Using ACCCM Visual Call Flow Designer

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Chapter 1: Introduction

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ACCCM overview

The Avaya Contact Center Control Manager (ACCCM) system is a centralized operational administration solution that provides a comprehensive solution for administrators to support day-to-day operations and real-time decision. Using the ACCCM system, administrators can unify, streamline, and centralize the management of Avaya Aura® Contact Center (AACC) operations. In addition, the administrator can track events and take necessary action to meet customer needs.

The ACCCM system is for Avaya customers using different Avaya Contact Center Business Unit (CCBU) products and solutions. The ACCCM system integrates with a Unified Communication infrastructure based on Avaya Communication Manager (Avaya Aura® Communication Manager) and Avaya Session Manager. The ACCCM solution supports the following Avaya Messaging and Contact Center Software Suite applications:

- Avaya Modular Messaging (MM)
- Avaya AUDIX Messaging
- Avaya Call Management System (CMS)
- Avaya IQ (IQ)
- Avaya Aura® Call Center Elite Multichannel (EMC)
- Avaya Interaction Center (IC)
- Avaya Voice Portal (AVP)
- Avaya Aura® Experience Portal (AAEP)
- Avaya Proactive Contact (PC)
- Avaya Proactive Outreach Manager (POM)
- Avaya Aura® System Manager
- Avaya Aura® Messaging
- Avaya Aura® Session Manager
- Avaya Aura® Application Enablement Services
- Avaya one-X® Agent (one-X Agent)
- Avaya Aura® Workforce Management
- Avaya Aura® Contact Center (AACC) with Elite customers who are interested using a blended environment (Voice on Elite with Multimedia on AACC)
- Non-Avaya third-party Workforce Optimization (WFO) solution

Key features

- Centralized management and administration of all contact center applications
- Personalized thin client application interface
- Real-time monitoring and historical analysis of agents, skills, Vector Directory Numbers (VDNs), campaigns, and other business data
- Visual call flow design and vector management
- Role-based permissions and multi tenancy support
- Full Microsoft Active Directory integration with single sign-on (SSO) functionality

Chapter 2: Familiarizing with the Visual Call Flow Designer user interface

This chapter includes:

Visual Call Flow Designer overview

ACCCM Administration includes a Visual Call Flow Designer that helps users to design vectors. Visual Call Flow Designer resides within the EMC software on an Avaya Communication Manager (CM) instance with a web-based graphical tool.
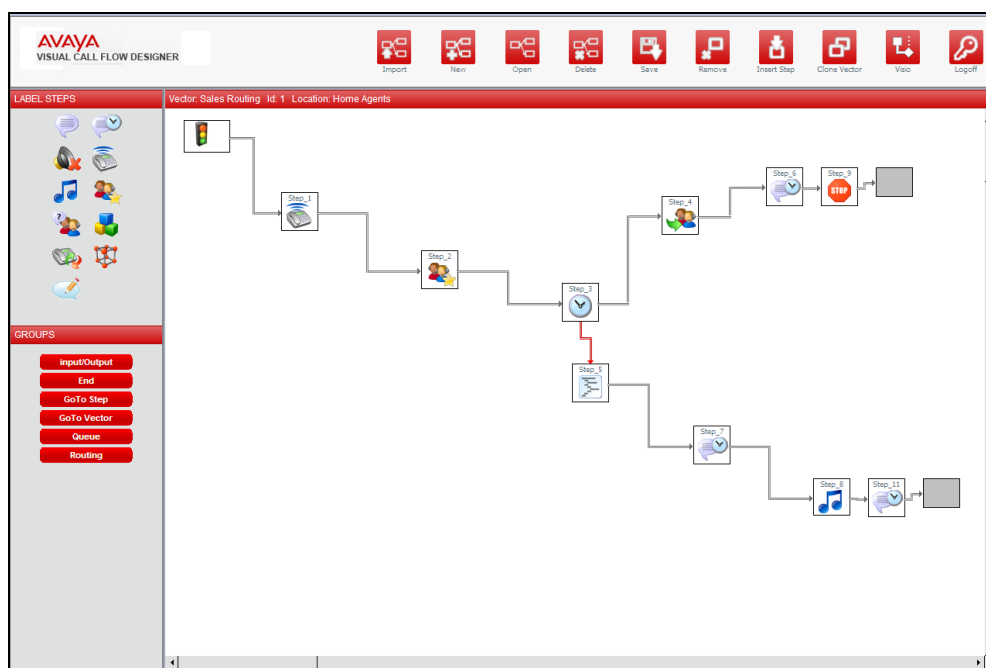
With Visual Call Flow Designer, you can design any vector that can be built through the Avaya Site Administration (ASA) tool with an easy to use the drag-and-drop interface.

You can manage each vector commands (*queue-to*, *route-to*, and *announcement*) through the ACCCM the internal security and engine. It has permissions insert, update, delete, or rewrite and provides users with permissions to relevant steps in a specific vector.

You can access Visual Call Flow Designer from the ACCCM administrative screen or by a direct Uniform Resource Locator (URL). Use the same user name and password for Visual Call Flow Designer and for ACCCM Administration.

NOTE: In some versions of Microsoft Internet Explorer (IE) you must press the F11 button after the login process is complete to see the entire User Interface (UI). Some tabs and options may be hidden due to the screen resolution.

Toolbar
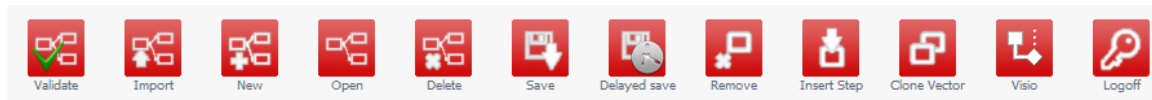
The following table describes the functional buttons that appear on the toolbar and action buttons:

Button	Name
	Validate
	Import
	New
	Open
	Delete
	Save
	Delayed Save
	Remove
	Insert Step
	Clone Vector
	Visio
	Logoff

Vector Step groups

Visual Call Flow Designer offers different vector steps. These vector steps are classified as groups based on their characteristics. The vector groups are available on the left bottom side of the screen:
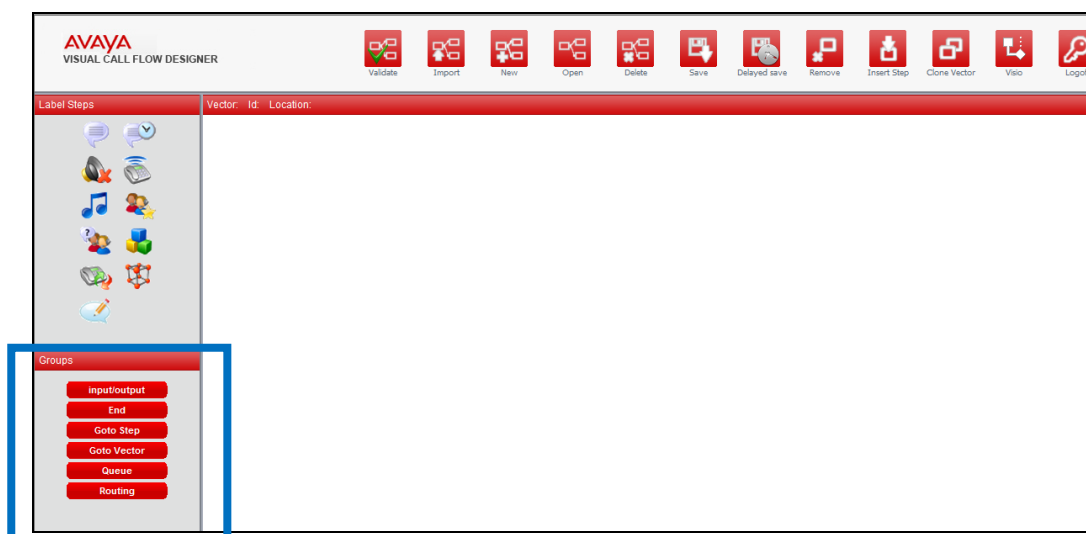
The following are the vector group available:

Group Name	Description of Command Line Activity
Input/output	Announcement
End	The "End" group includes all steps that are closing a routing rule (such as *stop*).
Go to step	The "Go to Step" group includes steps that require a decision in the vector. This creates a decision point.
Go to Vector	The "Go to Vector" group includes steps that require a decision in the vector. This creates a decision point.
Queue	The "Queue" group includes all the steps that queue the calls in the vector.
Routing	The "Routing" group includes all the steps that perform the "*route-to*" and "*messaging*" commands.

Vector Step Types

The following are the step type available:

Group	Step type	Icon	CM Vector step
Input/Output	Announcement		Announcement XXXXXX
	Time Announcement		Wait X seconds before hearing XXXXX (announcement number) then _____
	Silence		Wait X seconds before hearing silence

Group	Step type	Icon	CM Vector step
	Ringback		Wait X seconds before hearing ringback
	Music		Wait X seconds before hearing music
	Reply		Reply-best (disabled in version 2.1 of Avaya Contact Center Control Manager)
	Consider		Consider skill/location ___ pri X adjust by Y
	Collect		Collect X digits after announcement XXXXXX for ___ (variable)
	Converse		Converse on skill ___ pri _ passing ___(parameter) and ___ (parameter)
	Set		Set ___(variable) = ____(variable/operator) ADD ____(variable/operator)
End	Stop		Stop
	Busy		Busy
	Disconnect		Disconnect after announcement ____ (number/none)
	Return		Return
Go to step	Caller Info		Go to step X if ani/digits/iidigits _____(=,<,>…) _____(number or variable)
	Time of Day		Go to step X if time of the day is X to Y
	Holiday		Go to step X if holiday in table ___ (number of holiday table)
	Server		Go to step X if server ___ (=,<>) ____- (main/ess/lsp)
	Variable		Go to step X if _____(variable) _____(=,<>,<…) _____(variable/number)

Group	Step type	Icon	CM Vector step
			Or Go to step X if _____(variable) _____(in/not in) _____(table number)
	Media Gateway / Port- Network		Go to step X if server _____(=,<>) _____(Main/ESS/LSP)
	Agent Activity		Go to step X if _____(available agents / staffed agents) _____(=,<>,<…) _____(variable/number)
	Center Info		Go to step X if _____(count calls / expected wait / rolling asa) _____(to/in) _____(=,<>,<…) _____(variable/number)
	Queue Activity		Go to step X if _____(rolling-asa/calls queued/ interflow –qpos / oldest call waiting / wait improved) _____(=,<>,<…) _____(variable/number)
	Unconditional Go-To		Go to step X unconditionally
Queue	Agent Activity		Check skill X if _____(available agents / staffed agents) _____(=,<>,<…) _____(variable/number)
	Unconditionally		Queue the call to a skill unconditionally
	Queue Activity Step		Check X if _____(rolling-asa/calls queued/ interflow –qpos / oldest call waiting / wait improved) _____(=,<>,<…) _____(variable/number)
	Center Info		Check skill X if _____(count calls / expected wait / rolling asa) _____(to/in) _____(=,<>,<…) _____(variable/number)
Go to Vector	Caller Info		Go to Vector X if ani/digits/iidigits _____(=,<,>…) _____(number or variable)
	Time of Day		Go to Vector X if time of the day is X to Y
	Holiday		Go to Vector X if holiday in table ___ (number of holiday table)
	Server		Go to Vector X if server ___ (=,<>) ____-(main/ess/lsp)

Group	Step type	Icon	CM Vector step
	Variable		Go to Vector X if _____(variable) _____(=,<>,<…) _____(variable/number) Or Go to Vector X if _____(variable) _____(in/not in) _____(table number)
	Media Gateway / Port- Network		Go to Vector X if server _____(=,<>) _____(Main/ESS/LSP)
	Agent Activity		Go to Vector X if _____(available agents / staffed agents) _____(=,<>,<…) _____(variable/number)
	Center Info		Go to Vector X if _____(count calls / expected wait / rolling asa) _____(to/in) _____(=,<>,<…) _____(variable/number)
	Queue Activity		Go to Vector X if _____(rolling-asa/calls queued/ interflow –qpos / oldest call waiting / wait improved) _____(=,<>,<…) _____(variable/number)
	Unconditional Go-To		Go to Vector X unconditionally

Chapter 3: Using Visual Call Flow Designer

This chapter includes:

Creating a new vector

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1. Start the Visual Call Flow Designer application.
2. Click the **New** button.

   The system displays the following screen:
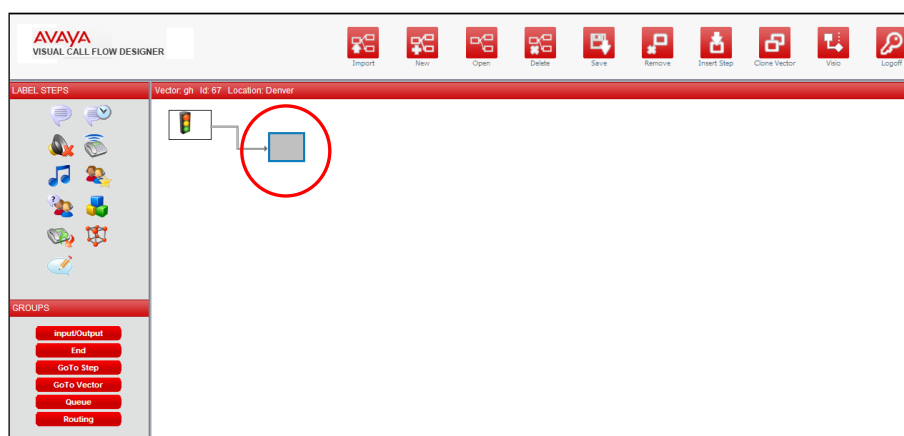
3. Drag the vector step icon and drop it in to the grey placeholder or placeholders available.

   Subsequent placeholders will become available as the vector's flow is constructed.

4. To edit the vector step, right-click the vector step and edit the vector step properties.

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Managing Visual Call Flow Designer permissions

You can manage the Visual Call Flow Designer permissions from the ACCCM admin User Interface.

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1. Log on to the ACCCM Web interface as an administrator.
2. On the **ACCCM** menu, select the **Permissions** tab.

   The system displays the permissions page.
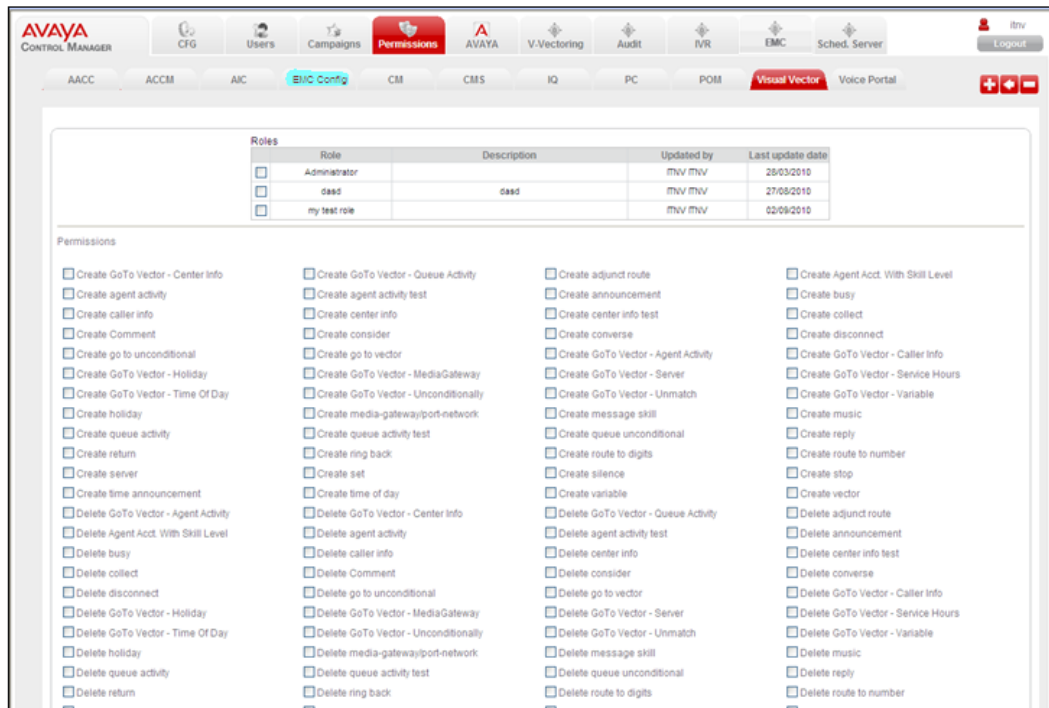
3. Click the **Visual Vector** tab.

   The system displays the Visual Vector list with (build) different roles. Each role includes different types of permissions. You can control each vector step by insert, update, or delete permissions.

   For more information, see *Using ACCCM*.

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Saving a Vector

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1. Start the Visual Call Flow Designer application.
2. Click the **New** button.

   The system displays the following screen:
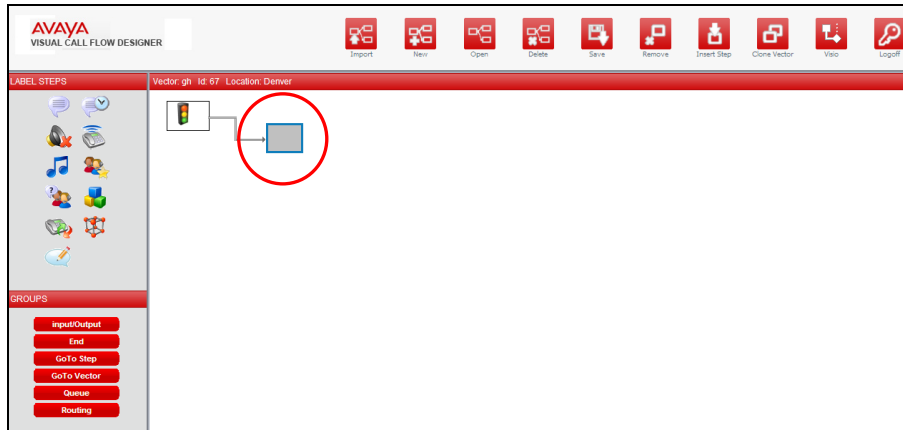
3. Drag the vector step icon and drop it in to the grey placeholder or placeholders available.

   Subsequent placeholders will become available as the vector's flow is being constructed.

4. Edit the vector step, right-click the vector step and edit the vector step properties.

5. Click **Save**.
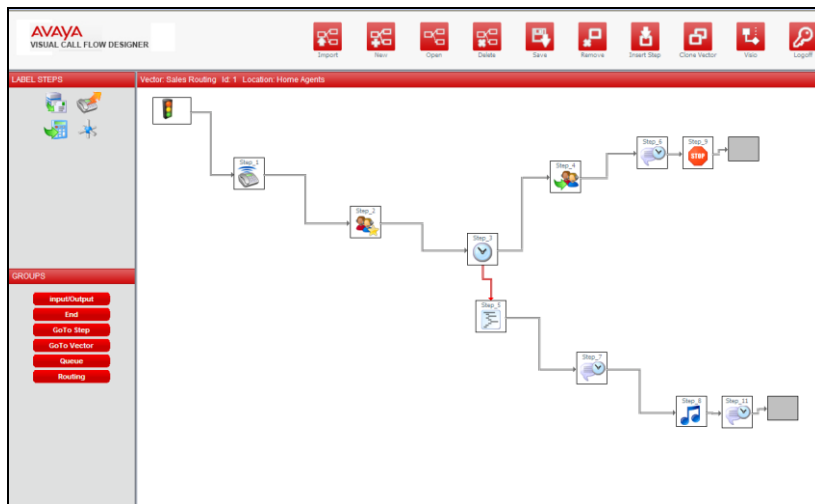
By default, the system saves the vector to the ACCCM database.

6. To save a vector to the Avaya Environment for execution, select the **Save to AVAYA** option.

   NOTE: The system saves the incomplete or inconsistent vectors to the ACCCM database.
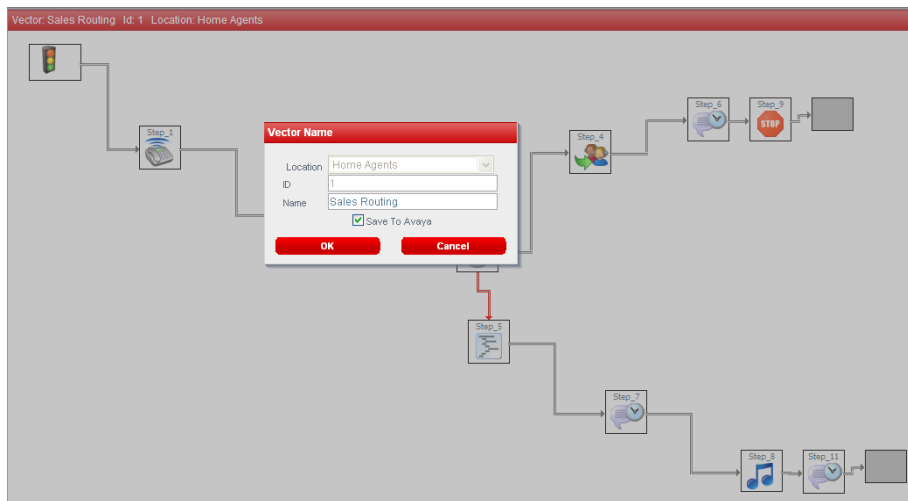
When you open a saved vector, the system displays the vector that was saved to Avaya.
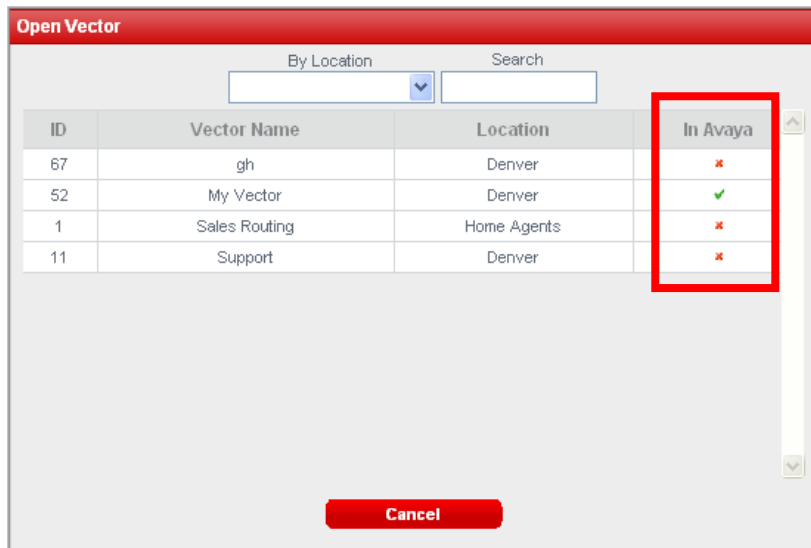
If you are working in a multi-site enabled environment, you must remember to select the location where you want to save the corresponding vector.
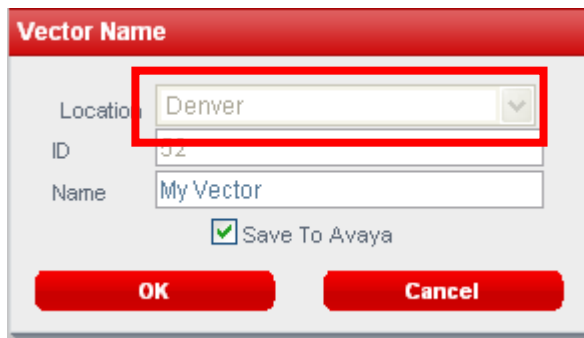
The list of locations available in the visual call flow designer depends on the users permissions in the ACCCM Admin location to view section.

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Designing a sample vector

The following scenario demonstrates how to build a simple vector that performs the following steps:

1. The caller listens to a 2-seconds ring-back.
2. The system displays a timed announcement for eight seconds.
3. The call is queued to a skill.
4. The caller hears music while waiting for the call to be answered by a staffed agent.

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1. Start the Visual Call Flow Designer application.
2. Click the **New** button.

    The system displays the following screen:
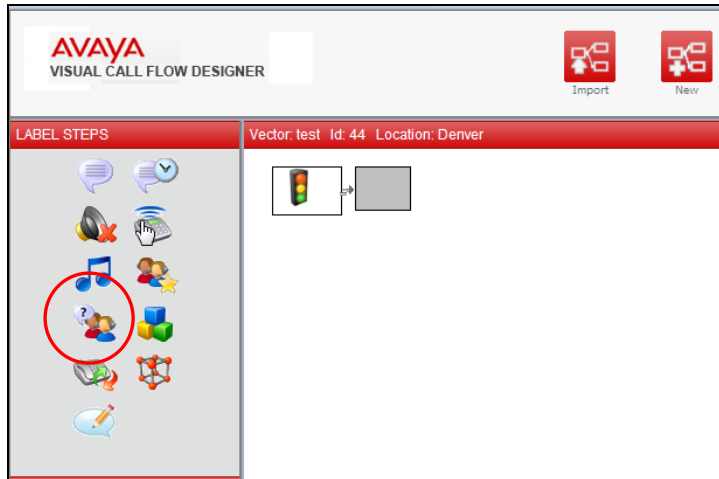
3. Move the mouse to the **ring-back** icon on the left side and drag it into the selected square.

   The system displays the following output:
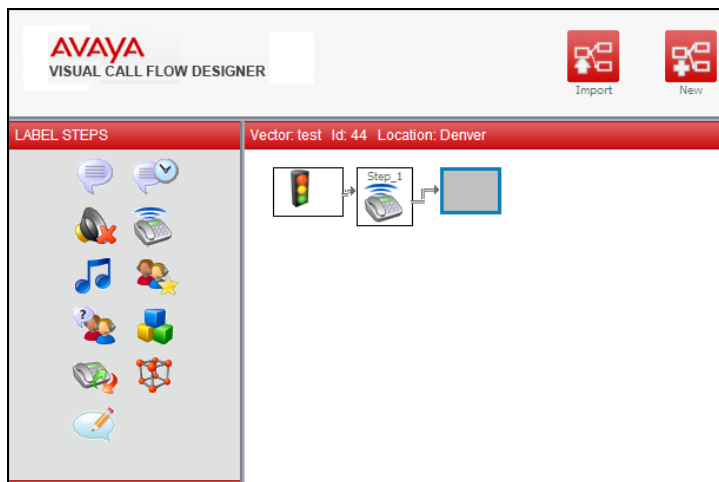
4. Double-click the **Step1** icon.

   The system displays the following:
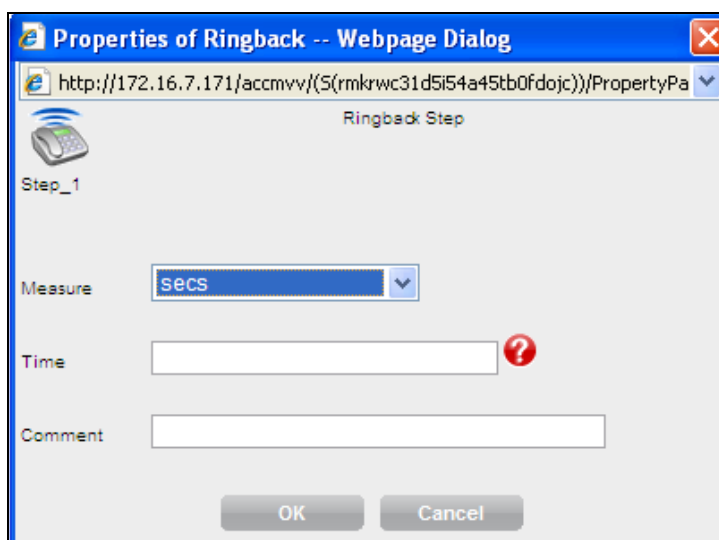
5. In the **Time** field, type the value as *2* in the seconds and click **OK**.

   The system displays the following output:
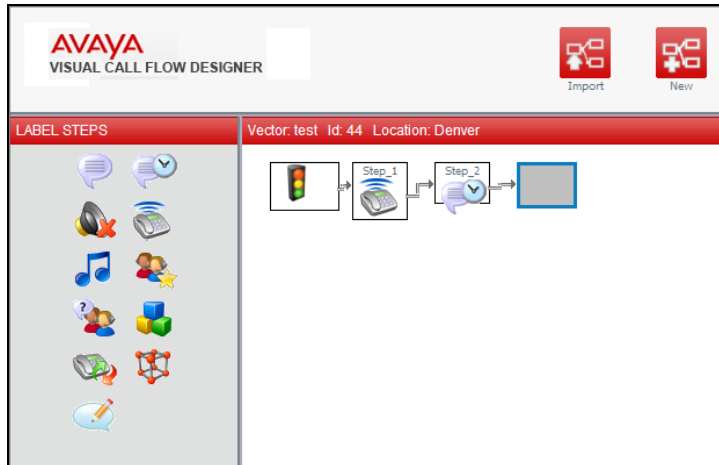
6. Move the mouse to the **Time announcement** icon on the left side and drag it into the selected square.

7. Double-click the **Step 2** icon.

The system displays the following:
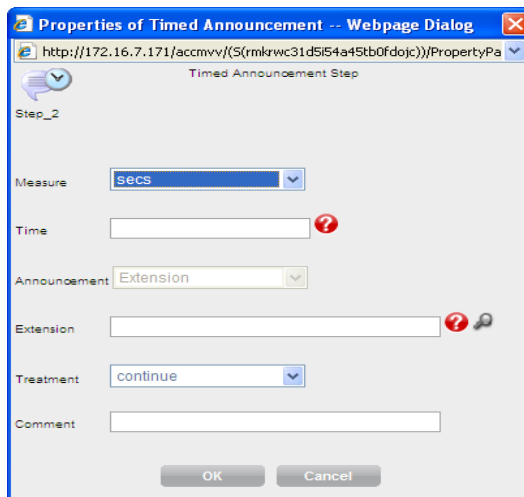
8. In the Timed Announcement Step window, perform the following steps:

   a. In the **Time** field, type *8* in the **Seconds** field.

   b. From the **Announcement** drop-down list, select *Extension*.

   c. In the **Extension** field, type the announcement number.

   d. From the **Treatment** drop-down list, select *continue.*

9. Click **OK**.

Note: In some version of Microsoft Internet Explorer you might need to click on the F11 button after login process is complete to see the entire User Interface (UI). Some tabs and options may be hidden due to screen resolution.

10. From the VCFD main menu, click the **Queue** group.

The system updates the vector step section with new step types as follows:
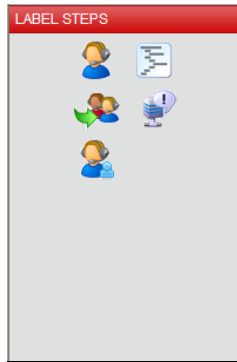
11. Move the mouse to the **Queue unconditionally** icon on the left side and drag it into the selected square.

    The system displays the following:
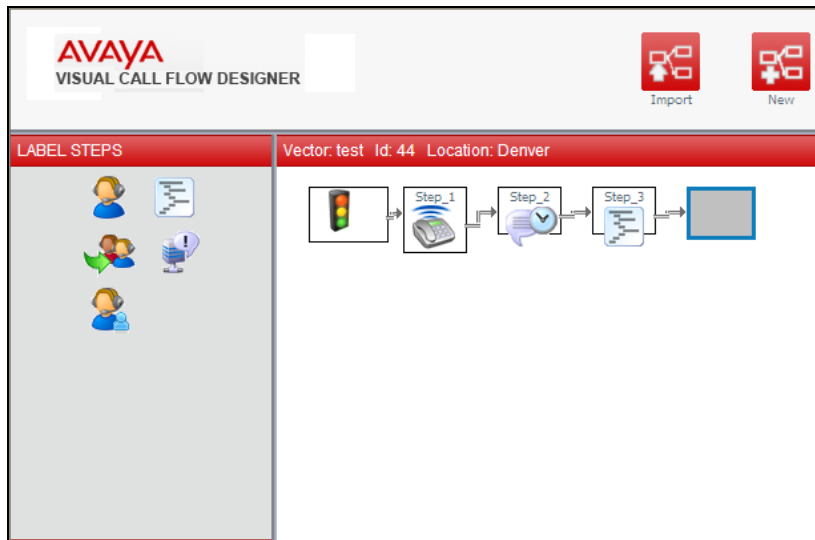
12. Double-click the **Step 3** icon.

    The system displays the following:
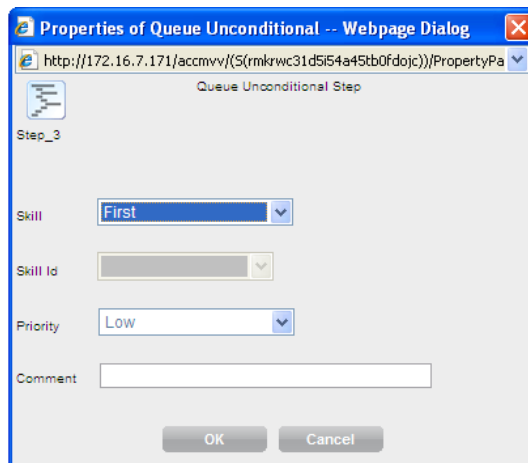
13. In the Queue Unconditional Step window, perform the following steps:

    a. From the **Skill** drop-down list, select the skill you want the call to be queued to.

    b. Click **OK**.

14. Click **Save**.

15. From the VCFD main menu, click the **Input/Output** group.

The system updates vector step section with new step types as follows:

16. Drag the **Music** icon on the left side and drop it into the selected square.

The system displays the following:
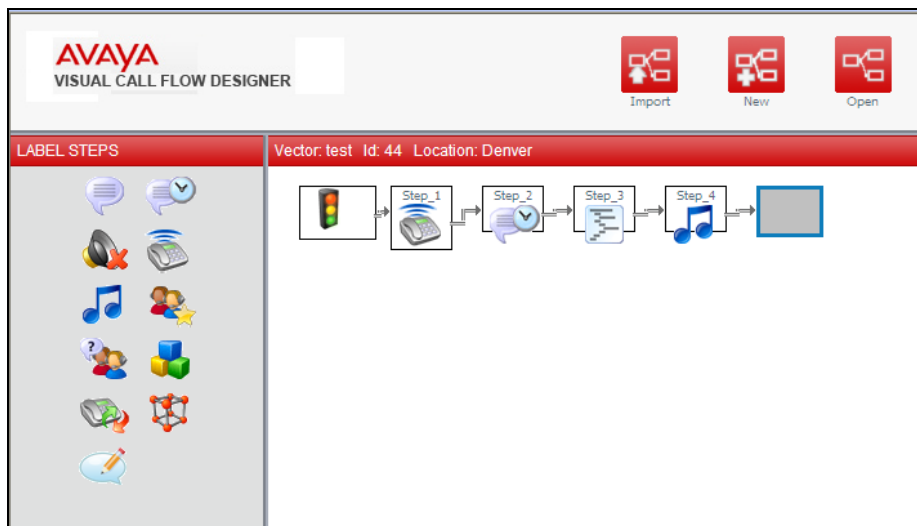
17. Double-click the **Step 4** icon.

The system displays the following:
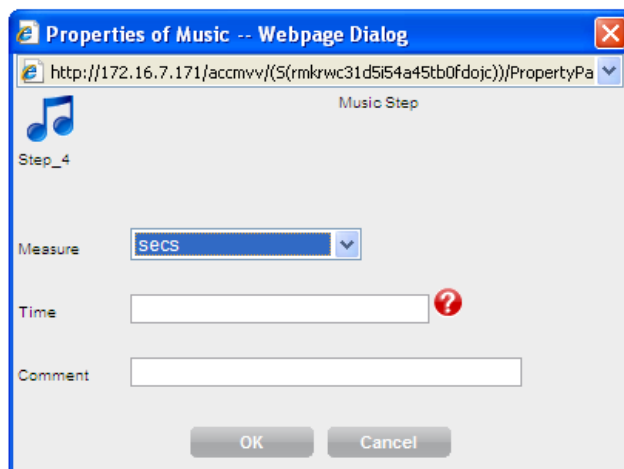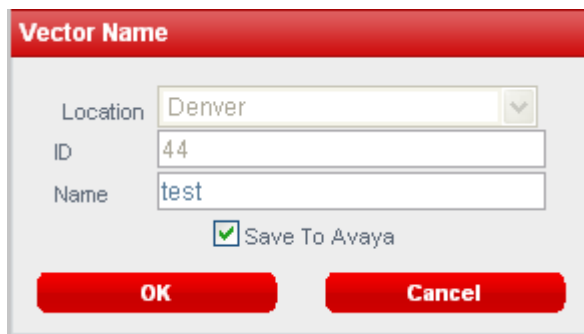
18. In the Music Step window, perform the following steps:

   a. From the **Time** field, type the time in seconds, that the customer has to wait while the customer hears music.
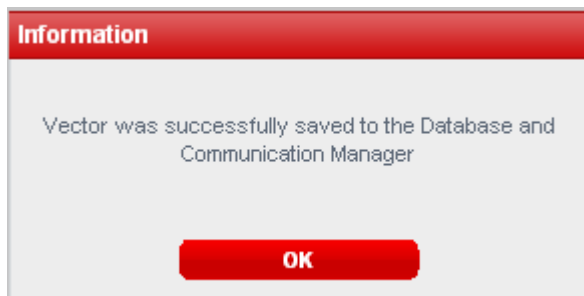
b. Click **OK**.

19. Go to the top bar of the main menu and click **Save**.

The system displays the following:

20. In the Vector Name window, perform the following steps:

a. In the **ID** field, enter a vector number.

b. In the **Name** field, enter the vector name.

c. (Optional) If you are working in a multi-site environment, select the appropriate location.

d. To save the vector into CM (by default it is saved to the ACCCM Database), select the **Save to Avaya** option.

The system saves the vector and returns with the following:

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Importing existing vectors

ACCCM supports vector importing. By default, the existing Communication Manager vectors are not imported in the ACCCM Visual Call Flow Designer.

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1. Start the Visual Call Flow Designer application.

2. On the VCFD home page, click the **Import** button.

The system displays the following:
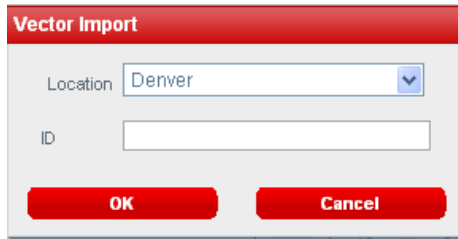
3. From the Vector Import window, select a location from the **Location** drop-down list and assign the Vector Number in the **ID** field to import.

   The system begins to import the vector. This process can take between several seconds and up to two minutes, depending on the vector structure and size.

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Example of imported vector from the Avaya Communication Manager

The following screenshots show an example of an imported vector from the Avaya Communication Manager to the Visual Call Flow designer.

The import process of the visual call flow designer tool might add the Stop command automatically to your vector. This is done to ensure that your call flow logic remains as designed after the import process.
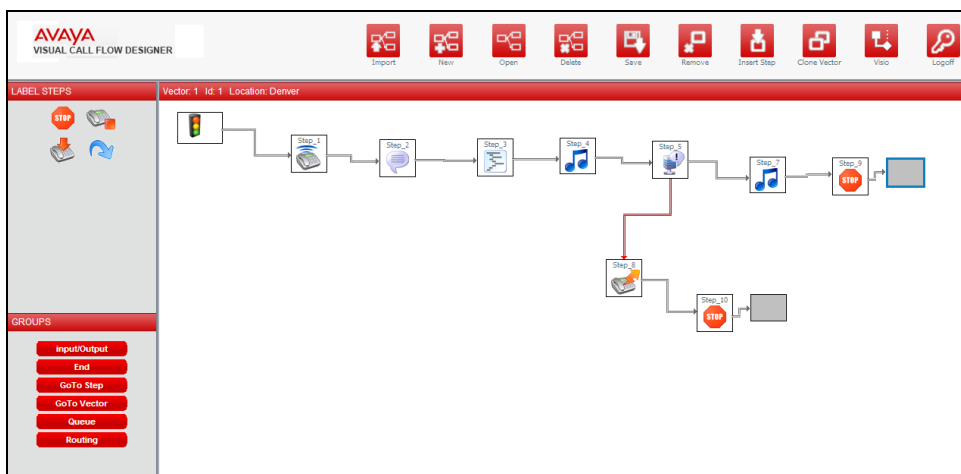
You can disable this option through the System Parameter option in the CFG (Configuration) tab.

When the imported vector is saved back to your Communication Manager this original visual

structure might change, for example: empty vector steps will be removed. The call flow logic will remain the same.

```
display vector 1                                      Page    1 of    6
                                  CALL VECTOR
     Number: 1                    Name: Sales Routing
Multimedia? n        Attendant Vectoring? n     Meet-me Conf? n          Lock? n
     Basic? y    EAS? y   G3V4 Enhanced? y    ANI/II-Digits? y    ASAI Routing? y
 Prompting? y    LAI? y   G3V4 Adv Route? y    CINFO? y   BSR? y   Holidays? y
 Variables? y    3.0 Enhanced? y
01 wait-time      2   secs hearing ringback
02 announcement  V1
03 queue-to       skill 1st  pri 1
04 wait-time      20  secs hearing music
05 goto step      7              if expected-wait    for skill 1st  pri 1  >  60
06 wait-time      999 secs hearing music
07 route-to       number 9999999          with cov n if unconditionally
08
09
10
11
12
```

NOTE: If you are using vectors with more than 30 steps each for call processing, Avaya recommends you test the vector import or save process before actually using it in a production environment as follows:

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1. Import a vector.

2. Click the **Clone** button and save the cloned vector to a new vector that is currently not used.

3. Save the cloned vector to your Communication Manager.

4. Compare the call flow logic of the existing vector and the new cloned vector.

   The visual structure of the original vector and the new vector might be different, but the call flow logic should remain the same.

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Exporting Vectors to Visio

ACCCM Call Flow Designer provides you the ability to export vectors to Microsoft Visio documents.

Use the following steps to export a Vector to Microsoft Visio:

Prerequisite

Install Microsoft Visio on ACCCM.

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1. Open the Vector in the Visual Call Flow Designer application.

2. Click the **Visio** button.

   The system creates a Visio document and displays the following screen:
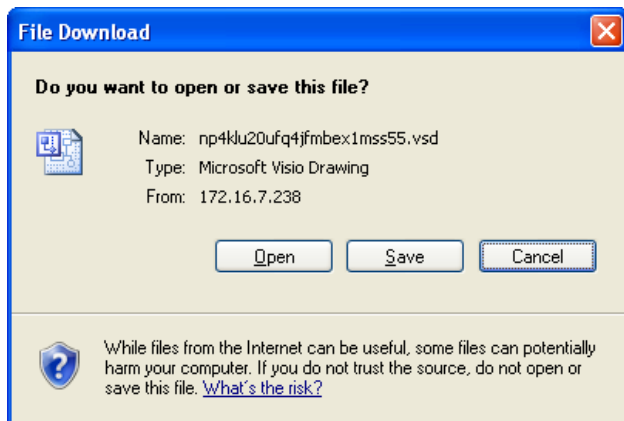
NOTE: If you are using a pop-up blocker, then ensure you disable it when you use the Visual Call Flow Designer.

3. Save the Visio file to your local directory or open the file.

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Chapter 4: Configuring groups

This chapter includes:

Configuring the Input/Output group

The announcement type provides an option to configure the command line for announcement. With this option, a caller can listen to a recorded announcement. The following are the input/output group that you can configure:

Step type	Icon	CM Vector step
Time Announcement		Wait X seconds before hearing XXXXX (announcement number) then _____
Silence		Wait X seconds before hearing silence.
Ringback		Wait X seconds hearing ringback.
Music		Wait X seconds before hearing music.
Reply		Reply-best (disabled in version 2.1 of Avaya Contact Center Control Manager).
Consider		Consider skill/location ___ pri X adjust by Y.
Collect		Collect X digits afer announcement XXXXXX for ___ (variable).
Converse		Converse on skill ___ pri _ passing ___(parameter) and ___ (parameter).
Set		Set ___(variable) = ____(variable/operator) ADD ____(variable/operator).

Use the following steps to configure the Input/Output group announcement.

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1. On the VCFD home page, click **Input/output**.

   The system displays the following screen:

2. In the Announcement Step window, do the following:

   a. In the **Extension** field, enter a valid announcement extension that is within the CM dial plan.

      The announcements extensions can range from 3 to 7 digits in length. The 7-digit extension code is enforced, if vectoring is active.

      When callers reach this step, the callers will hear the full announcement and only after the announcement finishes they will move to the next vector step.

   b. In the **Comment** field, enter additional comments, for instance, you can mention the length of the announcement used.

3. Click **OK**.

   The system displays the Timed Announcement screen with option to configure the timed announcement.
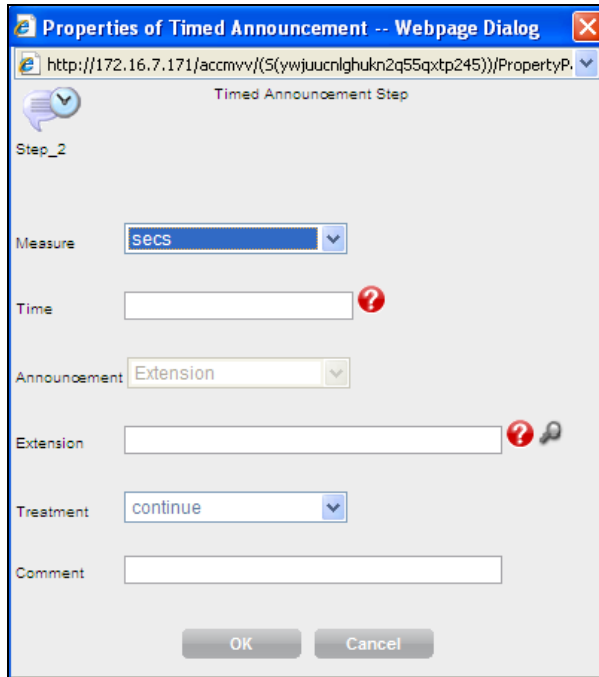
4. In the Timed Announcement Step window, do the following:

   a. From the **Measure** drop-down list, select *secs* as the unit of time.

   b. In the **Time** field, type the length of the announcement in seconds, for instance, type *60* if you want the announcement to stop after one minute.

   c. In the **Extension** field, type a valid announcement extension.

   d. From the **Treatment** drop-down list, select *continue*.

      When the caller reaches this step, the system plays the announcement, which ends after the defined time (the announcement can stop even in the middle) and then the call will be treated based on the treatment selected. When you choose this option, the system takes the caller to step 9.

5. Click **OK**.

   The system displays the following screen with an option to configure the timed announcement for silence.
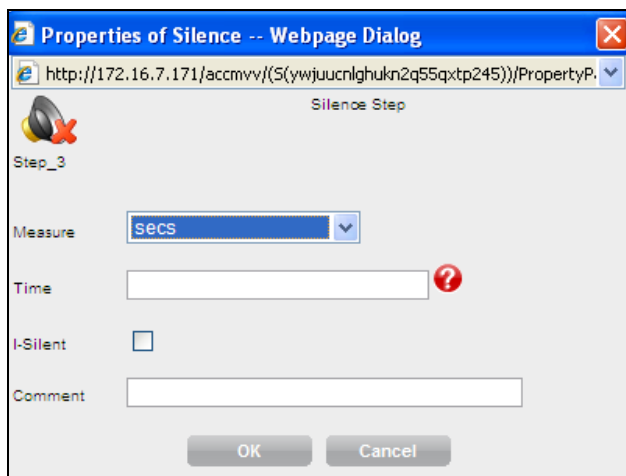
6. In the Silence Step window, perform the following steps:

   a. From the **Measure** drop-down list, select *secs* as the unit of time.

   b. In the **Time** field, type the length of the announcement in seconds, for instance, type *60* if you want the announcement to be silent after one minute. The caller listens to

the silence tone for the duration as defined in the **Time** field.

7. Click **OK**.

    The system displays the following screen with an option to configure the timed announcement for call back.
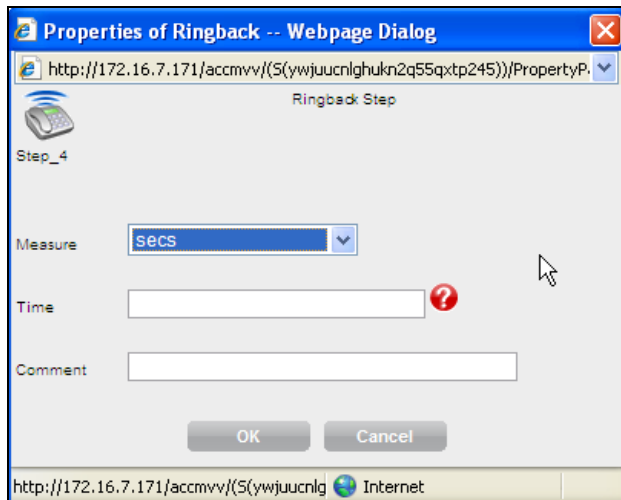
8. In the Ringback Step window, do the following:

    a. From the **Measure** drop-down list, choose *secs* as the unit of time.

    b. In the **Time** field, type the length of the ring back in seconds, for instance, type *60* if you want the system to call back the caller in one minute.

9. Click **OK**.

    The system displays the Music Step screen with an option to configure the timed announcement for music.
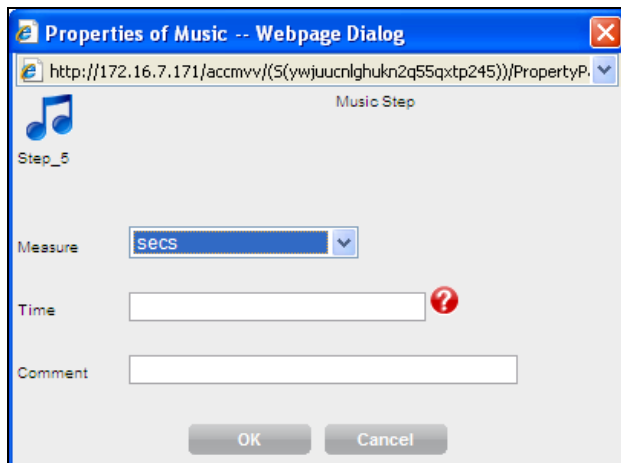
10. In the Music Step window, do the following:

    a. From the **Measure** drop-down list, choose *secs* as the unit of time.

    b. In the **Time** field, type the length of the announcement in seconds, for instance, type *60* if you want the system to play music for one minute.

11. Click **OK**.

    The system displays the following screen with an option to configure the **Consider** option. The *Consider* command defines the resource (skill or location) that is checked as part of a Best Service Routing (BSR) consider series, and obtains the data that BSR uses to compare resources. After the consider series is run, a *queue-to best* or *check-best* command can queue the call to the "best resource" that is identified. For more information, see the *Programming Call Vectoring Features in Avaya Aura® Call Center*

Elite.
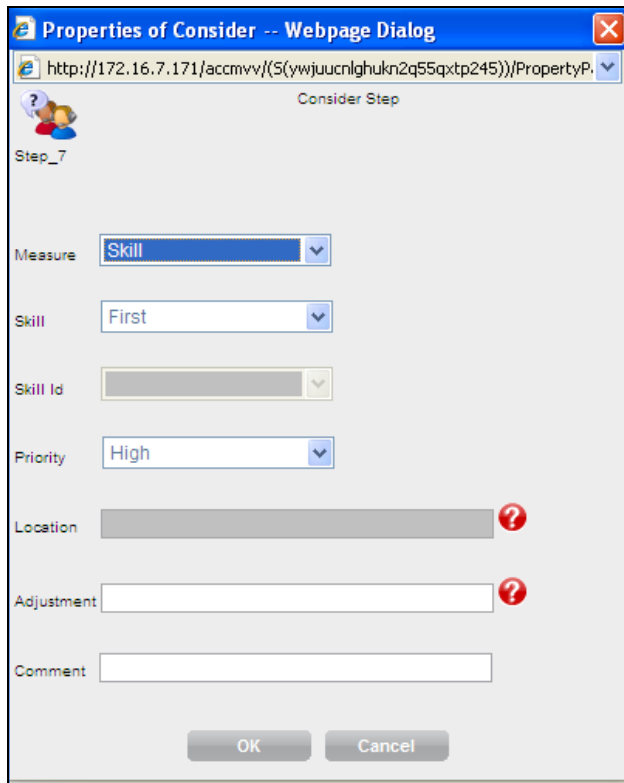
12. Perform the following steps:

From the Measure drop-down list, if you choose	Do
Skill	From the **Skill** drop-down list, select either *First*, *Second*, or *Third* skill (VDN skills) or the direct *Skill ID*. If you have opted for *Skill ID* from the **Skill** drop-down list, select the skill Id as defined in ACCCM from the **Skill Id** drop-down list. From the **Priority** drop-down list, select the skill priority.
Location	From the **Location** drop-down list, select the location number. In the **Adjustment** field, type the skills that must answer certain types of incoming ACD calls, In Call Center Elite which includes both Single-Site Best Service Routing (BSR) and Multi-Site Best Service Routing BSR, the *adjust-by* portion of the *consider* command allows you to program these preferences into your vectors. For more information, see the *Programming Call Vectoring Features in Avaya Aura® Call Center Elite*.

13. Click **OK**.

The system displays the Collect Step screen with option to configure the user to enter up to 16 digits from a touch-tone phone as well as allowing vector to retrieve Caller INformation FOrwarding (CINFO) digits from the AT&T network. CED is the acronym for Call Entered Digits and CDPD is the acronym for Customer Date Provided Digits.
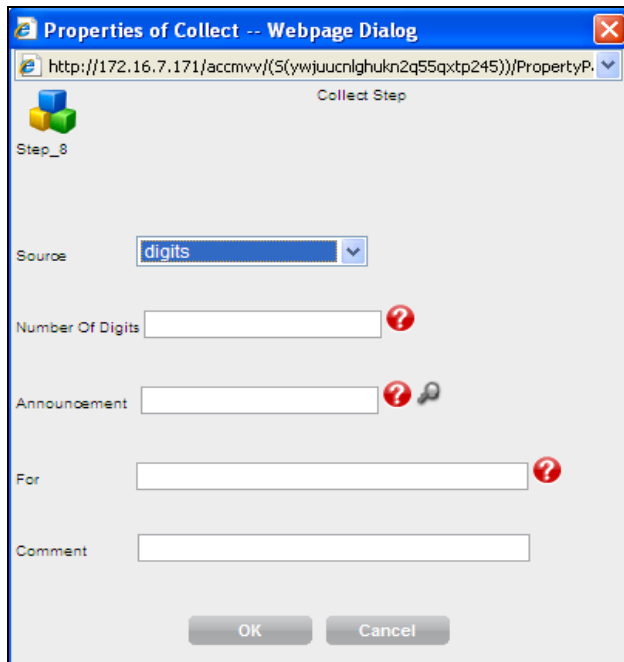
14. In the Collect Step window, perform the following steps:

    a. From the **Source** drop-down list, choose appropriate source that is Digits, CED, or CDPD.

       NOTE: CED is the acronym for Call Entered Digits and CDPD is the acronym for Customer Date Provided Digits

    b. In the **Number of Digits** field, type the number of digits the system stores.

    c. In the **Announcement** field, type a valid message extension from the CM dial plan.

       The system plays this announcement before the digits collection.

    d. In the **For** field, specify where you want the system to store the collected digits, that is *none*, or *variable* type.

15. Click **OK**.

    The system displays the Converse Step screen with option to configure Voice Response Integration (VRI) integration of Call Vectoring with the capabilities of voice response units (VRUs), particularly the Avaya Interactive Response (IR) or a newer Avaya Voice Portal (AVP) system. For more information, see the *Programming Call Vectoring Features in Avaya Aura® Call Center Elite*.
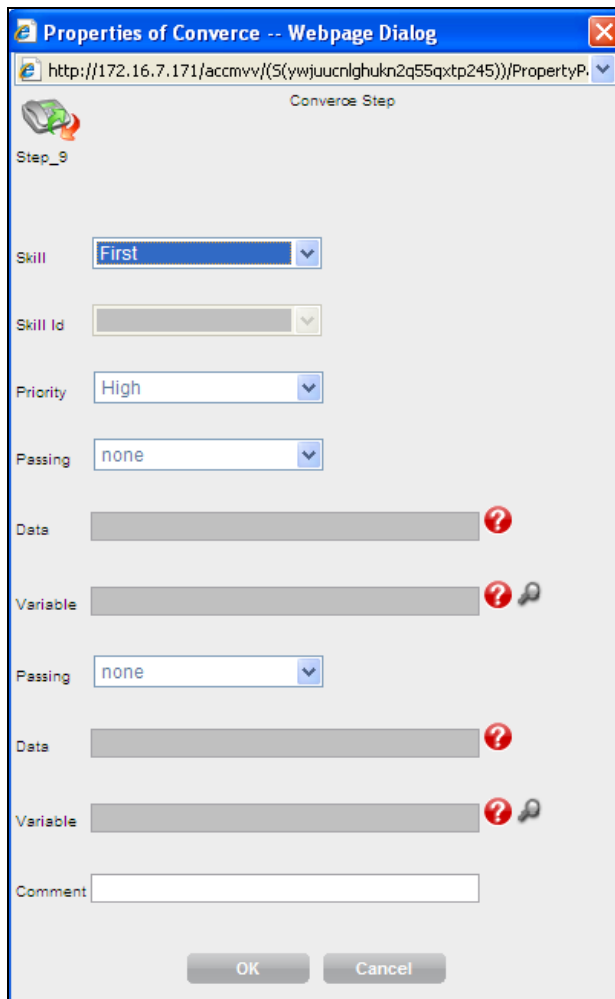
16. In the Converse Step window, perform the following steps:

    a. From the **Skill** drop-down list, select either *First*, *Second*, or *Third* skill (VDN skills) or the direct *Skill ID*.

    b. If you have opted for *Skill ID* from the **Skill** drop-down list, select the skill Id as defined in ACCCM from the **Skill Id** drop-down list.

    c. From the **Priority** drop-down list, select the skill priority.

    d. From the **Passing** drop-down list, select the data you want to pass as part of the *converse-on* step in vectoring.
    There are several types of data that can be passed:

        - VDN (Vector Directory Number)

        - ANI (Automatic Number Identification)

        - QPOS (Queue Position)

        - WAIT

    If you select the data, enter the data required in the data field manually. If you select a variable, enter which variable to pass.

17. Click **OK**.

    The system displays the Set Step screen with an option to configure the set vector command as follows:

        - Perform numeric and digit string operations

        - Assign values to a user-assignable vector variable or to the digits buffer during

vector processing
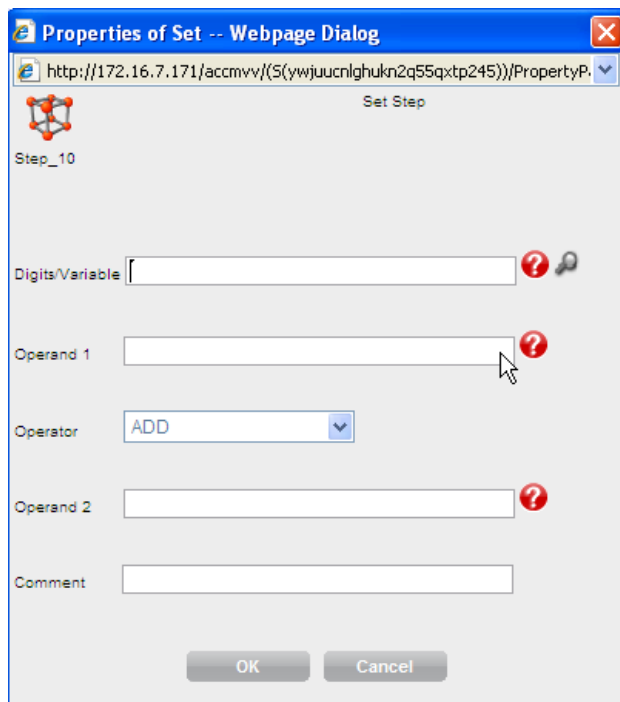
18. In the Set Step window, perform the following steps:

    a. In the **Digits/variable** field, type the set as *digit* or *variable*.

    b. In the **Operand 1** field, type the set as *digits, none,* or *variable*.

    c. From the **Operator** drop-down list, select an operation.

    d. In the **Operand 2** field, type the set as *digits, none,* or *variable*.

19. Click **OK**.

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Configuring the End group

The End group includes all steps that are closing a routing rule such as *stop*. It provides options to configure the command line for ending an announcement. With this option, a caller can listen to an ending announcement.

The following are the End group that you can configure:

Step type	Icon	CM Vector step
Stop		Stop
Busy		Busy
Disconnect		Discconnect after announcement ____ (number/none)

Return		Return

Use the following steps to configure the End group announcement.

▶▶▶

1. On the VCFD home page, click **End**.

    The system displays the Stop Step screen to configure the *stop* command to halt the processing of any subsequent vector steps.
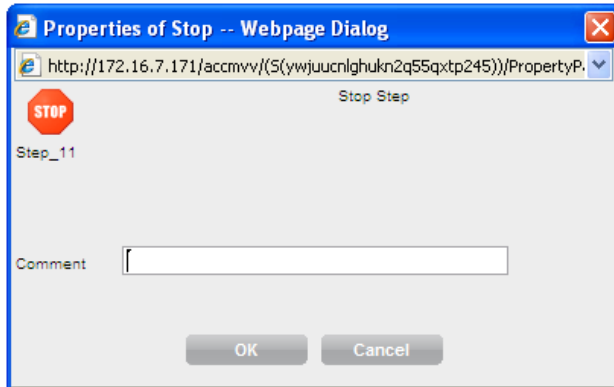
2. In the **Comment** field, enter additional comments.

3. Click **OK**.

    The system displays the Busy Step screen to configure the *Busy* command and to give the caller a busy signal and terminate vector processing.
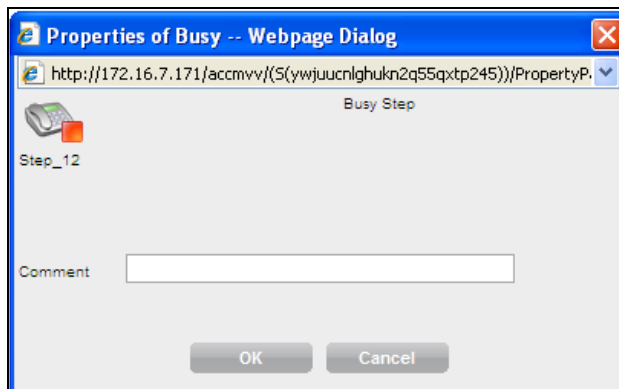
4. In the **Comment** field, enter additional comments.

5. Click **OK**.

    The system displays the Disconnect Step screen to configure the *Disconnect* command to end treatment of a call, and to remove the call from Avaya Communication Manager. It also allows the optional assignment of an announcement that plays immediately before the *disconnect* command.
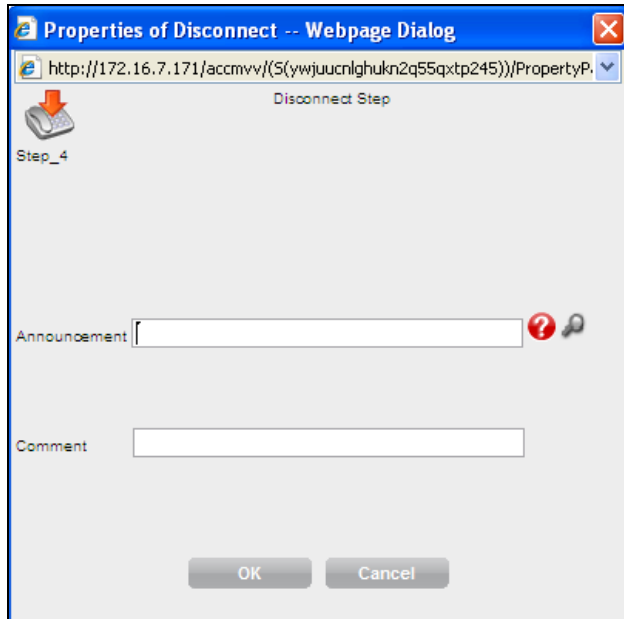
6. In the **Announcement** field, type the announcement.

7. In the **Comment** field, enter additional comments.

8. Click **OK**.

   The system displays the Return Step screen to configure the *Return* command.
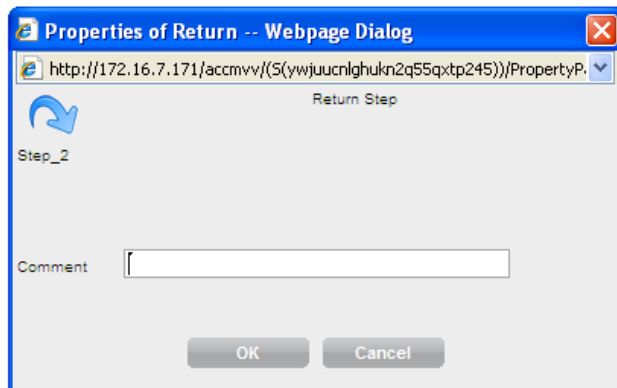
9. In the **Comment** field, enter additional comments.

10. Click **OK**.

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Configuring the Goto Step group

The "Go to Step" group includes steps that require a decision in the vector. This creates a decision point. The following are the Go to group that you can configure:

Step type	Icon	CM Vector step
Caller Info		Go to step X if ani/digits/iidigits _____(=,<,>…) _____(number or variable)

Time of Day		Go to step X if time of the day is X to Y
Holiday		Go to step X if holiday in table ___ (number of holiday table)
Server		Go to step X if server ___ (=,<>) ____-(main/ess/lsp)
Variable		Go to step X if _____(variable) _____(=,<>,<…) _____(variable/number) Or Go to step X if _____(variable) _____(in/not in) _____(table number)
Media Gateway / Port- Network		Go to step X if server _____(=,<>) _____(Main/ESS/LSP)
Agent Activity		Go to step X if _____(available agents / staffed agents) _____(=,<>,<…) _____(variable/number)
Center Info		Go to step X if _____(count calls / expected wait / rolling asa) _____(to/in) _____(=,<>,<…) _____(variable/number)
Queue Activity		Go to step X if _____(rolling-asa/calls queued/ interflow –qpos / oldest call waiting / wait improved) _____(=,<>,<…) _____(variable/number)
Unconditional Go-To		Go to step X unconditionally

Use the following steps to configure the Go to group announcement.

▶▶▶

1. On the VCFD home page, click **Goto Step**.

   The system displays the Caller Info screen to configure the Caller Info command. The Caller Info command allows the user to make a decision in the vector based on the caller info details. This Caller Info step generates a junction in the vector with an IF decision.
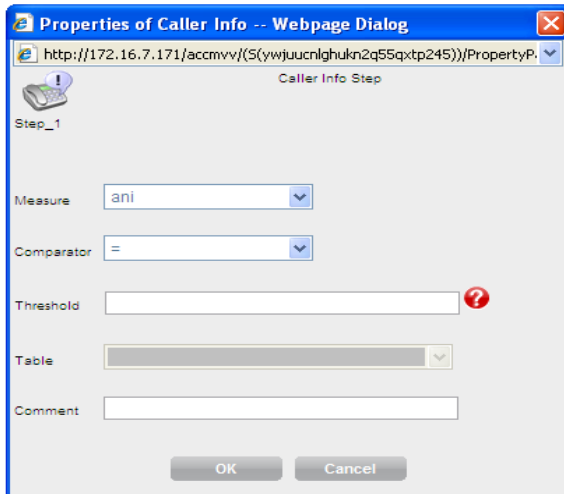
2. In the Caller Info Step window, perform the following steps:

   a. From the **Measure** drop-down list, select either *ANI, Digits, Information Indicator (II),* or *Digits*.

   b. From the **Comparator** drop-down list, select an action.

   c. In the **Threshold** field, type the threshold.

   d. In the **Comment** field, enter additional comments.

3. Click **OK**.

   The system displays the Time Of Day Step screen to configure the time of the day command. The Time of Day step allows the user to make a decision in the vector based on the time-of-day. This step generates a junction in the vector with an IF decision.
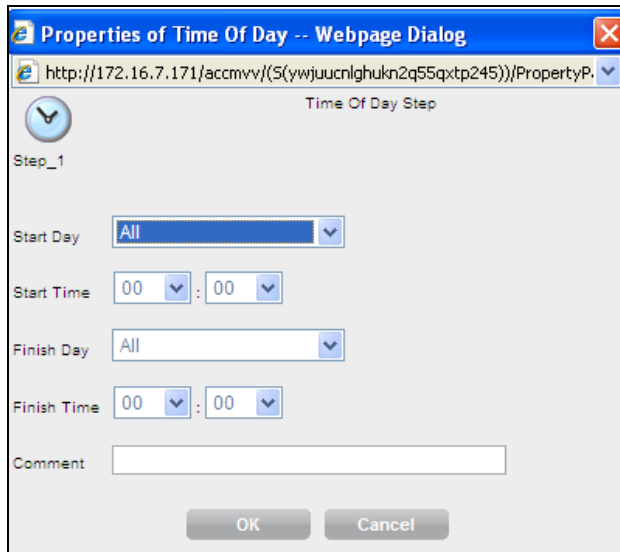
4. In the Time of Day Step window, perform the following steps:

   a. From the **Start Day** drop-down list, select the day of the week or All.

   b. From the **Start Time** drop-down list, set the start time.

   c. From the **Finish Day** drop-down list, select the day of the week or All.

   d. From the **Finish Time** drop-down list, set the end time.

   e. In the **Comment** field, enter additional comments.

5. Click **OK**.

   The system displays the Time Of Day Step screen to configure the time of the day

command. The Time of Day step allows the user to make a decision in the vector based on the time-of-day. This step generates a junction in the vector with an IF decision.

6. In the **Comment** field, enter additional comments.

7. Click **OK**.

   The system displays the Holiday Step screen to configure the Holiday command. The Holiday step allows the user to make a decision in the vector based contents in the Holiday Table based within the Communication Manager. This step generates a junction in the vector with an IF decision.
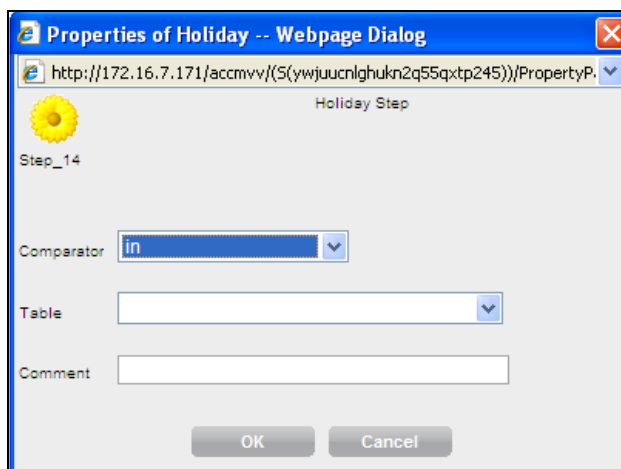
8. In the Holiday Step window, do the following:

   a. From the **Comparator** drop-down list, select either *In* or *Not In*.

   b. From the **Table** drop-down list, select the CM Holiday Table Number.

   c. In the **Comment** field, enter additional comments.

9. Click **OK**.

   The system displays the Server Step screen to configure the Server command. The Server step allows the user to make a decision in the vector based on the type of Avaya server that is handling the call. This step generates a junction in the vector with an IF decision.
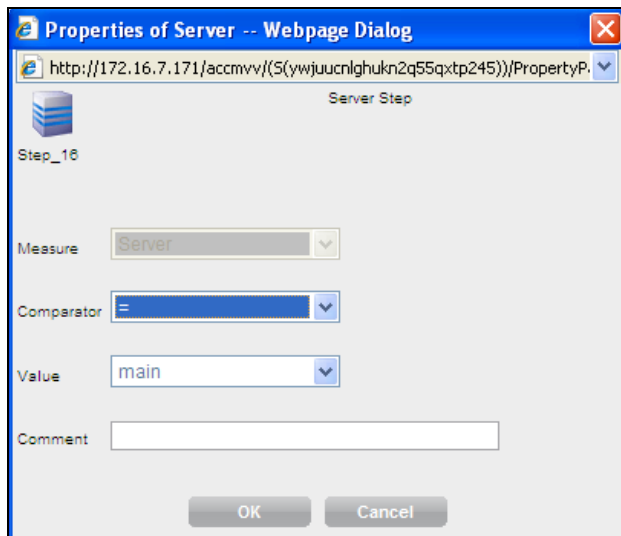
10. In the Server Step window, perform the following steps:

   a. From the **Comparator** drop-down list, select either = or <>.

   b. In the **Value** drop-down list, select *Main* / *ESS* (Enterprise Survivable Server) / *LSP* (Local Survivable Server)

   c. In the **Comment** field, enter additional comments.

11. Click **OK**.

   The system displays the Variable Step screen to configure the variable command. The Variable Step allows the user to make a decision in the vector based on the type of Avaya Server that is handling the call. This step generates a junction in the vector with an IF decision.
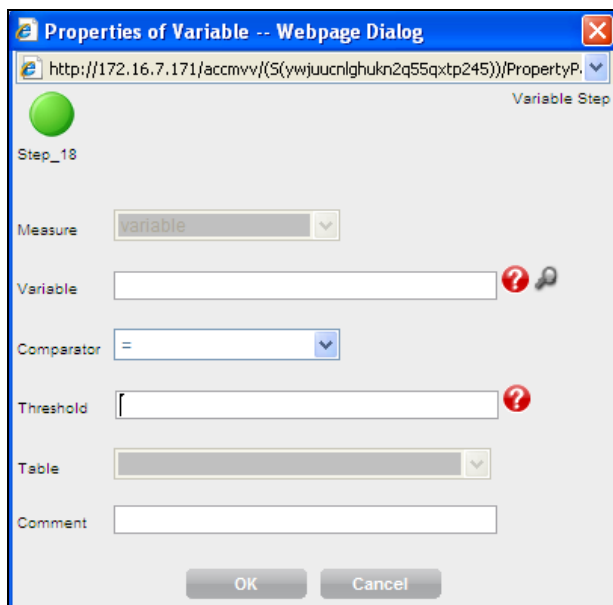
12. In the Variable Step window, perform the following steps:

   a. From the **Variable** field, select a variable within the Call Center Elite software residing on Avaya Communication Manager.

   b. From the **Comparator** drop-down list, select a comparator.

   c. In the **Threshold** field, type either a variable or a number.

   d. (Optional) If you have opted select either *In* or *Not In* in the **Comparator** field, the **Table** field becomes active. Select a valid CM table (instead of a threshold).

e. In the **Comment** field, enter additional comments.

13. Click **OK**.

The system displays the Media-Gateway/Port-Network Step screen. The Media-Gateway/Port-Network Step allows the user to make a decision within the vector based on the media gateway or port network that handles the call. This step generates a junction in the vector with an IF decision.

14. In the Media-Gateway/Port-Network Step window, perform the following steps:

a. From the **Measure** drop-down list, select either a *port-network* or a *media-gateway.*

b. In the **Value** field, type the number of a port-network or media-gateway.

c. From the **Comparator** drop-down list, select a valid comparator.

d. In the **Comment** field, enter additional comments.

15. Click **OK**.

The system displays the Agent Activity Step screen. The Agent Activity allows the user to make a decision in the vector based on the agent staffing activity. This step generates a junction in the vector with an IF decision.

16. In the Agent Activity Step window, perform the following steps:

a. From the **Measure** drop-down list, select either *available agents* or *staffed agents.*

b. From the **Skill** drop-down list, select either *First*, *Second*, or *Third* skill (VDN skills) or the direct skill ID.

c. (Optional) If you have opted *Skill ID* from the **Skill** drop-down list, the **Skill Id** drop-down list becomes active. Select the skill ID from the drop-down list (as defined in ACCCM).

d. From the **Comparator** drop-down list, select a valid comparator.

e. In the **Threshold** field, type the threshold.

f. In the **Comment** field, enter additional comments.

17. Click **OK**.

The system displays the Center Info Step screen. The Center Info allows the user to make a decision in the vector based upon call center statistics. This step generates a junction in the vector with an IF decision.

18. In the Center Info Step window, perform the following steps:

a. From the **Measure** drop-down list, select one of the options.

Measure Value	Required Field
Counted calls	VDN
Expected Wait Time (EWT)	Skill
Rolling-VDN	VDN

b. From the **Skill** drop-down list, select either *First*, *Second*, or *Third* skill (VDN skills) or the direct skill ID.

c. (Optional) If you have opted *Skill ID* from the **Skill** drop-down list, the **Skill Id** drop-down list becomes active. Select the skill ID from the drop-down list as defined in ACCCM.

d. From the **VDN** drop-down list, select one of the following option:

VDN	For

Active	Current VDN
Latest	Previous VDN

    e.   In the **Extension** field, type an extension

    f.   From the **Compare** drop-down list, select a valid comparator.

    g.   In the **Threshold** field, type the threshold.

    h.   In the **Comment** field, enter additional comments.

19. Click **OK**.

The system displays the Queue Activity Step screen. The Queue Activity step allows the user to make a decision in the vector based queue statistics. This step generates a junction in the vector with an IF decision.

20. In the Queue Activity Step window, perform the following steps:

    a.   From the **Measure** drop-down list, select either Rolling-asa, Calls queued, Interflow-qpos, oldest call waiting, or Wait improved.

    b.   From the **Skill** drop-down list, select either *First*, *Second*, or *Third* skill (VDN skills) or the direct skill ID.

    c.   (Optional) If you have opted *Skill ID* from the **Skill** drop-down list, the **Skill Id** drop-down list becomes active. Select the skill ID from the drop-down list (as defined in ACCCM).

    d.   From the **Comparator** drop-down list, select a valid comparator.

    e.   In the **Threshold** field, type the threshold.

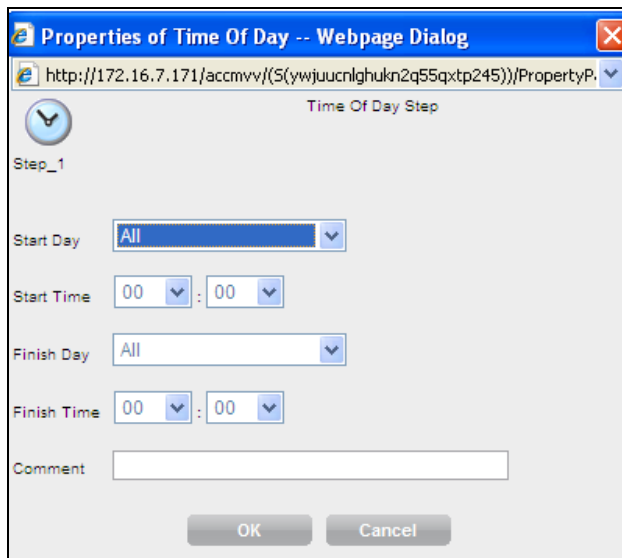   f.   In the **Comment** field, enter additional comments.

21. Click **OK**.

The system displays the Goto Unconditional Step screen. This step moves the call to another vector step *unconditionally.*

22. From the **Step Id** drop-down list, select the step you want to go to.

23. Click **OK**.

   The system displays the Service Hours Step screen. This step moves the call to another vector step based on information within the selected Service Hours Table.

.
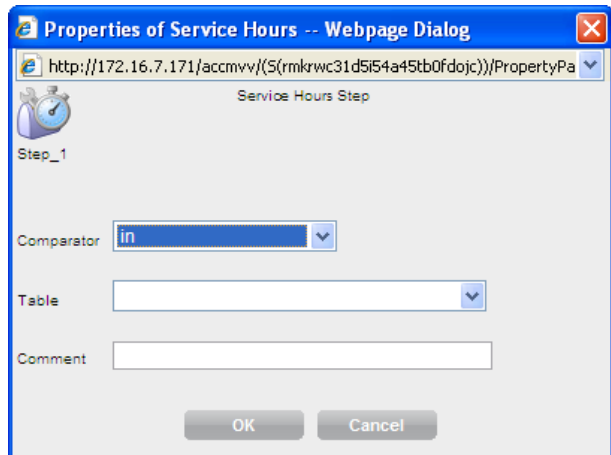
24. In the Service Hours Step window, perform the following steps:

   a. From the **Comparator** drop-down list, select a valid comparator.

   b. From the **Table** drop-down list, Select the appropriate service hours table

   c. In the **Comment** field, enter additional comments.

25. Click **OK**.

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Configuring the Goto Vector group

The Goto Vector group includes steps that require a decision in the vector. This creates a decision point. It invokes a subroutine call. After the subroutine has processed, the return command returns vector processing to the step following the Goto Vector command. The following are the GoTo Vector group that you can configure:

Step type	Icon	CM Vector step
Caller Info		Go to Vector X if ani/digits/iidigits _____(=,<,>…) _____(number or variable)
Time of Day		Go to Vector X if time of the day is X to Y

Holiday		Go to Vector X if holiday in table ___ (number of holiday table)
Server		Go to Vector X if server ___ (=,<>) ____-(main/ess/lsp)
Variable		Go to Vector X if _____(variable) _____(=,<>,<…) _____(variable/number) Or Go to Vector X if _____(variable) _____(in/not in) _____(table number)
Media Gateway / Port- Network		Go to Vector X if server _____(=,<>) _____(Main/ESS/LSP)
Agent Activity		Go to Vector X if _____(available agents / staffed agents) _____(=,<>,<…) _____(variable/number)
Center Info		Go to Vector X if _____(count calls / expected wait / rolling asa) _____(to/in) _____(=,<>,<…) _____(variable/number)
Queue Activity		Go to Vector X if _____(rolling-asa/calls queued/ interflow –qpos / oldest call waiting / wait improved) _____(=,<>,<…) _____(variable/number)
Unconditional Go-To		Go to Vector X unconditionally

Use the following steps to configure the Goto Vector group announcement.

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1. On the VCFD home page, click **Goto Vector**.

   The system displays the Caller Info Step to configure the Caller Info command. The Caller Info command allows the user to make a decision in the vector based on the caller info details. This Caller Info step generates a junction in the vector with an IF decision.
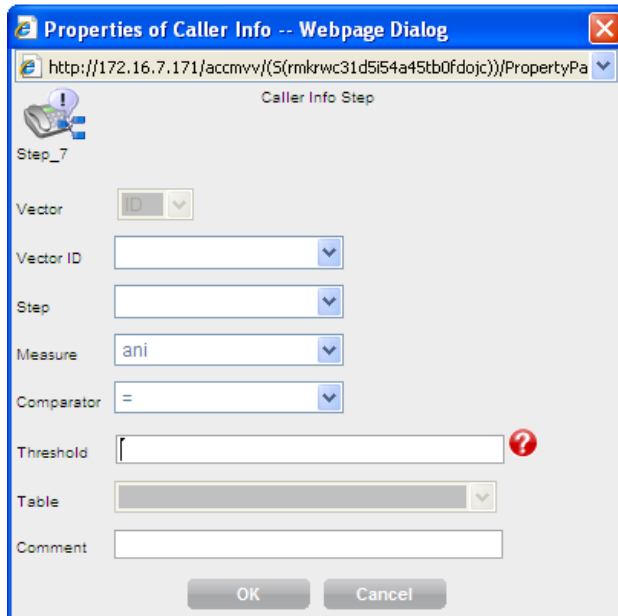
2. In the Caller Info Step window, perform the following steps:

   a. From the **Measure** drop-down list, select either *ANI, Digits, Information Indicator (II),* or *Digits*.

   b. From the **Comparator** drop-down list, select an action.

   c. In the **Threshold** field, type the threshold.

   d. In the **Vector ID** field, type the vector number that the call will be routed to.

   e. In the **Comment** field, enter additional comments.

3. Click **OK**.

   The system displays the Time Of Day Step screen to configure the time of the day command. The Time of Day step allows the user to make a decision in the vector based on the time-of-day. This step generates a junction in the vector with an IF decision.
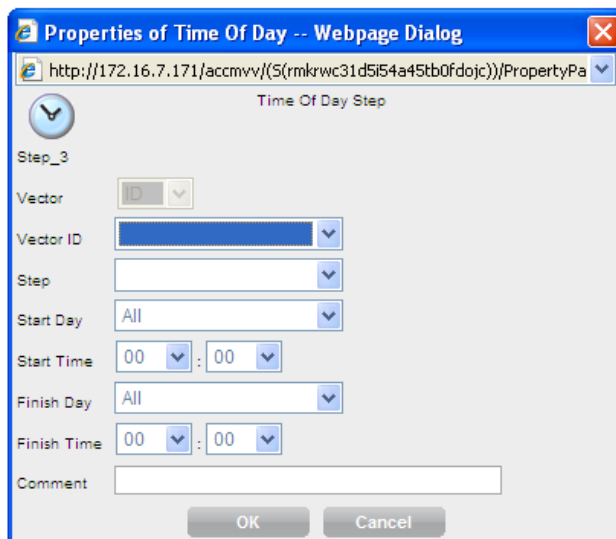
4. In the Time of Day Step window, perform the following steps:

   a. In the **Vector ID** field, type the vector number that the call will be routed to.

   b. From the **Start Day** drop-down list, select the day of the week or All.

   c. From the **Start Time** drop-down list, set the start time.

d. From the **Finish Day** drop-down list, select the day of the week or All.

e. From the **Finish Time** drop-down list, set the end time.

f. In the **Comment** field, enter additional comments.

5. Click **OK**.

The system displays the Time Of Day Step screen to configure the time of the day command. The Time of Day step allows the user to make a decision in the vector based on the time-of-day. This step generates a junction in the vector with an IF decision.
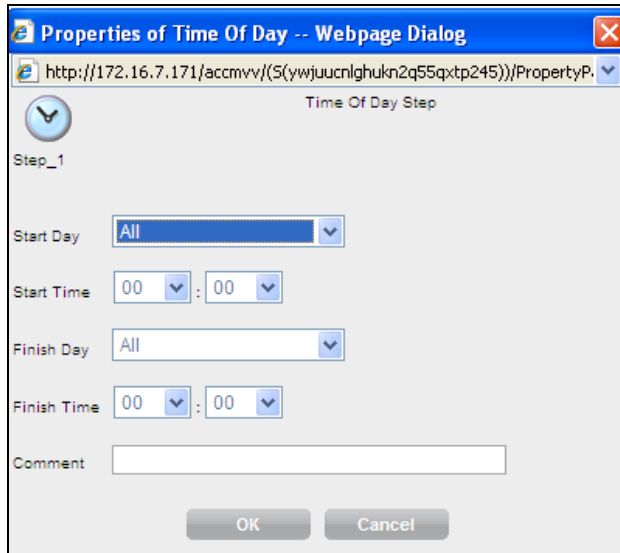
6. In the **Comments** field, enter additional comments.

7. Click **OK**.

The system displays the Holiday Step screen to configure the Holiday command. The Holiday step allows the user to make a decision in the vector based contents in the Holiday Table based within the Communication Manager. This step generates a junction in the vector with an IF decision.
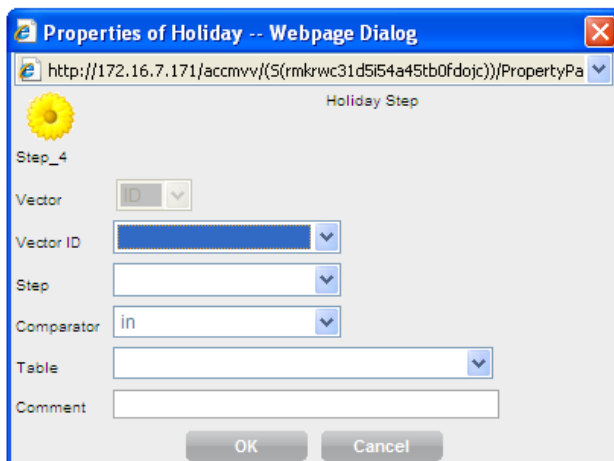
8. In the Holiday Step window, perform the following steps:

a. In the **Vector ID** field, type the vector number that the call will be routed to.

b. From the **Comparator** drop-down list, select either *In* or *Not In*.

c. From the **Table** drop-down list, select *CM Holiday Table Number*.

d. In the **Comment** field, enter additional comments.

9. Click **OK**.

The system displays the Server Step screen to configure the Server command. The Server step allows the user to make a decision in the vector based on the type of Avaya server that is handling the call. This step generates a junction in the vector with an IF decision.

10. In the Server Step window, perform the following steps:

    a. In the **Vector ID** field, type the vector number that the call will be routed to.

    b. From the **Comparator** drop-down list, select either = or <>.

    c. In the **Value** drop-down list, select *Main* / *ESS* / *LSP* (Local Survivable Server)

    d. In the **Comment** field, enter additional comments.

11. Click **OK**.

    The system displays the Variable Step screen to configure the variable command. The Variable Step allows the user to make a decision in the vector based on the type of Avaya Server that is handling the call. This step generates a junction in the vector with an IF decision.

12. In the Variable Step window, perform the following steps:

    a. In the **Vector ID** field, type the vector number that the call will be routed to.

b. From the **Variable** field, select a variable within the Call Center Elite software residing on Avaya Communication Manager.

c. From the **Comparator** drop-down list, select a comparator.

d. In the **Threshold** field, type either a variable or a number.

e. (Optional) If you have opted select either *In* or *Not In* in the **Comparator** field, the **Table** field becomes active. Select a valid CM table (instead of a threshold).

f. In the **Comment** field, enter additional comments.

13. Click **OK**.

The system displays the Media-Gateway/Port-Network Step screen. The Media-Gateway/Port-Network Step allows the user to make a decision within the vector based on the media gateway or port network that handles the call. This step generates a junction in the vector with an IF decision.
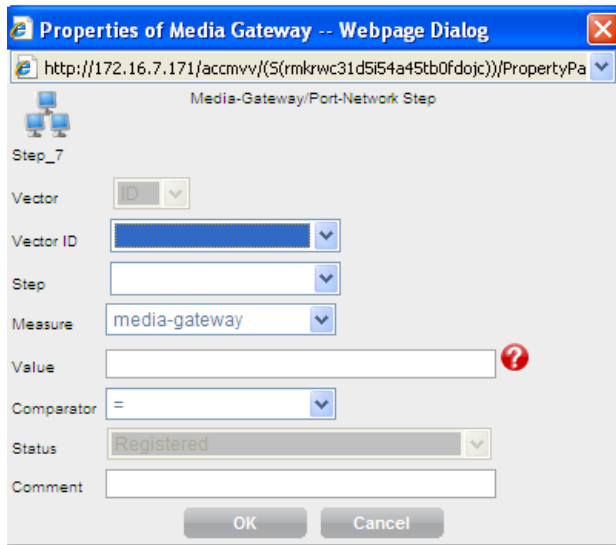
14. In the Media-Gateway/Port-Network Step window, perform the following steps:

a. In the **Vector ID** field, type the vector number that the call will be routed to.

b. From the **Measure** drop-down list, select either a *port-network* or a *media-gateway.*

c. In the **Value** field, type the number of a port-network or media-gateway.

d. From the **Comparator** drop-down list, select a valid comparator.

e. In the **Comment** field, enter additional comments.

15. Click **OK**.

The system displays the Agent Activity Step screen. The Agent Activity allows the user to make a decision in the vector based on the agent staffing activity. This step generates a junction in the vector with an IF decision.

16. In the Agent Activity Step window, perform the following steps:

    a. In the **Vector ID** field, type the vector number that the call will be routed to.

    b. From the **Measure** drop-down list, select either *available agents* or *staffed agents.*

    c. From the **Skill** drop-down list, select either *First*, *Second*, or *Third* skill (VDN skills) or the direct skill ID.

    d. (Optional) If you have opted *Skill ID* from the **Skill** drop-down list, the **Skill Id** drop-down list becomes active. Select the skill ID from the drop-down list (as defined in ACCCM).

    e. From the **Comparator** drop-down list, select a valid comparator.

    f. In the **Threshold** field, type the threshold.

    g. In the **Comment** field, enter additional comments.

17. Click **OK**.

    The system displays the Center Info Step screen. The Center Info allows the user to make a decision in the vector based upon call center statistics. This step generates a junction in the vector with an IF decision.

18. In the Center Info Step window, perform the following steps:
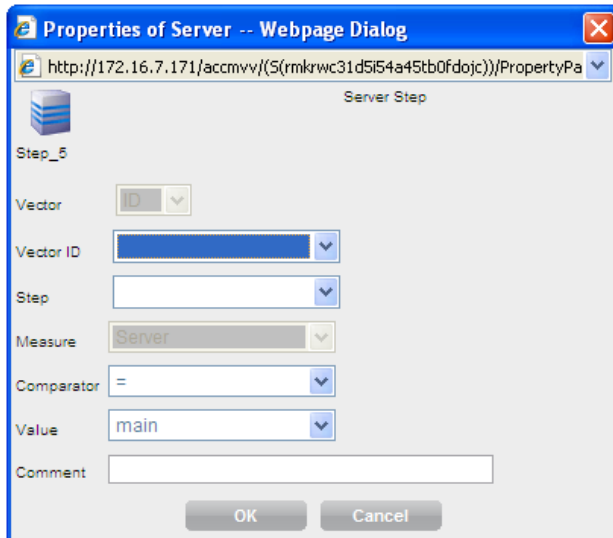
    a. In the **Vector ID** field, type the vector number that the call will be routed to.

    b. From the **Measure** drop-down list, select one of the options.

Measure Value	Required Field
Counted calls	VDN
Expected Wait Time (EWT)	Skill
Rolling-VDN	VDN

    c. From the **Skill** drop-down list, select either *First*, *Second*, or *Third* skill (VDN skills) or the direct skill ID.

    d. (Optional) If you have opted *Skill ID* from the **Skill** drop-down list, the **Skill Id** drop-down list becomes active. Select the skill ID from the drop-down list (as defined in ACCCM).

    e. From the **VDN** drop-down list, select one of the following option:

VDN	For
Active	Current VDN
Latest	Previous VDN

    f. In the **Extension** field, type an extension

    g. From the **Compare** drop-down list, select a valid comparator.

    h. In the **Threshold** field, type the threshold.

    i. In the **Comment** field, enter additional comments.

19. Click **OK**.

    The system displays the Queue Activity Step screen. The Queue Activity step allows the user to make a decision in the vector based queue statistics. This step generates a junction in the vector with an IF decision.
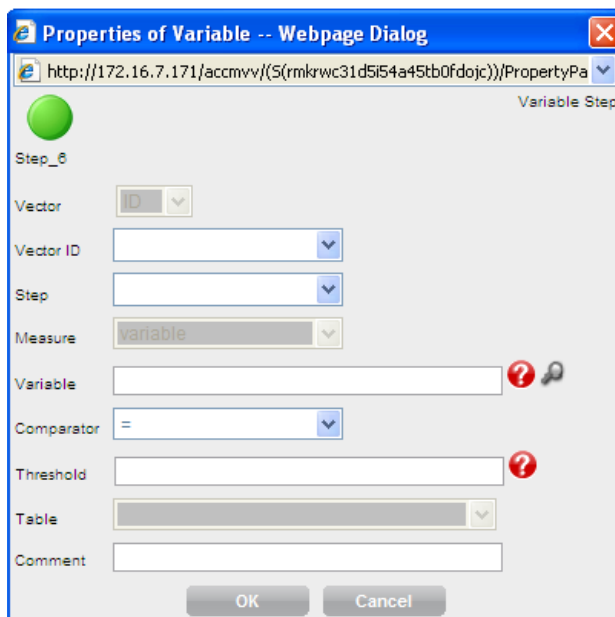
20. In the Queue Activity Step window, perform the following steps:

   a. In the **Vector ID** field, type the vector number that the call will be routed to.

   b. From the **Measure** drop-down list, select either Rolling-asa, Calls queued, Interflow-qpos, oldest call waiting, or Wait improved.

   c. From the **Skill** drop-down list, select either *First*, *Second*, or *Third* skill (VDN skills) or the direct skill ID.

   d. (Optional) If you have opted *Skill ID* from the **Skill** drop-down list, the **Skill Id** drop-down list becomes active. Select the skill ID from the drop-down list (as defined in ACCCM).

   e. From the **Comparator** drop-down list, select a valid comparator.

   f. In the **Threshold** field, type the threshold.

   g. In the **Comment** field, enter additional comments.

21. Click **OK**.

   The system displays the Goto Unconditional Step screen. This step moves the call to another vector step *unconditionally.*

22. In the Goto Vector Step window, perform the following steps:

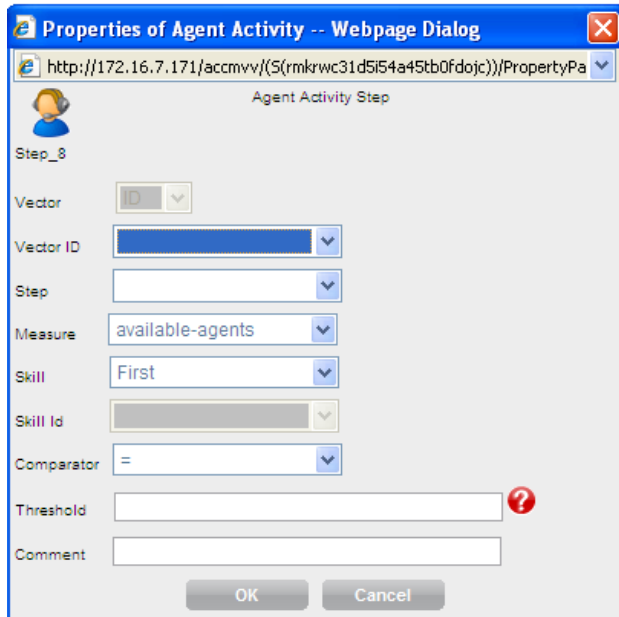   a. In the **Vector ID** field, type the vector number that the call will be routed to.

    b. From the **Step Id** drop-down list, select the step you want to go to.

23. Click **OK**.

    The system displays the Service Hours Step screen. This step moves the call to another vector step based on information within the selected Service Hours Table.
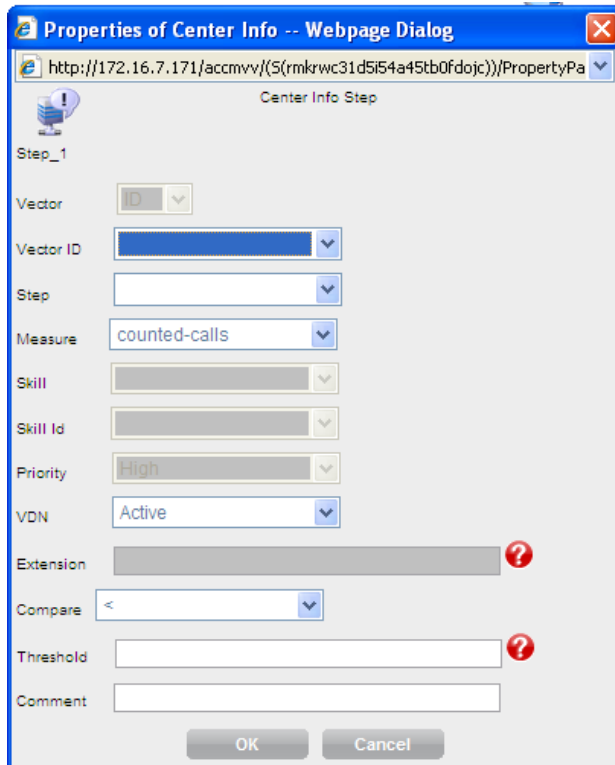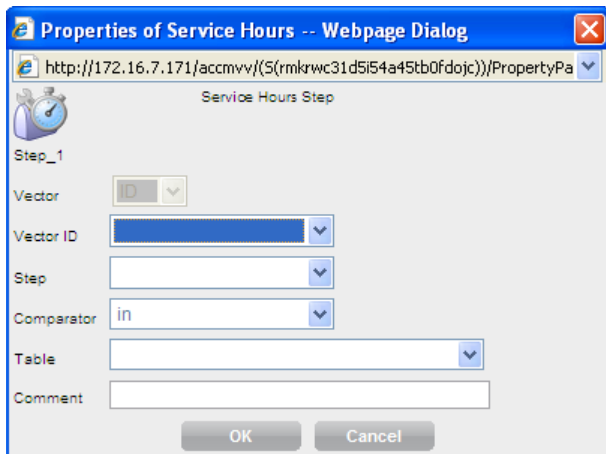

24. In the Service Hours Step window, perform the following steps:

    a. In the **Vector ID** field, type the vector number that the call will be routed to.

    b. From the **Comparator** drop-down list, select a valid comparator.

    c. From the **Table** drop-down list, Select the appropriate service hours table

    d. In the **Comment** field, enter additional comments.

25. Click **OK**.

◀◀◀

Configuring the Queue group

The Queue group includes all the steps that queue the calls in the vector. The following are the Queue group that you can configure:

Step type	Icon	CM Vector step
Agent Activity		Check skill X if _____(available agents / staffed agents) _____(=,<>,<...) _____(variable/number)
Unconditionally		Queue the call to a skill unconditionally
Queue Activity Step		Check X if _____(rolling-asa/calls queued/ interflow –qpos / oldest call waiting / wait improved) _____(=,<>,<...) _____(variable/number)
Center Info		Check skill X if _____(count calls / expected wait / rolling asa) _____(to/in) _____(=,<>,<...) _____(variable/number)

▶▶▶

1. On the VCFD home page, click **Queue**.

   The system displays the Agent Activity Step screen to configure the Agent Activity command. The Agent Activity checks the status of a skill/split for possible termination of the call to that skill (or possibly, split).

2. In the Agent Activity Step window, perform the following steps:

   a. From the **Measure** drop-down list, select either *available agents* or *staffed agents*.

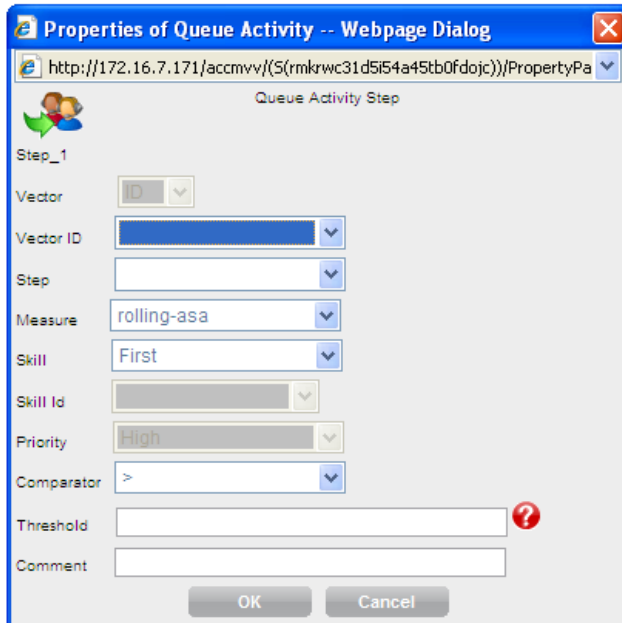   b. From the **Skill** drop-down list, select either *First*, *Second*, or *Third* skill (VDN skills) or the direct skill ID.

   c. (Optional) If you have opted *Skill ID* from the **Skill** drop-down list, the **Skill Id** drop-down list becomes active. Select the skill ID from the drop-down list (as defined in ACCCM).

   d. From the **Comparator** drop-down list, select a valid comparator.

   e. In the **Threshold** field, type the threshold.

   f. In the **Comment** field, enter additional comments.
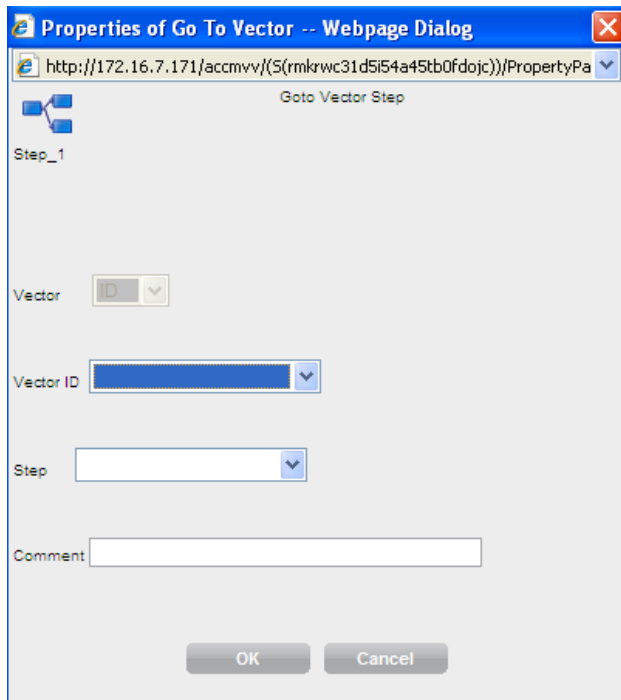
 3. Click **OK**.

   The system displays the Queue Unconditionally Step screen. This step allows you to insert the call to a *queue unconditionally*.
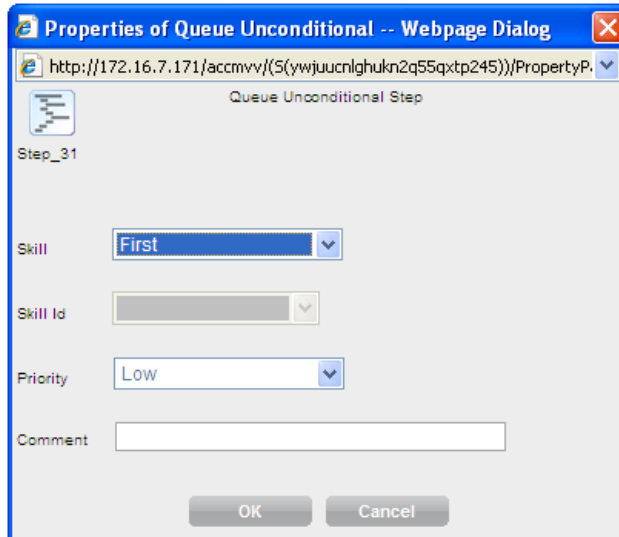
 4. In the Queue Unconditionally Step window, perform the following steps:

   a. From the **Skill** drop-down list, select either *First*, *Second*, or *Third* skill (VDN skills) or the direct skill ID.

   b. (Optional) If you have opted *Skill ID* from the **Skill** drop-down list, the **Skill Id** drop-down list becomes active. Select the skill ID from the drop-down list (as defined in ACCCM).

   c. From the **Priority** drop-down list, select the priority.

   d. In the **Comment** field, enter additional comments.

 5. Click **OK**.

   The system displays the Queue Activity Step screen to configure the time of the day command. The Queue Activity step checks the status of a skill or split for possible termination of the call to that skill or split.

 6. In the Queue Activity Step window, perform the following steps:

   a. From the **Measure** drop-down list, select either Rolling-asa, Calls queued, Interflow-

qpos, oldest call waiting, or Wait improved.

b. From the **Skill** drop-down list, select either *First*, *Second*, or *Third* skill (VDN skills) or the direct skill ID.

c. (Optional) If you have opted *Skill ID* from the **Skill** drop-down list, the **Skill Id** drop-down list becomes active. Select the skill ID from the drop-down list (as defined in ACCCM).

d. From the **Priority** drop-down list, select the priority.

e. From the **Comparator** drop-down list, select a valid comparator.

f. In the **Threshold** field, type the threshold.

g. In the **Comment** field, enter additional comments.

7. Click **OK**.

The system displays the Center Info Step screen. The Center Info step checks the status of a skill or split for possible termination of the call to that skill or split.

8. In the Center Info Step window, perform the following steps:

a. From the **Measure** drop-down list, select either *available agents* or *staffed agents*.

b. From the **Skill** drop-down list, select either *First*, *Second*, or *Third* skill (VDN skills) or the direct skill ID.

c. (Optional) If you have opted *Skill ID* from the **Skill** drop-down list, the **Skill Id** drop-down list becomes active. Select the skill ID from the drop-down list (as defined in ACCCM).

d. From the **Priority** drop-down list, select the priority.

e. In the **Threshold** field, type the threshold.

f. In the **Comments** field, enter additional comments.

9. Click **OK**.

The system displays the Goto Vector Step screen. This step moves the call to another vector.
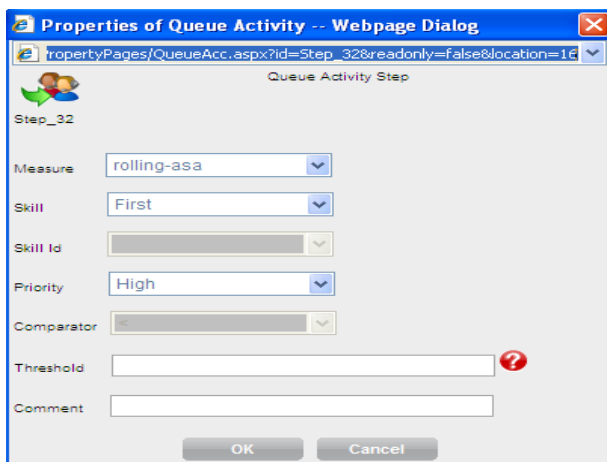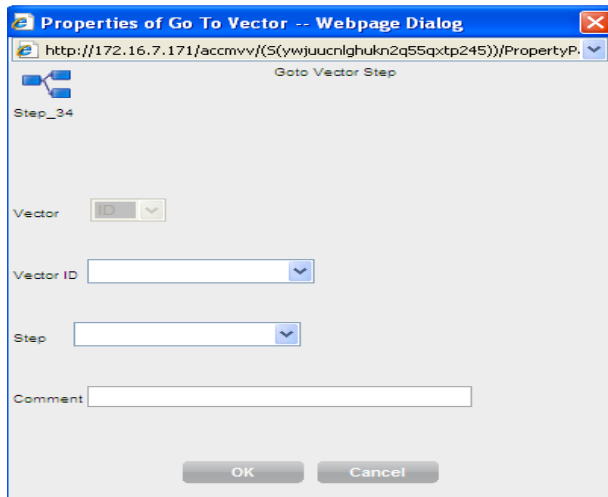
10. In the Goto Vector Step window, perform the following steps:

    a. From the **Vector ID** drop-down list, select a valid vector id number.

    b. From the **Step** drop-down list, select to which step number (ranges from 1 to 99) in the vector that the call starts with.

       NOTE: Show vector button- when editing a vector this button allows us to jump directly to a vector in the *route-to vector* command.

    c. In the **Comment** field, enter additional comments.

11. Click **OK**.

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Configuring the Routing group

The "Routing" group includes all the steps that perform the "*route-to*" and "*messaging*" commands. Use the following steps to configure the Routing group.

►►►

1. On the VCFD home page, click **Routing**.

   The system displays the Route to Number Step screen. This step routes the call directly to another number (extension, VDN, skill/hunt group or any valid internal / external number).
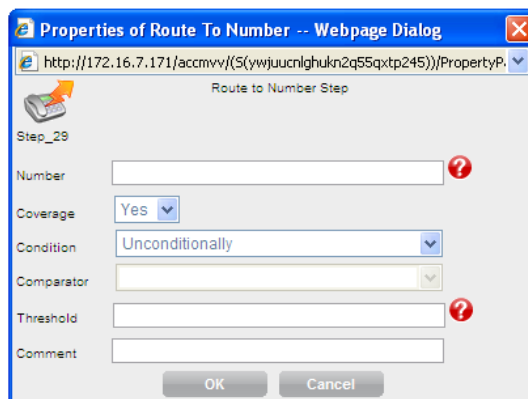
2. In the Route to Number Step window, perform the following steps:

a. In the **Number** field, type the number that the call will be routed.

b. From the **Coverage** drop-down list, select appropriate option.

c. From the **Condition** drop-down list, select one of the following options:

Condition	Result
Unconditionally	The call will be routed when it arrives to this step in the vector.
Digits	If digits are selected, then a comparator can be applied and a threshold must be set.
Interflow-qpos	If Interflow-qpos (queue position) is selected, then a comparator can be applied and a threshold must be set.

d. From the **Comparator** drop-down list, select a valid comparator.

e. In the **Threshold** field, type the threshold.

f. In the **Comment** field, enter additional comments.

3. Click **OK**.

The system displays the Route to Digits Step screen. This step routes the call directly to another number based upon the digits collected during the call.
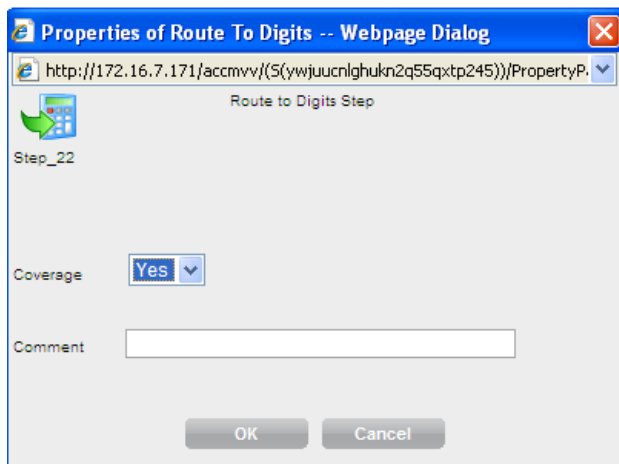
4. In the Route to Digits Step window, perform the following steps:

a. From the **Coverage** drop-down list, select the appropriate option.

b. In the **Comment** field, enter additional comments.

5. Click **OK**.

6. The system displays the Adjunct Route Step screen. This step moves the call to be controlled by an *adjunct route* command within a vector.
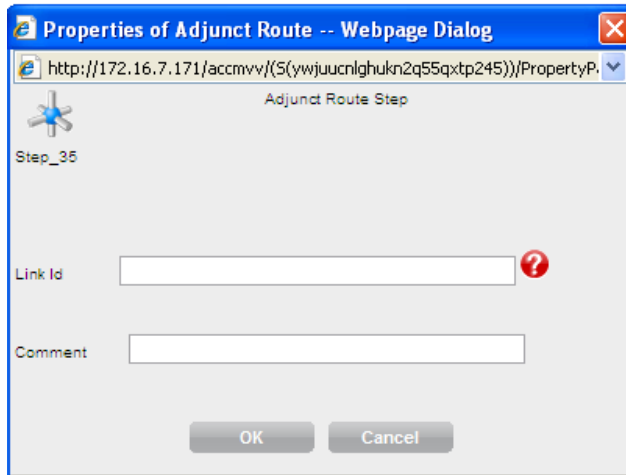
7. In the Adjunct Route Step window, perform the following steps:

   a. From the **Link Id** field, type the adjunct route link id.

   b. In the **Comment** field, enter additional comments.

8. Click **OK**.

   The system displays the Messaging Skill Step screen. The *messaging split/skill* command allows the caller to leave a message for the specified extension or the active or latest VDN extension (default). The most typical use is with Intuity AUDIX or AUDIX to allow a VDN to have a "voice mailbox" and be supported by a Message Waiting Indication (MWI).
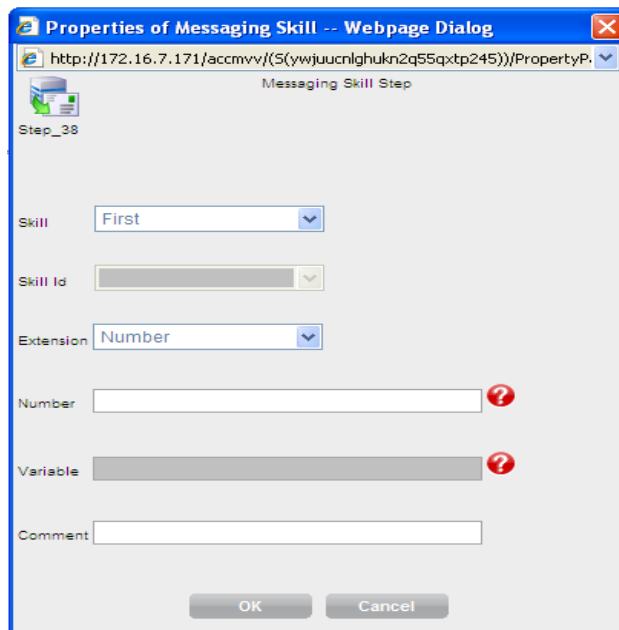
9. In the Messaging Skill Step window, perform the following steps:

   a. From the **Skill** drop-down list, select either *First*, *Second*, or *Third* skill (VDN skills) or the direct skill ID.

   b. (Optional) If you have opted *Skill ID* from the **Skill** drop-down list, the **Skill Id** drop-down list becomes active. Select the skill ID from the drop-down list (as defined in ACCCM).

   c. From the **Extension** drop-down list, select one of the following options:

Extension	Required

Number	Enter a valid number with the Communication Manager's dial plan.
Active	None
Latest	None
Variable	Enter a valid variable from the Avaya EMC software in this CM.

    d.   In the **Comment** field, enter additional comments.

10. Click **OK**.

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Chapter 5: Vector Validation

ACCCM includes vector validation capabilities. The vector validation is done by a service that is installed as part of the visual call flow designer application. ACCCM Vector Auditing Service that runs on the ACCCM server provides all the validation capabilities. Before running the vector validation process ensure the service is up and running.

This chapter includes:

Single Vector Validation

There are several options to validate the vector, namely, Online Validation, Offline Validation, Bulk Validation, and Validation Result.

▶▶▶

1. Start the Visual Call Flow Designer application.

2. Open an existing vector.

3. Click the **Validate** button.
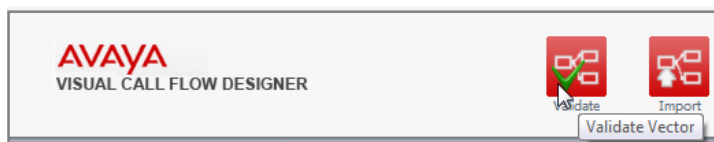
The system displays the following screen.
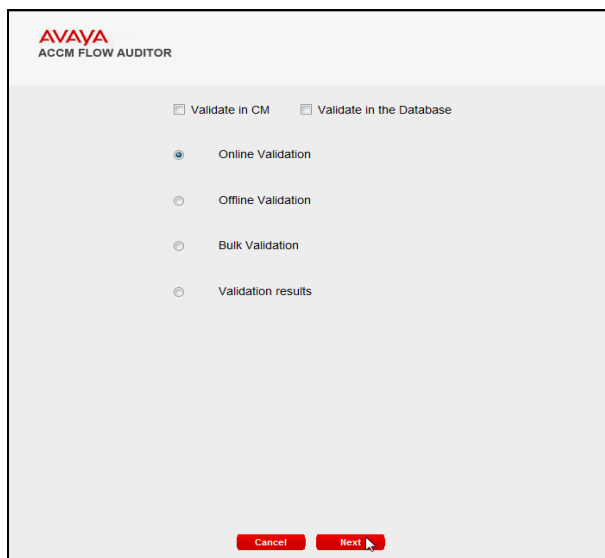
4. Select **Validate in CM** to validate the vector with the data that you have in the Avaya Communication Manager.

   The system checks every vector step in the CM. The system also validates the other

entities that are part of the vector (announcement, variable, and skill) on the CM. This validation is slower, but provides the real-time result since it does not depend on the synchronizer process.

5. Select **Validate in the Database** if you want to validate the vector with the data that you have in the ACCCM databases.

   The system checks every vector step in the ACCCM database. The system also checks for other entities such as announcement, variable, and skill that are part of the vector with its equivalent object in ACCCM.

   This validation type is faster, but depends on the synchronizer activity, for example, if a Skill was deleted directly in CM through ASA and a database validation was performed before the synchronizer synced the data from CM to the ACCCM database, you may get less accurate results in your validation process.

6. Choose one of the following options:

Field	Description
Online Validation	Use this option if you want the system to validate the vector online. When you select this option, the system displays the results in the next screen after completing the validation process. See Performing Online Validation on page 58.
Offline Validation	Use this option if you want the system to perform the validation in an offline mode. With this option, you can access the results from the "validation results" option in this screen. See Performing Offline Validation on page 59.
Bulk Validation	Use this option if you want the system to validate more than one vector at once. The bulk validation option is available only in the offline mode. See Performing Bulk Validation on page 60.
Validation results	Use this option if you want the system to validate the results. The validation results allow you to view the history of all the validations that you performed including any offline validations that you requested. See Viewing Validation on page 61.

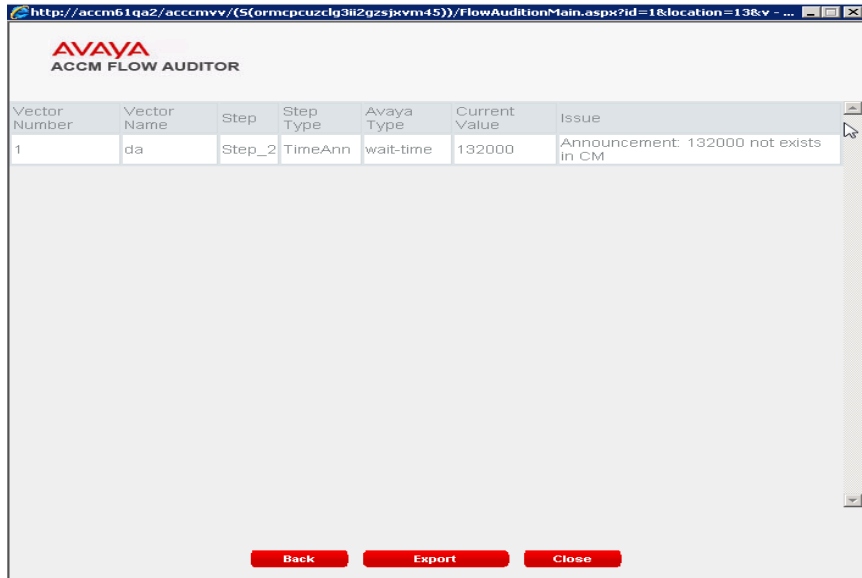7. For more information, see the following sub-sections.

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Performing Online Validation

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1. Perform Step 1 through 5 from Single Vector Validation on page 57.

2. Select **Online Validation**.

   The system begins the validation process and displays the following screen.

If there are validation issues related to the vector, the system displays them in the following table:

| Field	Description
Vector Number	The number of the vector that was validated.
Vector name	The name of the vector that was validated.
Step	The step number that has a validation issue.
Step type	The type of step.
Avaya type	The specific step part that has a validation issue.
Current value	The value that did not pass the validation.
Issue	A description of the validation issue.

3. Perform any of the following steps:

    a. Click **Back** to return to the previous screen.

    b. Click **Export** to export the validation results to a CSV file.

    c. Click **Close** to exit the validation screen.

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Performing Offline Validation

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1. Perform Step 1 through 5 from .

2. Select **Offline Validation**.

    The system displays the following screen.
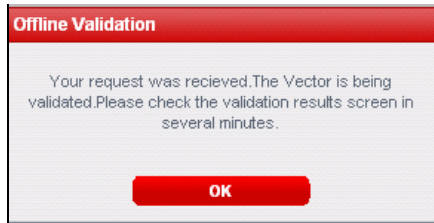
The ACCCM system sends the validation request to the validation queue and processes the request offline. You can then view the validation result screen.
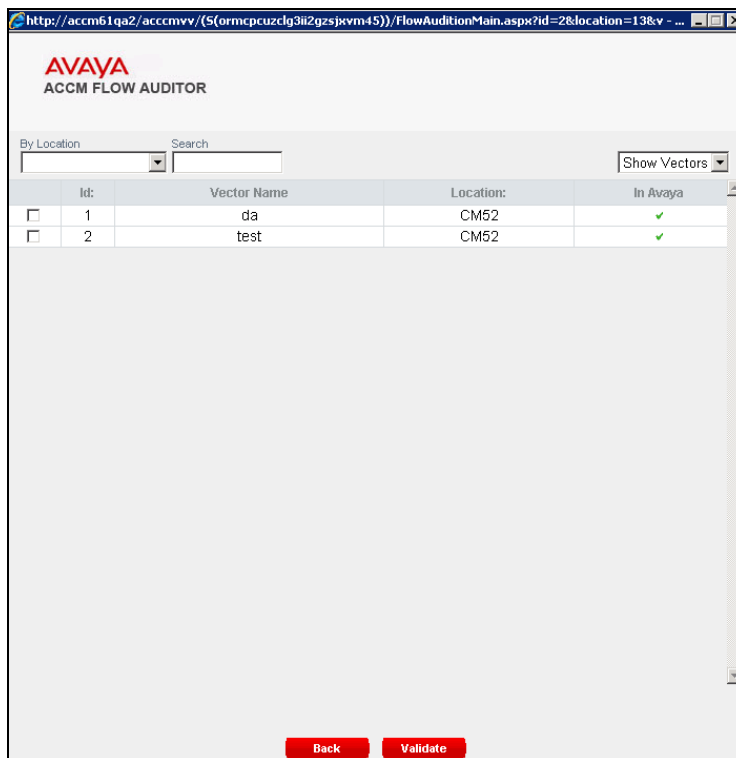
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Performing Bulk Validation

With Bulk Validation, you can validate several vector in a single operation. The bulk validation option is available only in the offline mode.

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1. Perform Step 1 through 5 from .

2. Select **Bulk Validation**.

   The system displays the following screen.

   The system displays a list of all the vectors on the screen. You can search the vectors based on name or location.

3. To view a vector for validation, select the corresponding check box next to each vector name and click the **Validate** button.

   The system displays the results of the validation on the screen.

   NOTE: All bulk validations are done offline.

►►►

Viewing Validation results

The Validation Result screen displays all validations that were done within the Visual Call Flow Designer both online and offline. With Validation Results, you can view the history of all the validations that you performed including any offline validations that you requested.

►►►

1. Perform Step 1 through 5 from .
2. Select **Validation results**.

   The system displays the following screen.

Field	Description
Task id	The internal Task id of every validation request.
Vector number	The validated vector number.
Vector name	The vector name.
Task date	The date of the scheduled task.

3. To review the task, select the corresponding checkbox next to each task Id name and click the **View** button.

   The system displays the results of the selected task on the screen.

►►►

Vector Versions

With ACCCM Visual Call Flow Designer, you can manage versions for vectors within the Visual Call Flow Designer. The Visual Call Flow Designer tool allows you to save unlimited

number of versions for a single vector. Vector versions are only saved into the ACCCM database.

This section includes:

-
-

Saving Vector Versions

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1. Start the Visual Call Flow Designer application.

2. Open an existing vector.

3. Click the **Save Vector** button.

   The system displays the following screen.

4. Select the **Draft** option.

   The system displays two fields at the bottom of the screen.

5. In the **Description** field, type the description of the vector version.

6. In the **Version Num** field, type the version number of the vector from 1 to 9999.

7. Click **OK** to save the version to the ACCCM database.

   The system displays the confirmation screen.

8. Click **OK** to exit the screen.

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Saving a Draft as a Production Vector

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1. Start the Visual Call Flow Designer application.

2. Click the **Open** button.

3. Locate the vector version and ensure that the search criteria are set to *Show Drafts* from the drop-down list.

   The system displays the following screen.

4. Double-click the draft.

5. Click the **Save Vector** button.

   The system displays the screen.

6. Clear the **Draft** option and select the **Save to Avaya** option.

7. Click **OK**.
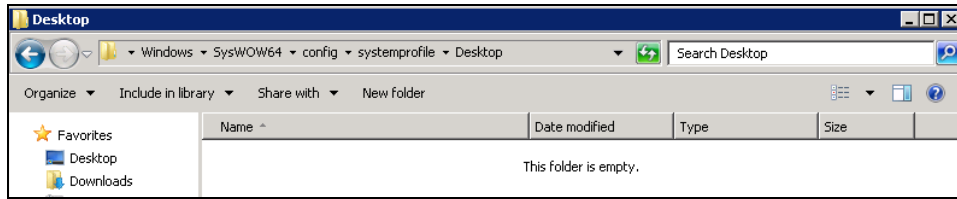
   The system saves the vector to Communication Manager.

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Enabling Visio Export

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1. Create the following folder on the ACCCM Server:
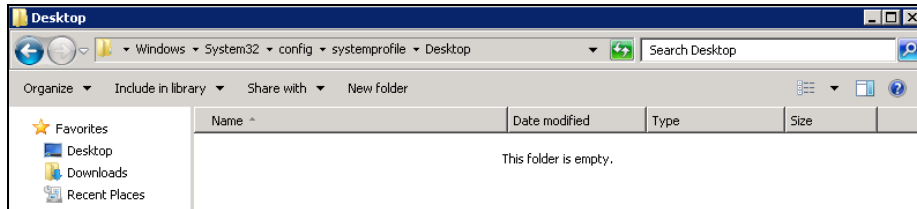
   For Windows 64 bit

   C:\Windows\SysWOW64\config\systemprofile\Desktop
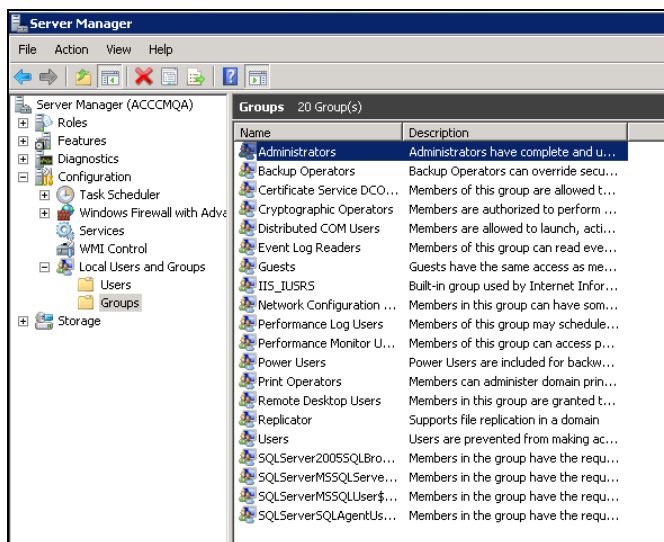
For Windows 64 bit

C:\Windows\System32\config\systemprofile\Desktop
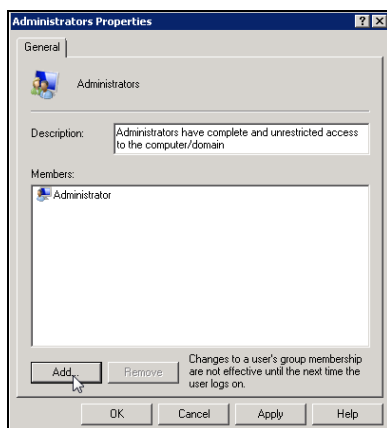

2. Open Server Manager.

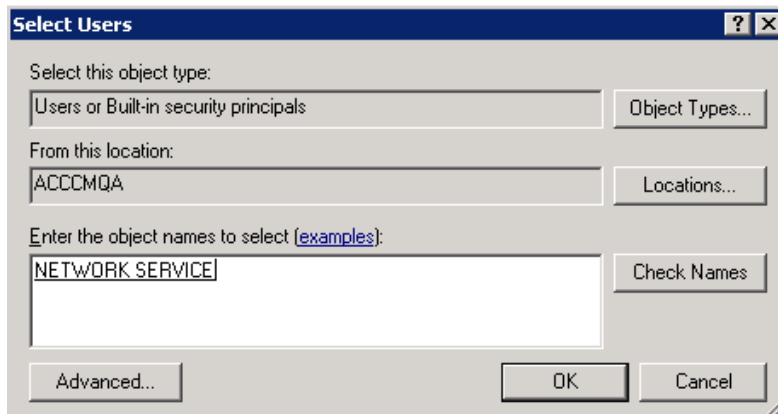The system opens the Server Manager window.

3. Navigate to Groups and double-click the administrators group.
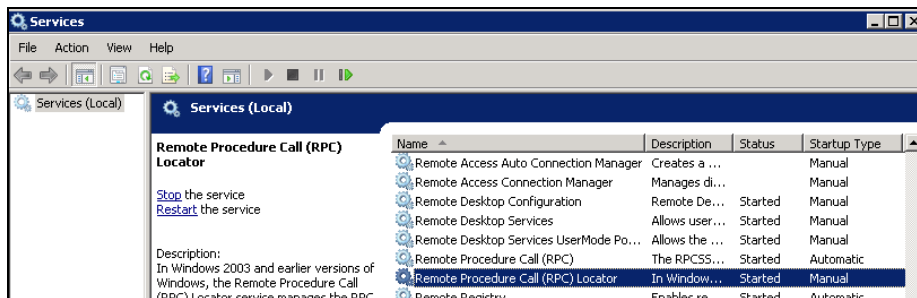
The system opens the following window:

4. Click **Add.**

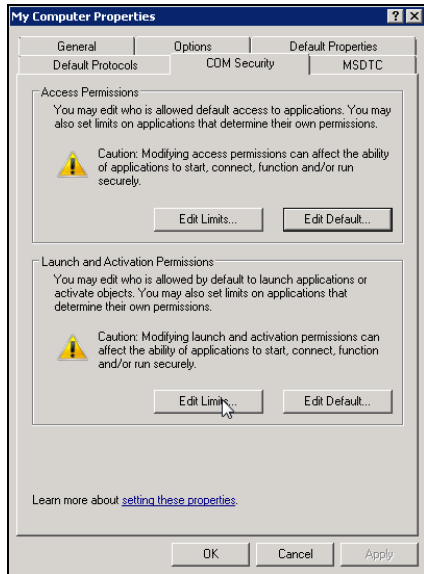   The system opens the following window.

5. Add the NETWORK SERVICE user to the administrator group and click **OK**.

6. Click **OK** again and close the administrator group.

7. Open the Windows Service administration window and start the Remote Procedure Call (RPC) **Locator** Service.

8. Open the Component Services administration group.

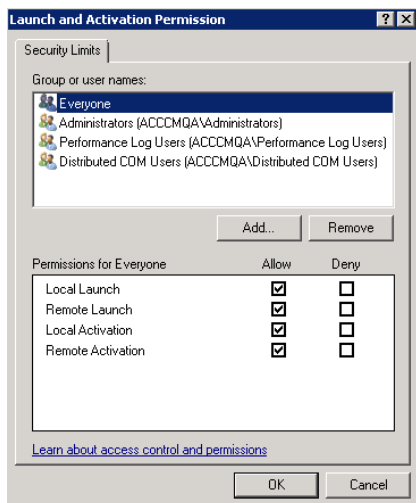9. In the Component Services window, right-click **My Computer** and select **Properties.**
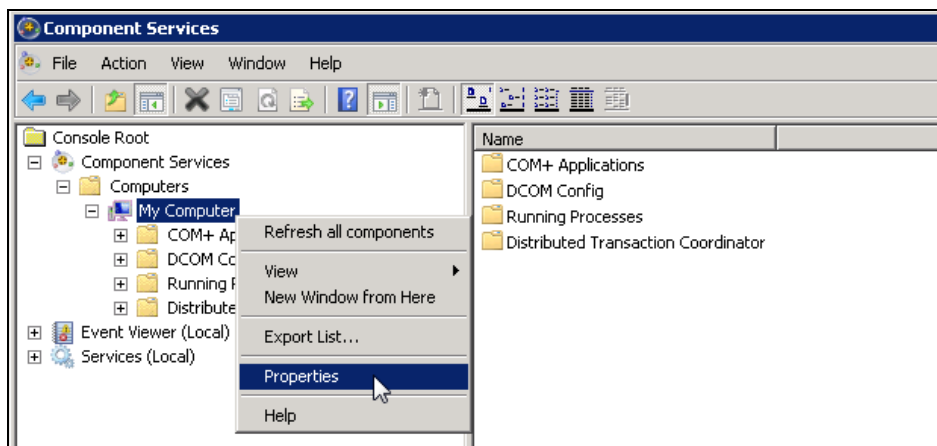
   The system opens the following window.

10. Click the **COM Security** tab and click the **Edit Limits** button in the **Launch and Activation Permissions**.

    The system opens the following window.

11. Add everyone to the permission with full permissions .

12. Click **OK** twice and close the screen.

13. Reset **Internet Information Service**.

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