



Installing and Configuring a FACSys FAX server in an Avaya™ Hosted Call Center Solution Environment - Issue 1.0

Abstract

These Application Notes describe how to install and configure a fax server from FACSys in an Avaya™ Hosted Call Center Solution. The FACSys server enables fax messages to be delivered to Microsoft Exchange Server as an image attachment of an email message. This email message is then retrieved into a call center queue by the Avaya Interaction Center application.

1. Introduction

These Application Notes describe how to install and configure the FACSys FAX server. The installation and configuration for Avaya™ Interaction Center 5.6, Avaya™ Interaction Center 5.6 Service Pack 1, Oracle Server, Microsoft Exchange Server 2000 and Avaya™ Unified Messenger are covered in separate documents.

The fax server enables fax messages to be delivered to Microsoft Exchange Server as an image attachment of an email message. This email message is then retrieved into a call center queue by the Avaya Interaction Center application. The fax server in this configuration will dedicate all fax ports to retrieve fax messages from the Public Switched Telephone Network and send them to the Avaya Interaction Center support email account in the Microsoft Exchange Server.

Figure 1 illustrates the components of the Avaya™ Hosted Call Center Solution environment. The fax server is connected to the Avaya™ IP600 Internet Protocol Communications Server over a loop-start analog line. The fax server can support digital and/or analog lines, depending on the interface board installed on the fax server.

Figure 2 illustrates a logical view of the Avaya Hosted Call Center Solution. When a fax server receives a fax message, it converts the message into an image file and sends it to an email account of the Exchange Server. The Avaya Interaction Center application retrieves the fax message as an image attachment of an email and places the message in the queue for the next available agent.

Avaya Hosted Contact Center Solutions

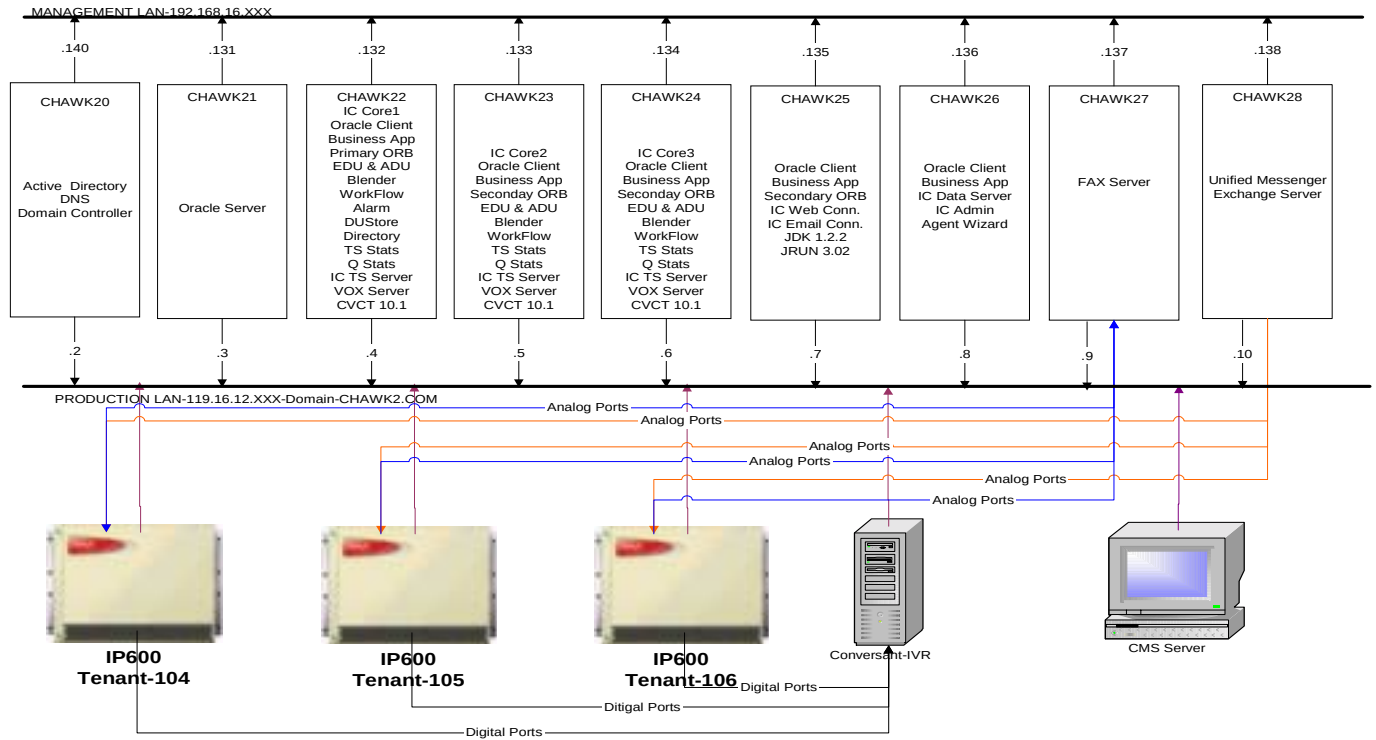


Figure 1-Avaya Hosted Call Center Solution

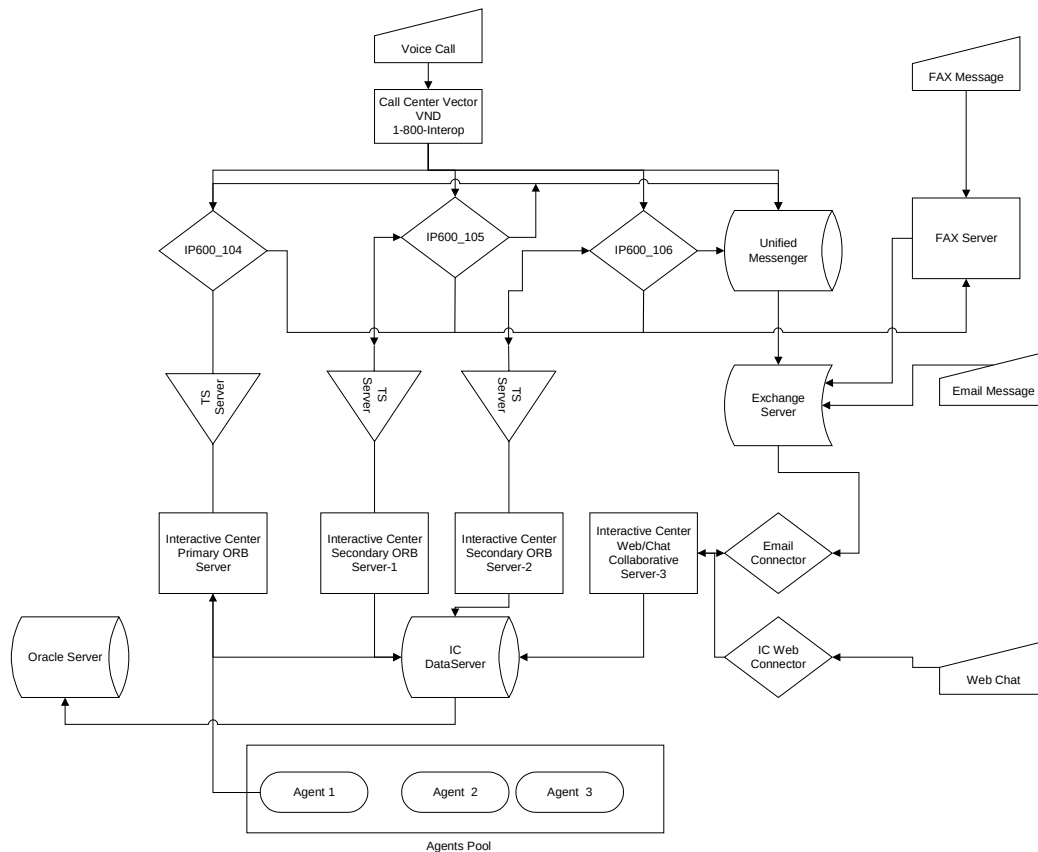


Figure 2. Network Configuration of Avaya Hosted Call Center

2. Hardware and Software Validated

Hardware and Software	Version
Microsoft Windows 2000 Server with Service Pack 2	-
Microsoft Internet Explorer	5.5
Brooktrout Fax Board	Brooktrout TR114+I4C
FACSys Server	4.7
Fax Connector 2000 for Exchange Server	1.51
Avaya TM IP600 Internet Protocol Communication Server	10.1

3. Configuration

3.1. Install the FACSys Server (CHAWK27)

3.1.1. Install the Brooktrout Analog Board

Step	Description
1.	Follow the Brooktrout manual and install the Brooktrout board.

3.1.2. Disable the New Hardware Found by Windows 2000

Step	Description
1.	Click Next in the Welcome Hardware Wizard screen
2.	Select Search for a suitable driver for my device and click Next
3.	Uncheck all the Optional search locations and click Next
4.	Select Disable the device.... and click Finish

3.1.3. Install the Brooktrout Fax Driver

Step	Description
1.	Run the Brooktrout Setup.exe in CD-ROM\drivers\BTNA\BFAX\Setup.exe
2.	Click Next in the Welcome screen
3.	Select Brooktrout Fax Driver and click Next
4.	Select Launch Brooktrout Fax driver Control Panel and click Finish
5.	Select Default setting and click OK

3.1.4. Install the FACSys Fax Messaging Gateway

Step	Description
1.	Run the FACSys setup in CD-ROM\setup.exe
2.	Click Install FACSys Fax Messaging Gateway 4.7
3.	Click Next in the Welcome screen
4.	Click Yes in the Agreement screen
5.	Select Server Programs and Administration Tools and click Next
6.	Click Yes if a warning message appear regarding fax hardware driver
7.	Select Yes, I want to restart my computer now and click Finish

3.1.5. Install the Fax Connector 2000 in Exchange Server 2000(CHAWK28)

Step	Description
1.	Download the Fax Connector 2000 from ftp://ftp.facsys.com/exchange/ffc2000/FFC2000.zip , and contact the FACSys sales representative to request the password to unzip the file
2.	Unzip the FFC2000.zip to a temp folder in the Exchange Server(chawk28)
3.	Double click the FFC2000.msi file.
4.	On the welcome screen, click Next
5.	Change the destination folder if necessary and click Next
6.	Click Next to begin the installation
7.	Click Next and Close to complete the installation
8.	Click Start→Program→Microsoft Exchange→System Manager

Step	Description
9.	Right click on Connector and select New-FACSys Fax Connector
10.	Click Yes to create a new Fax Connector
11.	Right click on FACSys Fax Connector and select Properties
12.	Click on the Connections tab
13.	Click Add
14.	Enter the Fax Server name(chawk27) and click OK
15.	Click on the Configuration tab
16.	Click Change button and select the administrator mailbox for fax.
17.	Click Apply and OK.

3.1.6. Configure the Fax Server

Step	Description
1.	Launch the FACSys Administrator from Start→Programs→FACSys Administrator
2.	From the File Menu , select Connect to Server
3.	Enter the fax server name:Chawk27
4.	Click Yes to log in as system administrator
5.	Enter the default password "password" and click OK
6.	Change the FACSys default admin password
7.	Select User Profiles in the left column
8.	Double click FACSys Administrator entry
9.	Enter new password in the Password field and click OK

3.1.7. Configure Default Fax Settings For Users

Step	Description
1.	From the FACSys Administrator menu, select the fax server name (chawk27) and right mouse click on Properties
2.	Click the Permissions tab
3.	Select the default Permissions for fax.

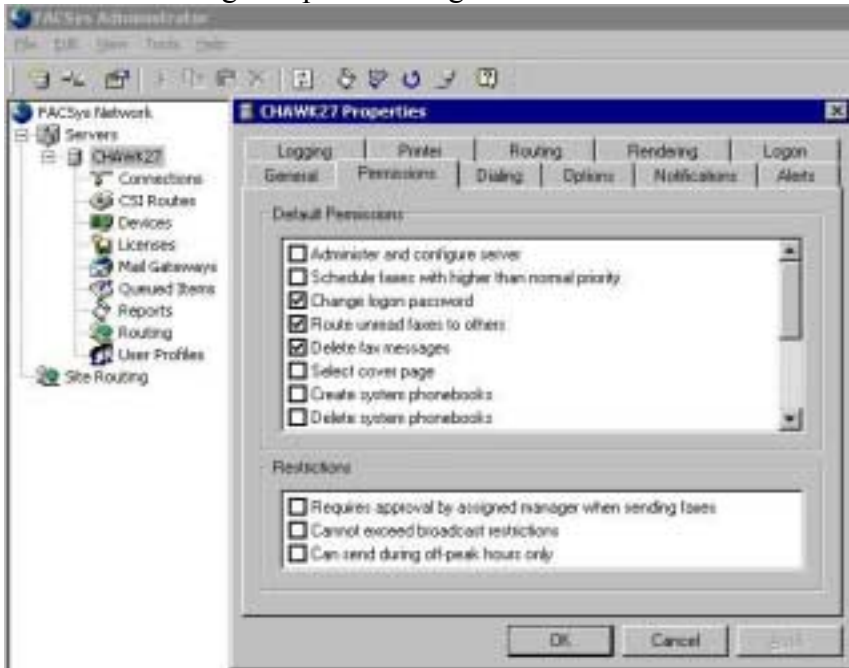
Step	Description
4.	Check the following default permission: Change logon password, Route unread faxes to others, Delete fax messages depicted in Figure 3. 

Figure 3-Default Permission for fax.

3.1.8. Create a Support Fax Account

Step	Description
1.	Right click on User Profiles in the left column and select New User Profile
2.	Enter first and last name
3.	Enter support for alias
4.	Enter the password
5.	Click the Routing tab
6.	Check the “Mail all received faxes” to the following mail address:
7.	Enter support@chawk2.com and click OK
8.	Uncheck Enable inbound routing services for this user account since section 3.1.10 will assign all channels to support the account without using DID. <i>If more than one account is supported by the fax server, then check the Enable inbound routing services for this user account and enter the extension associated with this account.</i>

3.1.9. Configure the Dialing Properties

Step	Description
1.	Click the Dialing tab

Step	Description
2.	Enter the proper dialing procedure as shown in Figure 4 and click OK

Figure 4-Dialing Properties

3.1.10. Add Client Licenses

Step	Description
1.	Right click on Licenses in the left column and select Add License
2.	Insert the license floppy diskette and select the license file and click OPEN
3.	Click OK when the license is successfully installed

3.1.11. Adding the Fax Board and Add Line Channels to the Support Account

Step	Description
1.	Right click Devices and select New Device
2.	Select the Fax Board and click OK
3.	Select Yes to install the fax board
4.	Select Devices in the left column
5.	The new fax board is listed in the right column
6.	Double click each port and check that the Device is online and enabled for operation
7.	Enter the phone number for this fax port in the CSI field
8.	Click the Routing tab
9.	Check the Enable line routing on this device
10.	If a voice port supports more than one email account then skip step 11-12.
11.	Click the Modify button to assign this port to handle faxes for support account.
12.	Double click on support account
13.	Check the Enable DTMF tone detection on this device
14.	Change the number of digits according to the dialing plan
15.	Restart the fax server once all the ports are added enabled.

3.1.12. Install FACSys Desktop Client (Client PC)

This section is optional since the AvayaTM Interaction Center application is used to retrieve the message.

Step	Description
1.	Run the FACSys setup in CD-ROM\setup.exe
2.	Click Install FACSys Desktop Client 4.7
3.	Click Next in the Welcome screen
4.	Click Yes in the License screen
5.	Change the destination folder if necessary and click Next
6.	Select Program Files and click Next
7.	Select all image types and click Next
8.	Click Yes to create short cut
9.	Select Yes to restart the computer
10.	Double click on the FACSys Desktop icon. The FACSys Desktop client is started and minimized in the bottom right task bar
11.	Click Cancel when prompted to enter the fax server name
12.	Right click on the FACSys Desktop client icon on the bottom right task bar
13.	Select Options
14.	Enter the hostname of the fax server in the FACSys Server field
15.	Select Log on using FACSys user profile authentication
16.	Enter the username
17.	Enter the password
18.	Select TCP/IP for Protocol
19.	Click OK
20.	Double click on the FACSys Desktop client icon again.

3.2. Conclusion

The FACSys FAX server was successfully installed and configured using the steps describe above for the Avaya Hosted Call Center Solutions. The ability to retrieve fax messages as image attachment of email messages in a call center environment enables customers to operate more efficiently. It expands the scope of service and means of communication available to the call center environment.

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