction between a customer and an agent, or a request for such interaction. The interaction can occur by phone, e-mail, or chat.</p> <p>(2) In Siebel applications, the term contact refers to a business object or component that typically represents a customer.</p>
contact center	<p>A single site or multiple sites at which contacts are received and answered on voice, e-mail, and chat media channels for the purpose of communicating with customers, vendors, or employees.</p>
Content Analysis	<p>An automated analysis of e-mail that determines the topic and language of the e-mail. Based on this analysis, automated responses are sent to customers, or to agents for final approval.</p> <p>For this integration, the actual Content Analysis is performed by Siebel.</p>
CORBA	<p>See Common Object Request Broker Architecture.</p>

definition file	See Siebel definition file .
EAI server	See Enterprise Application Integration server .
Enterprise Application Integration server	A new Siebel component located within Avaya IC that accepts workflow blocks on Avaya IC to perform operations that read and write data to and from the Siebel database.
EDU	See Electronic Data Unit .
Electronic Data Unit	A record maintained by Avaya IC about a contact from a customer. Avaya IC stores all information related to a particular contact in the Electronic Data Unit (EDU). Similar to the Agent Data Unit , which represent agents rather than customers.
e-mail Content Analysis	See Content Analysis .
flow	See workflow .
Hybrid Siebel configuration	In an Avaya IC Siebel integration, the desktop user interface consists of a Siebel call center internet browser window and an Avaya Agent task bar window. The integration of Avaya IC with Siebel allows you to use the customer management features in the Siebel software and the features in Avaya IC that automate the processing of customer contacts. All channels, including voice, e-mail, and chat are supported in this type of integration.
IC Email server	A server that integrates with SMTP and POP3 servers. The IC Email server also manages all polling and forwarding, from the customer to the agent, of e-mails that come into the Avaya IC system. Through workflows, this server also handles the filtering of spam, the delivery of automatic replies, and the management of traffic flow to external agents and approval agents.
incoming call	A call offered to a route or service from an external carrier.
media channel	The method by which contacts enter Avaya IC - voice, e-mail, and Web chat.
multihomed host	A computer with two or more IP addresses.
mute transfer	A term previously used by Siebel that is synonymous with blind transfer. See blind transfer .
Native Siebel configuration	Thin-client Siebel provides the entire desktop user interface for an Avaya IC Siebel integration. Avaya IC provides voice and e-mail work item routing and data collection reporting that occurs in the background.
on hold	A caller is placed in a wait state.
ORB Server	An Avaya IC server that controls and maintains other servers. Every machine that runs servers must have an ORB Server running. The ORB Server can start, stop, and monitor the status of any server on its machine.
outbound	Calls or e-mail sent to a prospect or customer from a contact center.
queue	A group of agents, often with similar skills or knowledge, to which customer contacts are routed in a contact center. For example, there may be a Hardware Sales queue, a Hardware Support queue, a Software Sales queue, and a Software Support queue, each containing agents who handle a particular type of issue.

Glossary

ready state	See available state .
SCAPI	See Siebel Adaptive Communications API .
screen pop	A term used to describe how contact information is displayed in the Siebel Application Window in response to either new work being delivered to the agent or work being accepted by the agent. Typically a new screen or view that is associated with the incoming contact is presented, or popped, to the agent. In Siebel, screen pops are usually driven from driver events and the associated rules in the Siebel definition file that define the Siebel views to present to the agent, and the data items that should be queried from the Siebel database.
shared browsing	A set of features used during a chat session that enable the browsers for agents and customers to be synchronized so that they display the same Web pages simultaneously.
Siebel Adaptive Communications API	<p>A Siebel driver interface that the Adaptive Interaction Center Driver (AICD) use to communicate to Siebel. The Siebel Adaptive Communications API (SCAPI) interface is a C-Language function call interface that passes work item events from the AICD to Siebel, and work item commands from Siebel to the AICD.</p> <p>The SCAPI interface is located on the Siebel system.</p>
Siebel Communications server	A Siebel server that supports communication-related functions between the Siebel client PCs and application-specific drivers, such as the Adaptive Interaction Center Driver (AICD). Also called <i>Siebel Comm. server</i> .
Siebel definition file	A Siebel proprietary language that describes the rules associated with how events and commands are processed and passed between Siebel and the Adaptive Interaction Center Driver (AICD). The definition file determines Siebel desktop behavior, such as what Siebel screen to pop. The definition file also controls the commands passed from Siebel to the AICD. Also called <i>.def file</i> .
Siebel Desktop	A customizable graphical user interface (GUI) that hosts the Siebel application and runs in a browser. The agent also uses the Siebel Desktop to control the media through the Siebel Communications Toolbar.
Siebel integration servers	<p>Servers that were created specifically for the Avaya IC Siebel integration. The following servers and drivers are considered Siebel integration servers:</p> <ul style="list-style-type: none">● Adaptive Interaction Center Driver (AICD)● Enterprise Application Integration (EAI) server
suggested response	E-mail responses that are generated automatically, after Content Analysis . When an agent receives an e-mail contact for which a set of suggested responses have been generated, the agent selects the most appropriate response and sends it to the customer.
Telephony Server	A server on Avaya IC that monitors calls, including abandoned calls, and controls the routing of telephony requests. The TS uses the Electronic Data Unit to record information on incoming or outgoing calls.
TS	See Telephony Server .
UAD	See Unified Agent Directory .

Unified Agent Directory	An internal directory that provides lists of contact center resources, which may include agents, queues, and custom contact lists. Agents use the Unified Agent Directory graphical user interface to select a destination for a transfer, conference, or make call operations, such as a queue, another agent, an external agent, a supervisor, or a person with a specified proficiency in a particular skill.
Universal Call Identifier	The Universal Call Identifier (UCID) is an Avaya-proprietary call identifier used to help correlate call records between different systems.
work item	<p>(1) In Avaya IC, every contact a customer makes to an agent and vice versa is represented by a work item. If a customer calls, then sends e-mail, and then participates in a Web chat, each of these contacts is considered a separate work item. However, multi-media contacts are combined into one work item. For example, a Web chat + call is one work item.</p> <p>(2) In Siebel, every entry in the Siebel Communications Toolbar Work Item Drop-Down List represents a unique work item.</p>
workflow	A script that defines a sequence of steps the system performs when handling voice, e-mail, and Web chat contacts. Workflows are flowcharts that consist of a series of connected blocks. Each block defines a step in the workflow. The order of the blocks in the workflow determines the order in which the steps are performed. Out-of-the-box workflows are provided during installation. Integrators can use the Avaya IC Workflow Designer to modify the out-of-the-box workflows. Also called <i>flows</i> .
workgroup	A set of agents and queues. Workgroups enable the pooling of agents and queues by their related responsibilities and skills, resulting in better use of resources and more efficient management. Each workgroup can contain one or more agents and queues as well as other workgroups, structured hierarchically. A workgroup can contain supervisors, who are agents assigned the role of supervisor.
wrap-up	State the agent enters after contact with a customer ends. During wrap-up, an agent can complete the transaction and may be required to enter reason codes or complete a script.

Index

A

-
- AcceptEmail command.....[320](#)
 - AcceptWeb command.....[321](#)
 - ACD.....[30](#)
 - ActiveX controls.....[71](#)
 - activity records.....[91](#)
 - Adaptive IC Driver, see AICD
 - Advocate Siebel workflows.....[97, 98](#)
 - Agent Server for Integration with Siebel, see ASAI
 - Agent Server for Integration with Siebel, see ASIS
 - Agent.Desktop.Webclient.WorkingDirectory messages.....[295](#)
 - AgentAvailable command.....[322](#)
 - AgentPassword parameter.....[422](#)
 - agents
 - home directory.....[140](#)
 - AgentUnavailable command.....[323](#)
 - AICD
 - Agent Data Unit (ADU).....[88](#)
 - Alarm server.....[89](#)
 - associating Siebel agents with.....[155](#)
 - Avaya Agent.....[89](#)
 - Avaya IC interfaces and.....[88](#)
 - checking the environment.....[158](#)
 - commands.....[312, 313](#)
 - commands and events.....[93](#)
 - configuring.....[151](#)
 - creating.....[144](#)
 - customizing events and.....[247](#)
 - customizing the definition file and.....[94](#)
 - definition file.....[93](#)
 - description of.....[87](#)
 - domain guidelines.....[51](#)
 - driver parameters.....[421](#)
 - EDU.....[89](#)
 - events.....[370, 371](#)
 - figure of architecture.....[87, 88](#)
 - first e-mail entry.....[61](#)
 - formula for calculating number of.....[265](#)
 - importing AICD Siebel configuration.....[153](#)
 - key-value parameters.....[313](#)
 - library and the SiebelAICD server.....[259](#)
 - log file.....[278](#)
 - multiple.....[89](#)
 - open data and.....[241, 244, 246](#)
 - SCAPI interface.....[90](#)
 - Siebel Communications Toolbar disabled.....[285](#)
 - Siebel interfaces and.....[88](#)
 - Siebel user interface.....[92](#)
 - Telephony Server (TS).....[88](#)
 - VESP.....[88](#)
 - AICD library
 - ConfigurationName parameter and.....[263](#)
 - Siebel Communications Server host setting and .[264](#)
 - Siebel configurations that use.....[259](#)
 - AICDEngine.....[78](#)
 - AICDStrings.txt file.....[148, 150, 247](#)
 - Analyze workflow
 - description of.....[119](#)
 - figure.....[120](#)
 - Siebel-first.....[119](#)
 - Workflow server.....[119](#)
 - AnswerCall command.....[323](#)
 - Application Object Manager.....[44](#)
 - architecture in an integrated system.....[32, 33](#)
 - ASIS.....[89](#)
 - domain guidelines.....[54](#)
 - information about.....[64](#)
 - assisted Web browsing.....[49](#)
 - auto-acknowledgement
 - e-mail channel functions.....[30](#)
 - automatic call distributor.....[30](#)
 - auto-response
 - e-mail channel functions.....[30](#)
 - AUX reason codes.....[77, 302](#)
 - Avaya Agent
 - ADU.....[88](#)
 - agent properties.....[82](#)
 - AICD.....[87](#)
 - AICD and interfaces.....[89](#)
 - architecture.....[70](#)
 - areas of functionality.....[71](#)
 - AvayaAgentCommand.....[324](#)
 - Create Agent Desktop Data block.....[100](#)
 - definition file customizations.....[94](#)
 - designing databases.....[129](#)
 - Email Dismiss Reason code.....[204](#)
 - generating Windows application.....[131](#)
 - home directory.....[140](#)
 - IC Scripts.....[74](#)
 - installing.....[135](#)
 - integration hooks.....[75](#)
 - interactions.....[72](#)
 - layout file.....[72](#)
 - Login command.....[352](#)
 - login ID.....[286](#)
 - OnAvayaAgentEvent.....[374](#)

screen layout.....	73
selected work item.....	313
taskbar fails.....	284
taskbars.....	73
Web Agent.....	69
Avaya Agent Web Client.....	49
Avaya IC requirements.....	56
Avaya IC servers in an integrated system.....	34
Avaya IC supported server platforms.....	47
Avaya Interactive Response.....	29
avaya_agent_sbl_en.cdl.....	74 , 132
AvayaAgentCommand.....	324

B

blended delivery of e-mail.....	30
blocks	
Create Agent Desktop Data.....	100
Create External Contact Mapping.....	112
EAI Get Data.....	102
EAI Put Data.....	105
Get CA Results from EDU.....	112
Siebel palette.....	99
Business Advocate.....	29 , 30
buttons	
accessing.....	314
AICD and.....	87
Change Ready State Web.....	315
Communication Detail - Response View.....	317
customizing.....	94
definition file and.....	94 , 313
disabled.....	285
overview of commands and.....	317
Siebel Communications Toolbar.....	315

C

call-routing workflow, see Incoming Call flow	
CancelConferenceCall command.....	325
CancelConferenceWork command.....	326
CancelConsultTransferCall command.....	327
CancelConsultTransferWork command.....	329
CancelEmail command.....	330
cause parameter.....	389
CDL file	
description of.....	72
differences between integrated and non-integrated.....	74
specifying language.....	132
specifying layout.....	83
CDs for installation.....	57
Change Ready State submenu.....	315
chat contact routing workflow, see Qualify Chat flow	
chat qualification	
Customer Management workflows for Web.....	116
Qualify Chat flow.....	115

Transcript Added workflow.....	116
workflows.....	115
CheckForADUValues messages.....	275
client operating systems supported.....	48
clients in an integrated system.....	34
Comm Outbound Manager.....	220
commands	
AICD.....	312
AICD and.....	87
AICD and Siebel interfaces.....	88
AICD and TS.....	88
customizing.....	94
definition file and.....	93 , 94
definition of.....	313
events and.....	93
importing.....	154
list of.....	317
media types and.....	314
open data and.....	241
SCAPI interface.....	90
Siebel Communications Server.....	92 , 245
Siebel log files.....	282
CommInboundItemListApplet.js file.....	211
common call event parameters.....	372
common e-mail event parameters.....	373
common event parameters.....	372
common Web event parameters.....	373
CommOutboundItemFormApplet.js file.....	210
Communication Detail - Response View.....	317
communications infrastructure.....	33
Communications Server, see Siebel Communications Server	
Communications Session Manager.....	44
and Maximum MT Servers.....	259
CompleteConferenceCall command.....	331
CompleteConferenceWork command.....	332
CompleteConsultTransferCall command.....	334
CompleteConsultTransferWork command.....	335
ConfigurationName parameter.....	259 , 421
about.....	263
specifying multiple Siebel configurations.....	259
configuring	
AICD.....	151
Avaya IC.....	136
home directory.....	140
IC Manager to run Transcript Added workflow.....	195
IC Repository.....	134
secondary ORB server.....	141
Siebel to poll the mailbox.....	216
Siebel-first e-mail channel.....	198
Smart Answer Manager.....	220
voice qualification workflows.....	180
Web chat qualification workflows.....	186
workflow servers to use voice workflows.....	181
workflow servers to use Web chat workflows.....	189
Console Definition Language file, see CDL file	

Index

Content Analysis	
Get CA Results from EDU block	112
Siebel-first e-mail entry method	61
Create Agent Desktop Data block	100
Create External Contact Mapping block	112
creating	
AICD server	144
Avaya IC workflow	201
communication configuration	152
default Email Dismiss Reason code	204
domains	50
log files for the AICD and EAI servers	279
log files for the server	278
new Resolve Status in Email Response Library	205
profile for Siebel-first	217
response group for Siebel-first	218
teaset	156
Web chat record with transcripts	67
current work item	314
Customer Management workflows	
about	116
description of	116
customizing	
commands, buttons, and events	94
definition file	94
event parameters vs. open data	240
events	247
open data	240
Siebel event parameters	247

D

data exchange	35
Database Designer	67
databases	
multi-site configurations	42
supported	48
DataWake	31
def file, see definition file	
DeferEmail command	336
definition file	
about customizing	94
AICD	153
commands and	313
commands and events	93
coordinating customizations	94
customizing	94
description of	93
event handlers	371
event parameters and open data	240
importing	154
NewOpenData command	245
deployment guidelines	50
directory	
home	140

DisconnectWork command	337
documents as e-mail attachments	49
domain deployment guidelines	50
driver parameters	
about	420
AICD	421

E

EAI Get Data block	
chat qualification	115
description	102
Incoming Call workflow	113
voice qualification	113
EAI Put Data block	105 , 113
EAI server type	
adding server to IC Manager	171
description	66
failover	53
limitations	66
log file	278
EAI servers	
adapter	35
adding to IC Manager	170
blocks	35
customizing and	94
domain guidelines	53
errors	294
figure of	65
Get and Put operations	400
Incoming Call flow	113
information about	64
installing	169
installing integration objects	173
integration objects and	90
interfaces	66
log files and	277
multi-site configurations	42
security policies	59
server type limitations	66
server types	66
transcript-added workflow	117
unable to read a file attachment	294
workflow blocks	99
eai.cfg file	177
EAIWorkflow server type	
adding server to IC Manager	172
description	66
failover	53
limitations	67
log file	278
EDU	
container for open data	241
container syntax restrictions	242
Incoming Call flow	113

server	89
servers and database configurations.....	42
e-mail	
blended delivery	30
channel, information about.....	29
history	30
how replies are handled	62
push delivery.....	30
Email Dismiss Reason code	
about creating.....	204
creating a default.....	204
setting in the CDL file.....	204
e-mail entry methods	
Siebel-first	60
Email Response Library	204
EmailAvailable command.	338
EmailUnavailable command	339
error strings	
installing English for Siebel-first.....	206
installing localized for Siebel-first	209
eScript	
importing CommInboundItemListItem.....	211
importing CommOutboundItemFormApplet.....	210
importing for Siebel Universal Agent	161
installing for Siebel-first	206
events	
common call event parameters	372
common e-mail event parameters.....	373
common event parameters	372
common Web event parameters	373
customizing	94 , 240
definition file and.....	93
description of.....	371
IC Scripts and	74
importing.....	154
list of.....	370
open event parameters.....	373
Siebel Communications Server and.....	92
Siebel log files and	282
eXtensible Markup Language, see XML	
eXtensible Stylesheet Language, see XSL	

F

failover	
AICD domain guideline.....	52
domains and	51
EAI domain guideline.....	53
Fax as e-mail attachment.....	49
file attachments, EAI server unable to read.....	294
flows, see workflows	
ForceLogout command	339
formula for calculating number of AICDs.....	265

G

Get CA Results from EDU block	112
Get Data	
EAI Get and Put operations.....	400
EAI server and	65
EAI server type	66
integration objects	404
Get Data block, see EAI Get Data block	
GetEDUData command.....	341
Glossary	424

H

HangupCall command.....	343
heterogeneous switch.....	29
HoldCall command.....	344
HoldReconnectCall command.....	345
home directory	140
hook handlers	75
hooks for the integration	75
HTTP	
data exchange	35
EAI interface.....	66
modifying the eai.cfg file	177
response timeout for EAI server	171
response timeout for EAIWorkflow server	173
security.....	59
Hybrid Siebel, definition of	27
HyperText Transfer Protocol, see HTTP	

I

IC Email server	
Analyze workflow for Siebel-first.....	119
EAI domain guidelines	53
IC Manager	68
IC Scripts	71 , 72 , 74 , 131
importing	
AICD Siebel configuration	153
CommInboundItemListItem	211
CommOutboundItemFormApplet	210
custom eScript for Siebel Universal Agent.....	161
Incoming Call flow	
about	113
configuring.....	181
description of.....	113
EAI Get Data block.....	113
EAI Put Data block	113
EAI server	113
EDU	113
installing	180
process	113
TS.IncomingCall event.....	113

Index

InitConferenceCall command	346
InitConferenceWork command	347
InitConsultTransferCall command	349
InitConsultTransferWork command	351
InitialThreadCount parameter	421
installation CDs	57
installing	
AICD.	147
Avaya Agent	135
Avaya IC server on Siebel	141
custom integration objects.	173
EAI servers.	169
eScript and English error strings for Avaya-first	209
eScript and English error strings for Siebel-first	206
Incoming Call flow	180
integration objects	173
Siebel integration components on Avaya IC	127
Transcript Added workflow	193
Web chat qualification workflow	193
integration hook handlers.....	75
integration hooks.....	75
integration objects	
about.....	90
Get and Put Data.....	404
installing.....	173
Interaction Center Manager, see IC Manager	
Interactive Voice Response.....	29 , 48 , 49
Internet Explorer.....	83
IP assignment for SiebelAICD server configurations	261
IP text chat.....	49
IVR.....	29 , 48 , 49

J

JNDI Naming Exception message.....	277
------------------------------------	---------------------

K

key-value parameters.....	313
---------------------------	---------------------

L

languages supported.	49
localized systems, prerequisites	50
logging levels	
adding the EAI server	172
adding the EAIWorkflow server	173
ASIS	281
creating a Siebel AICD server	146
Login command	352
login IDs.....	56
Logout command.....	353

M

MakeCall command	353
Maximum MT Servers parameter	259
about	262
considerations for setting	263
example setting	262
MaxMTServers parameter, see Maximum MT Servers parameter	
Media channels are not enabled.....	295
media channels supported.....	48
media types	
commands and.....	314
supported.....	398
MIME	
adding EAIWorkflow server.....	173
EAI interface.....	66
EAI server type limitations.....	67
MTTLogger.dll.....	160
MTToolkit.dll.....	160
multihomed hosts	
AICDs and.....	261
definition.....	261
example.....	270
SiebelAICD selection criteria.....	260
multihomed server.....	260 , 261
multi-site configurations	
agents, sites, and Siebel Communications servers.	43
associating a Siebel agent with a communications session	44
Centralized Siebel complex.....	42
database in.....	42
domain deployment guidelines	52
EAI.....	42
e-mail.....	42
figure	40 , 41
MuteTransferCall command.....	354
MuteTransferWork command.....	355

N

Native Siebel, definition of.....	28
NewOpenData command.....	356

O

OnAvayaAgentEvent.....	374
OnCallAbandoned event.....	375
OnCallBusy event.....	375
OnCallConference event.....	376
OnCallConnect event.....	376
OnCallDisconnect event.....	377
OnCallDrop event.....	377
OnCallHold event.....	378

OnCallHoldReconnect event	379
OnCallIncoming event	378
OnCallQueued event	380
OnCallRinging event	380
OnCallTransfer event	381
OnChangeCurrentWorkItem event	381
OnEmailCancel event	382
OnEmailDeferred event	383
OnEmailForward event	384
OnEmailReply event	384
OnEmailSend event	385
OnGetEDUData event	386
OnLoginAgent event	386
OnLogoutAgent event	387
OnNewOpenData event	387
OnNewWorkItem event	388
OnSiebelWrapUp event	389
OnWorkConference event	390
OnWorkConnect event	390
OnWorkDisconnect event	391
OnWorkItemRemove event	392
OnWorkTransfer event	393
open event parameters	373
operating systems supported	48
ORB Servers	
information about	68
installing a secondary	141

P

parameters	
common call events	372
common e-mail events	373
common events	372
common Web events	373
open events	373
passwords for agents	56
PBXs supported	48
POP3	
creating a profile for Siebel-first	217
e-mail channel functions	30
Siebel-first e-mail entry process	60
port assignment on SiebelAICD	261
process	
Incoming Call workflow	113
Transcript Added workflow	117
properties	
home directory	140
PSTN	31
Public Switched Telephone Network	31
push e-mail delivery	30
Put Data	
EAI Get and Put operations	400
EAI server and	65
EAIWorkflow server type and	66

installing a custom integration object	173
integration objects	404
Put Data block, see EAI Put Data block	

Q

Qualify Chat flow	
description of	115

R

reason codes, AUX	77 , 302
RecoveryPop command	358
Redirection on No Answer	306
ReleaseWork command	358
replies for e-mail	62
ReplyEmail command	359
ResetEmailChannel command	361
ResetVoiceChannel command	361
Resolve Status	
creating new	205
Email Dismiss Reason code	204
IC Manager	68
response group	
adding Siebel-first input arguments	219
associating a Siebel-first profile with	218
creating for Siebel-first	218
ResumeEmail command	360 , 361
RONA	306

S

SCAPI	90
screen layout	73
secondary ORB Server	141
security policies	59
Selected work item	313
SendDTMF command	362
SendEmail command	362
SendNewEmail command	363
server platforms supported	47
ServerDomain parameter	259 , 421
ServerMode parameter	421
ServerUUID parameter	422
SetCurrentWorkItem command	364
SetEDUData command	365
ShowStatusText command	366
Siebel	
Content Analysis	112
Siebel activity records	91
Siebel Advocate workflows	97 , 98
Siebel Communications Server	
AICD	87 , 88
checking AICD environment on	159

Index

commands and	313
commands and events	93
driver parameters for	421
events and	371
information about	92
installing an Avaya IC server on	142
log files	282
multiple AICDs	89
open data and	241 , 245
Siebel Communications Toolbar	313 , 315
Siebel log files	282
Siebel Open UI	234
Siebel palette	
about	99
Create Agent Desktop Data block	100
EAI Get Data block	102
EAI Put block	105
Siebel Repository File, see SRF	
Siebel servers in an integrated system	34
Siebel templates	30
Siebel Tools	95 , 127
Siebel Universal Agent	161
SiebelAICD	
IP assignment	261
Siebel-first e-mail entry method	60
process description	60
project and workflow names	97
workflow description	119
Smart Answer	95
Smart Answer Manager	
about	95
configuring	220
SRF	
description of	95
suggested response	30
supported languages	49

T

Telephony Server (TS)	53 , 88
templates, Siebel	30
TraceLevelFlush parameter	422
TraceLevelUsr1-4 parameters	422
Tracking ID, information about	314
Transcript Added workflow	
about	116
installing	193
process	117
transcriptadded_sbl.qfd	299
transcripts	31
troubleshooting	
Softphone stops responding	298
TS event names	396
TS.IncomingCall event	113
OnCallIncoming event	378

TS call events	396
----------------	---------------------

V

vesp.imp file	285
voice qualification	
Incoming Call flow	112
workflows	113
voice workflows	
configuring	180
VoiceAvailable command	366
VoiceUnavailable command	367
VoIP	29 , 31 , 48 , 49

W

WACD.QualifyChat event	115 , 189
Web Agent	69
Web Agent Client	31
Web browsing	49
Web callbacks	49
Web chat transcript	31
Web forms as e-mail attachments	49
Web Scheduled Callback (WSC)	31
Web workflows	
configuring	186
WebACD server	30 , 53
WebAvailable command	367
WebUnavailable command	368
work delivery and control	36
Workflow Designer	68
Workflow server	
EAI	172
EAI domain guidelines	53
workflow servers	
Analyze workflow	119
configuring for Siebel voice workflows	181
monitoring AICD open data changes	246
properties	83
transcript-added workflow	117
voice workflows	113
Web Center workflows	116
web channel workflows	115
workflows	
blocks	99
chat qualification	115
Customer Management for Web	116
Incoming Call	113
installing Transcript Added	193
Qualify Chat	115
Transcript Added	116
voice qualification	112 , 113
wrap-up	69
Avaya IC vs. Siebel	81
between agent desktops	245

description.....	80
integration methods of.....	80
OnSiebelWrapUp event.....	389
properties.....	84 , 308

X

XML.....	73
EAI interface.....	66
Get and Put blocks.....	400
integration objects.....	90 , 400
layout file.....	73
transcript-added workflow process.....	117
XSL	
changing the default transcript-added.....	194
generating the Windows application.....	133