



Avaya Workforce Optimization Select

Tenant management

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1. Document Purpose

This document contains information about managing Tenants in an Avaya Workforce Optimization Select system. The Hosted option should be selected during the Avaya Workforce Optimization Select install process for these features to be activated.

A Hosted Avaya Workforce Optimization Select is installed without any tenants and the administrator is expected to provision the tenants using the Sysadmin service. This document provides easy to use the instructions for creating and deactivating Tenants and is not a replacement for the information provided in the Avaya Workforce Optimization Select customer documentation

2. Licensing

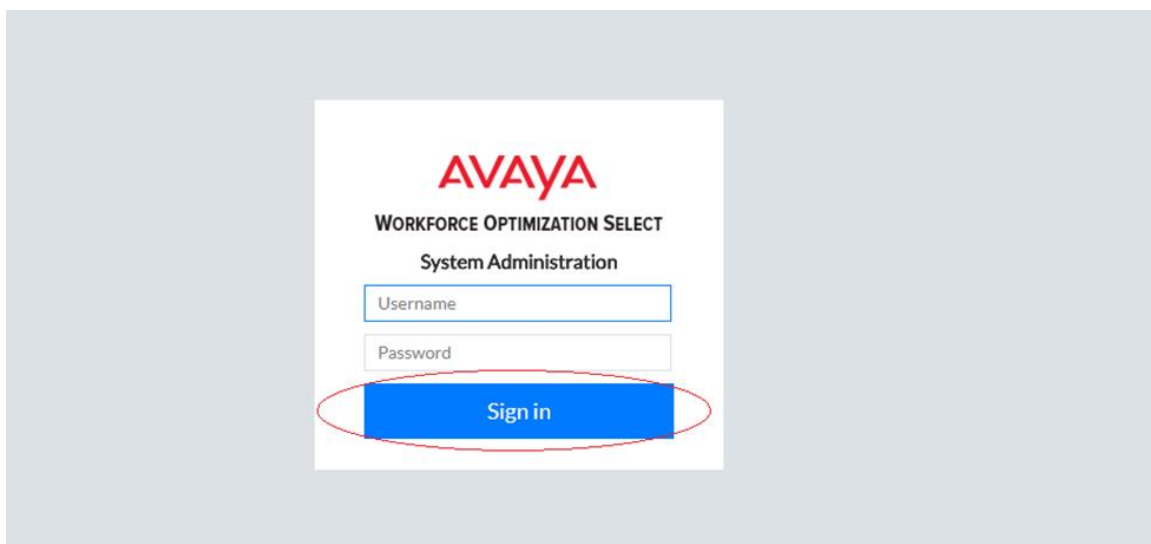
Before starting the tenant management process, do ensure that adequate licenses are available for configuring the tenants. The subsequent sections provide information about checking the available licenses in an Avaya Workforce Optimization Select system.

3. Tenant Management

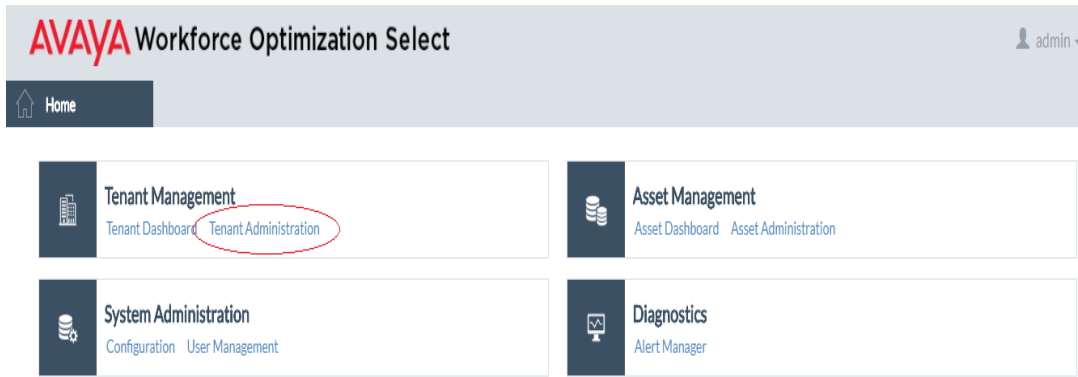
3.1 Sysadmin service

Tenant administration in Avaya Workforce Optimization Select is managed through the Sysadmin web application service.

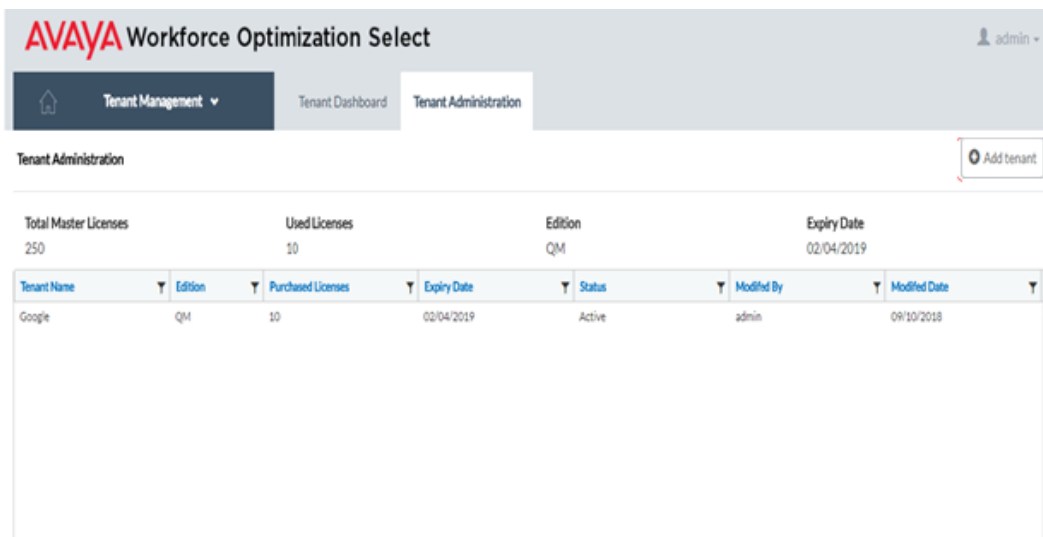
1. Login to Sysadmin web application using the URL <https://<FQDN - IP ADDRESS>/sysadmin/>
2. Enter a valid username & password (Default values for the same are admin/awfos1@3)



3. Click on Sign In and the browser should navigate to Sysadmin “**Home**” Page.



4. Click on “**Tenant Administration**” link, this would navigate the page to Tenant Administration module
5. Tenant Administration module provides the details of all the configured tenants, with their Edition and Expiry Date, as well as the system License information (both the total seat licenses as well as the consumed licenses)



3.2 Tenant creation

This section describe the series of steps necessary to create and activate a tenant in AWFOS system

1. In the Tenant Administration page, click on the “Add Tenant” Button

AVAYA Workforce Optimization Select admin

Tenant Management Tenant Dashboard Tenant Administration

Tenant Administration

Total Master Licenses: 250
Used Licenses: 10
Edition: QM
Expiry Date: 02/04/2019

Tenant Name	Edition	Purchased Licenses	Expiry Date	Status	Modified By	Modified Date
Google	QM	10	02/04/2019	Active	admin	09/10/2018

Add tenant

- Fill all the mandatory information and click on the Save button

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Tenant Management Tenant Dashboard Tenant Administration

Tenant Administration / Add New Tenant

Add New Tenant Cancel Save

Tenant has been saved successfully

Tenant Name* airtel ☐ Default

Alias* airtel Tenant Code* airtel

Status* Drafted Address 1* Hyderabad

Address 2 Hyderabad Country* India

State/Province* Andhra Pradesh City* Hyderabad

Note: The field set for the Alias field is used by the end users while login to the AWFOS Web Application, if more than one tenant is configured

- Click on **User Management** and then click on **Add User** button to create an Admin user for the Tenant

The screenshot shows the Avaya Tenant Administration interface. On the left is a sidebar with a menu containing: Tenant Details, Contact Details, **User Management** (highlighted with a red circle), License Details, Asset Mapping, Drive Mapping, Data Lifecycle Management, and Tenant Summary. The main content area has a breadcrumb trail 'Tenant Administration / Edit airtel' and a title 'User Management'. In the top right corner of the main area, there is a button labeled 'Add User' which is circled in red. Below the title, there is a table with columns: First Name, Last Name, Username, Email, Phone, and Status. The table is currently empty.

4. Fill all mandatory info for the tenant admin user & click on **save** button

The screenshot shows the 'Add New User' form in the Avaya Tenant Administration interface. The sidebar is the same as in the previous screenshot, with 'User Management' highlighted. The main content area has a breadcrumb trail 'Tenant Administration / Edit airtel' and a title 'Add New User'. In the top right corner, there are two buttons: 'Cancel' and 'Save', with the 'Save' button circled in red. The form contains the following fields:

- First Name*: app
- Last Name*: admin
- Username*: appadmin
- Email*: appadmin@airtel.com
- Phone*: 185228844665265

5. Once the user is saved successfully, a password link will be generated. Copy password from the link & save it login to AWFOS web application later.
6. Password will be sent on email as well.

Note: The created user (appadmin in the current example) should be used to login to AWFOS web application as an Admin user. This account is used to create users, departments, roles and similar configuration in AWFOS Web application for this tenant.

7. Next click on License Details. Select the desired “**AWFOS Edition**”, Fill “**Purchased Licenses**” Info with the number of recording seats to be allocated and “**Expiry Date**”, if required & Click on Save button.

Tenant Administration / Edit airtel

License Details Save

Available Master Licenses: 240 AWFOS Edition* Q1 10 MM/dd/yyyy Save

Module Name
<input checked="" type="checkbox"/> Recordings
<input checked="" type="checkbox"/> ScreenCap
<input checked="" type="checkbox"/> Reports
<input checked="" type="checkbox"/> Monitor
<input checked="" type="checkbox"/> Evaluate
<input checked="" type="checkbox"/> Analyze
<input checked="" type="checkbox"/> Coach
<input checked="" type="checkbox"/> Learn
<input checked="" type="checkbox"/> DTA
<input checked="" type="checkbox"/> Redundancy

8. Click on **Asset Mapping**, Select Asset by Clicking on **Check Box** & Click on **Save**.

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Tenant Administration / Edit airtel

Group By: Pick One Save

<input checked="" type="checkbox"/>	Asset IP	Asset Name	Service Type	Service Node	Maximum C...	Available Ca...	Maximum T...	No. of tenan...
<input checked="" type="checkbox"/>	10.133.203.211	AWFOS5220_Node1	AES Adapter	Node1	-	-	-	-
<input checked="" type="checkbox"/>	10.133.203.211	ANALYTICS_AnalyticsNode1_10...	Analytics	AnalyticsNode1	-	-	-	-
<input checked="" type="checkbox"/>	10.133.203.211	AWFOS5220_Node1	Avaya Adapter	Node1	-	-	-	-
<input checked="" type="checkbox"/>	10.133.203.211	AWFOS5220.harmony.com_Node1	Avaya Adapter	Node1	-	-	-	-
<input checked="" type="checkbox"/>	10.133.203.211	AWFOS5220_Node1	Media Manager	Node1	500	490	24	1
<input checked="" type="checkbox"/>	10.133.203.211	AWFOS5220.harmony.com_Node1	Messaging	Node1	-	-	-	-
<input checked="" type="checkbox"/>	10.133.203.211	AWFOS5220_Node1	Packet Sniffer	Node1	-	-	-	-
<input checked="" type="checkbox"/>	10.133.203.211	AWFOS5220_Node1	Process CheckList	Node1	-	-	-	-
<input checked="" type="checkbox"/>	10.133.203.211	AWFOS5220_Node1	Recorder	Node1	500	490	24	1
<input checked="" type="checkbox"/>	10.133.203.211	WEBAPP_Node1_10.133.203.211	Webapp	Node1	500	490	24	1

9. Once Asset Mapping completed, it would take around 15 to 20 min to provision the tenant.

Tenant Administration / Edit airtel

Group By Pick One Save

Database with the name AWFOSSDB_522_10_Sep_18_airtel is being created. You need not stay in this screen as it may take some time for the database to be created and associated.

	Asset IP	Asset Name	Service Type	Service Node	Maximum C...	Available Ca...	Maximum T...	No. of tenan...
<input checked="" type="checkbox"/>	10.133.203.211	WEBAPP_Node1_10.133.203.211	Webapp	Node1	500	480	24	2
<input checked="" type="checkbox"/>	10.133.203.211	AWFOSS220_Node1	Recorder	Node1	500	480	24	2
<input checked="" type="checkbox"/>	10.133.203.211	AWFOSS220_Node1	Process CheckList	Node1	-	-	-	-
<input checked="" type="checkbox"/>	10.133.203.211	AWFOSS220_Node1	Packet Sniffer	Node1	-	-	-	-
<input checked="" type="checkbox"/>	10.133.203.211	AWFOSS220.harmony.com_Node1	Messaging	Node1	-	-	-	-
<input checked="" type="checkbox"/>	10.133.203.211	AWFOSS220_Node1	Media Manager	Node1	500	480	24	2
<input checked="" type="checkbox"/>	10.133.203.211	AWFOSS220.harmony.com_Node1	Avaya Adianter	Node1	-	-	-	-

10. Users can go ahead and complete the remaining setup in the meantime

11. Click on Drive Mappings. Additional Drives can be created from the Configuration tab in the Sysadmin home page : Configuration => Storage drives => Add storages

12. Select the applicable Storage Drives from the grid using the check boxes & click on save

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Tenant Administration / Edit airtel

Drive Mapping Save

<input checked="" type="checkbox"/>	Storage Name	Storage Path	Type	Asset
<input checked="" type="checkbox"/>	Voice Folder 1	C:\Voice	Primary	10.133.203.211
<input checked="" type="checkbox"/>	Secure Storage	C:\SecureVoice	Primary	10.133.203.211
<input checked="" type="checkbox"/>	Move Storage	C:\SM\MOVE	Primary	10.133.203.211

13. Now go back to "Tenant Details" & update status to **Active** & click on save button. Users will get success message if tenant activated successfully.

Tenant Administration / Edit Tenant Details

Tenant Details

Cancel Save

Tenant Name*

airtel

Default

Alias*

airtel

Tenant Code*

airtel

Status*

Active

Address 1*

Hyderabad

Address 2

Hyderabad

Country*

India

State/Province*

Andhra Pradesh

City*

Hyderabad

Zip Code

50081

Notes

14. Users will receive a warning message if the tenant is not yet provisioned. In these cases, wait for some more time and try to activate the tenant later.
15. Users can login to AWFOS Web application for this tenant only if the tenant has been activated.

Additional steps for provisioning data cleanup in the tenant (After Tenant activation):

16. Click on “Data Lifecycle Management” to setup regular cleanup of stale data from Tenant Database

Tenant Management

Tenant Dashboard Tenant Administration

Tenant Administration / Edit airtel

Data Lifecycle Management

Reset Set To Default Save

Data Type	Purge Data Older...	Default Value (D...	Active	Description	Modified By	Modified On
Type: Log Data						
Scheduler Logs & Tokens	60	60	<input checked="" type="checkbox"/>	Purges inactive user login authentication tokens, desktop trigger project schedule run data, storage rule records with tag status as discard, storage manager audit records.	admin	09/10/2018 11:04:52
Audit Data	180	180	<input type="checkbox"/>	Purges audit records that list when, who, and what was created, modified, or deleted in the web application.	admin	09/10/2018 11:04:52
Notifications	60	60	<input checked="" type="checkbox"/>	Purges all email and web notifications.	admin	09/10/2018 11:04:52
Alert Data	60	60	<input checked="" type="checkbox"/>	purges all alerts, snmp alert and user email alerts.	admin	09/10/2018 11:04:52
Type: Transaction Data						
Interaction Metadata	2555	2555	<input checked="" type="checkbox"/>	Purges interaction metadata, media information, interaction information, interaction state information, and interaction	admin	09/10/2018 11:04:52

17. Click on “Tenant Summary” section to view all the tenant details in a single page.

18. Once the tenant is successfully activated, User should login to the AWFOS Web Application using the tenant admin user created in the previous steps to set a one-time tenant level configuration parameter
19. Open AWFOS Web Application by using the URL <https://<FQDN - IP ADDRESS>/awfos/>
20. Enter the credentials for the user created in Sysadmin during Tenant provisioning. The username should consist of the tenant admin username created, appended with '@' and then appended with the tenant alias configured in the Tenant creation page. For e.g., if the username is *appadmin* and the tenant alias is *acme*, then the username to input for AWFOS Web Application will be *appadmin@acme*
21. Upon first time login to AWFOS Web Application, the tenant admin user will be prompted to select whether Data Partition Configuration feature should be enabled. This feature is usually enabled in a BPO type of tenants where in each tenant has multiple internal customers to service.
22. The user is then prompted to check the account password and is then navigated to the AWFOS Web Application home page.
23. Tenant admin user can now provision additional user accounts, agents, stations and other setup information for the tenant.

3.3 Tenant Deactivation

Tenant deactivation is performed from the Tenant Administration page in Sysadmin. Select the tenant to be deactivated from the tenant grid and then update the Status field to disable the tenant.

AWFOS supports three types of Tenant deactivation.

1. Disable AWFOS Web application access for the tenant web users but continue the Recording of interactions
 - Set the status for the tenant to **"Inactive with Recording"** and click Save button

The screenshot shows the 'Tenant Administration' page in the AWFOS web application. The 'Edit Tenant Details' form is displayed. The 'Status' dropdown menu is open, showing three options: 'Active', 'Inactive without Recording', and 'Inactive with Recording'. The 'Inactive with Recording' option is highlighted with a red circle. The 'Save' button is also circled in red. The form includes fields for Tenant Name, Alias, Tenant Code, Address 1, Country, and State/Province.

2. Disable Interaction Recording but keep AWFOS Web application accessible. Users will have view only access in the AWFOS Web application and will not be able to perform any actions

- Set the status for the tenant to **“Inactive without Recording”** and click Save button

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Tenant Administration / Edit Tenant Details

Edit Tenant Details Cancel Save

Tenant Name*
airtel ☐ Default

Alias*
airtel

Tenant Code*
airtel

Status*
Active
Inactive without Recording
Inactive with Recording
Hyderabad

Address 1*
Hyderabad

Country*
India

State/Province*
Andhra Pradesh

3. Disable both AWFOS Web application access as well as Interaction Recording

- Set the status for the tenant to **“Inactive with Recording”** and click Save button
- Navigate to the **“Asset Mapping”** screen and uncheck all assets from the grid and click Save button

Tenant Administration / Edit Google

Group By: Pick One

Asset IP	Asset Name	Service Type	Service Node	Maximum Capacity	Available Capacity	Maximum Tenants	No. of tenants asso...
10.133.203.211	AWFOSDB_522_10_Sep_18_goo...	Database	Node1	-	-	-	-
10.133.203.211	WEBAPP_Node1_10.133.203.211	Webapp	Node1	500	475	24	3
10.133.203.211	AWFOS5220_Node1	Recorder	Node1	500	475	24	3
10.133.203.211	AWFOS5220_Node1	Process CheckList	Node1	-	-	-	-
10.133.203.211	AWFOS5220_Node1	Packet Sniffer	Node1	-	-	-	-
10.133.203.211	AWFOS5220_Node1	Messaging	Node1	-	-	-	-
10.133.203.211	AWFOS5220_Node1	Media Manager	Node1	500	475	24	3
10.133.203.211	AWFOS5220_Node1	Avaya Adapter	Node1	-	-	-	-
10.133.203.211	ANALYTICS_AnalyticNode1_10...	Analytics	AnalyticsNode1	-	-	-	-
10.133.203.211	AWFOS5220_Node1	AES Adapter	Node1	-	-	-	-
10.133.203.211	AWFOS5220.harmony.com_Node1	Avaya Adapter	Node1	-	-	-	-

Save