

Using Avaya Control Manager Conversation Sphere

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Chapter 1: Introduction

Purpose

This document describes how administrators use the features and capabilities of Avaya Control Manager Conversation Sphere.

Chapter 2: Overview

About Conversation Sphere

Conversation Sphere is a web-based graphical tool that lets you create designs for the following using a drag and drop user interface:

- Avaya Aura® Communication Manager vectors instead of using Avaya Site Administration (ASA) or the Communication Manager System Administration Tool (SAT).
- Avaya Aura® Experience Portal call flows with the Control Manager Experience Portal connectors.



Note:

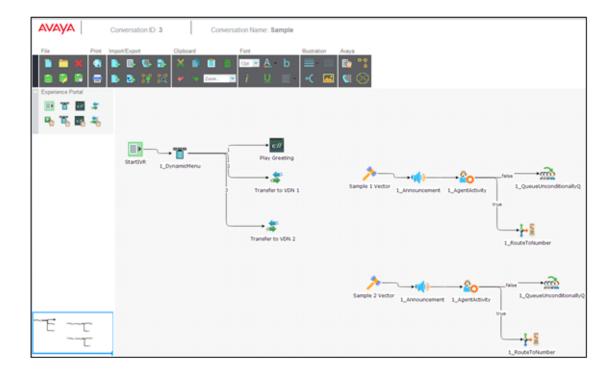
Experience Portal call flows using Conversation Sphere are not supported for xCaaS deployments. xCaaS users should use Avaya Aura® Orchestration Designer to design call flows.

· Combinations of vectors, strategies, and call flows within a single design, called a Conversation.

A conversation is an entity that includes multiple Communication Manager vectors and Experience Portal flows.

The difference between a conversation and a standalone vector or call flow is that Control Manager manages conversation and provides a logical connection between multiple Communication Manager vectors and Experience Portal call flows.

The following illustration shows an example of a conversation:



This example conversation includes an Experience Portal call flow and two Communication Manager vectors.

The system stores the conversation in Control Manager. However, in the Avaya environment, the system stores:

- The Communication Manager vectors in the Communication Manager system.
- The Experience Portal flow in the Control Manager Experience Portal Connector database, affecting the Experience Portal application server.

Assigning roles and permissions for Conversation Sphere users

About this task

Use this task to assign roles and permissions for Conversation Sphere users. You can assign which Conversation Sphere vector, flow, and strategy steps are allowed for users of each role.

Procedure

- Navigate to Roles Management > Conversation Sphere.
 The system displays a list of Conversation Sphere roles.
- 2. Click **Add** to add a new role or double-click an existing role to edit the role permissions.

- 3. If you are adding a new role, enter a Role name, Role description, and click Save.
- 4. Click the **Permissions** tab.

The system displays several pages of Conversation Sphere functions.

- 5. Select the functions you want to allow for this role. If you want to allow all functions, select the first check box at the top of the list. You must do this on every page to allow all functions.
- 6. Click Save.
- 7. Repeat this procedure for every role used with Conversation Sphere.

Chapter 3: Using Conversation Sphere

Using Conversation Sphere

Related links

Accessing Conversation Sphere on page 10

User interface interactions with the Safari browser on page 12

Conversation Sphere toolbar on page 12

Communication Manager vector steps on page 15

Experience Portal call flow steps on page 19

Managing a conversation on page 21

Accessing Conversation Sphere

Procedure

- 1. Open a supported Web browser.
- 2. Enter the following URL:

https://ServerName/ACCCMPortal

Where ServerName is the Fully Qualified Domain Name (FQDN) or the IP address of the Control Manager system.

The system displays the User login window.

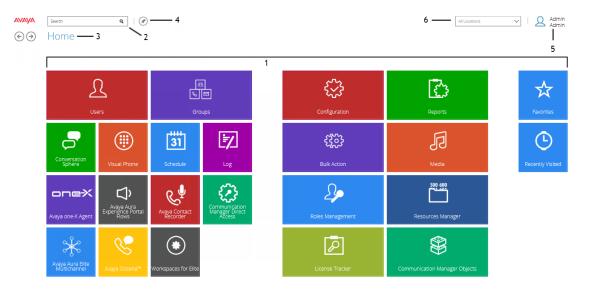
- 3. Enter your assigned user name in the **Username** field.
- 4. Enter your password in the **Password** field.

Note:

While entering your password, you can click and hold the "eye" icon in the **Password** field to temporarily view your password in clear text.

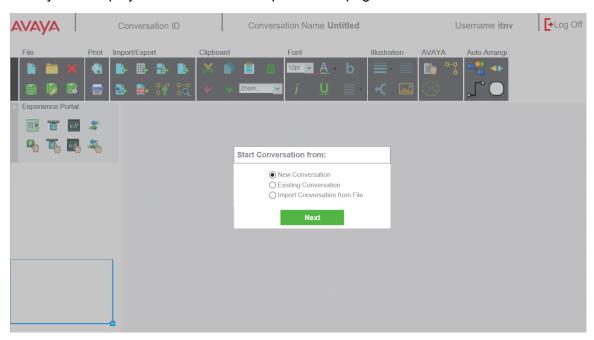
5. Click Login.

The system displays the Control Manager home page:



6. Click Conversation Sphere.

The system displays the Conversation Sphere start page:



Tip:

After you log in, if the entire UI screen does not appear in Microsoft Internet Explorer, press the **F11** button. If you do not see some tabs and options, this is caused by using a screen resolution that is too low. Ensure the screen resolution is set to 1280x1024 pixels.

7. Choose to create a new conversation or open an existing conversation. Continue with the steps shown in the rest of this document.

User interface interactions with the Safari browser

The Conversation Sphere user interface uses mouse right-clicks to access submenus with many main menu items. When using the Safari browser, if using right-click does not open the submenu, use Shift-left-click to open the submenu.

Conversation Sphere toolbar

The following diagram shows the Conversation Sphere toolbar:



The following table identifies the button icons on the toolbar and the functions of the buttons:

Section	Icon	Name
File Use these buttons to start and		New Conversation
save conversations.		Open Conversation
	×	Delete Conversation
		Save Conversation
		Save As
		Delayed save Important:
		To activate the Delayed Save feature, navigate to Configuration > Services > Schedule. Double-click the administered host, select the Location tab, and move the location for which you want to do Conversation Sphere delayed saves from the Available locations area to the Selected Locations area. Save your changes.

Section	Icon	Name
Print Use these buttons to view and print a conversation.	Q	Preview Conversation Important:
print a conversation.		Because of an interaction with Internet Explorer, you must add the Control Manager server address to the Internet Explorer set of trusted sites. To add a trusted site, navigate to the Tools > Internet Options > Security tab on Internet Explorer. Select the Trusted Sites option and the Sites button. Add the Control Manager server address and save your changes.
		Print
Import/Export Use these buttons to import		Import Conversation from File
existing conversations and export conversations to other outputs.	₩-	Import IVR from DB
	**	Import Vector
		Export Conversation to File
		Export to Visio
	PDF+	Export to PDF
		Validate Vector
	la	VDN by Vector
Clipboard Use these buttons for standard editing functions.	*	Cut
		Сору
		Paste

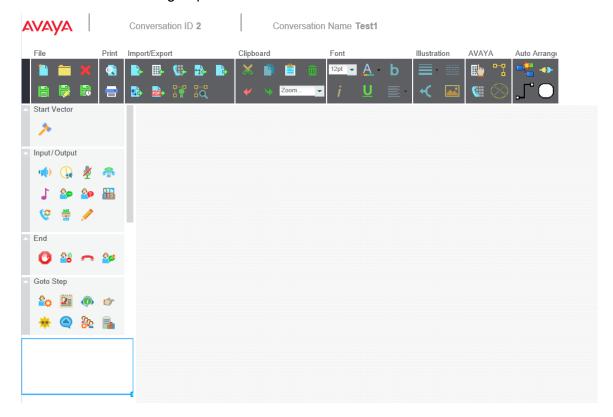
Section	Icon	Name
	亩	Delete
	*	Undo
	>	Redo
	Zoom v	Zoom
Font Use these buttons for standard	12pt v	Font size
font editing.	<u>A</u> -	Font color
	b	Bold
	i	Italic
	<u>U</u>	Underline
	≣ -	Text Alignment
Illustration Use these buttons to add	=	Line Width
graphic elements to the conversations.		Line Type
	+(Round
		Insert Image
AVAYA Use these buttons to select the	E.	Experience Portal
type of conversation you want to create. Clicking these buttons causes the step types		Visual Vectoring
to display on the left pane of the window.	\otimes	Experience Manager (not used in this release)

Section	Icon	Name
Auto Arrange Use these buttons to automatically apply predefined layouts to conversations. You can click these buttons repeatedly to determine which layout best conveys the flow of the conversation.		Compact Tree Layout
	←>	Hierarchical Layout
	J°	Organic Layout
		Circle Layout

Communication Manager vector steps

Conversation Sphere supports Communication Manager vector steps. To understand the detailed usage for these vector steps, refer to *Avaya Aura*[®] *Call Center Call Vectoring and Expert Agent Selection (EAS) Reference*, 07-600780 and *Avaya Aura*[®] *Communication Manager Feature Description and Implementation*, 555-245-205.

The vector steps supported by Conversation Sphere are grouped together based on their characteristics. The vector groups are shown on the left side of the screen. You must scroll up and down to see all vector groups.



The following table lists the available vector groups:

Group name	Description
Start Vector	The starting step of the vector.
Input/Output	The Input/Output group includes the initial steps for the vector, such as announcements, music, ringback, and digit collection.
End	The End group includes all the steps that close a routing rule, such as stop and disconnect.
Goto Step	The Goto Step group includes the steps that require a decision that takes you to another step.
Goto Vector	The Goto Vector group includes the steps that require a decision that takes you to another vector.
Queue	The Queue group includes all the steps that queue the calls in a vector.
Routing	The Routing group includes the steps that perform the route-to and messaging commands.

The available steps, button icons, and equivalent Communication Manager vector steps are as follows:

Group name	Step	Icon	Equivalent Communication Manager vector step
Start Vector	Start Vector	>	The starting step of the vector.
Input/Output	Announcement	(4)	Announcement XXX
	Time Announcement	(1)	Wait X seconds before hearing XXXXX (announcement number) then
	Silence	4	Wait X seconds before hearing silence.
	Ringback	~	Wait X seconds before hearing ringback.
	Music	1	Wait X seconds before hearing music.
	Reply	200	Reply best (disabled in version 2.1 of Control Manager).
	Consider	<u>©</u> 9	Consider skill/location pri X adjust by Y.
	Collect	15 b 123	Collect X digits after announcement XXXXXX for (variable).

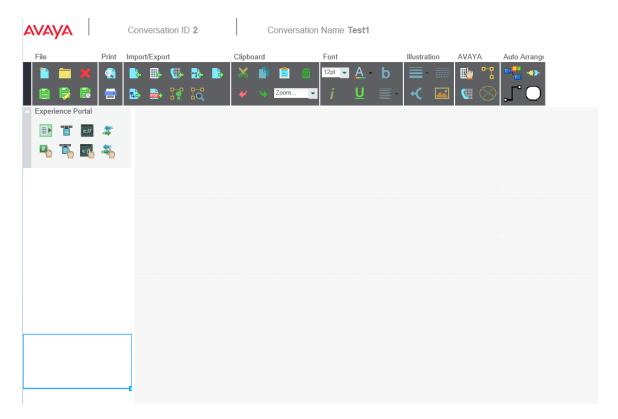
Group name	Step	Icon	Equivalent Communication Manager vector step
	Converse	6	Converse on skill pri _ passing(parameter) and (parameter).
	Set		Set(variable) =(variable/operator) ADD(variable/operator).
	Comment		Comment
End	Stop	0	Stop
	Busy	20	Busy
	Disconnect		Disconnect after announcement (number/none)
	Return	200	Return
Goto Step	Agent Activity	20	Go to step X if(available agents / staffed agents) in Skill(ID, 1st,)(=,<>,<)(variable/number)
	Caller Info	2	Go to step X if ani/digits/iidigits(=,<,>)(number or variable).
	Center Info	()	Go to step X if(count calls / expected wait / rolling asa)(to/in)(=,<>,<)(variable/ number).
	Go To Step Unconditionally	Î	Go to step X unconditionally.
	Holiday	*	Go to step X if holiday in table (number of holiday table).
	Media Gateway- Port Network	(2)	Go to step X if(Media Gateway/Port Network)(numbers/any/all)(=,<>) registered
	Queue Activity	250	Go to step X if(rolling-asa/calls queued/ interflow – qpos / oldest call waiting / wait improved)(=,<>,<)(variable/number).
	Server	a	Go to step X if server (=,<>)(main/ess/lsp).
	Service Hours	()	goto step x if service-hours in table y goto step x if service-hours not-in table y
	Time of Day		Go to step X if time of the day is X to Y
	Variable		Go to step X if(variable)(=,<>,<)(variable/number)

Group name	Step	Icon	Equivalent Communication Manager vector step
			Or
			Go to step X if(variable)(in/not in)(table number).
Goto Vector	Agent Activity V	O T	Go to Vector X if(available agents / staffed agents) in Skill(ID, 1st,)(=,<>,<)(variable/number)
	Caller Info V	2	Go to Vector X if ani/digits/iidigits(=,<,>)(number or variable).
	Center Info V	6	Go to Vector X if(count calls / expected wait / rolling asa)(to/in)(=,<>,<)(variable/number)
	Go To Vector Unconditionally V	j	Go to Vector X unconditionally
	Go To Vector No Match V	→	go to vector x if no match
	Holiday V	**	Go to Vector X if holiday in table (number of holiday table)
	Media Gateway- Port Network V	(4)	Go to Vector X if(Media Gateway/Port Network)(numbers/any/all)(=,<>) registered
	Queue Activity V	0000 1	Go to Vector X if(rolling-asa/calls queued/ interflowqpos / oldest call waiting / wait improved)(=,<>,<)(variable/number)
	Server V	F	Go to Vector X if server (=,<>)(main/ess/lsp)
	Service Hours V		goto vector x @step z if service-hours in table y
		(C)	goto vector x @step z if service-hours not-in table y
	Time of Day V	<u>C</u>	Go to Vector X if time of the day is X to Y.
	Variable V		Go to Vector X if(variable)(=,<>,<)(variable/number)
			Or Go to Vector X if(variable)(in/not in)(table number)
Queue	Agent Activity Q	660	Check skill X if(available agents / staffed agents) >(number)(all-levels/pref-level/pref-range)
	Center Info Q	Omn 125	Check skill X if(expected wait / rolling asa) <(number)

Group name	Step	Icon	Equivalent Communication Manager vector step	
	Check Unconditionally Q	 ✓	check best if unconditionally	
	Queue Activity Q	<i>⁵</i>	Check X if(rolling-asa/calls queued/ interflow – qpos / oldest call waiting / wait improved) <(number)	
	Queue Unconditionally Q	<u>£</u>	Queue the call to a skill unconditionally.	
Routing	Adjunct Route	+	adjunct route link x	
	Message Skill	*	messaging skill xx for extension yyyy	
	Route to digits	} →Ⅲ	route-to digits with cov y route-to digits with cov n	
	Route to number	} → <u>≅</u>	route-to number x with cov y if(digit/interflow-qpos/unconditionally)(<,=,<=)(number)	

Experience Portal call flow steps

Conversation Sphere offers different Experience Portal call flow steps. The steps are categorized into a single group. The groups are located on the left side of the screen:



The available groups, steps, and button icons are as follows:

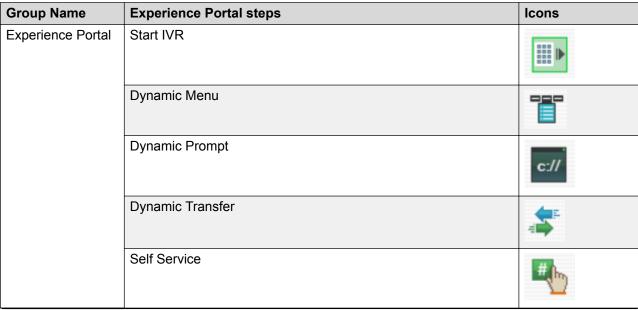


Table continues...

Group Name	Experience Portal steps	Icons
	Reuse Dynamic Menu	
	Reuse Dynamic Prompt	c:/[n,
	Reuse Dynamic Transfer	

The Experience Portal functionality within Conversation Sphere is a part of the Control Manager Experience Portal Connector.

You can visualize the Experience Portal Connector configuration in Control Manager. This functionality is also available in the IVR Portal that is accessible from the **Avaya Aura Experience Portal Flows** tile of the main Control Manager screen.

For more information, see Control Manager Experience Portal Connector documentation from http://support.avaya.com/.

Managing a conversation

About this task

Use this procedure as a guide to creating or editing any type of conversation. The vector, strategy, and call flow steps will differ, but the basic steps for working with conversations is the same.

Important:

You must have basic knowledge of how vectors, strategies, and call flows must be designed. Refer to product documentation for this information.

Procedure

1. Navigate to **Conversation Sphere** from the Control Manager home page.

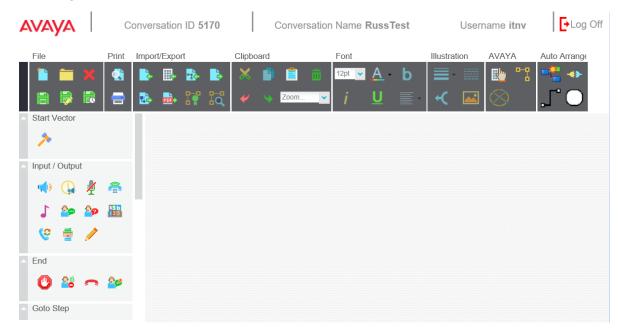
The system displays the Conversation Sphere application with options to open an existing conversation or create a new conversation.

- 2. Select New Conversation or Existing Conversation and click Next.
- 3. If creating a new conversation, do the following steps:
 - a. Click the **Location** drop-down and select a location.
 - b. In the **Name** field, enter a descriptive name for the conversation.
 - c. Click Save.

The system opens the conversation.

4. In the AVAYA section of the toolbar, click either Visual Vectoring or Experience Portal.

The system displays the steps available for the selection you made. For example, the following screen shows the vector steps:



- 5. From left navigation pane, drag the required steps for the conversation to the right pane and administer the properties for each step.
- 6. Connect the steps in the order required by clicking the center of each step and dragging lines to the next step in the flow.
- 7. In the **File** area of the interface, click **Save Conversation**.

This saves the conversation in the Control Manager database as a draft and does not save the conversation to the system as a provisioned conversation.

8. To save to the conversation to the system for execution, select the **Save to AVAYA** option.



If you select the **Save to AVAYA** option, the system provisions your conversation into the system. Otherwise, the system saves the incomplete or inconsistent conversation in the Control Manager database as a draft.

Chapter 4: Creating Communication Manager vectors

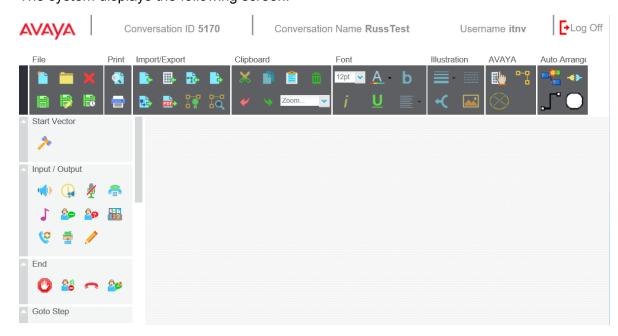
Creating Communication Manager vectors

Use the procedures in this chapter to create, import, and test Communication Manager vectors. To understand the detailed usage for these vector steps, refer to *Avaya Aura*® *Call Center Call Vectoring and Expert Agent Selection (EAS) Reference*, 07-600780 and *Avaya Aura*® *Communication Manager Feature Description and Implementation*, 555-245-205.

Managing vectors

Procedure

- 1. To start, open or create conversation as described in Managing a conversation on page 21.
- 2. In the **AVAYA** section of the toolbar, click **Visual Vectoring** ...
 The system displays the following screen:



- 3. From the **Start Vector** section at the left navigation pane, drag the **Start Vector** step icon to the right pane.
- 4. Right-click the **Start Vector** step icon and click **Properties**.

The system displays the Properties window.

The following table lists and describes the fields in the Properties window:

Field	Description	
Step Name	The name of the step. By default, this field is set to StartVector. This is the vector name which is saved to Communication Manager.	
New Vector	Specify whether you have created a new vector or you are using an old vector.	
Vector Number	The vector number. * Note:	
	 The system does not allow two vectors with the same number in the same conversation. 	
	 When a vector number already exists in another conversation of the same Location, the system allows overwriting the vector after prompting the user. 	
Comment	Any additional information about the step. This information is not saved to Communication Manager.	

- 5. From other sections in the left navigation pane, drag the required steps for the vector to the right pane and administer the properties for each step.
- 6. Connect the steps in the order required by clicking the center of each step and dragging lines to the next step in the flow.
- 7. In the **File** area of the interface, click **Save Conversation**.

This saves the conversation in the Control Manager database as a draft and does not save the conversation to the Communication Manager system as a provisioned conversation.



In a conversation, if you attempt to save two vectors with the same vector number, the system displays the following error message:

Vector number <1234> already exists with the name StartVector Saving will overwrite these vectors!

To save to the Communication Manager system for execution, select the Save to AVAYA option.



If you select the **Save to AVAYA** option, the system provisions your conversation into the Communication Manager system. Otherwise, the system saves the incomplete or inconsistent conversation in the Control Manager database as a draft.

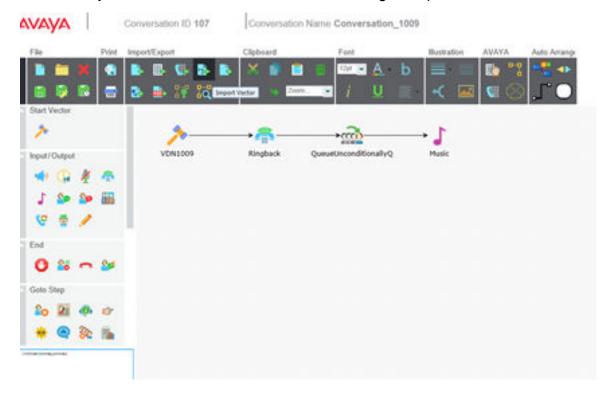
Importing vectors from a Communication Manager system

About this task

Control Manager supports importing vectors from Communication Manager. Use this procedure to import a Communication Managervector into a new conversation or into an existing conversation. When importing a vector into an existing conversation, the system adds the imported vector to the existing vectors of the conversation without replacing the existing vectors.

Procedure

- 1. Navigate to **Conversation Sphere** from the Control Manager home page.
 - The system displays the Conversation Sphere application with options to start the conversation.
- 2. Select New Conversation or Existing Conversation.
- 3. Create a new conversation or select the conversation into which you want to import the existing Communication Manager vector.
- 4. Click the **Import Vector** button as shown in the following example:



The system displays the Import Vector dialog box.

- 5. Perform the following steps:
 - a. Click the **Vector Location** drop-down and select a location.
 - b. In the **Vector Number** field, enter the vector number to import.

c. Click OK.

The system starts importing the vector. This process can take several minutes depending on the structure of the vector and the size of the vector.

When you import an existing vector:

- If the vector and metadata exist in the database, the information is retrieved from the database.
- If the vector and metadata do not exist in the database, the information is retrieved from Communication Manager.
- If the vector exists in the database but does not exist in Communication Manager, the vector is presented with the Start Vector step.
- 6. Make any changes you want to the conversation.
- 7. Click **Save As** to save the modified conversation.



Before using the vector in a production environment, test the vector importing and saving process for vectors that have more than 30 steps for call processing.

Testing an imported vector

Procedure

- 1. Import a vector.
- 2. Save the imported vector to Communication Manager.
- 3. Compare the call flow logic of the original vector and the new vector.

The visual structure of the original vector and the new vector might be different, but validate that the call flow logic remains the same.

Configuring Communication Manager vector steps

The Communication Manager vector steps available to you in Conversation Sphere are grouped as shown in this chapter. To understand the detailed usage for these vector steps, refer to *Avaya Aura*[®] *Call Center Call Vectoring and Expert Agent Selection (EAS) Reference*, 07-600780 and *Avaya Aura*[®] *Communication Manager Feature Description and Implementation*, 555-245-205.

Start Vector step

The Start Vector group includes a single step, Start Vector.

Step type	Icon	Equivalent Communication Manager vector step
Start Vector	*	This is a mandatory step before every vector. There is not an equivalent vector step for this in Communication Manager vectoring.

Configuring the Input and Output vector steps

About this task

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 table lists the input and output steps that you can configure:

Step type	Icon	Equivalent Communication Manager vector step
Announcement	4	Announcement XXX
Time Announcement	(Wait X seconds before hearing XXXXX (announcement number) then
Silence	4	Wait X seconds before hearing silence.
Ringback	^	Wait X seconds before hearing ringback.
Music	1	Wait X seconds before hearing music.
Reply	200	Reply best.
Consider	29	Consider skill/location pri X adjust by Y.
Collect	156 (23)	Collect X digits after announcement XXXXXX for (variable).
Converse	Ç	Converse on skill pri _ passing(parameter) and (parameter).
Set	=	Set(variable) =(variable/operator) ADD(variable/operator).
Comment		Add a comment.

Note:

The following procedure consists of the administration of several step types. Each step type is identified with a heading. You do not have to use all steps and the steps do not have to be in the order shown.

Procedure

- 1. Create a new conversation or open an existing conversation used for Call Vectoring in the Conversation Sphere application.
- 2. In the AVAYA section, click Visual Vectoring.

Announcement

- 3. From the **Input/output** section in the left pane, drag the **Announcement** step to the working pane.
- 4. Right-click the step and select **Properties**.

The system displays the Properties window for the step.

- 5. In the Properties window, administer the following properties:
 - a. In the **Step Name** field, enter the name of the step.
 - b. In the **Extension** field, enter a valid announcement extension that is within the Communication Manager Dial plan.

The announcements extensions can be 3 to 7 digits long. The system enforces the 7-digit extension code if vectoring is active.

When callers reach this step, the callers listen to the full announcement. After the announcement finishes, the user moves to the next vector step.

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

For example, you can mention the length of the announcement.

6. Click OK.

Time Announcement

- 7. From the **Input/output** section in the left pane, drag the **Time Announcement** step to the working pane.
- 8. Right-click the step and select **Properties**.

The system displays the Properties window for the step.

- 9. In the Properties window, administer the following properties:
 - a. In the **Step Name** field, enter the name of the step.
 - b. Click the **Measure** field and select secs as the unit of time.
 - c. In the **Time** field, enter the length of the announcement in seconds.

For example, enter 60 if you want the announcement to stop after one minute.

- d. In the **Extension** field, enter a valid announcement extension.
- e. Click the Treatment field and 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

system performs the further defined action on the call. When you select this option, the system continues playing the announcement.

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

10. Click **OK**.

Silence

- 11. From the **Input/output** section in the left pane, drag the **Silence** step to the working pane.
- 12. Right-click the step and select **Properties**.

The system displays the Properties window for the step.

- 13. In the Properties window, administer the following properties:
 - a. In the **Step Name** field, enter the name of the step.
 - b. Click the Measure field and select secs as the unit of time.
 - c. In the **Time** field, enter the length of the announcement in seconds.

For example, enter 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.

- d. In the I-Silent field, select Yes or No.
- e. In the Comment field, enter comments.
- 14. Click **OK**.

Ringback

- 15. From the **Input/output** section in the left pane, drag the **Ringback** step to the working pane.
- 16. Right-click the step and select **Properties**.

The system displays the Properties window for the step.

- 17. In the Properties window, administer the following properties:
 - a. In the **Step Name** field, enter the name of the step.
 - b. In the **Measure** field, select secs as the unit of time.
 - c. In the **Time** field, type the length of the ring back in seconds.For example, enter 60 if you want the system to call back the caller in one minute.
 - d. In the **Comment** field, enter comments.
- 18. Click **OK**.

Music

- 19. From the **Input/output** section in the left pane, drag the **Music** step to the working pane.
- 20. Right-click the step and select **Properties**.

The system displays the Properties window for the step.

- 21. In the Properties window, administer the following properties:
 - a. In the **Step Name** field, enter the name of the step.
 - b. Click the **Measure** field and select secs as the unit of time.
 - c. In the **Time** field, type the length of the announcement in secondsFor example, type 60 if you want the system to play music for one minute.
 - d. In the **Comment** field, enter comments.

22. Click **OK**.

Reply

- 23. From the **Input/output** section in the left pane, drag the **Reply** step to the working pane.
- 24. Right-click the step and select **Properties**.

The system displays the Properties window for the step.

- 25. In the Properties window, administer the following properties:
 - a. In the **Step Name** field, enter the name of the step.
 - b. In the **Comment** field, enter the comments for the reply.
- 26. Click **OK**.

Consider

- 27. From the **Input/output** section in the left pane, drag the **Consider** step to the working pane.
- 28. Right-click the step and select **Properties**.

The system displays the Properties window for the step.

The **Consider** command defines the resource such as, skill or location that is checked as part of a Best Service Routing (BSR) considers series and obtains the data that BSR uses to compare resources. After the consider series is executed, a queue-to best or check-best command can queue the call to the best resource that has been identified.

- 29. In the Properties window, administer the following properties:
 - a. In the **Step Name** field, enter the name of the step.
 - b. In the **Measure** field, select from the following:

From the Measure drop- down list, if you choose:	Then:
Skill	In the Skill drop-down list, click either First, Second, or Third skill (VDN skills) or direct Skill ID.
	If you select for Skill ID in the Skill drop-down list, click the skill ID as defined in Control Manager from the Skill Id drop-down list.

From the Measure drop- down list, if you choose:	Then:
	In the Priority drop-down list, click the skill priority.
Location	In the Location drop-down list, click the location number. In the Adjustment field, type the skills that must answer certain types of incoming ACD calls.
	In Avaya Aura® Call Center Elite, which includes both Single-Site Best Service Routing (BSR) and Multi-Site Best Service Routing BSR, you can program these preferences into your vectors by using the adjust-by portion of the consider command.

c. In the **Comment** field, enter the comments for the reply.

30. Click **OK**.

Collect

- 31. From the **Input/output** section in the left pane, drag the **Collect** step to the working pane.
- 32. Right-click the step and select **Properties**.

The system displays the Properties window for the step.

The system displays the Collect Step window with a configuration option to allow the user to enter up to 16 digits from a touch-tone phone. Also, the system allows vector to retrieve the Caller INformation FOrwarding (CINFO) digits from the AT&T network:

- 33. In the Properties window, administer the following properties:
 - a. In the **Step Name** field, enter the name of the step.
 - b. Click the **Source** field and select 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.

- c. In the **Number Of Digits** field, enter the quantity of digits the system stores.
- d. In the **Announcement** field, enter a valid message extension from the Communication Manager dial plan.

The system plays this announcement before the digits collection.

- e. In the **For** field, specify where you want the system to store the collected digits, that is, none or variable type.
- f. In the Comment field, enter the comments.
- 34. Click **OK**.

Converse

35. From the **Input/output** section in the left pane, drag the **Converse** step to the working pane.

36. Right-click the step and select **Properties**.

The system displays the Properties window for the step.

The system displays the Converse Step window with an option to configure the 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 Experience Portal system.

- 37. In the Properties window, administer the following properties:
 - a. In the **Step Name** field, enter the name of the step.
 - b. Click the **Skill** drop-down list, click either First, Second, Third skill (VDN skills) or the direct Skill ID.
 - c. If you select Id in the **Skill id** drop-down list, click the skill ID as defined in Control Manager from the **Skill ID** drop-down list.
 - d. Click the **Priority** field and select the skill priority.
 - e. Click the **Passing** field and select the data you must 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.

38. Click **OK**.

Set

The system displays the Set Step window 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.
- 39. From the **Input/output** section in the left pane, drag the **Set** step to the working pane.
- 40. Right-click the step and select **Properties**.
- 41. In the Properties window, administer the following properties:
 - a. In the Step Name field, enter the name of the step
 - b. In the **Digits/variable** field, enter the set as digit or variable.
 - c. In the **Operand 1** field, enter the set as digits, none, or variable.

- d. In the **Operator** drop-down list, click an operation.
- e. In the **Operand 2** field, enter the set as digits, none, or variable.
- f. In the **Comment** field, enter the comments.
- 42. Click **OK**.

Comment

- 43. From the **Input/output** section in the left pane, drag the **Comment** step to the working pane.
- 44. Right-click the step and select **Properties**.
- 45. In the Properties window, administer the following properties:
 - a. In the **Step Name** field, enter the name of the step.
 - b. In the **Comment** field, enter the comment.
 - c. Click OK.

Configuring the End vector steps

About this task

The End group includes all steps that close a routing rule, namely, stop. The End group provides options to configure the command line for ending an announcement. With this option, a caller can listen to the ending announcement.

The End groups that you can configure are as follows:

Step type	Icon	Equivalent Communication Manager vector step
Stop	0	Stop
Busy	<u> </u>	Busy
Disconnect		Disconnect after announcement (number/none)
Return	000	Return



The following procedure consists of the administration of several step types. Each step type is identified with a heading. You do not have to use all steps and the steps do not have to be in the order shown.

Procedure

1. Create a new conversation or open an existing conversation used for Call Vectoring in the Conversation Sphere application.

2. In the AVAYA section, click Visual Vectoring.

Stop

- 3. From the **End** section in the left pane, drag the **Stop** step to the working pane.
- 4. Right-click the step and select **Properties**.

The system displays the Properties window for the step.

- 5. In the **Comments** field, enter comments.
- 6. Click OK.

Busy

- 7. From the **End** section in the left pane, drag the **Busy** step to the working pane.
- 8. Right-click the step and select **Properties**.

The system displays the Properties window for the step.

- 9. In the **Comments** field, enter comments.
- 10. Click **OK**.

Disconnect

11. On the Conversation Sphere home page, click **Disconnect** in the **End** section.

The step is copied over to the vector working pane.

12. Right-click the step and select **Properties**.

The system displays the Properties window for the step.

- 13. Administer the following properties:
 - a. In the **Announcement** field, type the announcement.
 - b. In the **Comment** field, enter comments.
- 14. Click **OK**.

Return

- 15. From the **End** section in the left pane, drag the **Return** step to the working pane.
- 16. Right-click the step and select **Properties**.

The system displays the Properties window for the step.

- 17. In the **Comment** field, enter comments.
- 18. Click **OK**.

Configuring the Go To Step vector steps

About this task

The Go To Step group includes steps that require a decision in the vector. This group creates a decision point.

The Go To steps that you can configure are as follows:

Step type	Icon	Equivalent Communication Manager vector step
Agent Activity	<u></u>	Go to step X if(available agents / staffed agents)(=,<>,<)(variable/number).
Caller Info	2	Go to step X if ani/digits/iidigits(=,<,>)(number or variable).
Center Info	(Go to step X if(count calls / expected wait / rolling asa)(to/in)(=,<>,<)(variable/number).
Go To Step Unconditionally	Ġ	Go to step X unconditionally.
Holiday	*	Go to step X if holiday in table (number of holiday table).
Media Gateway- Port Network	(4)	Go to step X if(Media Gateway/Port Network)(numbers/any/all)(=,<>) registered
Queue Activity	200	Go to step X if(rolling-asa/calls queued/ interflow –qpos / oldest call waiting / wait improved)(=,<>,<)(variable/number).
Server	a	Go to step X if server (=,<>)(main/ess/lsp).
Service Hours	(goto step x if service-hours in table y goto step x if service-hours not-in table y
Time of Day	*	Go to step X if time of the day is X to Y
Variable		Go to step X if(variable)(=,<>,<)(variable/ number)
		Or
		Go to step X if(variable)(in/not in)(table number).

Note:

The following procedure consists of the administration of several step types. Each step type is identified with a heading. You do not have to use all steps and the steps do not have to be in the order shown.

Procedure

- 1. Create a new conversation or open an existing conversation used for Call Vectoring in the Conversation Sphere application.
- 2. In the AVAYA section, click Visual Vectoring.

Agent Activity

You can make a decision in the vector based on the agent staffing activity. This step generates a junction in the vector with an IF decision.

- From the Goto Step section in the left pane, drag the Agent Activity step to the working pane.
- 4. Right-click the step and select **Properties**.

The system displays the Properties window for the step.

- 5. Administer the following properties:
 - a. In the **Measure** drop-down list, click either available agents or staffed agents.
 - b. In the **Skill** drop-down list, click either First, Second, or Third skill (VDN skills) or the direct skill ID.

When you select **Skill ID** in the **Skill** drop-down list, the Skill Id drop-down list becomes active.

- c. Click the **Skill ID** drop-down list and search the skill ID as defined in Avaya Control Manager.
- d. In the **Comparator** drop-down list, click a valid comparator.
- e. In the Threshold field, type the threshold.
- f. In the **Comment** field, enter comments.
- 6. Click OK.

Caller Info

- 7. From the **Goto Step** section in the left pane, drag the **Caller Info** step to the working pane.
- 8. Right-click the step and select **Properties**.

The system displays the Properties window for the step.

- 9. Administer the following properties:
 - a. In the Measure drop-down list, click ANI, Digits, or Information Indicator (II).
 - b. In the **Comparator** drop-down list, click an action.
 - c. In the **Threshold** field, enter the threshold.
 - d. In the **Comment** field, enter comments.
- 10. Click **OK**.

Center Info

- 11. From the **Goto Step** section in the left pane, drag the **Center Info** step to the working pane.
- 12. Right-click the step and select **Properties**.

The system displays the Properties window for the step.

- 13. Administer the following properties:
 - a. In the **Measure** drop-down list, click one of the options.

Measure value	Required field
Counted calls	VDN
Expected Wait Time (EWT)	Skill
Rolling-VDN	VDN

- b. In the **Skill** drop-down list, click either First, Second, or Third skill (VDN skills) or the direct skill ID.
- c. (Optional) If you select **Skill ID** in 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 Avaya Control Manager.
- d. In the **VDN** drop-down list, click one of the following option:

VDN	For
Active	Current VDN
Latest	Previous VDN

- e. In the **Extension** field, type an extension.
- f. In the **Compare** drop-down list, click a valid comparator.
- g. In the **Threshold** field, type the threshold.
- h. In the **Comment** field, enter comments.
- 14. Click **OK**.

Go To Step Unconditionally

This step moves the call to another vector step unconditionally.

- 15. From the **Goto Step** section in the left pane, drag the **Go To Step Unconditionally** step to the working pane.
- 16. Right-click the step and select **Properties**.

The system displays the Properties window for the step.

- 17. In the **Comment** field, enter comments.
- 18. Click **OK**.

Holiday

You can make a decision in the vector based contents in the Holiday Table based within Communication Manager. This step generates a junction in the vector with an IF decision:

- 19. From the **Goto Step** section in the left pane, drag the **Holiday** step to the working pane.
- 20. Right-click the step and select **Properties**.

The system displays the Properties window for the step.

- 21. Administer the following properties:
 - a. In the **Comparator** drop-down list, click either **In** or **Not In**.
 - b. In the **Table** drop-down list, click the CM Holiday Table Number.
 - c. In the **Comment** field, enter comments.
- 22. Click OK.

Media Gateway-Port Network

You can 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.

- 23. From the **Goto Step** section in the left pane, drag the **Media Gateway-Port Network** step to the working pane.
- 24. Right-click the step and select **Properties**.

The system displays the Properties window for the step.

- 25. Administer the following properties:
 - a. In the Measure drop-down list, click either a port-network or a media-gateway.
 - b. In the **Value** field, enter the number of a port-network or media-gateway.
 - c. In the **Comparator** drop-down list, click a valid comparator.
 - d. In the **Comment** field, enter comments.
- 26. Click **OK**.

Queue Activity

You can make a decision in the vector based queue statistics. This step generates a junction in the vector with an IF decision.

- 27. From the **Goto Step** section in the left pane, drag the **Queue Activity** step to the working pane.
- 28. Right-click the step and select **Properties**.

- 29. Administer the following properties:
 - a. In the **Measure** drop-down list, click either Rolling-asa, Calls queued, Interflow-qpos, oldest call waiting, or Wait improved.
 - b. In the **Skill** drop-down list, click either First, Second, or Third skill (VDN skills) or the direct skill ID.

- c. (Optional) If you select **Skill ID** in 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 Avaya Control Manager.
- d. In the **Comparator** drop-down list, click a valid comparator.
- e. In the Threshold field, enter the threshold.
- f. In the Comments field, enter comments.

Server

You can 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.

- 31. From the Goto Step section in the left pane, drag the Server step to the working pane.
- 32. Right-click the step and select **Properties**.

The system displays the Properties window for the step.

- 33. Administer the following properties:
 - a. In the **Comparator** drop-down list, click either = or <>.
 - b. In the Value drop-down list, click Main / ESS (Enterprise Survivable Server) / LSP (Local Survivable Server)
 - c. In the Comment field, enter comments.

34. Click **OK**.

Service Hours

This step moves the call to another vector step based on information within the selected Service Hours table.

- 35. From the **Goto Step** section in the left pane, drag the **Service Hours** step to the working pane.
- 36. Right-click the step and select **Properties**.

The system displays the Properties window for the step.

- 37. Administer the following properties:
 - a. In the **Comparator** drop-down list, click either in or **not-in**.
 - b. In the **Table** drop-down list, select one of the available Service Hour tables.
 - c. In the **Comment** field, enter comments.
- 38. Click **OK**.

Time of Day

39. From the **Goto Step** section in the left pane, drag the **Time of Day** step to the working pane.

40. Right-click the step and select **Properties**.

The system displays the Properties window for the step.

- 41. Administer the following properties:
 - a. In the Start Day drop-down list, click the day of the week or All.
 - b. In the **Start Time** drop-down list, click the start time.
 - c. In the Finish Day drop-down list, click the day of the week or All.
 - d. In the Finish Time drop-down list, click the end time.
 - e. In the Comment field, enter comments.
- 42. Click **OK**.

Variable

You can make a decision in the vector based on the information of the Variable. This step generates a junction in the vector with an IF decision:

- 43. From the **Goto Step** section in the left pane, drag the **Variable** step to the working pane.
- 44. Right-click the step and select **Properties**.

The system displays the Properties window for the step.

- 45. Administer the following properties:
 - a. In the **Variable** field, either enter the name of a variable or select a variable within the Call Center Elite software residing on Communication Manager.
 - b. In the **Comparator** drop-down list, click a comparator.
 - c. In the **Threshold** field, enter either a variable or a number.
 - d. (Optional) If you 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 comments.
- 46. Click **OK**.

Configuring the Goto Vector vector steps

About this task

The Go to Vector group includes steps that require a decision in the vector; therefore creating a decision point. The Go To Vector group invokes a subroutine call. After the subroutine has processed, the return command returns the vector processing to the step following the Go To Vector command.

The following are the Go To Vector steps that you can configure:

Step type	Icon	Equivalent Communication Manager vector step
Agent Activity V	20 0	Go to Vector X if(available agents / staffed agents)(=,<>,<)(variable/number)
Caller Info V	2	Go to Vector X if ani/digits/iidigits(=,<,>)(number or variable).
Center Info V	6 7	Go to Vector X if(count calls / expected wait / rolling asa)(to/in)(=,<>,<)(variable/number)
Go To Vector Unconditionally V	C)	Go to Vector X unconditionally
Go To Vector No Match V	•••	go to vector x if no match
Holiday V	**	Go to Vector X if holiday in table (number of holiday table)
Media Gateway- Port Network V		Go to Vector X if(Media Gateway/Port Network)(numbers/any/all)(=,<>) registered
Queue Activity V	\$6 20 30 30 30 30 30 30 30 30 30 30 30 30 30	Go to Vector X if(rolling-asa/calls queued/ interflow –qpos / oldest call waiting / wait improved)(=,<>,<)(variable/number)
Server V		Go to Vector X if server (=,<>)(main/ess/lsp)
Service Hours V	©	goto vector x @step z if service-hours in table y goto vector x @step z if service-hours not-in table y
Time of Day V	C ₹	Go to Vector X if time of the day is X to Y.
Variable V	© ¹	Go to Vector X if(variable)(=,<>,<)(variable/ number)
		Or
		Go to Vector X if(variable)(in/not in)(table number)

Note:

The following procedure consists of the administration of several step types. Each step type is identified with a heading. You do not have to use all steps and the steps do not have to be in the order shown.

Procedure

- 1. Create a new conversation or open an existing conversation used for Call Vectoring in the Conversation Sphere application.
- 2. In the AVAYA section, click Visual Vectoring.

Agent Activity V

You can make a decision in the vector based on the agent staffing activity. This step generates a junction in the vector with an IF decision.

- 3. From the **Goto Vector** section in the left pane, drag the **Agent Activity V** step to the working pane.
- 4. Right-click the step and select **Properties**.

The system displays the Properties window for the step.

- 5. Administer the following properties:
 - a. In the **Vector** field, either enter a vector number or select the vector number to which the call will route.
 - b. In the **Step** field, either enter a step number or select the step number to which the call will route.
 - c. In the Measure drop-down list, click either available agents or staffed agents.
 - d. In the **Skill** drop-down list, click either First, Second, or Third skill (VDN skills) or the direct skill ID.
 - e. (Optional) If you select **Skill ID** in 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 Avaya Control Manager.
 - f. In the **Comparator** drop-down list, click a valid comparator.
 - g. In the **Threshold** field, enter the threshold.
 - h. In the **Comment** field, enter comments.
- 6. Click OK.

Caller Info V

You can 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.

- 7. From the **Goto Vector** section in the left pane, drag the **Caller Info V** step to the working pane.
- 8. Right-click the step and select **Properties**.

- 9. Administer the following properties:
 - a. In the **Vector** field, either enter a vector number or select a vector number to which the call will route.
 - b. In the **Step** field, enter the step you want to use.
 - c. In the **Measure** drop-down list, click **ANI**, **digits**, or **ii-digits** (**Information Indicator digits**).
 - d. In the **Comparator** drop-down list, click an action.

- e. In the **Threshold** field, enter the threshold.
- f. In the **Table** drop-down list, click the CM Table Number.
- g. In the **Comment** field, enter comments.

Center Info V

You can make a decision in the vector based on the call center statistics. This step generates a junction in the vector with an IF decision.

- 11. From the **Goto Vector** section in the left pane, drag the **Center Info V** step to the working pane.
- 12. Right-click the step and select **Properties**.

- 13. Administer the following properties:
 - a. In the **Vector** field, either enter a vector number or select a vector number to which the call will route.
 - b. In the **Step** field, enter the step you want to use.
 - c. In the **Measure** drop-down list, click one of the options;

Measure value	Additional required fields
Counted calls	VDN
Expected Wait Time (EWT)	Skill, Priority
Rolling-VDN	VDN

- d. In the **Skill** drop-down list, click either First, Second, or Third skill (VDN skills) or the direct skill ID.
- e. (Optional) If you select **Skill ID** in 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 Avaya Control Manager.
- f. Select the priority level for the step.
- g. In the **VDN** drop-down list, click one of the following options:

VDN	For
Active	Current VDN
latest	Previously used VDN
Extension	The VDN you enter in the Extension field.

- h. In the **Extension** field, enter an extension
- i. In the **Compare** drop-down list, click a valid comparator.
- j. In the **Threshold** field, enter the threshold.
- k. In the **Comment** field, enter comments.

Go To Vector Unconditionally V

This step moves the call to another vector step unconditionally.

- 15. From the **Goto Vector** section in the left pane, drag the **Go To Vector Unconditionally V** step to the working pane.
- 16. Right-click the step and select **Properties**.

The system displays the Properties window for the step.

- 17. Administer the following properties:
 - a. In the **Vector** field, either enter a vector number or select a vector number to which the call will route.
 - b. In the **Step** drop-down list, click the step.

18. Click **OK**.

Holiday V

You can make a decision in the vector based content in the Holiday Table within the Communication Manager. This step generates a junction in the vector with an IF decision.

- 19. From the **Goto Vector** section in the left pane, drag the **Holiday V** step to the working pane.
- Right-click the step and select Properties.

The system displays the Properties window for the step.

- 21. Administer the following properties:
 - a. In the **Vector** field, either enter a vector number or select a vector number to which the call will route.
 - b. In the **Step** field, enter the step you want to use.
 - c. In the **Comparator** drop-down list, click either **In** or **not-In**.
 - d. In the **Table** drop-down list, click the CM Holiday Table Number.
 - e. In the **Comment** field, enter comments.

22. Click **OK**.

Media Gateway-Port Network V

You can make 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.

- 23. From the **Goto Vector** section in the left pane, drag the **Media Gateway-Port Network V** step to the working pane.
- 24. Right-click the step and select **Properties**.

- 25. Administer the following properties:
 - a. In the **Vector** field, either enter a vector number or select a vector number to which the call will route.
 - b. In the **Step** field, enter the step you want to use.
 - c. In the **Measure** drop-down list, select either **port-network** or **media-gateway**.
 - d. In the **Value** field, enter the number of the port-network or media-gateway.
 - e. In the **Comparator** drop-down list, click a valid comparator.
 - f. In the **Comment** field, enter comments.

Queue Activity V

You can make a decision in the vector based queue statistics. This step generates a junction in the vector with an IF decision

- 27. From the **Goto Vector** section in the left pane, drag the **Queue Activity V** step to the working pane.
- 28. Right-click the step and select **Properties**.

The system displays the Properties window for the step.

- 29. Administer the following properties:
 - a. In the **Vector** field, either enter a vector number or select a vector number to which the call will route.
 - b. In the **Step** field, enter the step you want to use.
 - c. In the **Measure** drop-down list, select one of the available measures.
 - d. In the **Skill** drop-down list, select one of the available skill options.
 - e. (Optional) If you select **Skill ID** in 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 Control Manager.
 - f. Select the priority level for the step.
 - g. In the **Comparator** drop-down list, click a valid comparator.
 - h. In the **Threshold** field, enter the threshold.
 - i. In the **Comment** field, enter comments.

30. Click **OK**.

Server V

You can 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.

31. From the **Goto Vector** section in the left pane, drag the **Server V** step to the working pane.

32. Right-click the step and select **Properties**.

The system displays the Properties window for the step.

- 33. Administer the following properties:
 - a. In the **Vector** field, either enter a vector number or select a vector number to which the call will route.
 - b. In the **Comparator** drop-down list, click either = or <>.
 - c. In the Value drop-down list, click Main / ESS / LSP (Local Survivable Server)
 - d. In the **Comments** field, enter comments.
- 34. Click **OK**.

Service Hours V

This step moves the call to another vector step based on information within the selected Service Hours table.

- 35. From the **Goto Vector** section in the left pane, drag the **Service Hours V** step to the working pane.
- 36. Right-click the step and select **Properties**.

The system displays the Properties window for the step.

- 37. Administer the following properties:
 - a. In the **Vector** field, enter the vector number to which you want to transfer.
 - b. In the **Step** field, enter the step number to which you want to transfer.
 - c. In the **Comparator** drop-down list, click either **in** or **not-in**.
 - d. In the **Table** drop-down list, select one of the available tables.
 - e. In the **Comment** field, enter comments.
- 38. Click **OK**.

Time of Day V

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.

- 39. From the **Goto Vector** section in the left pane, drag the **Time of Day V** step to the working pane.
- 40. Right-click the step and select **Properties**.

- 41. Administer the following properties:
 - a. In the **Vector** field, type the vector number to which the call will route.
 - b. In the **Step** field, enter the step number to which you want to transfer.
 - c. In the Start Day drop-down list, click the day of the week or All.

- d. In the Start Hours and Start Minutes drop-down lists, select the starting time.
- e. In the End Day drop-down list, click the day of the week or All.
- f. In the End Hours and End Minutes drop-down lists, select the ending time.
- g. In the **Comment** field, enter comments.
- 42. Click **OK**.

Variable V

You can make a decision in the vector based on the information of the Variable. This step generates a junction in the vector with an IF decision.

- 43. From the **Goto Vector** section in the left pane, drag the **Variable V** step to the working pane.
- 44. Right-click the step and select **Properties**.

The system displays the Properties window for the step.

- 45. Administer the following properties:
 - a. In the **Vector** field, either enter a vector number or select a vector number to which the call will route.
 - b. In the **Step** field, enter the step number to which you want to transfer.
 - c. In the **Variable** field, select a variable within the Call Center Elite software residing on Communication Manager.
 - d. In the **Comparator** drop-down list, select a comparator.
 - e. In the **Threshold** field, type either a variable or a number.
 - f. (Optional) If you select either In or Not In in the **Comparator** field, the **Table** field becomes active. Select a valid CM table instead of a threshold.
 - g. In the **Comment** field, enter comments.
- 46. Click **OK**.

Configuring the Queue vector steps

About this task

You can configure the following Queue steps:

Step type	Icon	Equivalent Communication Manager vector step
Agent Activity Q	660	Check skill X if(available agents / staffed agents) >(number)(all-levels/pref-level/pref-range)
Center Info Q	Om Dist	Check skill X if(expected wait / rolling asa) <(number)

Table continues...

Step type	Icon	Equivalent Communication Manager vector step
Check Unconditionally Q		check best if unconditionally
Queue Activity Q	<i>⁵</i>	Check X if(rolling-asa/calls queued/ interflow –qpos / oldest call waiting / wait improved) <(number)
Queue Unconditionally Q	2572	Queue the call to a skill unconditionally.

Note:

The following procedure consists of the administration of several step types. Each step type is identified with a heading. You do not have to use all steps and the steps do not have to be in the order shown.

Procedure

- 1. Create a new conversation or open an existing conversation used for Call Vectoring in the Conversation Sphere application.
- In the AVAYA section, click Visual Vectoring.

Agent Activity Q

The Agent Activity checks the status of a skill/split for possible termination of the call to that skill or split.

- 3. From the Queue section in the left pane, drag the Agent Activity Q step to the working pane.
- 4. Right-click the step and select **Properties**.

The system displays the Properties window for the step.

- 5. Administer the following properties:
 - a. In the **Measure** drop-down list, click either available agents or staffed agents.
 - b. In the **Skill** drop-down list, select one of the Skill options.
 - c. (Optional) If you select Skill ID in 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 Control Manager.
 - d. In the **Priority** drop-down list, select the priority for the step.
 - e. In the **Threshold** field, enter the threshold.
 - f. In the **Level Type** drop-down list, select whether you want all levels, preferred levels, or a range of levels.
 - g. In the Level fields, administer the level types and to and from values.

If you selected all levels, these fields are inactive. If you selected a preferred level, the Level field is active. If you selected a preferred range, the From Level and To Level fields are active.

- h. In the **Comment** field, enter comments.
- 6. Click OK.

Center Info Q

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

- 7. From the Queue section in the left pane, drag the Center Info Q step to the working pane.
- 8. Right-click the step and select **Properties**.

The system displays the Properties window for the step.

- 9. Administer the following properties:
 - a. In the **Measure** drop-down list, click either available agents or staffed agents.
 - b. In the **Skill** drop-down list, click either First, Second, or Third skill (VDN skills) or the direct skill ID.
 - c. (Optional) If you select **Skill ID** in 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 Avaya Control Manager.
 - d. In the **Priority** drop-down list, click the priority.
 - e. In the Threshold field, enter the threshold.
 - f. In the **Comment** field, enter comments.
- 10. Click **OK**.

Check Unconditionally Q

- 11. From the **Queue** section in the left pane, drag the **Check Unconditionally Q** step to the working pane.
- 12. Right-click the step and select **Properties**.

The system displays the Properties window for the step.

- 13. Administer the following properties:
 - a. In the **Skill** drop-down list, click either First, Second, or Third skill (VDN skills) or the direct skill ID.
 - b. (Optional) If you select **Skill ID** in 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 Control Manager.
 - c. In the **Priority** drop-down list, click the priority.
 - d. In the **Comment** field, enter comments.
- 14. Click **OK**.

Queue Activity Q

The Queue Activity step checks the status of a skill or split for possible termination of the call to that skill or split.

- 15. From the **Queue** section in the left pane, drag the **Queue Activity Q** step to the working pane.
- 16. Right-click the step and select **Properties**.

The system displays the Properties window for the step.

- 17. Administer the following properties:
 - a. In the **Measure** drop-down list, click one of the following: **Rolling-asa**, **Calls queued**, **oldest call waiting**, or **Wait improved**.
 - b. In the **Skill** drop-down list, click either First, Second, or Third skill (VDN skills) or the direct skill ID.
 - c. (Optional) If you select **Skill ID** in 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 Avaya Control Manager.
 - d. In the **Priority** drop-down list, click the priority.
 - e. In the **Threshold** field, enter the threshold.
 - f. In the **Comment** field, enter comments.
- 18. Click **OK**.

Queue Unconditionally Q

Using this step, you can insert the call to a queue unconditionally.

- 19. From the **Queue** section in the left pane, drag the **Queue Unconditionally Q** step to the working pane.
- 20. Right-click the step and select **Properties**.

The system displays the Properties window for the step.

- 21. Administer the following properties:
 - a. In the **Skill** drop-down list, click either First, Second, or Third skill (VDN skills) or the direct skill ID.
 - b. (Optional) If you select **Skill ID** in 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 Control Manager.
 - c. In the **Priority** drop-down list, click the priority.
 - d. In the **Comment** field, enter comments.
- 22. Click **OK**.

Configuring the Routing vector steps

About this task

You can configure the following Routing steps:

Step type	Icon	Equivalent Communication Manager vector step
Adjunct Route	+	adjunct route link x
Message Skill	*	messaging skill xx for extension yyyy
Route to digits	• •••••••••••••••••••••••••••••••••••	route-to digits with cov y route-to digits with cov n
Route to number	₽ ■	route-to number x with cov y if(digit/interflow-qpos/unconditionally)(<,=,<=)(number)

Note:

The following procedure consists of the administration of several step types. Each step type is identified with a heading. You do not have to use all steps and the steps do not have to be in the order shown.

Procedure

- 1. Create a new conversation or open an existing conversation used for Call Vectoring in the Conversation Sphere application.
- 2. In the AVAYA section, click Visual Vectoring.

Adjunct Route

This step moves the call so that an adjunct route command within a vector controls the call.

- 3. From the **Routing** section in the left pane, drag the **Adjunct Route** step to the working pane.
- 4. Right-click the step and select **Properties**.

The system displays the Properties window for the step.

- 5. Administer the following properties:
 - a. In the Link Id field, enter the adjunct route link ID.
 - b. In the Comment field, enter comments.
- 6. Click OK.

Message Skill

Using the messaging split/skill command, the caller can leave a message for the specified extension or the active or latest VDN extension (default). The voice mailbox is supported by a Message Waiting Indication (MWI).

- 7. From the **Routing** section in the left pane, drag the **Message Skill** step to the working pane.
- 8. On the Conversation Sphere home page, click **Message Skill** in the **Queue** section.

The step is copied over to the vector working pane.

9. Right-click the step and select **Properties**.

The system displays the Properties window for the step.

- 10. Administer the following properties:
 - a. In the **Skill** drop-down list, select a Skill option.
 - b. (Optional) If you select Skill ID in 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 Avaya Control Manager.
 - c. In the **Extension** drop-down list, click one of the following options:

Option	Description
Number	Enter a valid number with the Communication Manager dial plan.
Active	Select this option to use the active messaging skill.
latest	Select this option to use the last-used messaging skill.
Variable	Enter a valid variable from the Avaya Aura® Call Center Elite software in this Communication Manager.

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

11. Click **OK**.

Route To Number

This step routes the call directly to another number, namely, extension, VDN, skill/hunt group or any valid internal or external number.

- 12. From the **Routing** section in the left pane, drag the **Route To Number** step to the working pane.
- 13. Right-click the step and select **Properties**.

- 14. Administer the following properties:
 - a. In the **Number** field, enter the number to which the call will route.
 - b. In the **Coverage** drop-down list, click the appropriate option.
 - c. In the **Condition** drop-down list, select one of the following options:

Option	Description
unconditionally	The call will route when it arrives to this step in the vector.
digit	If digit is selected, then you can apply a comparator and set a threshold.
interflow-qpos	If you select interflow-qpos (queue position), then you can apply a comparator and set a threshold.

- d. In the **Comparator** drop-down list, select a comparator.
- e. In the **Threshold** field, enter 0–9 or # if the digit condition is selected, or enter 1–9 if the interflow-qpos condition is selected.

f. In the Comment field, enter comments.

15. Click **OK**.

Route To Digits

This step routes the call directly to another number based on the digits collected during the call.

- 16. From the **Routing** section in the left pane, drag the **Route To Digits** step to the working pane.
- 17. Right-click the step and select **Properties**.

- 18. Administer the following properties:
 - a. In the Coverage drop-down list, click appropriate option.
 - b. In the **Comment** field, enter comments.
- 19. Click **OK**.

Chapter 5: Experience Portal steps functionality

Creating Experience Portal call flows

Use the procedures in this chapter to create call flows for Experience Portal. To start, open or create conversation as described in <u>Managing a conversation</u> on page 21



Experience Portal call flows using Conversation Sphere are not supported for xCaaS deployments. xCaaS users should use Avaya Aura® Orchestration Designer to design call flows.

Related links

Starting IVR on page 54

Configuring the first Dynamic Menu step assigned to the Start IVR step on page 56

Configuring the Dynamic Menu step for subsequent usage on page 57

Configuring the Dynamic Transfer step on page 58

Configuring the Dynamic Prompt step on page 59

Configuring the Self Service step on page 60

Configuring the Reuse Dynamic Menu step on page 61

Configuring the Reuse Dynamic Prompt step on page 61

Configuring the Reuse Dynamic Transfer step on page 62

Starting IVR

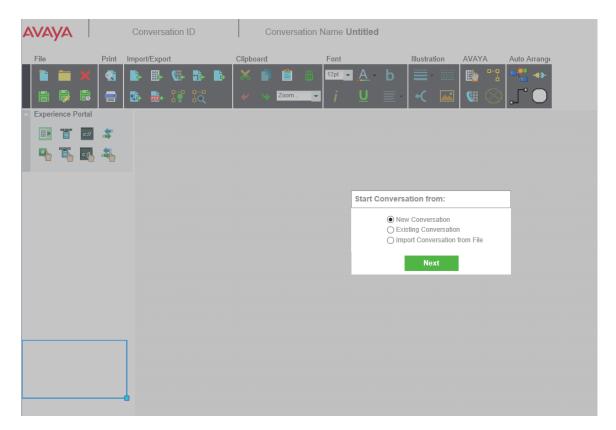
About this task

The Start IVR is the first step in an Experience Portal IVR flow. You must have at least one Start IVR step in a conversation that includes IVR.

Procedure

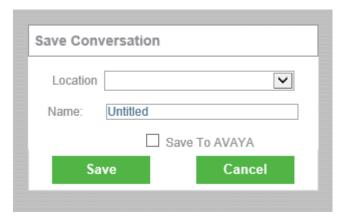
1. Navigate to **Conversation Sphere** on the home page of Control Manager.

The system displays the Conversation Sphere application with options to start the conversation.



2. Select New Conversation and click Next.

The system displays the following window:



- 3. In the **Location** drop-down list, select a location.
- 4. In the **Name** field, enter the conversation name.
- 5. Click Save.
- 6. In the AVAYA section, click Experience Portal.
- 7. Drag the **Start IVR** step from the **Experience Portal** section of the left pane into the working pane.

8. Right-click the step and select **Properties** to edit the properties.

The system displays the Properties window.

9. Administer the following properties:

Field	Description
Step Name	Enter a distinctive name for the step. The default name is StartIVR.
IVR Number	The IVR number that the database generates. You cannot edit this number.

10. Click **OK**.

Configuring the first Dynamic Menu step assigned to the Start IVR step

Procedure

- 1. When working on an existing Experience Portal call flow, drag the **Dynamic Menu** step from the **Experience Portal** section of the left pane into the working pane.
- 2. Click the center of the **Start IVR** step and drag a connecting line to the first **Dynamic Menu** step.
- 3. Right-click the step and select **Properties** to edit the properties.

The system displays the Properties window.

4. Administer the following properties:

Field	Description
Step Name	Enter a distinctive name for the step. The default name is 1_DynamicMenu.
New Dynamic	Yes – Create a new dynamic menu
Menu?	No – Load a menu
Select Dynamic Menu	Select a dynamic menu from the list of available menus.
IVR Point	The IVR point assigned to the menu.
Dynamic Menu Number	Enter a dynamic menu number if not automatically assigned.
General Prompt Number	The number of the prompt that the system plays in the menu, before the system plays the menu selection.
Campaign	The campaign assigned to the menu. This field is optional.
Enabled All	Enable or disable all menu selection options (0-9).

5. Click OK.

Configuring the Dynamic Menu step for subsequent usage

About this task

After adding the first Dynamic Menu step, subsequent Dynamic Menu steps are administered with slightly different options.

Procedure

- 1. When working on an existing Experience Portal call flow, drag the **Dynamic Menu** step from the **Experience Portal** section of the left pane into the working pane.
- 2. Click the center of the first **Dynamic Menu** step and drag a connecting line to the new **Dynamic Menu** step.
- 3. Right-click the step and select **Properties** to edit the properties.

The system displays the Properties window.

4. Administer the following properties:

Field	Description
Step Name	Enter a distinctive name for the step. The default name is N_DynamicMenu.
SELECTION properties	
Selection Number	The menu selection that routes the customer to this menu.
Selection Prompt	The prompt that the system plays before this menu selection.
Selection Message	Free text description for the messaged played.
Selection Enable	Enable or disable the selection.
Selection Schedule	The schedule that the system assigns to the selection option.
GENERIC properties	
New Dynamic Menu?	Yes – Create a new dynamic menu
	No – Load a menu
Select Dynamic Menu	Select a dynamic menu from the list of available menus.
IVR Point	The IVR point assigned to the menu.
Dynamic Menu Number	Enter a dynamic menu number if not automatically assigned.
General Prompt Number	The number of the prompt that the system plays in the menu, before the system plays the menu selection.
Campaign	The campaign assigned to the menu. This field is optional.
Enabled All	Enable or disable all menu selection options (0-9).

5. Click OK.

Configuring the Dynamic Transfer step

About this task

You can connect the Dynamic Transfer step to the Dynamic Menu step.

Procedure

- 1. When working on an existing Experience Portal call flow, drag the **Dynamic Transfer** step from the **Experience Portal** section of the left pane into the working pane.
- 2. Right-click the step and select **Properties** to edit the properties.

The system displays the Properties window.

3. Administer the following properties:

Field	Description
Step Name	Enter a distinctive name for the step. The default name is DynamicTransfer.
Transfer Site	Control Manager transfer module can use Site based logic for call routing.
	You can select the site from the drop-down list.
New Transfer	Yes – Create a new dynamic transfer.
	No – Load a transfer.
Select Transfer	List the configured dynamic transfers.
Transfer Number	The transfer number.
IVR Point	The IVR point.
Transfer Description	A free text description of the transfer module.
Transfer English DN	The DN number that the system transfers to the default language.
Transfer Statistic Main	Control Manager can transfer calls from each Transfer module based on the statistics that you configure as part of the transfer module.
	The number of calls that the system must transfer to this destination. The value must be a number between 0-9 (the counter is 10 calls).
Schedule Main	The schedule of the transfer point.
Transfer lang 2 DN	The transfer DN for a second language (for example: LNG2).
Transfer lang 3 DN	The transfer DN for a third language (for example: LNG3).
Transfer lang 4 DN	The transfer DN for a fourth language (for example: LNG4).
Transfer English DN 2	A second transfer destination that can be used in case you implement statistical based transfers.
Transfer English DN 2 statistics	The number of calls that the system must transfer to this destination. The value must be a number between 0-9. The counter is 10 calls.

Table continues...

Field	Description
Transfer English DN 2 Schedule	The schedule of the transfer point. For more information, see the Schedule section in this guide.
Transfer English DN 3	A third transfer destination that can be used in case you implement statistical based transfers.
Transfer English DN 3 statistics	The number of calls that the system must transfer to this destination. The value must be a number between 0-9. The counter is 10 calls.
Transfer English DN 3 Schedule	The schedule of the transfer point.
Statistic Counter	The total number of calls that the system counts as part of the statistical transfer.

- 4. Click OK.
- 5. Connect this step to other steps as required.

Configuring the Dynamic Prompt step

About this task

You can connect the Dynamic Prompt step to the Dynamic Menu step.

Procedure

- 1. When working on an existing Experience Portal call flow, drag the **Dynamic Prompt** step from the **Experience Portal** section of the left pane into the working pane.
- 2. Right-click the step and select **Properties** to edit the properties.

The system displays the Properties window.

3. Administer the following properties:

Field	Description
Step Name	Enter a distinctive name for the step. The default name is DynamicPrompt.
New Prompt?	Yes – Create a new dynamic prompt.
	No – Load a prompt.
Select Prompt	List the configured dynamic prompts.
Prompt Number	The prompt number that is played for this Dynamic Prompt. The prompt must be a part of your URL_Voice.
Prompt Description	A free text description of your prompt.
IVR Point	The IVR point that the system assigns to this prompt. By default, the prompt is assigned to the IVR point that you created as a point from type Dynamic Prompt.
Prompt type	Marketing/Service Regional/Service District.

Table continues...

Field	Description
Prompts contents	Free text description.
Enable	Enable or disable the playing of the prompt.
Prompt schedule	Every dynamic prompt that the systen can assign to a schedule that enables or disables the prompt.

- 4. Click OK.
- 5. Connect this step to other steps as required.

Configuring the Self Service step

Procedure

- 1. When working on an existing Experience Portal call flow, drag the **Self Service** step from the **Experience Portal** section of the left pane into the working pane.
- 2. Right-click the step and select **Properties** to edit the properties.

The system displays the Properties window.

3. Administer the following properties:

Field	Description	
Step Name	Enter a distinctive name for the step. The default name is SelfService.	
SELECTION properties	SELECTION properties	
Selection Number	The menu selection that routes the customer to this menu.	
Selection Prompt	The prompt that the system plays before this menu selection.	
Selection Message	Free text description for the messaged played.	
Selection Enable	Enable or disable the selection.	
Selection Schedule	The schedule that the system assigns to the selection option.	
GENERIC properties		
Prompt Number	Enter the number you want to use for this prompt (0–9).	
IVR Point	The IVR point assigned to the self service process.	
Self Service	Select the type of self service process you want for this step.	
Message text	Enter the text you want sent with this step.	
Enable	Select whether you want the step enabled or not.	
Schedule	Enter the schedule you want to use for this step.	

- 4. Click OK.
- 5. Connect this step to other steps as required.

Configuring the Reuse Dynamic Menu step

About this task

The Reuse Dynamic Menu step essentially repeats the setup of a Dynamic Menu step.

Procedure

- 1. When working on an existing Experience Portal call flow, drag the **Reuse Dynamic Menu** step from the **Experience Portal** section of the left pane into the working pane.
- 2. Right-click the step and select **Properties** to edit the properties.

The system displays the Properties window.

3. Administer the following properties:

Field	Description
Step Name	Enter a distinctive name for the step. The default name is
	ReUseDynamicMenu.

- 4. Click OK.
- 5. Connect this step to other steps as required.

Configuring the Reuse Dynamic Prompt step

About this task

The Reuse Dynamic Prompt step essentially repeats the setup of a Dynamic Prompt step.

Procedure

- 1. When working on an existing Experience Portal call flow, drag the **Reuse Dynamic Prompt** step from the **Experience Portal** section of the left pane into the working pane.
- 2. Right-click the step and select **Properties** to edit the properties.

The system displays the Properties window.

3. Administer the following properties:

Field	Description
Step Name	Enter a distinctive name for the step. The default name is ReUseDynamicPrompt.

- 4. Click OK.
- 5. Connect this step to other steps as required.

Configuring the Reuse Dynamic Transfer step

About this task

The Reuse Dynamic Transfer step essentially repeats the setup of a Dynamic Transfer step.

Procedure

- 1. When working on an existing Experience Portal call flow, drag the **Reuse Dynamic Transfer** step from the **Experience Portal** section of the left pane into the working pane.
- 2. Right-click the step and select **Properties** to edit the properties.

The system displays the Properties window.

3. Administer the following properties:

Field	Description
Step Name	Enter a distinctive name for the step. The default name is
	ReUseDynamicTransfer.

- 4. Click OK.
- 5. Connect this step to other steps as required.

Chapter 6: Validating and exporting vectors

Validating vectors and exporting conversations

Control Manager includes capabilities to do the following:

- Validate Communication Manager vector steps
- Export conversations to Microsoft Visio 2013 and 2016
- Export conversations as a PDF file
- · Export conversations as an ACS file

Validating Communication Manager vectors

The Control Manager ACCCM Conversation Auditor service that is installed with the Conversation Sphere application performs the vector validation. Before running the vector validation process, ensure that the ACCCM Conversation Auditor service is running.

Validating a single vector step

About this task

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

Important:

This validation process does not work for multiple vector steps. You can only validate a single vector step. When you select a vector step to validate, if the step is connected to other steps, you cannot validate that step.

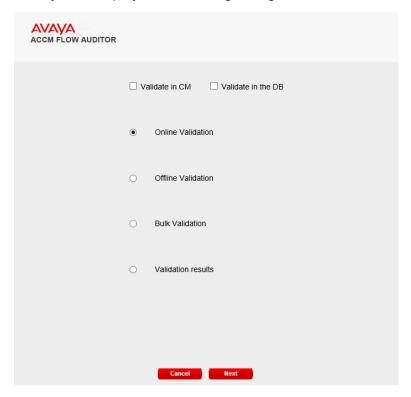
Once you start the validation process shown in this procedure, use the subsections in this chapter to complete the vector validation.

Procedure

- 1. Open an existing conversation in the Conversation Sphere application.
- 2. Select the vector step that you want to validate.

3. In the Import/Export section, click the Validate Vector button.

The system displays the following dialog box:



- 4. Select one or both of the following validation options:
 - Select Validate in CM to validate the vector with the data that you have in Communication Manager.

The system checks every vector step in Communication Manager. The system also validates the other entities that are part of the vector, namely, the announcement, variable, and skill on Communication Manager. This validation is slower, but provides the real-time result since it does not depend on the synchronizer process.

• Select **Validate in the DB** to validate the vector with the data that you have in the Control Manager databases.

The system checks each vector step in the Control Manager database. The system also checks for other entities such as, announcement, variable, and skill that are part of the vector with the corresponding objects in Avaya Control Manager

This validation type is faster, but depends on the synchronizer activity. For example, if you delete a Skill directly in Communication Manager through ASA and the system performs a database validation before the synchronizer synced the data from Communication Manager to the Control Manager database, you might get less accurate results in your validation process.

5. Select one of the following options:

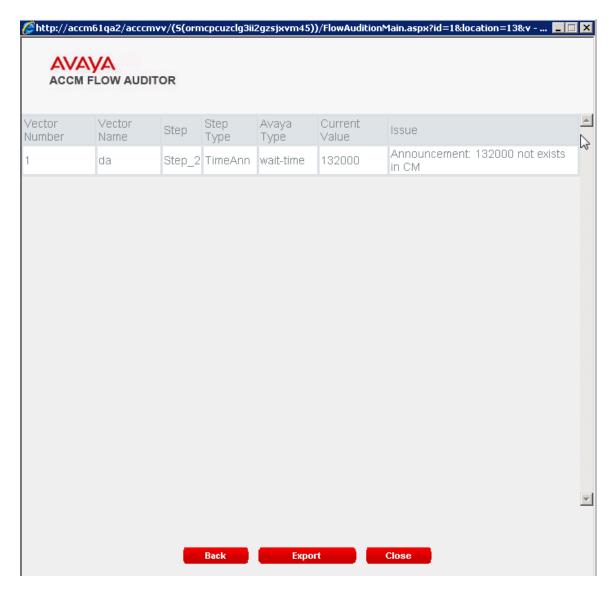
Field	Description
Online Validation	Use this option to validate the vector online. When you select this option, the system displays the results in the next window after completing the validation process.
	For more information, see <u>Performing Online Validation</u> on page 65.
Offline Validation	Use this option to perform the validation in an offline mode. With this option, you can gain access to the results from the "validation results" option in this window.
	For more information, see <u>Performing Offline Validation</u> on page 67.
Bulk Validation	Use this option to validate more than one vector at a time. The bulk validation option is available only in the offline mode.
	For more information, see <u>Performing Bulk Validation</u> on page 67.
Validation results	Use this option to validate the results. You can view the history of all validations that you performed including any offline validations that you requested.
	For more information, see <u>Viewing Validation Results</u> on page 69.

Performing Online Validation

Procedure

- 1. Start the validation process as described earlier.
- 2. Select Online Validation.
- 3. Click Next.

The system begins the validation process, and displays the following dialog box:



If issues related to the vector exist, then the system displays the issues as listed in the following table:

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

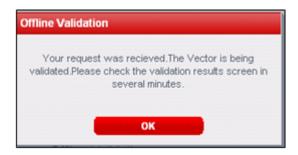
- 4. Perform one of the following steps:
 - Click Back to return to the previous window.
 - Click Export to export the validation results to a CSV file.
 - Click Close to exit the validation window.

Performing Offline Validation

Procedure

- 1. Start the validation process as described earlier.
- Select Offline Validation.

The system displays the following message.



The Control Manager system sends the validation request to the validation queue, and then processes the request offline. You can then view the validation result window.

Performing Bulk Validation

About this task

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

Use the following steps to validate more than one vector simultaneously:

Procedure

- 1. Start the validation process as described earlier.
- 2. Select Bulk Validation.

The system displays the following window.



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

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

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



The system performs all bulk validations offline.

Viewing Validation Results

About this task

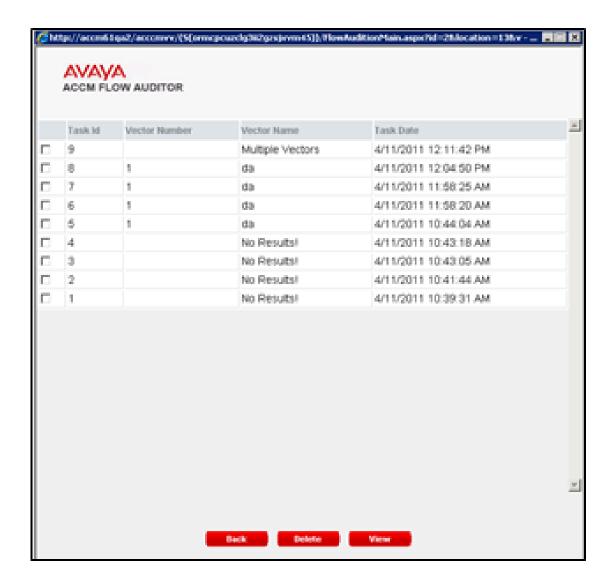
The Validation Result window displays all validations that the system performs within the Conversation Sphere, both online and offline. With Validation Results, you can view the history of all the validations that you performed including any offline validations that you requested.

Use the following steps if you want the system to validate the results.

Procedure

- 1. Start the validation process as described earlier.
- 2. Select Validation Results.

The system displays the following window.



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 option next to each task ID name and click **View**.

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

Exporting conversations to Microsoft Visio

Setting up Microsoft Visio to export conversations

About this task

This procedure sets up Microsoft Visio 2013 or 2016 so that you can export conversations to Microsoft Visio.

Before you begin

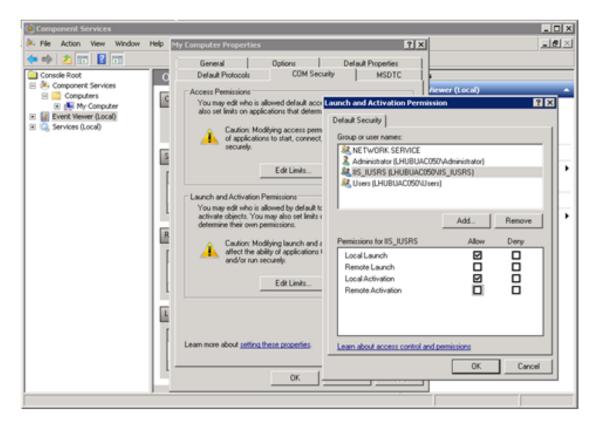
Ensure that the Control Manager application server has Microsoft Visio installed. For an HA deployment, you must install Visio on both application servers.

Note:

Customers must purchase and license their own versions of Microsoft Visio to use this feature. Microsoft Visio is not provided with Control Manager.

Procedure

- 1. Open the Microsoft Visio software.
- 2. For Component Service, provide permissions to IIS_IUSRS
 - a. In the line of command prompt (CMD), type DCOMCNFG.
 - b. Right-click Console Root > Component Service > Computers > My Computer and click Properties.
 - c. Click the COM Security tab.
 - d. In the Launch and Activation Permissions section, click Edit Default.
 - e. Add a user, for example, **IIS_IUSRS** or a service.
 - f. For the added user or service, select the check box in the **Allow** column for the following permissions:
 - · Local Launch
 - Local Activation



- 3. Verify that the following folders are present on both Control Manager application servers:
 - C:\Windows\SysWOW64\config\systemprofile\Desktop
 - C:\Windows\System32\config\systemprofile\Desktop
- 4. For the following folders, provide permissions to IIS_IUSRS on both Control Manager application servers:
 - For 64-bit: C:\Windows\SysWOW64\config\systemprofile
 - For 32-bit: C:\Windows\System32\config\systemprofile

Exporting conversations to Microsoft Visio

Before you begin

Ensure that the Control Manager application server has Microsoft Visio installed. For an HA deployment, you must install Visio on both application servers.



Customers must purchase and license their own versions of Microsoft Visio to use this feature. Microsoft Visio is not provided with Control Manager.

Procedure

1. Navigate to **Conversation Sphere** from the Control Manager home page.

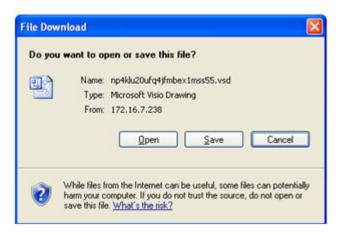
The system displays the Conversation Sphere application with options to start the conversation.

2. Select Existing Conversation.

The system displays a list of existing conversations.

- 3. Select the conversation from which you want to export to Microsoft Visio.
- 4. Click the **Export to Visio** button.

The system creates a Visio document and displays the following dialog box:



Note:

If you are using a pop-up blocker, disable the pop-up blocker.

5. Save the Visio file to the local directory or open the file.

Exporting conversations to PDF files

About this task

You can export a conversation and save it as a PDF document. This is useful if you want to illustrate a vector to someone.

Before you begin

Ensure that the Control Manager application server has Microsoft Office installed. For an HA deployment, you must install Microsoft Office on both application servers.



Customers must purchase and license their own versions of Microsoft Office to use this feature. Microsoft Office is not provided with Control Manager.

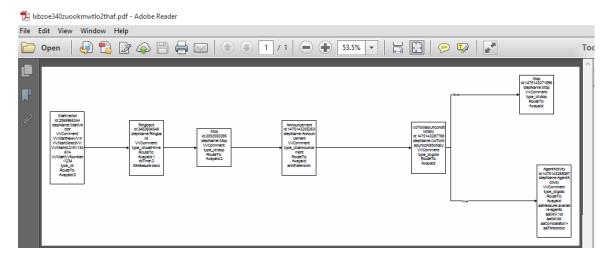
Procedure

- 1. Open an existing conversation in Conversation Sphere.
- 2. Click Export to PDF.

The browser window displays a dialog for you to save the file.

- 3. Browse to a location where you want to save the file and enter a file name.
- 4. Click Save.

The following is an example of a conversation saved as a PDF file.



Exporting conversations to ACS files

About this task

You can export a conversation and save it an ACS file. ACS files are used with Microsoft Agent.

Procedure

- 1. Open an existing conversation in Conversation Sphere.
- 2. Click Export to ACS.

The browser window displays a dialog for you to save the file.

- 3. Browse to a location where you want to save the file and enter a file name.
- 4. Click Save.

Chapter 7: Resources

Documentation

The following table lists the documents related to this product. Download the documents from the Avaya Support website at http://support.avaya.com.

Title	Description	
Overview		
Avaya Control Manager Overview and Specification	This document describes the features and specifications for the Control Manager product.	
Avaya Control Manager Customer Requirements	This document describes the prerequisites that customers must follow before having Control Manager installed and the database maintenance procedures customers should follow during normal operation.	
Installation		
Installing Avaya Control Manager for Enterprise - Non-High Availability	This document describes how to install, configure, and test a non-HA Enterprise Control Manager system.	
Installing Avaya Control Manager for Enterprise - High Availability	This document describes how to install, configure, and test an HA Enterprise Control Manager system.	
Installing Avaya Control Manager for Partner Cloud Powered by Avaya xCaaS	This document describes how to install, configure, and test an xCaaS Control Manager system.	
Deploying Contact Center Applications on Amazon Web Services	This document describes general information about how you must deploy a variety of Avaya Contact Center applications on Amazon Web Services.	
Upgrades		
Upgrading to Avaya Control Manager 8.0.4 for Enterprise - Non-High Availability	This document describes how to upgrade a non-HA Enterprise Control Manager system from an earlier release to the current release. The document includes upgrade checklist, upgrade procedures, and verification procedures for each supported upgrade path.	
Upgrading to Avaya Control Manager 8.0.4 for Enterprise - High Availability	This document describes how to upgrade an HA Enterprise Control Manager system from an earlier release to the current release. The document includes upgrade checklist, upgrade procedures, and verification procedures for each supported upgrade path.	

Table continues...

Title	Description			
Upgrading to Avaya Control Manager 8.0.4 for Partner Cloud Powered by Avaya xCaaS	This document describes how to upgrade an xCaaS Control Manager system from an earlier release to the current release. The document includes upgrade checklist, upgrade procedures, and verification procedures for each supported upgrade path.			
Configuration				
Configuring Avaya Control Manager	This document describes how to configure Control Manager to work with other Avaya products.			
Avaya Control Manager Release Notes	This document contains any special release information, upgrade steps, and known issues.			
Avaya Control Manager Port Matrix	This document describes the port usage for Control Manager.			
Administration				
Using Avaya Control Manager to Administer Avaya Products	This document describes how to use Control Manager to administer features on Avaya products.			
Administering Avaya one-X [®] Agent Central Management using Avaya Control Manager	This document describes how to use Control Manager to administer Avaya one-X [®] Agent.			
Administering Avaya Control Manager Central License and Traffic Tracker	This document describes how to use Control Manager Central License and Traffic Tracker.			
Administering an Avaya Aura® Experience Portal Sample Application Using Avaya Control Manager	This document describes how to use Control Manager with an Experience Portal.			
Events and Alarms				
Avaya Control Manager Events, Alarms, and Errors Reference	This document describes the SNMP notifications for Control Manager.			
Using				
Using Avaya Control Manager Conversation Sphere	This document describes how to use Control Manager Conversation Sphere to administer vectors, strategies, and call flows.			
Using Avaya Control Manager API	This document describes how to use the Control Manager API.			
Maintenance and Troubleshooting				
Maintaining and Troubleshooting Avaya Control Manager	This document describes maintenance procedures and troubleshooting scenarios for Control Manager.			

Finding documents on the Avaya Support website

Procedure

- 1. Navigate to http://support.avaya.com/.
- 2. At the top of the screen, type your username and password and click **Login**.
- 3. Click Support by Product > Documents.

- 4. In **Enter your Product Here**, type the product name and then select the product from the list.
- 5. In **Choose Release**, select an appropriate release number.
- 6. In the **Content Type** filter, click a document type, or click **Select All** to see a list of all available documents.

For example, for user guides, click **User Guides** in the **Content Type** filter. The list displays the documents only from the selected category.

7. Click Enter.

Avaya Documentation Portal navigation

Customer documentation for some programs is now available on the Avaya Documentation Portal at http://documentation.avaya.com/.



For documents that are not available on the Avaya Documentation Portal, click **Support** on the top menu to open http://support.avaya.com/.

Using the Avaya Documentation Portal, you can:

- Search for content in one of the following ways:
 - Type a keyword in the **Search** field.
 - Type a keyword in **Search**, and click **Filters** to search for content by product, release, and document type.
 - Select a product or solution and then select the appropriate document from the list.
- Find a document from the **Publications** menu.
- Publish a PDF of the current section in a document, the section and its subsections, or the entire document.
- Add content to your collection by using My Docs (☆).

Navigate to the **My Content > My Docs** menu, and do any of the following:

- Create, rename, and delete a collection.
- Add content from various documents to a collection.
- Save a PDF of selected content in a collection and download it to your computer.
- Share content in a collection with others through email.
- Receive content that others have shared with you.
- Add yourself as a watcher by using the **Watch** icon (<a>).

Navigate to the **My Content > Watch list** menu, and do the following:

- Set how frequently you want to be notified, starting from every day to every 60 days.
- Unwatch selected content, all content in a document, or all content on the Watch list page.

As a watcher, you are notified when content is updated or deleted from a document, or the document is removed from the portal.

- Share a section on social media platforms, such as Facebook, LinkedIn, Twitter, and Google +
- Send feedback on a section and rate the content.

Note:

Some functionality is only available when you log in to the portal. The available functionality depends on the role with which you are logged in.

Training

The following courses are available on the Avaya Learning website at www.avaya-learning.com. After logging into the website, enter the course code or the course title in the **Search** field and click **Go** to search for the course.

Course code	Course title	
Technical Design		
3320W	Avaya Customer Engagement Platforms Overview (includes Avaya Control Manager Product Information Documents (PIDs))	
3330W	Avaya Customer Engagement Administration and Applications Overview (includes Avaya Control Manager PIDs)	
3420W	Avaya Oceana® Solution Design Fundamentals (includes Avaya Control Manager PIDs)	
3371T	APDS Avaya Customer Engagement Solutions Online Test	
3470T	Avaya Oceana® Solution Design Fundamentals Online Test	
Technical Services		
2092W	Configuring Avaya Control Manager for Cloud Service Providers	
2092T	Avaya Control Manager Instance Configuration and Administration Test for Cloud Service Providers	
5307T	Avaya Control Manager Implementation and Support Test for Cloud Service Providers	
7092W	Installing Avaya Control Manager	
7093W	Upgrading and Supporting Avaya Control Manager for Cloud Service Providers	
7094W	Configuring Avaya Control Manager for Enterprise	

Table continues...

Course code	Course title
7095W	Upgrading and Supporting Avaya Control Manager for Enterprise
7090W	Implementing and Supporting Avaya Control Manager for Enterprise
7091W	Administering Avaya Control Manager for Enterprise
7091T	Administering Avaya Control Manager R8 Online Test
5306	Avaya Control Manager Implementation and Support Test
24310W	Administering Avaya Analytics [™] for Oceana [®]
24320W	Administering Avaya Oceana® Solution

Viewing Avaya Mentor videos

Avaya Mentor videos provide technical content on how to install, configure, and troubleshoot Avaya products.

About this task

Videos are available on the Avaya Support website, listed under the video document type, and on the Avaya-run channel on YouTube.

Procedure

- To find videos on the Avaya Support website, go to http://support.avaya.com and perform one of the following actions:
 - In Search, type Avaya Mentor Videos to see a list of the available videos.
 - In **Search**, type the product name. On the Search Results page, select **Video** in the Content Type column on the left.
- To find the Avaya Mentor videos on YouTube, go to www.youtube.com/AvayaMentor and perform one of the following actions:
 - Enter a key word or key words in the Search Channel to search for a specific product or topic.
 - Scroll down Playlists, and click the name of a topic to see the available list of videos posted on the website.



Note:

Videos are not available for all products.

Support

Go to the Avaya Support website at http://support.avaya.com for the most up-to-date documentation, product notices, and knowledge articles. You can also search for release notes, downloads, and resolutions to issues. Use the online service request system to create a service request. Chat with live agents to get answers to questions, or request an agent to connect you to a support team if an issue requires additional expertise.

Using the Avaya InSite Knowledge Base

The Avaya InSite Knowledge Base is a web-based search engine that provides:

- Up-to-date troubleshooting procedures and technical tips
- · Information about service packs
- · Access to customer and technical documentation
- Information about training and certification programs
- Links to other pertinent information

If you are an authorized Avaya Partner or a current Avaya customer with a support contract, you can access the Knowledge Base without extra cost. You must have a login account and a valid Sold-To number.

Use the Avaya InSite Knowledge Base for any potential solutions to problems.

- 1. Go to http://www.avaya.com/support.
- Log on to the Avaya website with a valid Avaya user ID and password.The system displays the Avaya Support page.
- 3. Click Support by Product > Product Specific Support.
- 4. In **Enter Product Name**, enter the product, and press Enter.
- 5. Select the product from the list, and select a release.
- 6. Click the **Technical Solutions** tab to see articles.
- 7. Select relevant articles.

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