



Avaya Aura[®] Contact Center – Contact Center Select Windows Server 2012 Remote Desktop Services Application Note

Abstract

This application note applies to Avaya Aura[®] Contact Center (AACC) and Avaya Contact Center Select (ACCS) release 7.0.1.1. It describes how Avaya customers can configure and use AACC or ACCS and Windows Server 2012 R2 with Remote Desktop Services to host and publish Avaya Agent Desktop.

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Chapter 1: Revision History

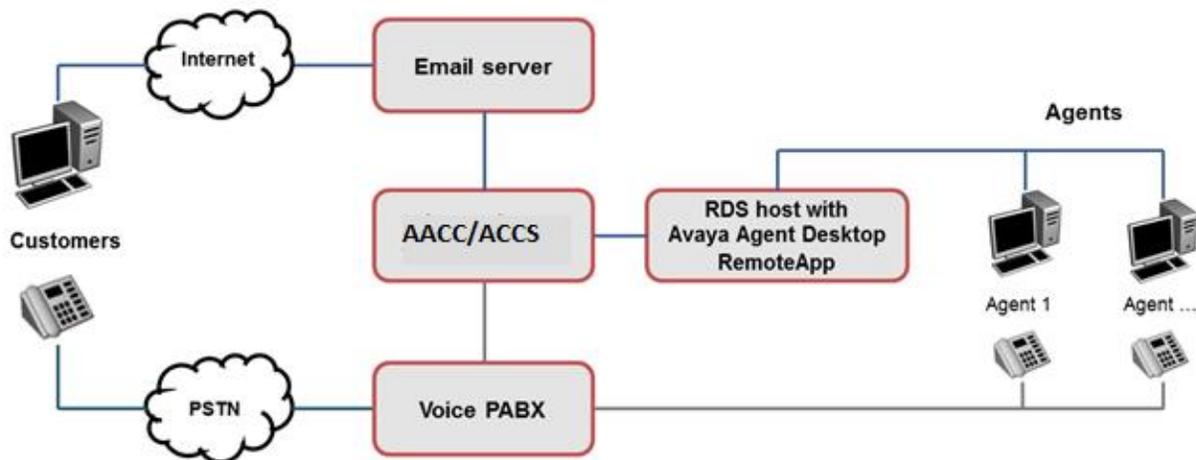
Date	Revision #	Summary of Changes
24 April 2017	<i>Issue 1.0</i>	Initial Release 7.0.1.1

Chapter 2: Overview

This application note describes how to configure and use Avaya Aura® Contact Center (AACC) or Avaya Contact Center Select (ACCS) release 7.0.1.1 and Windows Server 2012 R2 with Remote Desktop Services to host and publish Avaya Agent Desktop.

Windows Server 2012 R2 with Remote Desktop Services (formerly known as Terminal Services) allows a server to host multiple, simultaneous client sessions. In the Remote Desktop Services (RDS) environment, an application runs entirely on the Remote Desktop Session Host (RD Session Host) server. The RDC client performs no local processing of application software. The server transmits the graphical user interface to the client. The client transmits the user's input back to the server. With RDS, only software user interfaces are transferred to the client system. All input from the client system is transmitted to the server, where software execution takes place.

The following diagram shows a typical Remote Desktop Services solution with Avaya Agent Desktop hosted on the RDS Session Host server.



Remote Desktop Services requires careful upfront planning and engineering. It requires some additional maintenance and full organizational support to deliver an enterprise grade contact center agent and customer experience.

Avaya Agent Desktop

Avaya Agent Desktop is a single-interface client application used by contact center agents to interact with customers. Agent Desktop agents can respond to customer contacts through a variety of media, including phone, outbound contacts, email, Web communication, Fax messages, voice mail messages, scanned documents, SMS text messages, social networking, and instant messaging. Avaya Agent Desktop supports Remote Desktop Services deployments.

The Avaya Agent Desktop *My Computer* embedded softphone mode is not supported in RDS deployments. In RDS deployments of Avaya Agent Desktop, you must use a desk phone. Alternatively, you can install a supported softphone such as Avaya one-X® Communicator on each agent computer and use it with Avaya Agent Desktop.

How you deploy and use Agent Desktop RDS clients depends on your solution requirements and virtualization infrastructure. For more information about building a client infrastructure using RDS, refer to the Microsoft Remote Desktop Services product documentation.

Use the Avaya Agent Desktop MSI package for Remote Desktop Services deployments.

RemoteApp

RemoteApp enables you to make programs that are accessed remotely through Remote Desktop Services appear as if they are running on the end user's local computer. These programs are referred to as RemoteApp programs. Instead of being presented to the user in the desktop of the Remote Desktop Session Host (RD Session Host) server, the RemoteApp program is integrated with the client's desktop. The RemoteApp program runs in its own resizable window, can be dragged between multiple monitors, and has its own entry in the taskbar. If a user is running more than one RemoteApp program on the same RD Session Host server, the RemoteApp program will share the same Remote Desktop Services session.

RemoteApp can reduce complexity and reduce administrative overhead in many situations, including contact center environments, such as "hot desk" or "hoteling" workspaces, where agents do not have assigned computers.

Related documents

For more information about Avaya Aura® Contact Center, refer to the following documents:

- Avaya Aura® Contact Center Overview and Specification
- Deploying Avaya Aura® Contact Center DVD for Avaya Aura® Unified Communications
- Deploying Avaya Aura® Contact Center DVD for Avaya Communication Server 1000
- Avaya Aura® Contact Center Commissioning for Avaya Aura Unified Communications
- Avaya Aura® Contact Center Commissioning for Avaya Communication Server 1000
- Avaya Aura® Contact Center Server Administration
- Using Agent Desktop for Avaya Aura® Contact Center

For more information about Avaya Contact Center Select, refer to the following documents:

- Avaya Contact Center Select Solution Description
- Deploying Avaya Contact Center Select DVD
- Deploying Avaya Contact Center Select Software Appliance
- Administering Avaya Contact Center Select
- Avaya Contact Center Select Advanced Administration
- Using Agent Desktop for Avaya Contact Center Select

Chapter 3: Deployment Overview

This section describes how to configure and use Avaya Aura® Contact Center or Avaya Contact Center Select and Remote Desktop Services (RDS) to host Avaya Agent Desktop.

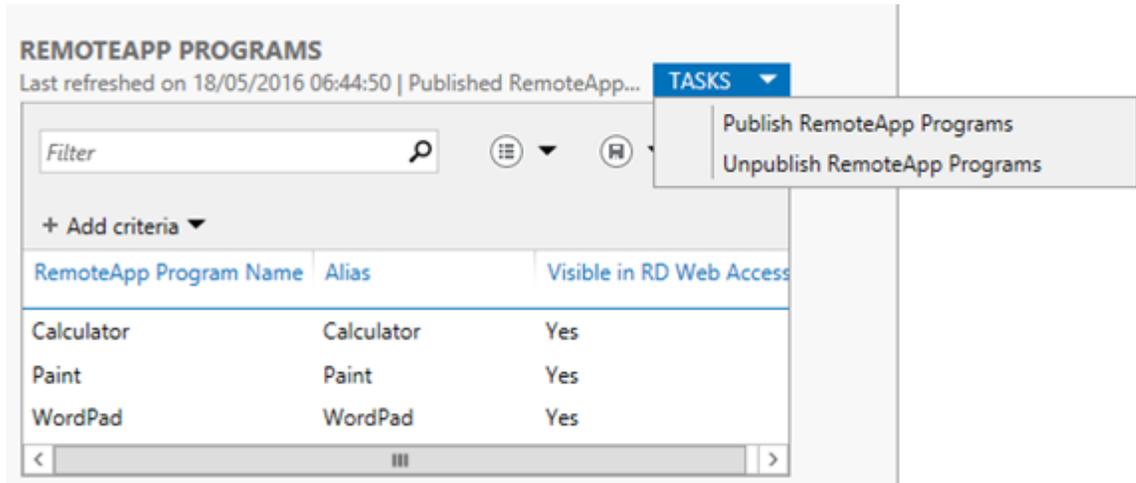
Avaya recommends that the RDS server hosting Agent Desktop is located in the same Local Area Network (LAN) as the AACC/ACCS or CCMM server. If the RDS server hosting Agent Desktop is not in the same LAN as the CCMM server, then the AACC/ACCS bandwidth, Round Trip Time, and networking requirements apply. For more information about these networking requirements, see *Avaya Aura® Contact Center Overview and Specification* for AACC or *Avaya Contact Center Select Solution Description* for ACCS.

Overview of Avaya Agent Desktop RDS deployment:

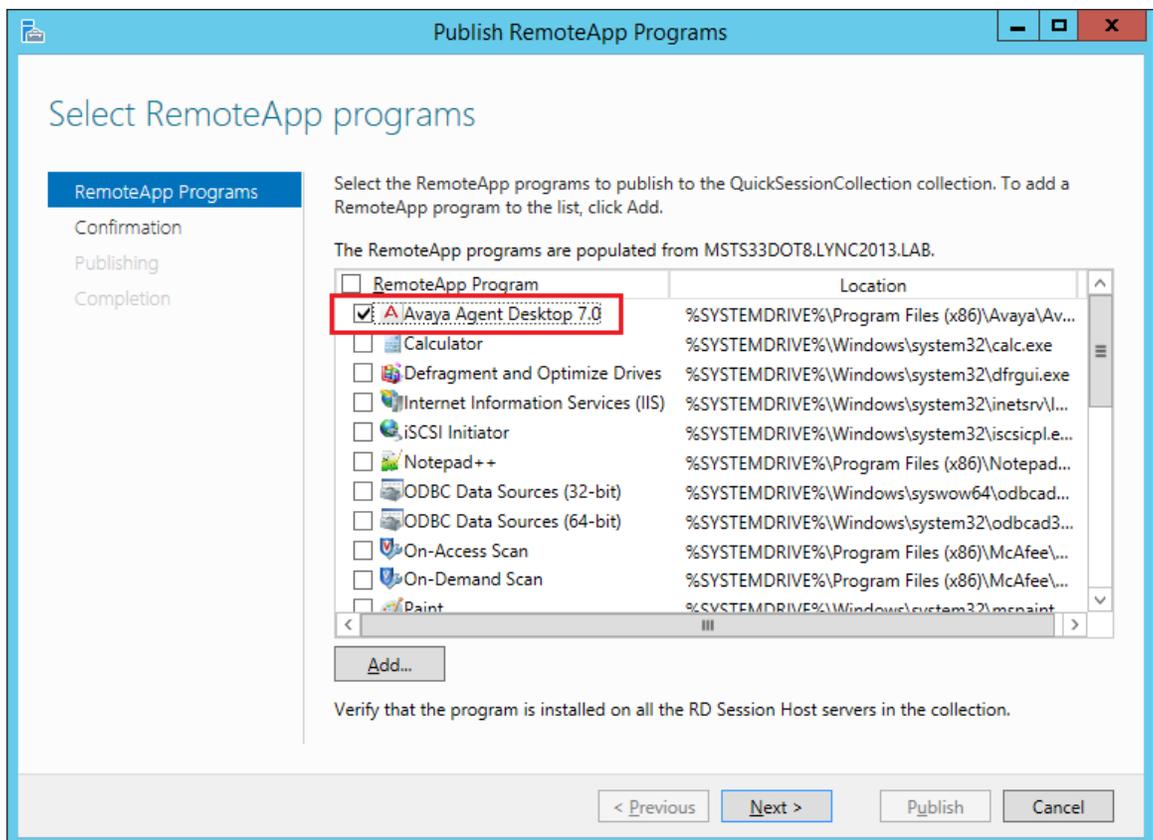
- 1) Before implementing RDS infrastructure, install and commission one or more Agent Desktop clients to confirm AACC/ACCS and Agent Desktop are working. Verify the required contact types, Agent Desktop features and reports are working before proceeding.
- 2) Configure CCMM to support Agent Desktop on a Windows 2012 R2 operating system. This is required because the Agent Desktop RemoteApp is hosted on a Windows 2012 R2 RDS Session Host server.
 - a) Open the **Multimedia Administration** utility.
 - b) In the left pane, click **Agent Desktop Configuration**.
 - c) Click **User Settings**.
 - d) Select **User Settings**.
 - Scroll down and select the **Suppress OS not supported popup** check box.
 - e) Click **Save**.
- 3) Deploy and integrate Windows Server 2012 Remote Desktop Services servers. Deploy a RD Connection Broker, a RD Web Access, and a RD Session Host co-resident or standalone. Avaya recommends that you apply Windows Server 2012 RDS planning, engineering, and deployment with full organizational support for RDS rather than organically growing a RDS Infrastructure.
- 4) Install Agent Desktop software on the RD Session Host server. The Avaya Agent Desktop MSI installation package includes an integrated softphone. For RDS environments, when installing Avaya Agent Desktop using the MSI file, disable the softphone option.
 - a) Log on to the RDS Session Host server with administrative privileges.
 - b) Install the Avaya Agent Desktop software .NET and x86 prerequisites.
 - c) Copy the Agent Desktop MSI software from the AACC/ACCS server.
 - d) Run the AvayaAgentDesktopClient.msi installer, remembering to set `AAADSOFTPHONE=0`.
For more information, refer to the AACC product documents.

5) Publish the Agent Desktop software.

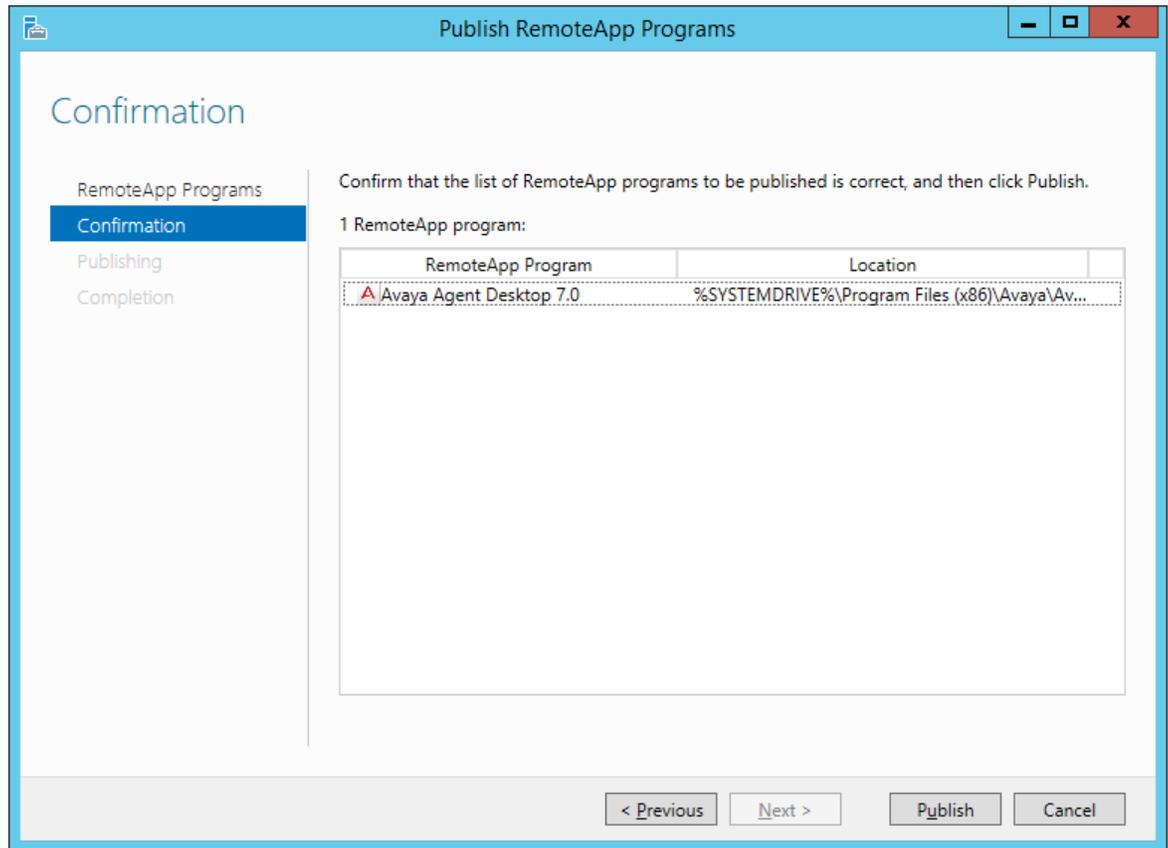
- a) Log on to the RDS Session Host server with administrative privileges.
- b) Using the **Server Manager – Remote Desktop Services** utility, select **Collections > QuickSessioncollection**.
- c) In the **REMOTEAPP PROGRAMS** section, from the **TASKS** dropdown list, select **Publish RemoteApp Programs**.



d) From the **RemoteApp programs** list, select **Avaya Agent Desktop 7.0**.

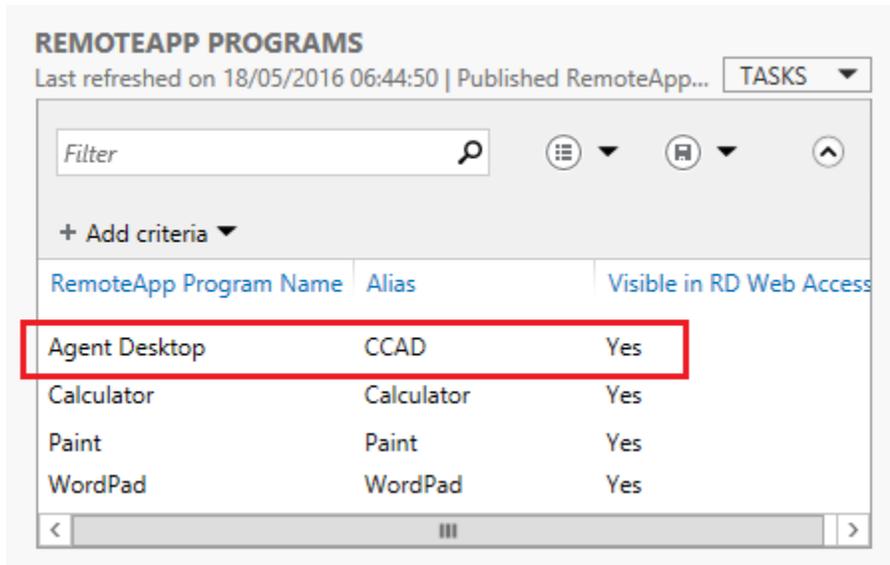


e) Click **Next**.

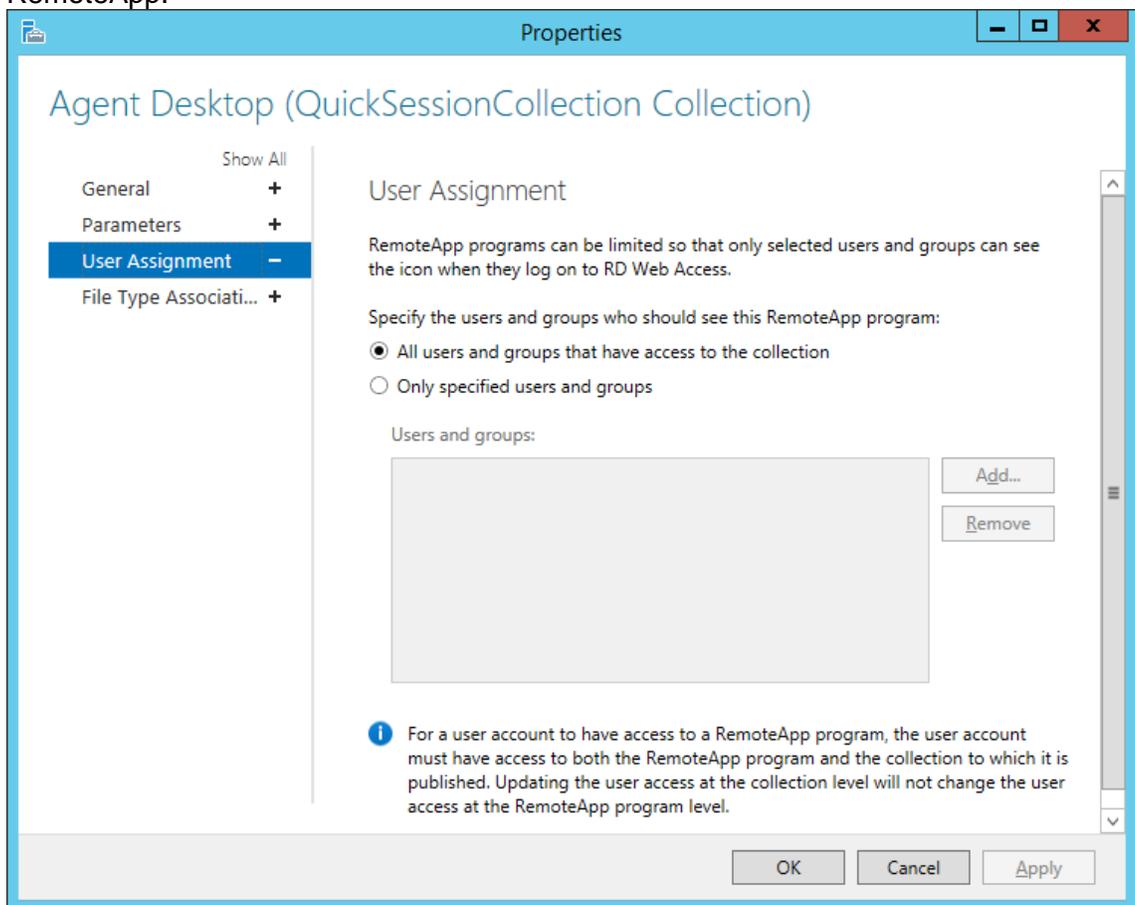


f) Click **Publish**.

g) From the **REMOTEAPP PROGRAMS** list, right-click **Agent Desktop** and select **Properties**.



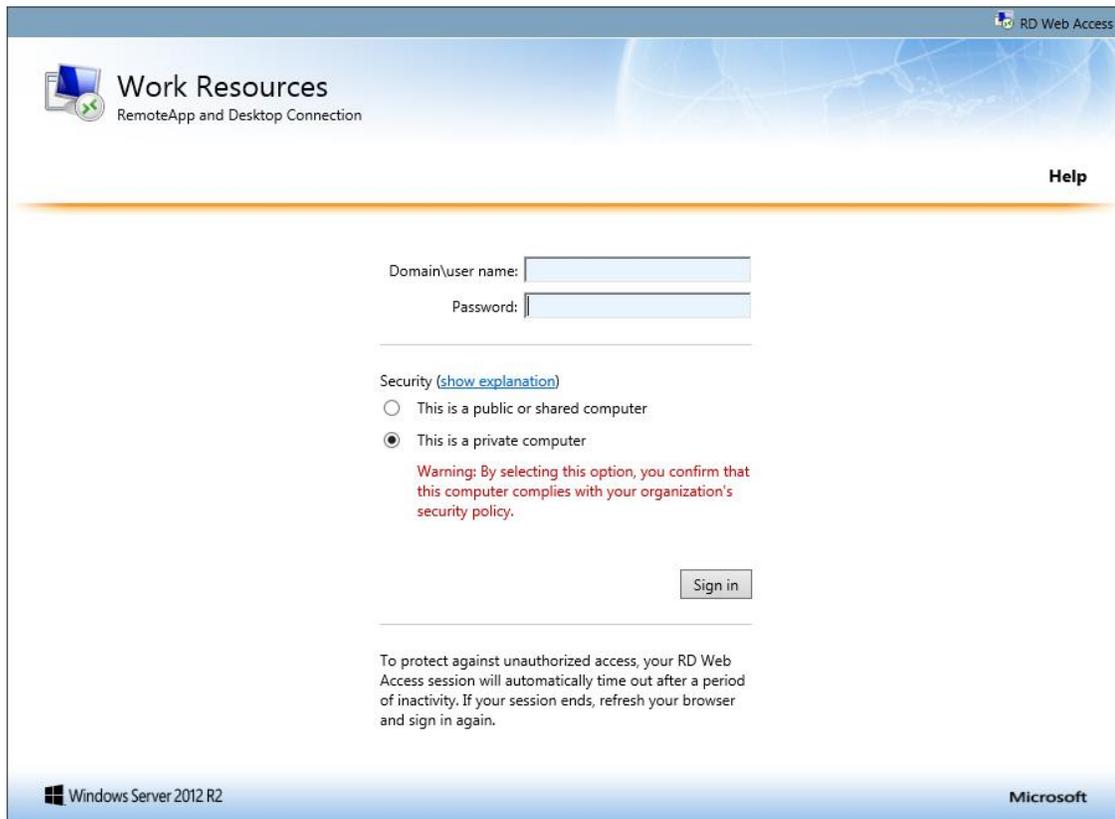
- h) Configure the agent, user and user group accounts to access the Agent Desktop RemoteApp.



6) Start Agent Desktop from the agent client computer.

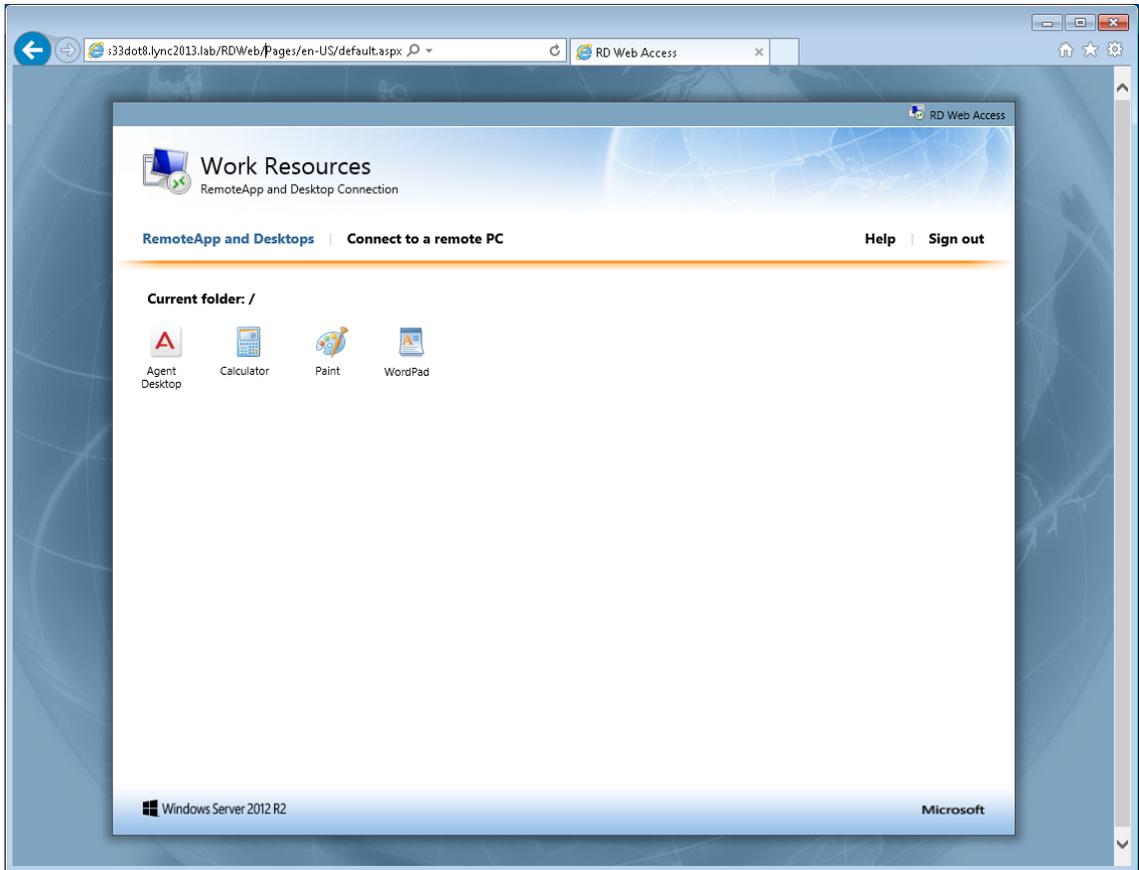
- a) The agent logs on to the client computer.
- b) On the client computer, use Internet Explorer to access the RD Web Access Interface, for example:

`https://<RDS Server FQDN>/RDWeb`

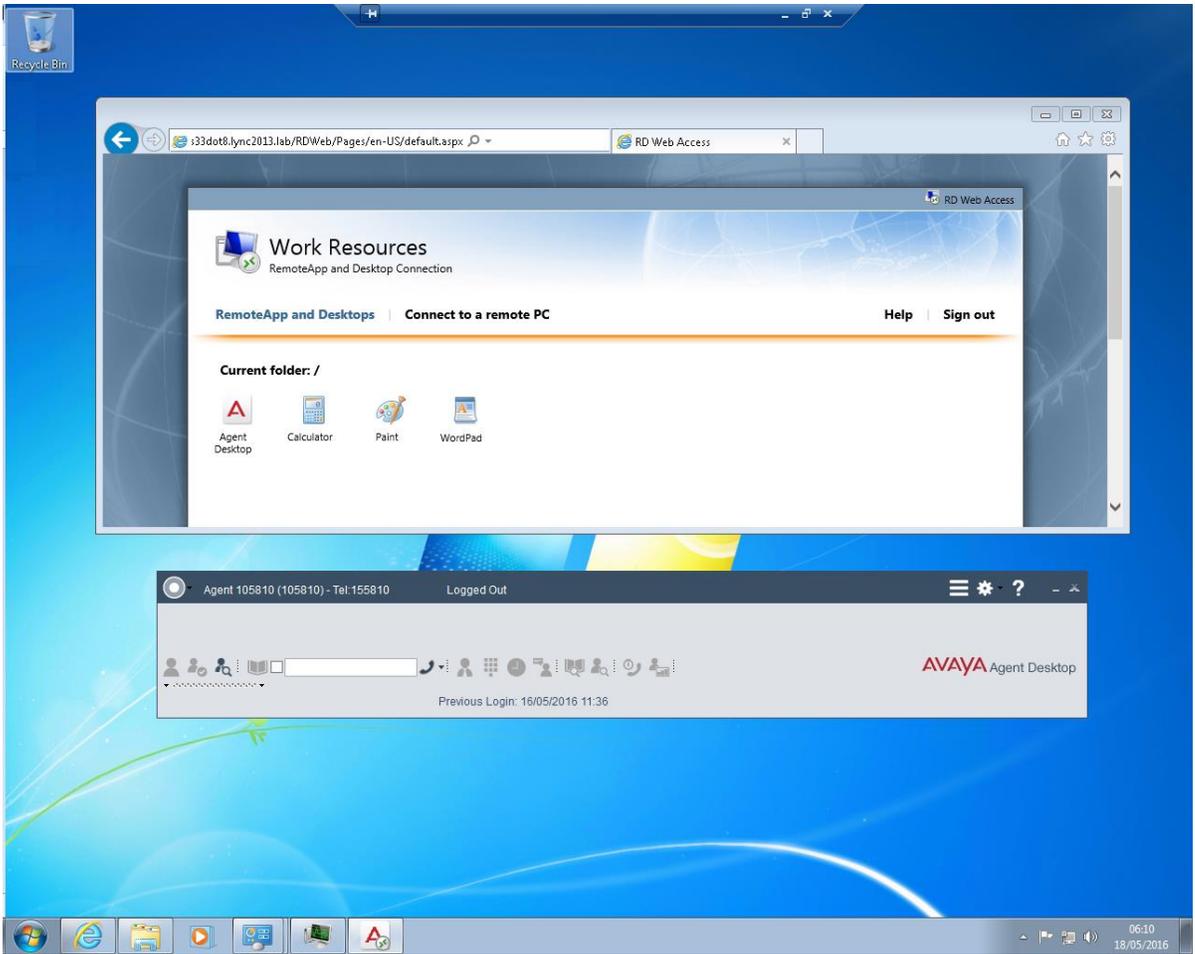


The screenshot shows the RD Web Access interface. At the top right, it says "RD Web Access". The main heading is "Work Resources" with the subtitle "RemoteApp and Desktop Connection". There is a "Help" link in the top right. The login form includes a "Domain/user name:" field, a "Password:" field, and a "Security" section with two radio button options: "This is a public or shared computer" and "This is a private computer" (which is selected). A red warning message states: "Warning: By selecting this option, you confirm that this computer complies with your organization's security policy." Below the options is a "Sign in" button. At the bottom, there is a note: "To protect against unauthorized access, your RD Web Access session will automatically time out after a period of inactivity. If your session ends, refresh your browser and sign in again." The footer contains the Windows Server 2012 R2 logo and the Microsoft logo.

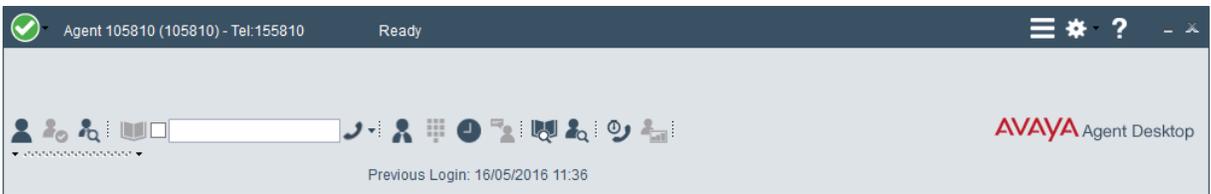
- c) On the **Work Resources** page, enter the Windows domain account details for the agent.
- d) Click **Sign in**.



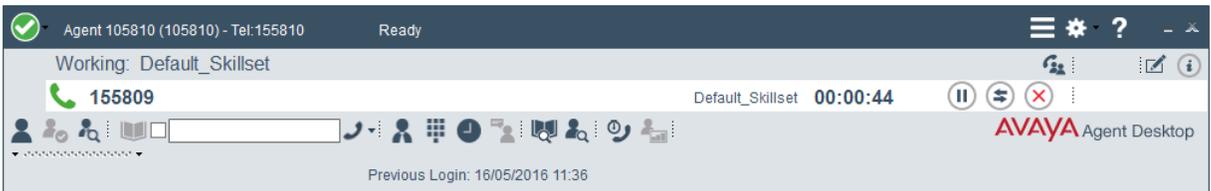
- e) The web interface lists the RemoteApps available to the agent.
- f) To start Avaya Agent Desktop, in the **Current folder** section, double-click **Agent Desktop**.



g) Log on to Agent Desktop and **Go Ready**.



h) Verify that the Agent Desktop RemoteApp can handle routed customer calls.



- i) Continue to verify the features your solution requires.
- j) Using the Server Manager **Performance** and **Best Practice Analyzer**, continue to monitor all the resources of the RDS host servers, focusing on CPU, memory, and disk drive resources. Capture the initial CPU and memory usage, as baseline performance metrics.

Chapter 4: Supported Features

This section lists the features and functions that are not supported or not applicable on Windows Server 2012 R2 and Remote Desktop Services environment.

Agent Desktop features

The following table specifies features and functions not supported or not applicable to the Avaya Agent Desktop RemoteApp.

#	Description	Supported
1	Installing Agent Desktop	Not Applicable
2	Logging on to Agent Desktop when using the embedded softphone	Not supported
3	Muting and unmuting when using the softphone	Not supported
4	Changing the audio settings for softphone	Not supported
5	Configuring the audio devices for softphone	Not supported
6	Monitoring the audio quality and VoIP traffic	Not supported
7	Removing the Agent Desktop client software	Not Applicable

Chapter 5: Limitations

This section describes the limitations of using Windows Server 2012 R2 with Remote Desktop Services (RDS) to host Avaya Agent Desktop.

- Avaya recommends that the RDS server hosting Agent Desktop is located in the same Local Area Network (LAN) as the AACC, ACCS or CCMM server. If the RDS server hosting Agent Desktop is not in the same LAN as the CCMM server, then the AACC/ACCS bandwidth, Round Trip Time, and networking requirements apply. For more information about these networking requirements, see *Avaya Aura® Contact Center Overview and Specification for AACC* or *Avaya Contact Center Select Solution Description for ACCS*.
- In RDS deployments of Agent Desktop, the My Computer embedded softphone mode is not supported. In RDS deployments of Avaya Agent Desktop, you must use a desk phone. Alternatively, you can use an AACC supported softphone such as Avaya one-X® Communicator.
- AACC/ACCS supports only the Multicast option for Real-Time Displays (RTDs) in a RDS environment. AACC/ACCS does not support the Unicast option for Real-Time Displays (RTDs) in a RDS environment.
- Avaya does not support using AACC, ACCS or CCMM server as the RDS host.
- Agents must define default template or attachment folders in Agent Desktop preferences to an AppData folder on the RDS host. Agents do not have access to shared or mapped drives. For more information on configuration settings for temporary folders on the RDS Host Server, refer to the Microsoft Remote Desktop Services product documentation.

Chapter 6: Supported Software

The following table specifies the supported version(s) of the software components.

Component	Release
Avaya Aura® Contact Center – Contact Center Select on MS Windows Server 2012 R2 Standard Edition.	Release 7.0.1.1
Avaya Agent Desktop	Release 7.0.1.1
Windows Server 2012 R2 with Remote Desktop Services	Windows 2012 R2

Chapter 7: Summary

Avaya Aura® Contact Center (AACC) and Avaya Contact Center Select (ACCS) are a collection of real-time applications running on the Microsoft Windows Server 2012 R2 operating system. AACC and ACCS provide real-time call control, multimedia handling, and statistical reporting. AACC/ACCS and Avaya Agent Desktop are latency-sensitive applications.

Using Remote Desktop Services (RDS) in a contact center enterprise solution requires careful up-front planning, engineering, and implementation. While the technical and business advantages are clear, Remote Desktop Services imposes extra considerations when designing the contact center solution architecture.

Integrating AACC/ACCS and Remote Desktop Services can introduce new challenges in the delivery of a quality communications experience, including the risk of overloading the servers supporting the underlying infrastructure. The RDS infrastructure must meet the real-time performance requirements of AACC/ACCS and Avaya Agent Desktop. Insufficient RDS resources will impact the performance of the contact center solution and negatively impact your Customers' experience.

Use the Windows *Performance* and *Best Practice Analyzer* utilities to continuously monitor the resources of the RDS servers; focusing on CPU, memory, networking, and disk drive resources. Capture the initial CPU, memory, and bandwidth usage, as baseline performance metrics. Understand your solution's bandwidth and latency characteristics. Ensure the contact center solution has sufficient resources at all times, including during peak times such as campaigns and promotions.

If you plan to publish non-AACC/ACCS software applications on the RDS Session Host server that publishes Avaya Agent Desktop, you must carefully analyze the impact of these applications on the contact center solution and provide extra performance isolation to safeguard AACC/ACCS real-time functionality.

Before implementing the RDS infrastructure, commission and verify two or more Agent Desktop clients to confirm your contact center is working. Verify your required contact types, Agent Desktop features and reports are working before proceeding with RDS.

How you deploy and use Avaya Agent Desktop with Remote Desktop Services depends on your solution requirements and infrastructure. For more information about building a Remote Desktop Services infrastructure, refer to Microsoft product documentation. For more information about contact center solution performance and resourcing, refer to *Avaya Aura® Contact Center Overview and Specification* for AACC or *Avaya Contact Center Select Solution Description* for ACCS.

Avaya Aura® Contact Center and Avaya Contact Center Select Release 7.0.1.1 supports deploying Avaya Agent Desktop as a Remote Desktop Services RemoteApp.

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