

Avaya Interaction Center

IC Administration Volume 2: Agents, Customers, & Queues

Release 7.2.x
July 2014

© 2014 Avaya Inc. All Rights Reserved.

Notice

While reasonable efforts have been made to ensure that the information in this document is complete and accurate at the time of printing, Avaya assumes no liability for any errors. Avaya reserves the right to make changes and corrections to the information in this document without the obligation to notify any person or organization of such changes.

Documentation disclaimer

"Documentation" means information published by Avaya in varying mediums which may include product information, operating instructions and performance specifications that Avaya may generally make available to users of its products and Hosted Services. Documentation does not include marketing materials. Avaya shall not be responsible for any modifications, additions, or deletions to the original Published version of documentation unless such modifications, additions, or deletions were performed by Avaya. End User agrees to indemnify and hold harmless Avaya, Avaya's agents, servants and employees against all claims, lawsuits, demands and judgments arising out of, or in connection with, subsequent modifications, additions or deletions to this documentation, to the extent made by End User.

Link disclaimer

Avaya is not responsible for the contents or reliability of any linked websites referenced within this site or documentation provided by Avaya. Avaya is not responsible for the accuracy of any information, statement or content provided on these sites and does not necessarily endorse the products, services, or information described or offered within them. Avaya does not guarantee that these links will work all the time and has no control over the availability of the linked pages.

Warranty

Avaya provides a limited warranty on Avaya hardware and software. Refer to your sales agreement to establish the terms of the limited warranty. In addition, Avaya's standard warranty language, as well as information regarding support for this product while under warranty is available to Avaya customers and other parties through the Avaya Support website:

http://support.avaya.com or such successor site as designated by Avaya. Please note that if you acquired the product(s) from an authorized Avaya Channel Partner outside of the United States and Canada, the warranty is provided to you by said Avaya Channel Partner and not by Avaya.

"Hosted Service" means a hosted service subscription that you acquire from either Avaya or an authorized Avaya Channel Partner (as applicable) and which is described further in Hosted SAS or other service description documentation regarding the applicable hosted service. If you purchase a Hosted Service subscription, the foregoing limited warranty may not apply but you may be entitled to support services in connection with the Hosted Service as described further in your service description documents for the applicable Hosted Service. Contact Avaya or Avaya Channel Partner (as applicable) for more information.

Hosted Service

THE FOLLOWING APPLIES IF YOU PURCHASE A HOSTED SERVICE SUBSCRIPTION FROM AVAYA OR AN AVAYA CHANNEL PARTNER (AS APPLICABLE), THE TERMS OF USE FOR HOSTED SERVICES ARE AVAILABLE ON THE AVAYA WEBSITE, HTTP://SUPPORT.AVAYA.COM/ LICENSEINFO UNDER THE LINK "Avaya Terms of Use for Hosted Services" OR SUCH SUCCESSOR SITE AS DESIGNATED BY AVAYA, AND ARE APPLICABLE TO ANYONE WHO ACCESSES OR USES

THE HOSTED SERVICE. BY ACCESSING OR USING THE HOSTED SERVICE, OR AUTHORIZING OTHERS TO DO SO, YOU, ON BEHALF OF YOURSELF AND THE ENTITY FOR WHOM YOU ARE DOING SO (HEREINAFTER REFERRED TO INTERCHANGEABLY AS "YOU" AND "END USER"), AGREE TO THE TERMS OF USE. IF YOU ARE ACCEPTING THE TERMS OF USE ON BEHALF A COMPANY OR OTHER LEGAL ENTITY, YOU REPRESENT THAT YOU HAVE THE AUTHORITY TO

BIND SUCH ENTITY TO THESE TERMS OF USE. IF YOU DO NOT HAVE SUCH AUTHORITY, OR IF YOU DO NOT WISH TO ACCEPT THESE TERMS OF USE, YOU MUST NOT ACCESS OR USE THE HOSTED SERVICE OR AUTHORIZE ANYONE TO ACCESS OR USE THE HOSTED SERVICE. YOUR USE OF THE HOSTED SERVICE SHALL BE LIMITED BY THE NUMBER AND TYPE OF LICENSES PURCHASED UNDER YOUR CONTRACT FOR THE HOSTED SERVICE, PROVIDED, HOWEVER,

THAT FOR CERTAIN HOSTED SERVICES IF APPLICABLE, YOU MAY HAVE THE OPPORTUNITY TO USE FLEX LICENSES, WHICH WILL BE INVOICED ACCORDING TO ACTUAL USAGE ABOVE THE CONTRACT LICENSE LEVEL. CONTACT AVAYA OR AVAYA'S CHANNEL PARTNER FOR MORE INFORMATION ABOUT THE LICENSES FOR THE APPLICABLE HOSTED SERVICE, THE AVAILABILITY OF ANY FLEX LICENSES (IF APPLICABLE), PRICING AND BILLING INFORMATION,

AND OTHER IMPORTANT INFORMATION REGARDING THE HOSTED SERVICE.

Licenses

THE SOFTWARE LICENSE TERMS AVAILABLEON THE AVAYA WEBSITE, HTTP://SUPPORT.AVAYA.COM/LICENSEINFO OR SUCH SUCCESSOR SITE AS DESIGNATED BY AVAYA, ARE APPLICABLE TO ANYONE WHO DOWNLOADS, USES AND/OR INSTALLS AVAYA SOFTWARE, PURCHASED FROM AVAYA INC., ANY AVAYA AFFILIATE, OR AN AVAYA CHANNEL PARTNER (AS APPLICABLE) UNDER A COMMERCIAL AGREEMENT WITH AVAYA OR AN AVAYA CHANNEL PARTNER. UNLESS OTHERWISE AGREED TO BY AVAYA IN WRITING, AVAYA DOES NOT EXTEND THIS LICENSE IF THE SOFTWARE WAS OBTAINED FROM ANYONE OTHER THAN AVAYA, AN AVAYA AFFILIATE OR AN AVAYA CHANNEL PARTNER; AVAYA RESERVES THE RIGHT TO TAKE LEGAL ACTION AGAINST YOU AND ANYONE ELSE USING OR SELLING THE SOFTWARE WITHOUT A LICENSE. BY INSTALLING, DOWNLOADING OR USING THE SOFTWARE, OR AUTHORIZING OTHERS TO DO SO, YOU, ON BEHALF OF YOURSELF AND THE ENTITY FOR WHOM YOU ARE INSTALLING, DOWNLOADING OR USING THE SOFTWARE (HEREINAFTER REFERRED TO INTERCHANGEABLY AS "YOU" AND "END USER"), AGREE TO THESE TERMS AND CONDITIONS AND CREATE A BINDING CONTRACT BETWEEN YOU AND AVAYA INC. OR THE APPLICABLE AVAYA AFFILIATE ("AVAYA").

Avaya grants you a license within the scope of the license types described below. Where the order documentation does not expressly identify a license type, the applicable license will be a Designated System License. The applicable number of licenses and units of capacity for which the license is granted will be one (1), unless a different number of licenses or units of capacity is specified in the documentation or other materials available to you. “Designated Processor” means a single stand-alone computing device. “Server” means a Designated Processor that hosts a software application to be accessed by multiple users.

License type(s)

Concurrent User License (CU). End User may install and use the Software on multiple Designated Processors or one or more Servers, so long as only the licensed number of Units are accessing and using the Software at any given time. A "Unit" means the unit on which Avaya, at its sole discretion, bases the pricing of its licenses and can be, without limitation, an agent, port or user, an e-mail or voice mail account in the name of a person or corporate function (e.g., webmaster or helpdesk), or a directory entry in the administrative database utilized by the Software that permits one user to interface with the Software. Units may be linked to a specific, identified Server or an Instance of the Software.

Database License (DL). End User may install and use each copy or an Instance of the Software on one Server or on multiple Servers provided that each of the Servers on which the Software is installed communicates with no more than an Instance of the same database.

Copyright

Except where expressly stated otherwise, no use should be made of materials on this site, the Documentation, Software, or hardware provided by Avaya. All content on this site, the documentation and the Product provided by Avaya including the selection, arrangement and design of the content is owned either by Avaya or its licensors and is protected by copyright and other intellectual property laws including the sui generis rights relating to the protection of databases. You may not modify, copy, reproduce, republish, upload, post, transmit or distribute in any way any content, in whole or in part, including any code and software unless expressly authorized by Avaya. Unauthorized reproduction, transmission, dissemination, storage, and or use without the express written consent of Avaya can be a criminal, as well as a civil offense under the applicable law.

Third party components

"Third Party Components" mean certain software programs or portions thereof included in the Software or Hosted Service may contain software (including open source software) distributed under third party agreements ("Third Party Components"), which contain terms regarding the rights to use certain portions of the Software ("Third Party Terms"). As required, information regarding distributed Linux OS source code (for those Products that have distributed Linux OS source code) and identifying the copyright holders of the Third Party Components and the Third Party Terms that apply is available in the Documentation or on Avaya's website at:

http://support.avaya.com/Copyright or such successor site as designated by Avaya. You agree to the Third Party Terms for any such Third Party Components.

THIS PRODUCT IS LICENSED UNDER THE AVC PATENT PORTFOLIO LICENSE FOR THE PERSONAL USE OF A CONSUMER OR OTHER USES IN WHICH IT DOES NOT RECEIVE REMUNERATION TO (i) ENCODE VIDEO IN COMPLIANCE WITH THE AVC STANDARD ("AVC VIDEO") AND/OR (ii) DECODE AVC VIDEO THAT WAS ENCODED BY A CONSUMER ENGAGED IN A PERSONAL ACTIVITY AND/OR WAS OBTAINED FROM A

Contents

Preface . . . 19
Purpose . . . 19
Audience . . . 19
Reason for re-issue . . . 19
Related documents . . . 21
Availability . . . 21

Chapter 1: Administration overview . . . 23
Determining the structure of Avaya IC . . . 25
Implementing Avaya IC structure . . . 27
Overview of IC Manager . . . 30
Sorting and resizing columns . . . 31
Option selection methods . . . 31
Selecting multiple items . . . 32
Customizing IC Manager . . . 32
Locking IC Manager . . . 33
Exiting IC Manager . . . 33
Getting help . . . 34
Running multiple instances of IC Manager . . . 34
Avaya IC administration tasks . . . 35
Managing sites . . . 35
Create Site . . . 36
Edit Site . . . 36
Delete Site . . . 36
Changing the administration password . . . 36
Backing up and restoring server configuration information . . . 37
Backing up the configuration file of the Directory server . . . 38
Restoring the Directory server . . . 38
Setting database connection information . . . 39
Setting IC Manager log levels . . . 40
IC Manager log file maintenance . . . 40
Setting environment information . . . 41
Monitoring alarms . . . 42
CIRS alarms . . . 43
Resetting the system time zone on Avaya IC systems . . . 43
Tuning and maintaining your Avaya IC database . . . 43
Configuring clusters . . . 44
Observations when the default email cluster becomes nonfunctional . . . 44
Creating Clusters . . . 45
Editing Clusters . . . 45

Deleting Clusters . . . 46
Mapping clusters . . . 46

Chapter 2: Workgroups and tenants . . . 49
Properties . . . 50
Tenants . . . 50
Creating a tenant . . . 51
Workgroups . . . 52
Sample organization . . . 53
Grouping rules . . . 54
Creating tenants and workgroups . . . 55
Creating tenants . . . 56
Creating workgroups . . . 56
Assigning tenant and workgroup properties . . . 57
Displaying inheritance information . . . 58
Modifying tenants and workgroups . . . 59
Deleting tenants and workgroups . . . 60

Chapter 3: Tenant websites . . . 61
Enabling website language options . . . 62
Adding a new language . . . 62
Enabling a language for a tenant . . . 63
Deleting a language . . . 63
Internationalized language options . . . 63
Customizing tenant websites . . . 64
Customizing tenant website properties . . . 65
Additional property information . . . 65
Customizing tenant source code . . . 66
Specifying the URL for the tenant's index page . . . 67
Customizing account information . . . 68
Customizing standard properties . . . 68
Adding new user properties . . . 69
Editing or deleting extended user properties . . . 69
Working with customer accounts . . . 70
Creating customer accounts . . . 70
Modifying customer accounts . . . 71
Enabling and disabling customer accounts . . . 71
Understanding the default account management process . . . 72
AddCustomer . . . 73
UpdateCustomer . . . 74

DeleteCustomer . . . 74
UndeleteCustomer . . . 74
Setting up the WebSchedule Callback feature . . . 74
Configuring WebSchedule Callback properties . . . 75
Setting up Shared Browsing . . . 76
Collaborative Form-filling . . . 76
Using the DataWake feature . . . 77
Filters and regular expressions . . . 78
Ripple regular expressions . . . 78
Setting up filters on multiple web servers . . . 79
Syntax for regular and ripple expressions . . . 80
Single character regular expressions . . . 81
Multi-character regular expressions . . . 82
Setting up DataWake filters . . . 83
Adding regular and ripple regular expressions . . . 84
Ordering expressions . . . 85
Modifying or deleting expressions . . . 86
Viewing DataWake records . . . 86
Full DataWake history . . . 87
Viewing your own DataWake record . . . 87

Chapter 4: Agents . . . 89
Prerequisites . . . 89
Agent information . . . 90
Using the Agent Manager . . . 91
Creating a new agent . . . 91
Entering basic agent information . . . 92
Employee information . . . 93
Contact information . . . 94
System information . . . 95
Membership information . . . 97
Additional notes . . . 98
Agent history information . . . 98
Configuring channels . . . 99
Chat channel . . . 99
Email channel . . . 100
Voice (telephony) channel . . . 100
Setting media channel configuration properties . . . 101
Setting agent security information . . . 102
Agent passwords . . . 102

Agent roles . . . 103
Permissions associated with agent roles . . . 104
Assigning agent properties . . . 107
Defining agent skills . . . 107
Skill categories . . . 108
Agent-skill associations . . . 108
Setting Business Advocate information . . . 109
Setting miscellaneous agent information . . . 110
Creating accounts for non-human agents . . . 111
Adding a non-agent member to the Unified Agent Directory or Address Book . . . 113
Searching for agent records . . . 114
Sorting agent listings . . . 114
Changing agent information . . . 115
Changing multiple agent records . . . 116
Updating the database . . . 116
Deleting an agent . . . 117

Chapter 5: Avaya IC Customer HTML Chat Client . . . 119
About the Customer HTML Chat Client . . . 120
Chat features supported by the Customer HTML Chat Client . . . 120
Customization features of the Customer HTML Chat Client . . . 121
Limitations of the Customer HTML Chat Client . . . 122
Required software for the Customer HTML Chat Client . . . 123
Required Avaya IC servers and prerequisites . . . 123
Supported Web browsers for Website customers . . . 123
Supported Web browsers . . . 123
Customizing tenant website properties . . . 124
Modifying the tenant website properties . . . 125
Configuring the chat client deployment . . . 125
Configuring Page Push from customers . . . 126
Modifying the Collaborative Form-filling properties for customers . . . 126
Modifying the Collaborative Form-Filling properties for Workgroups and Agents . . . 127
Changing the HTML Chat Client properties . . . 129
Customizing the logo . . . 130
Changing the window position and size . . . 130
Changing the frame sizes . . . 132
Customizing the background colors . . . 132
Customizing the text entry fields . . . 133
Customizing the welcome message . . . 133
Customizing the chat transcript . . . 134

Customizing common chat transcript properties . . . 134
Customizing the chat transcript properties for agents . . . 135
Customizing the chat transcript properties for customers . . . 137
Customizing the chat transcript properties for the system . . . 138
Customizing the timestamp on chat transcripts . . . 140
Customizing the tooltips . . . 141
Adding a help file . . . 143
Guidelines for the Customer HTML Chat Client help file . . . 143
Recommended content for the Customer HTML Chat Client help file . . . 143
Making the Help button visible . . . 144
Enabling the debug window . . . 144
Disabling the Enter event . . . 145
Emoticons . . . 146
Configuring IC Manager to enable emoticons . . . 147
Chat typing status . . . 148
Example: Changing the images for a button . . . 150
Localization properties . . . 151
Troubleshooting the Website Multi-Tenant Administration pages . . . 152
Troubleshooting the Customer HTML Chat Client . . . 153
Frame killer in pushed Web page unloads chat session . . . 153
Customer HTML Chat Client does not open in pop-up window . . . 154
Customer requests chat transcript after session closed . . . 154

Chapter 6: Advanced agent settings . . . 155
Setting up the home directory and working directory . . . 156
Directory properties for agent applications . . . 156
Purpose of the directory properties . . . 156
Recommended deployments for the home directory and working directory . . . 157
Deployment with one shared directory for all agent resources . . . 157
Deployment with several shared directories for different sets of agent resources 158
Deployment for a clustered WebConnector environment . . . 158
Configuring the home directory . . . 159
Configuring the working directory . . . 160
Configuring UNC to UNIX path mapping . . . 162
Using a shared directory for agent files . . . 164
Using a shared directory for agent user documents . . . 166
Creating shared resources for agents . . . 167
Customizing the Web Agent . . . 168
Web Agent interface . . . 168
Configuration files . . . 168

WebACD server configuration options . . . 169
Configuring RONA for the chat channel . . . 170
About contact acceptance RONA . . . 170
About agent confirmation . . . 171
Configuring agent confirmation for Avaya Agent desktop . . . 171
Configuring agent confirmation for Avaya Agent Web Client . . . 171
About the default timeout . . . 172
Configuring the default timeout for Avaya Agent desktop . . . 172
Configuring the default timeout for Avaya Agent Web Client . . . 172
Changing the default RONA behavior for chat contacts . . . 173
Configuring RONA for the email channel . . . 174
Types of RONA for the email channel . . . 174
About email activation RONA . . . 174
About contact acceptance RONA for email . . . 175
Configuring contact acceptance RONA for the Avaya Agent desktop . . . 175
Configuring contact acceptance RONA for Avaya Agent Web Client . . . 175
Modifying the time limit for email activation RONA in the Avaya Agent desktop . . . 176
Changing the default RONA behavior for email contacts . . . 176
Creating wrap up, AuxWork, and Logout codes . . . 177
General code administration tasks . . . 178
Creating a new code . . . 178
Setting the language for codes . . . 178
Copying codes . . . 178
Sorting codes . . . 178
Saving code changes . . . 179
Wrap up codes . . . 179
Creating wrap up codes . . . 181
Associating wrap up codes with agents . . . 182
AuxWork and Logout codes . . . 182
Creating auxiliary groups . . . 182
Creating AuxWork and Logout codes . . . 184
Associating agents and auxiliary groups . . . 184
Changing the default system AuxWork codes . . . 185

Chapter 7: Document search facilities . . . 187
Setting up the Web Self-Service feature . . . 188
Administering the FAQ database . . . 189
Managing the FAQ database . . . 189
Submitting new documents . . . 190
Reviewing agent-proposed documents . . . 191

Editing and deleting existing documents . . . 192
Deleting documents . . . 192
Searching for specific documents . . . 192

Chapter 8: Properties . . . 193
Property inheritance . . . 194
Cumulative property inheritance . . . 195
Non-cumulative property inheritance . . . 196
Sample inheritance scheme . . . 197
Setting up properties and property sections . . . 199
Creating property sections . . . 199
Creating properties . . . 200
Changing properties . . . 202
Changing property sections . . . 202
Changing property names and datatypes . . . 202
Changing property settings . . . 203
Changing property values . . . 203
Deleting properties . . . 204
Deleting property sections . . . 204
Deleting properties . . . 204
Deleting property values . . . 204

Chapter 9: Devices and queues . . . 205
Creating devices . . . 208
Specifying general device information . . . 209
Assigning devices to workgroups . . . 211
Specifying voice configuration options . . . 211
Specifying Business Advocate parking device configuration options . . . 212
Creating virtual queues . . . 214
Changing device information . . . 216
Viewing the contacts handled by each device . . . 216
Deleting devices . . . 217

Chapter 10: Tables . . . 219
Creating tables . . . 220
Deleting tables . . . 221
Entering and changing table information . . . 222
Table import and export . . . 223
Exporting a table . . . 223
Reserved table names . . . 224

Appendix A: Property descriptions 225
Admin property descriptions 226
Admin/Agent properties 226
EnableDisplayNameField 226
EnableMonitor 226
EnablePrefixSuffixVisible 227
ForeignTextEntry 227
TaskCeilingDefault 227
TaskLoadDefault 227
Admin/Agent/Channel properties 228
ChannelEnabled 228
TaskCeilingDefault 228
TaskLoadDefault 228
Admin/General properties 229
ChatChannelEnabled 229
EmailChannelEnabled 229
VoiceChannelEnabled 229
Admin/Server properties 230
ChatAuthTimeout 230
EnableDebuggingDefault 230
EnableVoiceServerNotification 230
Agent property descriptions 231
Agent properties 232
FullnameOrder 232
UICountryOrRegion 232
UILanguage 233
Agent/Desktop properties 234
AgentStatisticsLoggingEnabled 234
AllowBlendingModeChange 234
AllowVoiceTrailing 235
AuxGroup 235
AuxGroupTenant 235
AuxLoginReasonCode 236
AuxLogoutReasonCode 236
AuxNotAvailableReasonCode 236
AuxReasonCodesEnabled 237
AuxReasonRequired 237
AuxRonaReasonCode 237
AuxWorkOnLogin 238
BlendingMode 238

ChannelThrottleTime . . . 238
CheckAuxWorkOnLogout . . . 239
ConfirmBeforeRelease . . . 239
ContactSuspensionEnabled . . . 239
DefaultContactHistoryRecordCount . . . 240
DisplayTime . . . 240
IntegratedApplication . . . 240
Layout . . . 240
LogoutNotAvailableReasonCode . . . 241
LogoutReasonCodesEnabled . . . 241
LogoutReasonRequired . . . 241
MaxLoginRetryCount . . . 241
MultimediaEnabled . . . 242
PromptWhenVoiceTrailingDisallowed . . . 242
ReportServerName . . . 242
ScreenPopEnabled . . . 242
SystemAuxGroup . . . 243
SystemAuxGroupTenant . . . 243
VirtualQueueTransferFlowName . . . 243
WrapUpEnabled . . . 243
WrapUpType . . . 244
Agent/Desktop/AddressBook properties . . . 245
AutoFilteringEnabled . . . 245
FilteredViewSet . . . 245
MaxRecordCount . . . 245
Agent/Desktop/Chat properties . . . 246
AllowDecline . . . 246
AutoAccept . . . 246
CollaborationTimeout . . . 247
CollaborationEnabled . . . 247
CollaborationDebug . . . 247
CollaborationPollInterval . . . 247
PromptOnArrival . . . 247
RONATimeout . . . 248
Agent/Desktop/Chat/Application properties . . . 249
AgentWaitingThreshold . . . 249
CustomerWaitingThreshold . . . 249
SendMessageOnEnter . . . 249
SendResourceOnDoubleClick . . . 249
ShowOnCurrent . . . 250
ShowOnLogin . . . 250

ShowOnSelect 250
SpellCheckOnSend 250
Agent/Desktop/ContactSuspension properties 251
PromptForArrivingChat 251
PromptForArrivingEmail 251
PromptForArrivingVoice 251
Agent/Desktop/CustomerContacts properties 252
DefaultListFilter 252
MaxRecordCount 252
Agent/Desktop/Directory properties 253
AddCustomTab 253
DisableFiltering 253
FetchSearchFlowName 253
ShowAgentsOnStartup 253
ShowAgentState 254
ShowAllAgents 254
SkillsSupport 254
StartSearchFlowName 254
StopSearchFlowName 254
TransferFlowName 254
UADStringFormat 256
WorkFlowServerName 256
Agent/Desktop/Directory/SkillProficiency properties 256
ExpertMax 256
ExpertMin 256
HighMax 257
HighMin 257
LowMax 257
LowMin 257
MediumMax 258
MediumMin 258
Agent/Desktop/Directory/Voice properties 259
BlindTransferEnabled 259
ConferenceEnabled 259
ConsTransferEnabled 259
Agent/Desktop/Email properties 260
AllowDecline 260
AllowLogoutWithEmail 260
AutoAccept 260
PromptOnArrival 261
RONATimeout 261

Agent/Desktop/Email/AlertInfo/REQ properties 262
AlertDuration 262
SendToAnyAgent 262
SetAlert 262
Agent/Desktop/Email/AlertInfo/SME properties 263
AlertDuration 263
SendToAnyAgent 263
SetAlert 263
Agent/Desktop/Email/Application properties 264
AutoSaveEnabled 264
AutoSaveTime 264
ConfirmBeforeSend 264
OutboundCharsetDefault 265
OutboundEmailAccountDefault 265
QuoteOriginalInResponse 265
QuotePrefix 266
ReadInHTML 266
ReleaseOnAlert 266
ReleaseOnExternalAgent 266
ReleaseOnNOR 266
ReleaseOnREQ 267
ReplyOnActivate 267
SendAsHTML 267
ShowOnCurrent 267
ShowOnLogin 267
ShowOnSelect 268
SpellCheckOnSend 268
SpellCheckOriginal 268
UseOutboundCharsetDefault 268
WordWrapEnabled 269
Agent/Desktop/Prompter properties 270
WrapUpFlow 270
WrapUpFlowset 270
WrapupRequired 270
Agent/Desktop/QuickFind properties 271
NumberOfEntriesToShow 271
NumberOfEntriesToStore 271
Agent/Desktop/Resources properties 272
MyResourcesEnabled 272
Agent/Desktop/ScreenPop properties 273
ClearFocusOnContactCompletion 273

PopOnAllArrivingContacts . . . 273
PopOnContactActivation . . . 273
PopOnFirstArrivingContact . . . 274
Agent/Security properties . . . 275
ForcePasswordChange . . . 275
MaxLoginAttemptsAllowed . . . 275
MaxPasswordLength . . . 275
MinPasswordAlphabets . . . 276
MinPasswordLength . . . 276
MinPasswordNumerics . . . 276
NumOfDays . . . 277
NumOfPasswordChanges . . . 277
PasswordChange . . . 277
PasswordChangeDuration . . . 277
PasswordReuseCycles . . . 278
Agent/Desktop/Softphone properties . . . 279
PromptForLogin . . . 279
PromptNextLogin . . . 279
SwapHeldEnabled . . . 279
Agent/Desktop/Spelling properties . . . 280
CaseSensitive . . . 280
IgnoreCapitalizedWords . . . 280
IgnoreInternetAndFileAddresses . . . 280
IgnoreWordsInMixedCase . . . 280
IgnoreWordsInUppercase . . . 281
IgnoreWordsWithNumbers . . . 281
PreferredCountry . . . 281
PreferredLanguage . . . 282
ReportDoubleWords . . . 282
SuggestReplacements . . . 282
SuggestSplitWords . . . 282
Agent/Desktop/StatusBar properties . . . 283
ErrorTimeout . . . 283
InfoTimeout . . . 283
LogFileSize . . . 283
MinimumMessageLevel . . . 284
MinimumPopupMessageLevel . . . 284
NumberOfMessagesToShow . . . 284
PopupMessagesEnabled . . . 284
WarningTimeout . . . 285
Agent/Desktop/Voice properties . . . 286

AutoAcceptACD . . . 286
AutoAcceptDirect . . . 286
AutoIn . . . 287
ConferenceEnabled . . . 287
ConsultEnabled . . . 287
KeypadEnabled . . . 287
KeypadShowAlphanumeric . . . 288
NoEDUEventCreationTimeout . . . 288
NoTSEventCreationTimeout . . . 288
PromptAndPersistNextLogin . . . 288
PromptForLogin . . . 288
PromptOnArrival . . . 289
RONATimeout . . . 289
SwapHeldEnabled . . . 289
SwitchTimedACWEnabled . . . 289
TransferEnabled . . . 290
TransferType . . . 290
Agent/Desktop/WAC properties . . . 291
AlwaysOnTop . . . 291
AppMode . . . 291
HomeDir . . . 291
ShowOnChatActivate . . . 291
ShowOnChatSelect . . . 292
ShowOnEmailActivate . . . 292
ShowOnEmailSelect . . . 292
TraceLevel . . . 292
Agent/Desktop/WebClient properties . . . 293
AlwaysOnTop . . . 293
BaseFont . . . 293
BaseFontSize . . . 293
DebugEnabled . . . 294
DesktopPreferences . . . 294
LogLevelClient . . . 294
LogLevelServer . . . 295
Skin . . . 295
TCDelay . . . 295
Template . . . 296
WorkingDirectory . . . 296
Agent/Desktop/WebClient/ServiceConnection properties . . . 296
ServiceConnection_1 . . . 296
Agent/Desktop/WebClient/Preferences properties . . . 297

Agent/Desktop/WebClient/Preferences/PreferredWorkload properties 298
Chat 298
Email 298
Voice 298
Agent/Desktop/WrapUp properties 299
CollectCodesWhen 299
CompleteAfterCodes 299
EnterWhen 300
SelectiveDefault 300
Agent/Desktop/WrapUpDialog properties 301
DefaultCategoryGroup 301
DefaultTenant 301
Required 301
Contact/AgentDesktop property descriptions 302
TenantLogoURL 302
Email property descriptions 302
Email/Agent properties 303
ReviewQuota 303
Email/Runtime properties 304
CurrentSequenceDate 304
CurrentSequenceNumber 304
LastConfigDump 304
RunningServerId 304
RunningServerName 304
QUI property descriptions 305
QUI/General properties 306
AlertGracePeriod 306
AlertWindow 306
AudibleAlerts 306
CustomDictionary 306
DebugLevel 307
EscalationAgent 307
FaxClient 307
FaxDefault 308
FaxMAPI 308
FaxServer 308
FaxServerAgent 308
FaxServerName 308
ForeignFieldItalics 309
HTMLForm 309

InitialFoci 309
LTSplit 309
MailDefault 309
MailMAPI 310
MailServer 310
MailServerAgent 310
MaxForms 310
MaxRecords 310
OldStyleButtons 311
PagerClient 311
PagerDefault 311
PagerServer 311
PagerServerAgent 312
PagerServerEmail 312
PagerServerName 312
PollForAlerts 312
PollingInterval 312
PrintClient 313
PrintDefault 313
PrintServer 313
PrintServerAgent 313
PrintServerName 313
QScriptWindow 314
ReportServerAgent 314
ReuseDeletedFocuses 314
ReuseDeleteFocusInstances 314
SeverityList 314
Theme 314
ShowBatchAdministrator 315
ShowLinkIcon 315
ShowReportWriter 315
ShowSQL 315
ShowWorkSchedule 315
SQLTextWindow 316
StandardDictionary 316
TypeLibraries 316
UseDefaultControlHeight 316
UseForeignSearchNULL 317
WordWrap 317
WordWrapCol 317
WorkSchedule 317

System/Configuration property descriptions 318
ChatLoginServer 318
ChatLoginServerPort 318
ChatLoginServerProtocol 318
ChatLoginServerWebsite 318
EmailLoginServer 319
EmailLoginServerPort 319
EmailLoginServerProtocol 319
EmailLoginServerWebsite 319
EmailServer 319
EmailServerPort 320
EnableContentAnalysis 320
Voice/Configuration property descriptions 321
autoloadimp 321
autoloadint 321
logfilesize 321
ronatimeout 322
ServerFailureRetryCount 322
ServerFailureWaitDuration 322
trace 322

Index 323

Preface

This section contains the following topics:

- Purpose on page 19
- Audience on page 19
- Reason for re-issue on page 19
- Related documents on page 21
- Availability on page 21

Purpose

The purpose of this guide is to provide detailed information about Avaya Interaction Center. This guide describes the administration of agents, customers, and queues using IC Manager.

Audience

This guide is intended primarily for those who use **Avaya Interaction Center**. You should use this guide as an information source for programming and changing the configuration of your Telephony Connector server

The audience for this manual includes:

- Application consultants
- Integration consultants
- Business Partners
- Customers

Reason for re-issue

Updates to the following chapters:

- Agents on page 89
- Avaya IC Customer HTML Chat Client on page 119
- Advanced agent settings on page 155

Related documents

The following IC documents are related to *IC Administration Volume 2: Agents, Customers, & Queues*:

- *IC Business Advocate Configuration and Administration*
- *Avaya Agent Integration*
- *IC Database Designer Application Reference*
- *Avaya IC Media Workflow Reference*
- *Avaya Workflow Designer User Guide*

Availability

Copies of this document are available on the Avaya support Web site, http://www.avaya.com/support.

- There is no charge for downloading documents from the Avaya Web site.

Comments? infodev@avaya.com

Chapter 1: Administration overview

Avaya Interaction Center (Avaya IC) is a complete multi-media system that enables the contact center to route and manage transactions across multiple channels including voice, email, chat, and web based e-commerce. Customers are routed to the best resource at the contact center and the details of their transactions are recorded and stored by Avaya IC.

To support all of these channels, Avaya IC includes a set of media connectors that link to email systems, e-commerce software, IVR (interactive voice response) units, and ACD (automatic call distribution) telephone switches. These connectors link the different media systems to the Avaya IC Engine to provide a single point of control across all of the channels.

The system administrator should understand the following terms as they are used on the Avaya IC system:

Term	Definition
Agent	The individual who receives and handles contacts at the contact center. (Agents are sometimes called Customer Support Representatives).
Domain	A set of servers that work together to service requests. When a contact enters Avaya IC, several servers must interact to handle the contact. A domain specifies which servers work together. Agents are assigned to domains to determine the servers that will service their requests.
Properties	Customizable settings assigned to the Avaya IC environment, tenants, workgroups, or agents. After assignment, the properties are stored in the Avaya IC database. An Avaya IC system accesses the database to retrieve the property settings. Properties can be used to define the colors displayed on a workstation, the shape of the buttons, or the behavior of the agent's applications.
Device	A channel specific queue, a virtual queue, or a parking area. When contacts are placed in a queue, they are routed to the next available agent. When contacts are placed in a parking device, they are held indefinitely until an agent becomes available.
Server	The software that performs functions in Avaya IC. For example, the Telephony server is responsible for receiving messages from the telephone switch and passing the information along to other servers, and the Directory server maintains an accurate list of agents and servers on the system.
Site	The physical location of agents, servers, or queues. Avaya IC uses the site information when it makes routing decisions, linking, and call flow optimization.

Term	Definition
Tenant	A set of workgroups organized around a particular business function. A tenant is used to define the security and administrative boundaries around data, queues, and content resources. An agent or queue can belong to multiple tenants, but a workgroup can only belong to a single tenant. Tenants are usually organizations within your company, but if you outsource webhosting services, they can be the individual companies that use your services.
Workgroup	A set of agents or queues grouped together so that the administrator can view pertinent information about them in the context of the group. For example, agents can be grouped based on the type of contacts they handle or by their department name.
Cluster	A set of two identical servers grouped together to achieve the redundancy. In a set, one server acts as a primary server and the other server as a secondary server. You can create separate groups for two IC Email or two WebACD, or two Poller servers.

This section contains the following topics:

- Determining the structure of Avaya IC on page 25
- Implementing Avaya IC structure on page 27
- Overview of IC Manager on page 30
- Avaya IC administration tasks on page 35
- Tuning and maintaining your Avaya IC database on page 43

Determining the structure of Avaya IC

Before you begin working with the Avaya IC software, you should plan the implementation of the system and how it should behave when telephone calls, emails, faxes, or chat requests come into your contact center. The interconnected nature of Avaya IC makes it both powerful and complex, as each element builds on the ones before it.



Tip:

For example, an agent must be assigned to one, and only one, domain, so it makes sense to define your domains before you define your agents. Otherwise you would have to assign all of your agents to the default domain and move them later.You need to decide:

- The number of sites in your Avaya IC environment. For details, see Managing sites on page 35.
- The number of domains you need to create. For details, see Chapter 2: Domains on page 45.
- Which servers should be created within each domain. For details, see Chapter 3: Managing servers on page 57.
- Which agents should be assigned to each domain
- What devices need to be created
- What sets of agents and devices should be organized into workgroups
- What sets of workgroups should be organized into tenants
- The properties that should be associated with all agents, workgroups, and tenants
- The inheritance rules governing all properties
- Whether you want to set up a Web Self-Service database so that employees or customers can search through a database of solutions on the web
- Whether you want to create a collection of documents that agents can search for problem solutions

For details about agents, devices, workgroups, tenants, properties, Web Self-Service, and document collections, see *IC Administration Volume 2: Agents, Customers, & Queues*.You need to decide:

- The number of sites in your Avaya IC environment (for details, see Managing sites on page 35)
- The number of domains in your system
- Which servers should be created within each domain
- What agents need to be created (for details, see Chapter 4: Agents)
- What devices need to be created (for details, see Chapter 9: Devices and Queues)

- What sets of agents and queues should be organized into workgroups (for details, see Workgroups and Tenants in *IC Administration Volume 2: Agents, Customers, & Queues*)
- What sets of workgroups should be organized into tenants
- What properties should be associated with all agents, workgroups, and tenants (for details, see Chapter 8: Properties).
- Whether you want to set up a Web Self-Service database so that employees or customers can search through a database of solutions on the web (for details, see Setting up the Web Self-Service feature in *IC Administration Volume 2: Agents, Customers, & Queues*)
- Whether you want to import legacy data from other databases into the Avaya IC system.



Tip:

For details about servers, domains, and legacy data, see *IC Administration Volume 1: Servers & Domains*.

You need to decide:

- The number of sites in your Avaya IC environment (for details, see Managing sites on page 35)
- The number of domains you need to create (for details, see Chapter 2: Domains on page 45.)
- Which servers should be created within each domain (for details, see Chapter 3: Managing servers on page 57)
- What agents need to be created (for details, see Managing Agents in *IC Administration Volume 2: Agents, Customers, & Queues*)
- What devices need to be created (for details, see Chapter 9: Devices and Queues)
- What sets of agents and queues should be organized into workgroups (for details, see Workgroups and Tenants in *IC Administration Volume 2: Agents, Customers, & Queues*)
- What sets of workgroups should be organized into tenants (for details, see)
- What properties should be associated with all agents, workgroups, and tenants (for details, seeChapter 8: Properties)
- Whether you want to set up a Web Self-Service database so that employees or customers can search through a database of solutions on the web (for details, see Setting up the Web Self-Service feature in *IC Administration Volume 2: Agents, Customers, & Queues*)

Implementing Avaya IC structure

Once you have decided the structure of your Avaya IC environment, you can implement that structure using IC Manager. For details about the IC Manager interface, see Overview of IC Manager on page 30.

Note:
The Contact Engine servers, specifically the ORB server, the Alarm server, and the Directory server, must be installed, configured, and running before you can run IC Manager. For detailed instructions, see *IC Installation and Configuration*.

To begin using IC Manager

1. Select **Start** > **Programs** > **Avaya Interaction Center 7.2** > **IC Manager**. The program displays the **IC Manager Login** dialog box.

   Note:
   In order to use IC Manager, your Windows logon ID must have administrator privileges on a computer running IC Manager. If your ID does not have administrator privileges, see your System Administrator.

2. If you already have a user account with at least minimum required security privileges, enter your login ID and password, then click **OK**. For details, see Setting agent security information in *IC Administration Volume 2: Agents, Customers, & Queues*.

   If user accounts have not yet been set up, use the out-of-the-box administrative account (login ID: **Admin**, Password: **admin**). The first time you use this account to login in to Avaya IC Manager after your database has been configured, you must change the default password for security reasons. For details, see Changing the administration password on page 36.

If the login is successful, the main IC Manager main window appears. If login is unsuccessful, check your user name and password. If you have entered correct user name and password, ensure that ORB, Alarm, and Directory servers are running.

You can implement the required structure by:

1. Instantiating and configuring the Avaya IC servers, starting with the Data server. For details, see Chapter 3: Managing servers on page 57.
2. Instantiating and configuring the Avaya IC servers, starting with the Data server. For detailed instructions, see *IC Administration Volume 1: Servers & Domains*.
3. Instantiating and configuring the Avaya IC servers, starting with the Data server. For detailed instructions, see Chapter 3: Managing servers on page 57.

   Note:
   Before you can configure agent, tenant, or workgroup administration, the database must be created and seeded as described in the *IC Installation and Configuration* guide.

4. Configuring Email Management, if applicable to your contact center, as described in Chapter 4: Email services on page 83.
5. Configuring Email Management, if applicable to your contact center, as described in *IC Administration Volume 1: Servers & Domains*.
6. Configuring Email Management, if applicable to your contact center, as described in Chapter 4: Email services on page 83.
7. Creating domains for the Avaya IC servers as described in *IC Administration Volume 1: Servers & Domains*.
8. Creating domains for the Avaya IC servers as described in *IC Administration Volume 1: Servers & Domains*.
9. Creating domains for the Avaya IC servers as described in Chapter 2: Domains on page 45.
10. Setting up the agent environment by creating:
    - agents
    - skills
    - tenants
    - workgroups
    - devices
    - properties

    All of the above topics are described in this document.
11. Setting up the agent environment by creating:
    - agents (for details, see Agents in *IC Administration Volume 2: Agents, Customers, & Queues*)
    - skills (for details, see Agent-skill associations in *IC Administration Volume 2: Agents, Customers, & Queues*)
    - tenants (for details, see Workgroups and Tenants in *IC Administration Volume 2: Agents, Customers, & Queues*)
    - workgroups (for details, see Workgroups and Tenants in *IC Administration Volume 2: Agents, Customers, & Queues.*)
    - devices (for details, see Devices and queues in *IC Administration Volume 2: Agents, Customers, & Queues.*)
    - properties (for details, see Properties in *IC Administration Volume 2: Agents, Customers, & Queues.*)
12. Setting up the agent environment by creating:
    - agents (for details, see Agents in *IC Administration Volume 2: Agents, Customers, & Queues.*)

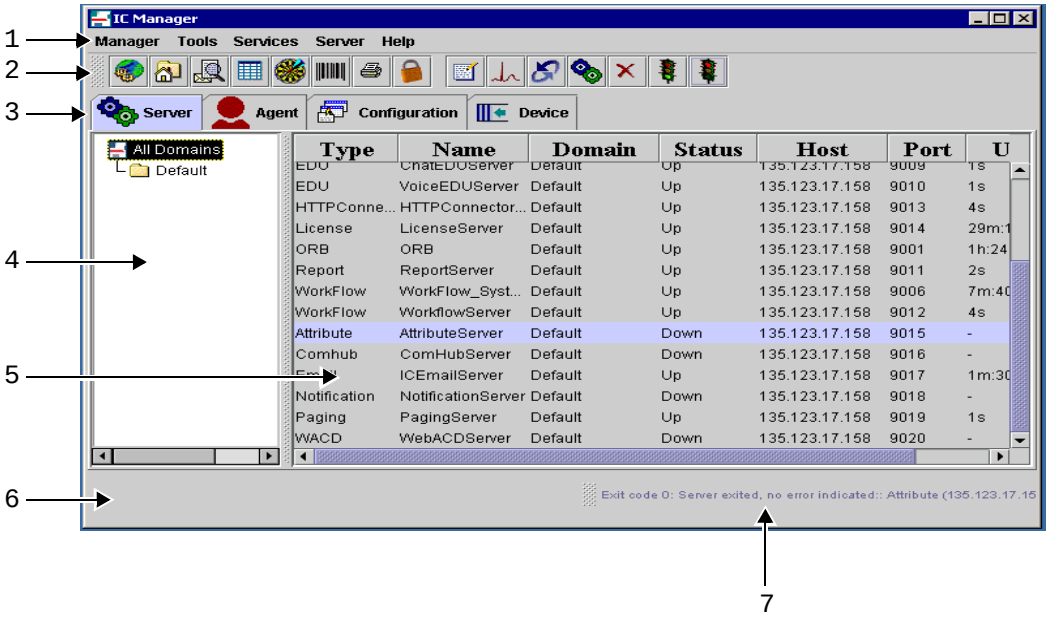
- skills (for details, see Agent-skill associations in *IC Administration Volume 2: Agents, Customers, & Queues*)
- tenants (for details, see Workgroups and Tenants in *IC Administration Volume 2: Agents, Customers, & Queues*)
- workgroups (for details, see *Workgroups in IC Administration Volume 2: Agents, Customers, & Queues.*)
- devices (for details, see Devices and queues in *IC Administration Volume 2: Agents, Customers, & Queues.*)
- properties (for details, see Properties in *IC Administration Volume 2: Agents, Customers, & Queues.*)

Overview of IC Manager

IC Manager is an administration and system management tool that lets you manage, configure, and monitor the components of Avaya Interaction Center (Avaya IC). With IC Manager, you can add, delete, and modify information for agents, servers, and devices. You can also configure the channels that are used by the agents to handle contacts. IC Manager lets you start and stop Avaya IC servers, and monitor the activities of servers, agents, and devices on Avaya IC.

The main IC Manager window displays information about the servers, agents, codes, configurations, and devices in Avaya IC. The amount of information IC Manager displays is based on your security privilege. Users with less privileges can only see a subset of options.

The default user account, Admin, has full access to all options on all screens. The information presented in this manual assumes that you have access to all options.



1. Menu Bar
2. Toolbar
3. Tabs
4. Left Pane
5. Right Pane
6. Status Bar
7. Alarm Summary

The IC Manager window consists of:

Menu bar: Contains menus that list the IC Manager options. The list of available menus changes based on the selected tab.

Toolbar: Contains buttons for frequently used menu options. Some buttons will be unavailable based on the current pane selections.

Tabs: Lets you display the manager screens for Servers, Agents, Codes, Configuration, or Devices. (You can also create user-defined tabs as described in Customizing IC Manager on page 32.) Select the appropriate tab to display the desired manager dialog.

Left and Right panes: Displays information for the selected manager. The left pane contains a tree structure that shows the elements within the selected manager. (In the example above, the Server tab is selected, so the left pane shows a tree view of all the domains defined in Avaya IC.)

The right pane contains details about the element selected in the left pane. The information it displays depends on the type of element selected. (In the example above, All Domains is selected in the left pane, so information about the servers in all of the domains is listed in the right pane. If a single domain is selected, then the right pane shows only the servers in that domain.)

Status bar: Notifies you of various activities:

- The current state of IC Manager, such as Working or Ready.
- An Alarm Summary that informs you of messages from Avaya IC. An alarm is a message alerting you to an unexpected situation, such as a server becoming unavailable. Whenever an alarm is raised in Avaya IC, the graphic on this button changes to alert you. The description of the alarm message is also displayed on the Status Bar.

  Tip:
  You can display the **Alarm Monitor** dialog either by clicking the **Alarm Summary** button on the toolbar of by accessing **Alarm Monitor** from the **Tools** menu. For details, see Monitoring alarms on page 42.
- Whenever there is network communication (when IC Manager communicates with Avaya IC Engine server) a network icon is displayed next to the alarm monitor.

Sorting and resizing columns

You can change the way IC Manager displays the information on a tab by sorting or resizing a column. You can:

- Sort a column in ascending order by clicking on a column header
- Sort a column in descending order by holding Shift and clicking on a column header
- Resize of the columns by dragging the column heading borders.

Option selection methods

There are several ways to perform a task in IC Manager. For example, to edit a server definition you can right-click and select **Edit**, click **Edit** on the toolbar, or double-click the server name. Where multiple options are available, this manual describes the most convenient method to perform a task.

Selecting multiple items

While viewing a list of items, such as a list of agents in the Agent Manager, you can select multiple items in the list in the following ways:

- Shift + click. Select an item and then hold down the **Shift** key while clicking on a second item. This selects all of the items between the first and second item that are selected.
- Control + click. Select an item and then hold down the **Ctrl** key while clicking on additional items. This lets you select non-contiguous items.



Tip:

If you select a large number of agents in multi-edit mode, it can take IC Manager several minutes to process record change requests. During this time, IC Manager may not respond to any other requests.

Avaya recommends that you process agents in smaller groups to improve overall performance.

Customizing IC Manager

Using the Customization option, you can add toolbar buttons to IC Manager that let you launch and manage Java components, Java frames, or native O/S executable files. When you add a Java component, you can also add a new tab to IC Manager that lets you manage the component directly.

Note:

IC Manager maintains the customizations on a per-user name, per-computer basis. If you login with the user name Admin and customize IC Manager, then a person logging in with the user name Supervisor can not see those customizations. Therefore, if you want a particular customization to be available to several different users, you must log into IC Manager and perform the customization steps for each user name separately.

Additionally, if you want the user name Admin to have the same customizations on several different systems, you need to log in to each system and perform the customizations manually.

To customize the IC Manager window

1. Select **Tools** > **Customize**.

   The **Customize** dialog box is displayed with a list of applications that you have already added.

2. Click the **Create new external tool** button.

   Hold the mouse pointer on a button to display the tooltip.

3. From the drop-down list, select the type of application that you want to add. You can select Java Component, Java Frame, or an Executable.

   Note:
   In IC Manager, you can create new tab for a Java Component by selecting the **Add to tab panel** check box. Not all Java components can be added to this tab.

4. Enter the name in the **Name** field. The name appears on the button or the tab.
5. For a Java Component or a Java Frame, enter the class name in the **Class** field. The class name is applicable if you are adding a Java Component or Java Frame. The class must exist in your class path.
6. For an Executable, enter the path of an executable file in the **Executable** field and enter the arguments that are required for an executable in the **Arguments** fields.
7. At this point you can:
   - Add the new component and return to the main IC Manager window by selecting **Ok**.
   - Add the new component but keep the **Customize** dialog open and available by clicking **Set**.
   - Discard your changes and return to IC Manager without adding the component by clicking **Cancel**.
8. In the main IC Manager window, select **Manager** > **Save** to commit the change to IC Manager.

Locking IC Manager

You can prevent an unauthorized access to the IC Manager whenever the system is left running and unattended.

You have to click the **Lock** button on the toolbar to lock the IC Manager system. Once the IC Manager system is locked, you can unlock it by entering the correct admin password.

You can also lock the IC Manager system by selecting **Manager** > **Lock**.

Exiting IC Manager

To end the IC Manager session

1. Select **Manager** > **Exit**.
2. Click **Yes**.

Getting help

You can access online help either through the **Help** menu or through the **Help** toolbar button. The IC Manager online help is displayed in a Web browser that is default to your system.

The Help menu contains:

- The **Help Topics** option, which displays the administration information about Avaya IC Manager. You can access the complete IC Manager help through this option.
- Help entry for the currently selected tab in IC Manager.

  Note:
  This entry is optional and it appears for the tab for which the help is available.
- The **About IC Manager** option, which displays the name and version of the IC Manager.
- The **Alarm Monitor Help** option, which displays information about the IC server alarms. This option is available in the Help menu of the **Alarm Monitor** window. In the IC Manager, you can access **Alarm Monitor** by selecting **Tools** > **Alarm Monitor**.

  Note:
  The **Help** button displays the online help for the current window.

Running multiple instances of IC Manager

IC Manager does not support concurrent administration. When an administrator selects and updates a record, such as a server or agent record, IC Manager does not lock that record. Another administrator can open and update the same record.

CAUTION:
Simultaneous administration of servers, domains, and Directory server tables in more than one IC Manager can cause corruption of configuration files and loss of configuration data. Even if different records are updated, data corruption can occur.

If you plan to have more than one instance of IC Manager, you must clearly define the administrative policies for Avaya IC. For example:

- Only use one instance of IC Manager at a time to administer servers.
- Determine which Avaya IC elements an administrator can update, and assign the appropriate permissions to the login ID for that administrator.
- Do not allow administrators to log in to more than one instance of IC Manager with the same login ID and password.

To run multiple instances of IC Manager, the program must be installed separately on each of the administrator's machines. There is currently no mechanism to perform multiple installations at one time, so each installation must be performed separately. For installation instructions, see *IC Installation and Configuration.*

Currently, IC Manager is not notified of changes that are made by other running instances of IC Manager or Avaya Agent Web Client. You can access the latest changes by selecting **Manager** > **Refresh**.

Avaya IC administration tasks

The following tasks affect the performance of Avaya IC:

- Managing sites on page 35
- Changing the administration password on page 36
- Backing up and restoring server configuration information on page 37
- Setting database connection information on page 39
- Setting IC Manager log levels on page 40
- IC Manager log file maintenance on page 40
- Setting environment information on page 41
- Monitoring alarms on page 42
- Resetting the system time zone on Avaya IC systems on page 43
- Tuning and maintaining your Avaya IC database on page 43
- Configuring clusters on page 44

Note:

If you want to save your configuration settings, you need to select **Manager** > **Save**. If you exit IC Manager without saving the updated settings, IC Manager restore the earlier settings.

Managing sites

A site is a physical location that agents or servers can occupy in your Avaya IC environment. You should set up a site for each physical location in your company so that Avaya IC can use that information when making routing decisions.

Create Site

To create a site

1. Select **Tools** > **Site**.

   The **Site Editor** window opens.
2. Click **New** and enter the name and description for the new site.
3. Click **Ok**.

   The new site is added in the list.

Edit Site

To edit a site

1. Select **Tools** > **Site**.

   The **Site Editor** window opens.
2. Select a site from the list and click **Edit**. Edit the name and description for the selected site.
3. Click **Ok**.

   The updated site appears in the list.

Delete Site

To delete a site

1. Select **Tools** > **Site**.

   The **Site Editor** window opens.
2. Select a site from the list and click **Delete**.
3. Ensure that you are deleting the correct site and click **Ok**.

   The selected site is deleted from the list.

Changing the administration password

To ensure the security of the system, you need to change the default password for the Admin account. You have to change the password the first time you log in to IC Manager after your database is configured. The default Admin account will be prompted the first time you log in.

To change the IC Manager password

1. In the IC Manager window click the **Agent** tab.

Comments? infodev@avaya.com

2. In the left pane, select **IC** > **Administrators**.
3. In the right pane, double-click the Login Id **Admin**.

   The **Admin@User1** window opens. **User1** is the domain name for the Admin user.
4. Click the **Security** tab.
5. Enter the new password in the **Password** and the **Confirm** fields.

Note:
You can not keep the **Password** field blank.

For details about Agent/Security password properties, see *IC Administration Volume 2: Agents, Customers, & Queues*.

6. Click **Ok**.

   The new password takes effect the next time you login to the IC Manager.

Backing up and restoring server configuration information

Because the Directory server provides access to all data, it keeps track of all server configuration settings entered in IC Manager. The directory server writes the server information to a repository file called ***IC_INSTALL_DIRIC71***`etc\ds.ffd` on its local computer.

Avaya recommends that you create a backup copy of the Directory server's repository file after configuring the servers, and that you continue to do backups on a routine basis.

Tip:
These backup procedures only save server information, so it is recommended that you also backup the database. Consult with your database administrator to perform backup procedures on the database.

Backing up the configuration file of the Directory server

To back up the configuration file of the Directory server

1. In the IC Manager window, click the **Server** tab.
2. In the left pane, select the **All Domains** node.
3. In the right pane, double-click the parent **Directory** server (marked with an asterisk [*]).

   The **Directory@Default** window opens.
4. Click the **Directory** tab.
5. In the **Backup** field, enter the backup filename.

   IC Manager automatically adds an FFD extension to the specified filename.

   Note:
   The name `ds.ffd` is a reserved filename in the Avaya IC system. Therefore, you need to enter a name other than `ds`.
6. Click **Start**.
7. Click **OK**.

   IC Manager creates the backup file on a computer running the parent Directory server. The default directory for backup file is ***IC_INSTALL_DIRIC71***`etc`.

Restoring the Directory server

To restore the Directory server from a previously created backup directory file

1. In the IC Manager window, click the **Server** tab.
2. In the left pane, select the **All Domains** node.
3. In the right pane, double-click the parent **Directory** server (marked with an asterisk [*]).
4. Click the **Directory** tab.
5. Enter the previously created backup filename in the **Restore** field without the FFD extension. The file must be in the home directory of the Directory server (default: ***IC_INSTALL_DIRIC71***`etc`).

   Note:
   All configuration changes since your last backup will be lost.
6. Click **Start**.
7. Click **Ok**.

Setting database connection information

Database connections define the properties needed to access a database through an Avaya Data server. Each database connection represents one data source where the tables used by an application are located. You use the data source connection name when you define a table to let Database Designer and the application know where the table is located.

A connection set links the data sources with the physical database connections. Each connection set contains one or more of the data sources used in the application. If you need to access tables from more than one data source in your application, such as the application database and IC Repository, include a connection for each data source in your connection set.

In IC Manager, the IC Data Source Connections dialog box displays the connection and connection set information for all of the databases defined in your application ADL file through Database Designer.

To display database connection information, select **Tools** > **IC Data Sources**. IC Manager displays the **IC Data Sources** dialog box.

Note:
If the administrator changes the database connection information in Database Designer while you are running IC Manager, those changes will not be reflected in IC Manager automatically. To make sure you are viewing the most recent database connection information, select **Manager** > **Refresh**.

The right pane presents a tree view listing all of the data sources and their associated connections and connection sets. Select any element to view its details in the left pane.

For details about creating connections and connection sets, see the *IC Database Designer Application Reference*.

Setting IC Manager log levels

You can set the logging level according to which IC Manager writes to its log files. The higher the level you set, more detail information is stored in the log file.

For a complete description of these files, see About activity and error logs on page 379.

CAUTION:
Increasing the logging of activity on Avaya IC may degrade the system performance. You should use minimal logging unless you encounter problems with Avaya IC.

To set the logging level

1. In the IC Manager, select **Manager** > **Options**.
2. Click the **Logging** tab.
3. Select the **Enable logging** check box.
4. From the **Logging type** drop-down list, select the severity level.

   The scale of severity level ranges from 0 (the least) to 4 (the most logging done).
5. Click **Ok**.

Note:
For information about changing the logging level for an individual server, see Debug tab on page 66 in *IC Administration Volume 1: Servers & Domains*.

IC Manager log file maintenance

IC Manager logs do not write over themselves when they get to a certain size. Instead, they continue to grow until you delete them or until they run out of disk space.

You should use the Windows File Explorer to periodically delete the IC Manager logs to avoid any problems. The following IC Manager logs reside in the ***IC_INSTALL_DIRIC71***`logs` subdirectory:

- `General_<username>.log`
- `CtiNmi.log`
- `Admin.log`.
- `ICManager_<username>.log`

For information about interpreting logs, see *IC Administration Volume 1: Servers & Domains* About activity and error logs on page 379.

Comments? infodev@avaya.com

Setting environment information

You can set the Avaya IC environment options and import, export, or reload configuration options by selecting **Manager** > **Options** and clicking the **Environment** tab. The available options are:

Option	Description
Hostname Resolution	By default, IC Manager performs a host information search on the servers that are running Avaya IC services to convert their IP addresses to hostnames. Systems with an incorrectly configured DNS environment can experience a significant slowdown as IC Manager tries to resolve the hostname of an IP address. This option enables you to disable the Hostname resolution process to conserve system resources. To enable or disable the hostname resolution, you have to select or clear this check box.
Timer (minutes)	Determines how frequently IC Manager performs such activities as server status pings.
Browser	Specifies the browser to be used for Web services. If the default browser on your system is Internet Explorer, you do not need to select a browser in this field.
Import Configuration	Click this button to import a saved XML configuration file. The configuration file contains the settings for the servers in the Avaya IC system. The default file is: ***IC_INSTALL_DIRIC71***`etc\sc.xml`.
Export Configuration	Click this button to export the current configuration settings in an XML file.

Monitoring alarms

Alarms are messages displayed by Avaya IC. These alarms alert you to unusual situations or provide additional information. When IC Manager receives an alarm message, it changes the Alarm Monitor icon in the bottom right corner of the main IC Manager window. It also displays the alarm message besides the icon.

To view alarms and change alarm settings, select **Tools** > **Alarm Monitor**. (If this option is not available, you may not have the correct security privileges. To check your privileges, talk to your Avaya IC administrator.)

Alarms are displayed in reverse chronological order with the most recent alarms displayed at the top in the list. If duplicate alarms are generated, the first column displays the number of times the alarm has been received. (If you want each instance of an alarm to be individually listed, select **Options** > **Filter Duplicates**. Selecting this menu item toggles between the two display modes.)

You can display a subset of alarms by selecting either one or more domains or host systems (systems on which servers are located) to be monitored.

To select domains

1. From the **Alarm Monitor**, select **Alarm** > **Domains**.
2. From the **Available Domains** list, select the domain that you want to add and click **Add**.

   You can add all the domains by clicking **Add All**.
3. To remove a domain, select it in the **Selected Domain** list and click **Delete**.
4. Click **Ok**.

   IC Manager begins monitoring alarms from only the selected domains.

To remove domains

1. From the **Alarm Monitor**, select **Alarm** > **Domains**.
2. In the **Selected Domain** list, select the domain that you want to remove.
3. Click **Delete**.
4. Click **Ok**.

   IC Manager begins monitoring alarms from only the selected domains.

To select host systems

1. From the **Alarm Monitor**, select **Alarm** > **Hosts**.
2. Enter the names of the hosts to be monitored and click **Ok**.

If service between IC Manager and the Alarm servers is interrupted at any time, you must re-synchronize IC Manager and the Alarm servers by selecting **Alarm** > **Re-monitor**.

To clear the alarms from the Alarm Monitor and reset the Alarm Monitor icon on the main IC Manager window, select **Alarm** > **Clear Alarms**. To clear just the Alarm Monitor icon, select **Alarm** > **Clear Alarm Button**.

You can set the following preferences from the Options menu:

Filter Duplicates: If selected, the Alarm Monitor displays each alarm only once and provides a counter showing how many times that particular alarm has occurred. If cleared, the Alarm Monitor displays each instance of an alarm individually.

Beep on Alarm: If selected, the Alarm Monitor beeps when an alarm arrives.

Pop Up On Emergencies: If selected, the Alarm Monitor opens automatically when an emergency alarm is received.

Ignore Low Priority Alarms: If selected, the Alarm Monitor does not change the Alarm Monitor icon when a low-level alarm is received.

To raise a test alarm, select **Test** > **Raise Alarms** or **Test** > **Raise Emergency Alarm**.

CIRS alarms

The CIRS (Central Internet Routing Service) servlet is a load-balancing servlet for Web Management. If it is not used, the website cannot find it, so it sends an alarm to IC Manager. This servlet is used only if you have multiple ICM servers; otherwise, you can safely ignore the alarm. For details on the CIRS servlet, see CIRS record properties on page 120. (For more information on the CIRS servlet, see *IC Administration Volume 1: Servers & Domains*.) (For more information on the CIRS servlet, see CIRS record properties.)

Resetting the system time zone on Avaya IC systems

Before you reset the system time zone on any system running IC Manager or Avaya Agent, you need to stop all instances of IC Manager, the Avaya IC servers, and the Avaya Agent clients. After you finish setting the system time zone, restart your servers and clients so that they synchronize properly with the new time zone setting. For more details, see Starting or stopping a server on page 74. For more details, see Starting or stopping a server. For details about working with servers, see *IC Administration Volume 1: Servers & Domains*.

Tuning and maintaining your Avaya IC database

You should regularly tune and maintain your Avaya IC database to make sure that it runs as efficiently as possible and that it does not take up unnecessary space. For details, see Appendix A: Database tuning and maintenance on page 191.

Configuring clusters

Avaya IC has provided redundancy support for Email, Poller, and WebACD servers. You can add one additional server for each Email, Poller, and WebACD server.

To achieve redundancy, you need to form a group of two identical servers, which is called as Cluster. For example, you can create an email cluster for two Email servers, or a poller cluster for two Poller servers.

Each server in a cluster acts as a redundant server to another. One server acts as a primary server and the other acts as secondary server. In each cluster, only one server is active or functional at a time.

This section include topics for configuring the clusters. Topics include:

- Observations when the default email cluster becomes nonfunctional on page 44
- Creating Clusters on page 45
- Editing Clusters on page 45
- Deleting Clusters on page 46
- Mapping clusters on page 46

Observations when the default email cluster becomes nonfunctional

In the default email cluster, if the functional email server becomes nonfunctional or the default email cluster becomes nonfunctional, agents can observe the following until any one email server in the default email cluster becomes functional:

- Agents cannot reply to the emails that arrive from the default email cluster.
- Agents cannot send the emails from the default email cluster.
- Agents might continue to receive emails from other email clusters if other email clusters are configured.
- In Avaya Agent Web Client (AAWC), the email channel of agents gets impaired. To successfully perform the email operations, the agent needs to reset the email channel after an email server in the default email cluster becomes functional. For more information about resetting the email channel, see Avaya Agent Web Client User Guide.
- In Avaya Agent Rich Client (AARC), the Web Agent status bar displays the status of the email channel with red icon. When an agent tries to send or reply to an email, the email channel icon on the Media tab disables and the email operation fails by displaying the error message. Agent can perform the email operations only when the connection to the functional email server in the default email cluster is restored. Agents must wait until the Web Agent status bar displays the status of the email channel with green icon. For more information about email channel status, see *Avaya Agent User's Guide*.

Creating Clusters

In IC Manager, you can create separate clusters for Email and Poller servers. While creating a cluster, you need to select the primary server and a secondary server to be included. An error message appears, If there is no email or poller server available to create the corresponding cluster.

- Poller Cluster on page 45
- ICEmail Cluster on page 45

Poller Cluster

It is a cluster of two poller servers.

To create a poller cluster

1. In IC Manager, select **Services** > **Cluster Configuration**.
2. On the toolbar, click **New**.
3. Type the Poller cluster name in **Cluster Name**.
4. Select the primary server from the **Primary Server** drop-down list.
5. Select the secondary server from the **Secondary Server** drop-down list.
6. Click **Ok**.

ICEmail Cluster

It is a cluster of two Email servers.

To create a IC Email cluster

1. In IC Manager, select **Services** > **Cluster Configuration**.
2. Click the **ICEmail** tab.
3. On the toolbar, click **New**.
4. Type the IC Email cluster name in **Cluster Name**.
5. Select the primary server from the **Primary Server** drop-down list.
6. Select the secondary server from the **Secondary Server** drop-down list.

   Note:
   The secondary server should be different from the primary server.
7. Click **Ok**.

Editing Clusters

In IC Manager, you can edit the IC Email, Poller, and WACD clusters. While editing a cluster, you can modify the server, which is currently not running or not functional.

If you want to modify the nonfunctional server to a different server, you must remove the nonfunctional server from the cluster by selecting the **NO SELECTION** option in the corresponding drop-down list and then selecting the new server from the same drop-down list.

To edit a cluster

1. In IC Manager, select **Services** > **Cluster Configuration**.
2. On the toolbar, click **Edit**.
3. Select **NO SELECTION** option from the drop-down list, which is indicated by the red or orange icon.
4. Click **Ok**.
5. Again click **Edit** selecting the same cluster.
6. Select the new server from the drop-down list, which is indicated by the red icon.
7. Click **Ok**.

Deleting Clusters

In IC Manager, you can delete only the IC Email and Poller clusters.

To delete a cluster

1. In IC Manager, select **Services** > **Cluster Configuration**.
2. Click the tab for the cluster that you want to remove.
3. On the toolbar, click **Delete**.
4. Click **Yes** to confirm.

Mapping clusters

Cluster mapping helps you to map the Poller cluster with IC Email cluster. Mapping these clusters let the IC Email cluster know from which poller cluster, the emails needs to be fetched.

Mapping the clusters automatically maps the functional server in each cluster.

Note:
Avaya IC supports mapping of only IC Email and Poller clusters.

To create a new clustermap

1. In IC Manager, select **Services** > **Cluster Configuration**.
2. Click the **ClusterMap** tab.
3. Click **New**.
4. From the **Poller Cluster** drop-down list, select poller cluster.
5. From the **IC Email Cluster** drop-down list, select the email cluster.
6. Click **Ok**.

To edit a clustermap

1. In IC Manager, select **Services** > **Cluster Configuration**.
2. Click the **ClusterMap** tab.
3. Select the clustermap that you want to edit.
4. Click **Edit**.
5. From the **Poller Cluster** drop-down list, select poller cluster.

   Note:
   After you select the poller cluster, the **ICEmail Cluster** drop-down list displays all the available email clusters which are not mapped with the poller cluster that you have selected. Avaya recommends that instead of editing the poller cluster, you should create a new map.
6. From the **IC Email Cluster** drop-down list, select the email cluster.
7. Click **Ok**.

To delete a clustermap

1. In IC Manager, select **Services** > **Cluster Configuration**.
2. Click the **ClusterMap** tab.
3. Select the clustermap that you want to delete.
4. Click **Delete**.

Comments? infodev@avaya.com

Chapter 2: Workgroups and tenants

A workgroup is a set of agents or queues that form a logical grouping. For example, all of the agents who handle tier one support calls could be assigned to one workgroup, while those who handle tier two calls could be assigned to a different one. This lets the system administrator view statistics and reports for each workgroup, as well as for individual agents or queues. It also lets the administrator apply property settings to all of the agents within the group simultaneously instead of needing to apply those settings to each agent individually.

A workgroup can be assigned to only one other workgroup, but multiple workgroups can be assigned to the same workgroup. In the above example, you could create a high-level workgroup called `support`, and assign the `tier_one` and the `tier_two` workgroups to the `support` workgroup. You could not assign `tier_one` or `tier_two` to any other workgroup, but you could add more workgroups to `support`. The `support` workgroup could be assigned to another workgroup called `services`. This way, tier_one is part of services, though not directly assigned to services.

An agent or queue can be assigned to multiple workgroups. For agents, one of those workgroups must be designated as the primary workgroup. Agents can only receive web and email contacts from their primary workgroup.

A tenant is a set of workgroups that fulfill a particular business function. It can be used to define the security and administrative boundaries around data, queues, and content resources. Each workgroup can be assigned to one, and only one, tenant, but agents and queues can be shared across tenants by assigning those resources to multiple workgroups.

Tenants, workgroups, agents, and queues form a hierarchy. You assign tenants to the top-level Avaya IC entity, called **IC** (you cannot rename or delete this top-level entity). You assign workgroups to tenants, and agents and queues to workgroups.

Important:
Business Advocate does not use the queues or workgroups that are created in IC Manager for routing. You do not have to create the Voice/Chat/Email queues for Business Advocate to route contacts. For Business Advocate, the concept of IC queues and workgroups is replaced by Service Class. For more information, see *IC Business Advocate Configuration and Administration*.

CAUTION:
Do not delete DefaultTenant. DefaultTenant is required by some functions within IC Manager.

This section contains the following topics:

- Properties on page 50
- Tenants on page 50

- Workgroups on page 52
- Grouping rules on page 54
- Creating tenants and workgroups on page 55
- Modifying tenants and workgroups on page 59
- Deleting tenants and workgroups on page 60

Properties

Properties are behavior and appearance options that you can define in IC Manager and then assign to tenants, workgroups, or agents. For example, properties determine the colors that are displayed on the workstation, the shape of the buttons, and the behavior of the agent application. IC Manager stores the properties in the database so that no matter what machine an agent uses, Avaya Agent always appears the same way to each agent.

Properties can be shared by the entities (**IC**, tenants, workgroups, agents) in Avaya IC through inheritance, or they can be set on a per agent basis. For detailed information, see Chapter 8: Properties on page 193.

Tenants

A tenant is a set of workgroups that fulfill a particular business function. It can be used to define the security and administrative boundaries around data, queues, and content resources. Each workgroup can be assigned to one, and only one, tenant, but agents and queues can be shared across tenants by assigning those resources to multiple workgroups.

For example, your contact center is outsourcing its resources to provide services to Chicago Bank and Boston Bank. You can set up this part of your organization with two tenants, one for each bank, that contain workgroups for the banking services that you provide. Agents and queues can be assigned to workgroups in both tenants.

Some basic requirements for tenants on Avaya IC:

- Tenants must belong directly to the top-level entity, **IC**, on the Group Manager. They cannot be assigned to other tenants or to workgroups.
- Tenant names must be unique. You can use any name, up to 80 characters long, that is meaningful to your organizational structure. Do not use a dash or underscore or any other special characters (for example, @!#$*&()<>/\[] etc.) when naming tenants in IC Manager.

Note:
Once a tenant has been created, it can be renamed.

- If you want to delete a tenant, you must first delete all of the entities (workgroups, agents, and queues) assigned to it. Avaya recommends that you exercise caution when deleting tenants because of the potential impact it may have on the organizational structure you created within Avaya IC. You cannot delete DefaultTenant because it is required by some functions within IC Manager.

  Note:
  If you delete a tenant, the actual record is marked as deleted but not actually removed from the database for reporting purposes. Your database administrator may want to purge the deleted records from the database periodically in order to regain that storage space. For more information, see the database administration manual that was provided with your database.

- Tenants are only supported on the email and web channels. You cannot associate a tenant with a voice channel.

IC Manager provides a default tenant named DefaultTenant. DefaultTenant is automatically assigned to **IC** during installation. You can create additional tenants in IC Manager, but do *not* delete the DefaultTenant as it is required by certain functions in IC Manager.

Creating a tenant

To create a tenant

1. Create the tenant in IC Manager. For details, see Creating tenants and workgroups on page 55.
2. Customize the tenant's properties. For details, see Tenant websites on page 61.
3. Create customer mail accounts for the tenant in IC Manager and assign them to the new tenant. For details, see *IC Administration Volume 1: Servers & Domains*.
4. Create chat and email queues for the tenant in IC Manager. For details, see Creating devices on page 208.
5. Create routing hints for the tenant in IC Manager. For details, see Tables on page 219.
6. Assign queues, routing hints, and mail accounts to the Root of the tenant FAQ database (for the Web Self-Service feature). For details, see Setting up the Web Self-Service feature on page 188.

Workgroups

Workgroups contain sets of agents and queues that have related responsibilities or properties. While tenants can contain more than one workgroup, workgroups cannot belong to multiple tenants. In order to assign an agent to work in more than one tenant, you must create a separate workgroup in each tenant and assign the agent to both of those workgroups.

Some basic requirements for workgroups on Avaya IC:

- Workgroups can contain agents, queues, and other workgroups.
- Workgroup names must be unique across all of the workgroups in the **IC** structure, even if workgroups are assigned to different tenants.
- Workgroups can be assigned directly to the top-level entity, **IC**, instead of to a specific tenant. Avaya recommends direct assignment to **IC** only if your site is not using the tenant feature, or for those workgroups that do not have specific tenant requirements.

You can view and change the hierarchical relationship between **IC**, tenants, workgroups, agents, and queues in the Group Manager by selecting **Tools** > **Groups** from the main IC Manager window. For details, see Creating tenants and workgroups on page 55. For an example of how you might organize your Avaya IC environment, see Sample organization on page 53.

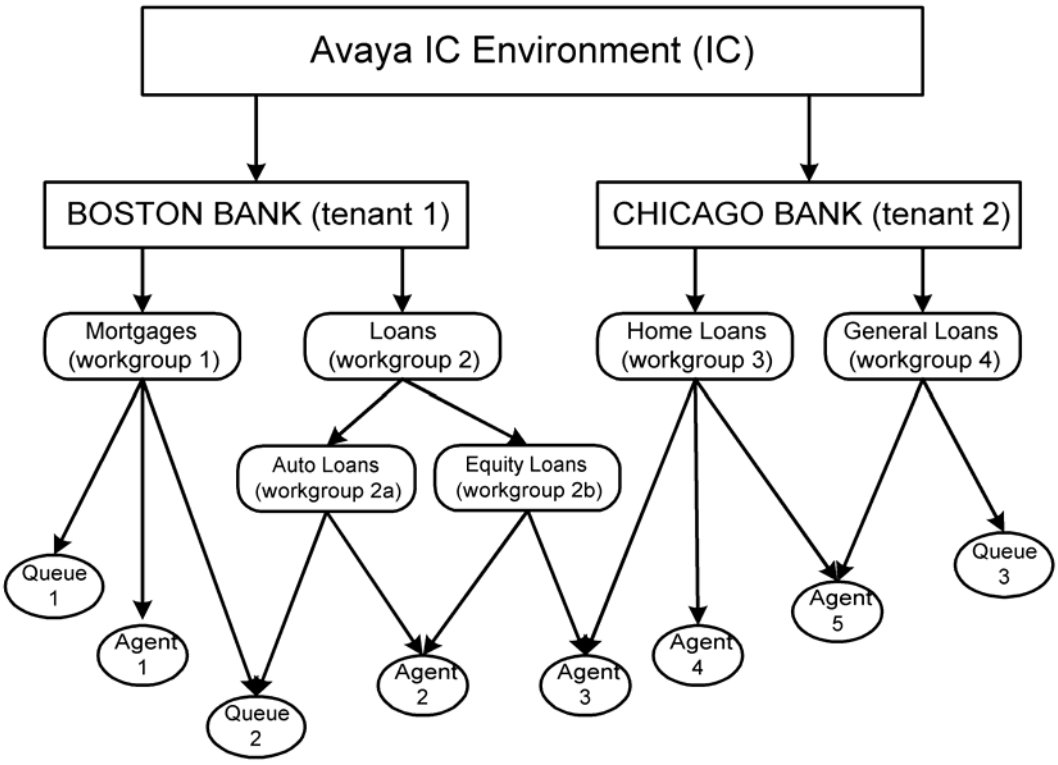
After the workgroups have been assigned to tenants, you can assign agents and queues to these workgroups based on their skills. Agents with skills in multiple areas of service can be assigned to multiple workgroups to fully utilize their time. For more information about assigning agents to workgroups, see Creating a new agent on page 91. For more information about defining agent skills, see Defining agent skills on page 107.

CAUTION:
Do not modify the Default group name. The Default group name is required by some functions within Avaya IC Manager. This might result WACD to abort on start up.

Note:
If you create a single workgroup with all of your agents in it, Avaya Agent users may experience long wait times when opening the Unified Agent Directory and selecting agents from that list. Avaya recommends that a single workgroup should contain no more than 500 agents.

Sample organization

In the following example, you are outsourcing your resources to provide services to Boston Bank and Chicago Bank. This diagram illustrates the organization of the tenants and workgroups based on the expected number of contacts to be handled from these two different sized banks.



In this example there are two tenants assigned to the **IC** entity for Boston Bank and Chicago Bank:

- Each of these tenants contains workgroups for Mortgages (Home Loans) and Loans (General Loans) services. These workgroups have unique names within each tenant but they perform the same functions
- Workgroup 2 (Loans) has sub-workgroups for Auto Loans and Equity Loans services.
- Agent 1 is skilled in Mortgages and is handling contacts for Boston Bank. This agent is using Queue 1 and Queue 2 to handle contacts.
- Agent 2 is handling contacts in Auto Loans and Equity Loans across multiple workgroups for Boston Bank and is using Queue 2 for Auto Loans contacts. One of the workgroups will be considered the primary group. In non-Advocate deployments, email and chat delivery will be based on membership to this workgroup.
- Queue 2 is used by agents servicing Mortgages and Auto Loans in different workgroups.

- Agent 3 is handling Equity Loans for Boston Bank and Home Loans for Chicago Bank. Through these workgroup assignments, this agent is working in both tenants.
- Agent 4 is handling Home Loans for Chicago Bank.
- Agent 5 is handling both Home Loans and General Loans for Chicago Bank and is using Queue 3 to help handle the high volume of General Loans related contacts.

Grouping rules

When creating the organizational structure of tenants, workgroups, agents, and queues, remember to follow these rules:

- Workgroups must have unique names even if they are assigned to different tenants within **IC**.
- Workgroups can only be assigned to one other entity in the structure. That entity can be another workgroup, a tenant, or **IC**.
- You cannot define a cyclical relationships for workgroups. In other words, if Workgroup B is a assigned to Workgroup A (making A the parent workgroup for B), you cannot also assign Workgroup A to Workgroup B, which would make B the parent for A.
- Agents and queues must be assigned to workgroups. They cannot be assigned directly to a tenant or to **IC**. Agents and queues can be assigned to multiple workgroups across different tenants.
- Property inheritance is performed top-down. This means that if a property is assigned directly to a workgroup, the direct setting will override any settings that the workgroup might have inherited from **IC** or the tenant to which it is assigned. Similarly, the properties assigned directly to an agent override any settings the agent might have inherited from **IC**, the tenants, or the workgroups to which the agent is assigned. For details, see Property inheritance on page 194.
- The order in which properties are inherited is determined by an agent's workgroup memberships. The primary workgroup is at the highest level of inheritance, followed by the secondary workgroup, and so on. For details about assigning agents to workgroups, see Membership information on page 97.

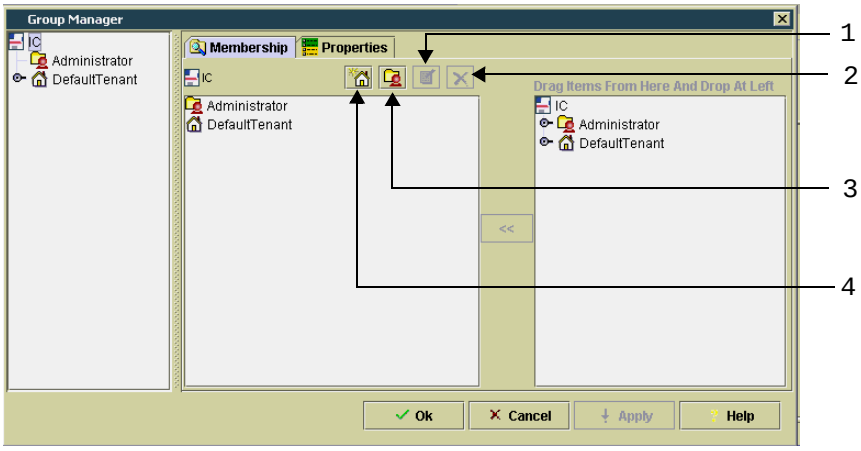
Creating tenants and workgroups

When Avaya IC and Avaya IC Manager are installed, the installation creates a tenant named DefaultTenant under Avaya IC. The installation also creates a workgroup named Default group under IC. (For more information, see IC Installation and Configuration.)

You can create additional tenants and workgroups for your business. When you create a new tenant, Avaya IC Manager uses the settings for the DefaultTenant as the foundation for the new tenant. When you create a new workgroup, Avaya IC Manager uses the settings for the Default group as the foundation for the new workgroup.

To create a tenant or workgroup:

1. Select **Tools** > **Groups** in the IC Manager window. IC Manager displays the **Group Manager** window.



1. Edit
2. Delete
3. Create Workgroup
4. Create Tenant

2. In the left pane of the window, IC Manager displays the organization of the Avaya IC environment with **IC** at the top level.
3. Select **IC** to assign a new tenant or workgroup to the top level of the Avaya IC environment, or select the name of a tenant or workgroup in the organization to designate it as the parent of the workgroup that is being created. Two tabs are displayed in the right pane:
   - **Membership**. Lists all the tenants, workgroups, agents, or queues that are members of the selected parent.
   - **Properties**. Lets you assign properties to the selected entity.

Comments? infodev@avaya.com

Creating tenants

To create a new tenant:

1. Select **IC** in the left pane of the **Group Manager**.
2. Select the **Membership** tab.
3. Select **Create New Tenant**.
4. Enter the name and description of the tenant in the appropriate fields.

   Do not use a dash or an underscore in the tenant's name. (For example, do not use `default_tenant` or `default-tenant`.) You cannot use any special characters (for example, @!#$*&()<>/\[] etc.) when naming tenants in IC Manager.

   In addition, make sure that you do not reuse a tenant name even if you change the case of the letters within that name. (For example, do not use both `DefaultTenant` and `defaultTenant`.) Both of these issues can cause problems with the WebACD server.
5. Select **OK** to create the new tenant.

Creating workgroups

To create a workgroup:

1. Select the tenant or workgroup to which you want to assign the new workgroup in the left pane of the **Group Manager**.
2. Select the **Membership** tab.
3. Select **Create New Workgroup**.
4. Enter the name and description of the new workgroup in the appropriate fields.

   Do not use a dash or an underscore in the workgroup's name. (For example, do not use **default_workgroup** or **default-workgroup**.) In addition, make sure that you do not reuse a workgroup name even if you change the case of the letters within that name. (For example, do not use both **DefaultWorkgroup** and **defaultWorkgroup**.) Both of these issues can cause problems with the WebACD server.
5. If there are any agents already defined as supervisors in the Avaya IC system, this dialog box displays the **Supervisor** drop-down list. Select the person who will be responsible for this workgroup from that drop-down list. For information about assigning agents a supervisory role, see Agent roles on page 103.)

   Note:
   The supervisor assigned to a workgroup is the only person who can monitor chat for the agents in that workgroup.
6. Select **OK** to create the new workgroup.

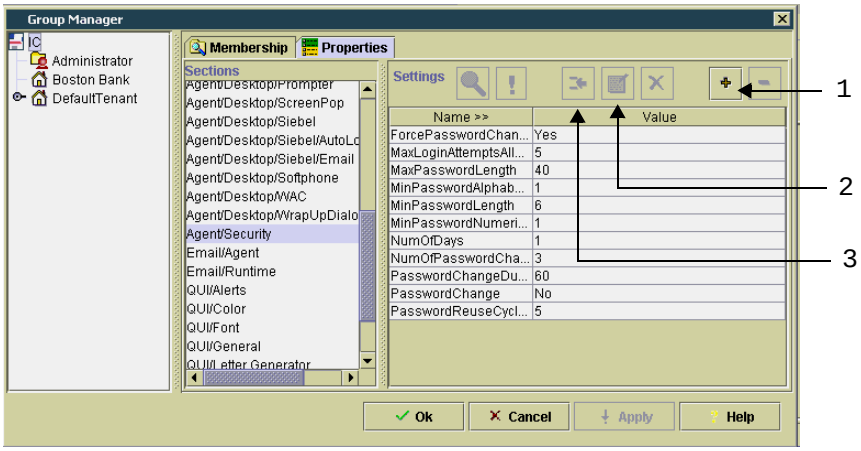
Assigning tenant and workgroup properties

After you have created tenants and workgroups, you can assign properties to them. Setting properties for tenants and workgroups enables you to assign and maintain their capabilities in a central location making them easier to manage.

The properties provided with IC Manager are listed in the Sections pane when **IC** is selected in the left pane. For information about creating and managing properties, see Chapter 8: Properties on page 193. For descriptions of the IC Manager default properties, see Appendix A: Property descriptions on page 225.

To assign properties to tenants and workgroups:

1. Select the button next to the entity name in the left pane to display its members.
2. Select the member of the entity in the left pane to which you want to assign properties.
3. Select the **Membership** tab to display the members of the selected entity.
4. Select the Properties tab. IC Manager displays the Group Manager.



1. Show Inherited Sections/Settings
2. Edit
3. Create New Setting

5. Select the section from the **Sections** pane and select **Create New Setting**. IC Manager displays the **Assign Property** dialog.
6. Select the **Property** drop-down list to display the properties that are grouped into this section, but have not been assigned to the selected entity.
7. Select the property to assign to the tenant or workgroup.
8. Select the **Property Value** drop-down list to display a list of values for the selected property. If there are no values listed, enter a value.
9. Select the value that you want to assign to the property.

10. Select the **Descendants May Override** option for non-cumulative properties. (If a new value for this property is encountered further down the inheritance path, the new value will replace this value. For details, see Non-cumulative property inheritance on page 196.)

    Clear the **Descendants May Override** option for cumulative properties. (If a new value for this property is encountered further down the inheritance path, the new value will be retained along with this value. For details, see Cumulative property inheritance on page 195.)

11. Select **OK** to add the property to the tenant or workstation.

Displaying inheritance information

We recommend that you carefully plan the assignment of properties to the Avaya IC entities because many conflicts can arise. You need to understand the tasks that need to be performed and the personnel that are available to do them.

After you have assigned properties to the tenants and workgroups at the contact center, you may want to evaluate the results. IC Manager lets you display a list of inherited properties for each property section. Furthermore, you can display details for any of the properties on this list. These options can be helpful as you try to make property assignment decisions and resolve property conflicts.

To display information about properties assigned to a tenant or workgroup

1. Select the tenant or workgroup in the left pane of the **Group Manager**.
2. Select the **Properties** tab.
3. Select **Show Inherited Sections/Settings** to display a list of the properties assigned to the selected section in the **Settings** pane.
4. Select the appropriate section from the list of sections for the selected tenant or workgroup from the **Sections** area of the screen.
5. In the **Settings** area of the screen, IC Manager displays all of the property settings that are inherited by the selected tenant or workgroup from the top down of the workgroup path.
6. Each of the property settings assigned to the section contains a symbol that identifies status information about the property. These symbols are:
    - **Plus sign (+)**. A cumulative property that is accumulated with other properties as it is inherited down the workgroup path.
    - **Question Mark (?)**. A conflict exists between the value of the property for different entities. Select Details to display more information.
    - **Exclamation Point (!)**. A non-cumulative property. There is another value for this property down the inheritance path that replaces this value. Select **Details** to display more information.

- **Down Arrow.** An inherited property value. This value was assigned at a higher level and not at the local level of this entity.
- **Hyphen (-)**. A local property not inherited from an ancestor entity.

7. The property list also contains the property name, the name of the entity from which the value is inherited, the property value assigned to it, and its override setting (yes or no). You may see multiple values for any given property.
8. To resolve issues due to property conflicts and overrides, select a property with conflicts (**?**) or overrides (**!**) symbol and select **Property Setting Details**. IC Manager displays the **Details** window.

   The **Details** window contains **Conflicts With** and **Overridden By** sections that provide pertinent information that enables you to resolve property conflicts. Review the information on the **Details** window to understand the status of the property in question.
9. Select **OK** to close the **Details** window.
10. Select **Hide Inherited Sections/Settings** to display the local sections and property values.
11. Select **Undefined Properties for Section** to display a list of the properties currently missing from a value. These properties were added to the value when the value was created with a required attribute selected. You can correct these omissions using this list.

Modifying tenants and workgroups

IC Manager lets you modify the name and description of workgroups. Tenants cannot be renamed.

CAUTION:
Before you change the name of a workgroup used by the WebACD server, make sure no tasks are currently assigned to that workgroup. If there are, those tasks will be reassigned to the Default workgroup when the WebACD server restarts.

To modify a tenant or workgroup:

1. Select **Tools** > **Groups**. IC Manager displays the **Group Manager** window.
2. Select **IC** in the left pane to display a list of the tenants and workgroups on Avaya IC.
3. Select the tenant or workgroup to be edited from the **Membership** tab.
4. Select **Edit**. IC Manager displays the **Edit Tenant** or **Edit Workgroup** dialog.
5. Edit the information for the tenant or workgroup at this dialog. Select **OK**.
6. Select **OK** on the **Group Manager** to save the changes to the record.
7. If the workgroup is used by the WebACD server, stop and then restart that server.

Deleting tenants and workgroups

IC Manager lets you delete existing tenants and workgroups. Tenants cannot be deleted if they contain member workgroups. You must delete the workgroups before you can delete the tenant.

CAUTION:
Deleting tenants and workgroups has an impact on the resources that are assigned to them. For example, the active queues in a workgroup may contain contacts, which should be handled or deleted before deleting the workgroup. Workgroups must be deleted prior to deleting their parent tenants.

To delete a tenant or workgroup:

1. Select **Tools** > **Groups**. IC Manager displays the **Group Manager**.
2. Select **IC** in the left pane to display a list of the tenants and workgroups on the system.
3. Select the name of a tenant or workgroup in the organization that is the parent of the tenant or workgroup that you want to delete.
4. Select the tenant or workgroup to be deleted from the **Membership** tab.
5. Select **Delete** to remove the tenant or workgroup from the list. This does not delete the workgroup or tenant from Avaya IC, it removes it as a member of the selected entity.
6. Select **OK** at the **Group Manager** to complete the removal of the tenant or workgroup from the entity.

Comments? infodev@avaya.com

Chapter 3: Tenant websites

You can customize a website for each tenant in the environment so it has its own look and feel, and each website can appear in multiple languages. (For details, see Tenants on page 50.)

For example, if you host two tenants, one a computer repair shop and the other a toy seller, you could store both websites on the same server, customize them with the same application, and yet have two completely different websites from a customer's point of view.

Note:

Some of the MultiTenant features are not fully integrated with all of the Avaya IC servers. For assistance with creating a multi-tenant environment, contact Avaya CRM professional services.

Once you create a tenant's website, you can also create customer accounts so that you can control who can log into the site. The administrator determines what information is required when an agent or user requests a login account, and whether customers can create their own accounts on the fly.

The Web Management component of Avaya Interaction Center (Avaya IC) includes a set of HTML pages, collectively known as the IC Website Administration Tool, that let you:

- Enable multiple languages for your tenant websites
- Customize tenant websites
- Customize the account information Web Management collects when an agent or customer creates an account
- Manage customer accounts
- Monitor WebACD server status (for details, see *IC Administration Volume 1: Servers & Domains*)
- Manage your Web Self-Service (FAQ) database.

This section contains the following topics:

- Enabling website language options on page 62
- Customizing tenant websites on page 64
- Customizing account information on page 68
- Working with customer accounts on page 70
- Setting up Shared Browsing on page 76
- Using the DataWake feature on page 77
- Setting up DataWake filters on page 83
- Viewing DataWake records on page 86

Enabling website language options

You can enable multiple languages for use within a tenant's website. When you do so, you select one of the languages to be the default, and all of the tenant properties automatically inherit the settings for properties in the default language. You can override this inheritance for any properties you want to vary within each language. (For details, see Customizing tenant website properties on page 65.)

This capability lets you quickly create multi-lingual versions of a website, all of which work and act in an identical manner. It also lets you change properties for the default language and have those changes automatically propagate to the other languages unless you have specifically overridden that inheritance.

Adding a new language

To a add new language:

1. In IC Manager, select **Services** > **MultiTenancy Administration**. IC Manager opens the web-based IC Website Administration Tool and displays the **Welcome to the Interaction Center Website Multi-Tenant Administration** page.
2. Select **Define Languages** in the **Tenants Admin** menu.
3. Enter the language code, country code, default description, and default display text in the **Properties** box.

   Important:
   If you are going to import the international website properties that Avaya IC provides out-of-the-box, you should *not* enter a country code. For more information, see Internationalized language options on page 63.
4. When you are done, select **Add Language**.

   The IC Website Administration Tool redisplays the **Enable Languages** page with the new language listed in the language box, and Web Management automatically enables this language for the Default tenant.

Enabling a language for a tenant

To enable a language for a tenant:

1. Select **Enable Languages** in the **Tenants Admin** menu. The IC Website Administration Tool displays the **Enable Languages** page.
2. Select the desired tenant and select **Customize Tenant Languages**.
3. For this tenant, you can:
   - Enter new display text for the language.
   - Allow the tenant to use this language by selecting the **Enabled** check box.
   - Set this as the tenant's default language by selecting **Default**.
4. Click **Edit Languages** to submit your changes.

Note:
You cannot change the Default Language (English) for the Default Tenant.

Deleting a language

To delete a language:

1. Select **Define Languages** in the **Tenants Admin** menu.
2. Select the **Delete** check box for each language that you want to delete.
3. Select **Delete**.

Tip:
If you want to disable a language without deleting it, clear the **Enabled** check box for that language on the **Enable Languages** page.

Internationalized language options

The International version of Avaya IC contains localized website properties that can be used to add language-specific web page text to your installation. These localized properties use the standard Avaya IC language codes to identify which country they are associated with, but they do *not* use the country code discussed in Enabling website language options on page 62.

In order to use the out-of-the-box localized properties:

1. If you have not already done so, import the localized properties as described in *IC Installation and Configuration*.
2. Enable the languages you want to use on the website, making sure you use the standard Avaya IC language codes and you do *not* enter a country code.

3. Restart the website server so that it recognizes the new language codes and, if necessary, uploads the localized seed data from the database.

If you want the tenant's website to recognize several variations on a language, you can create new language codes comprised of one of the standard two-letter code combined with a custom two letter Country Code. (For example, to create a Castilian variation of Spanish, you could define a language with the language code `es` and the country code `CA`. Web Management stores that language code as `es-CA`.)

Important:
While you can use this language code variation on the website, it will not be recognized in any other part of the Avaya IC system. So, for example, you cannot use the es-CA code to specify the language for an AuxWork or Logout code.

Any language whose code begins with one of the standard two-letter abbreviations will default to the internationalized property settings for that language. That means you only need to change the values for those properties that differ between the language variation and the root language.

Note:
Any language whose first two letters do not match one of the standard codes will default to the English (`en`) property values.

Customizing tenant websites

You can customize tenant websites by:

- Changing the settings for basic properties using the IC Website Administration Tool. These properties can be changed on the fly by anyone with administration privileges. For details, see Customizing tenant website properties, below.
- Replicating the underlying source code and making changes to that code. Changing the code needs to be done very carefully by an experienced website designer, but it gives you the maximum flexibility when it comes to customizing your tenant websites. For details, see Customizing tenant source code on page 66.
- Specifying the location of the tenant's index page. For details, see Specifying the URL for the tenant's index page on page 67.

Note:
If a customer sends an email from the website, the email address that Web Management uses is the one associated with the last FAQ document that the customer viewed. For details, see Managing the FAQ database on page 189.

Customizing tenant website properties

The IC Website Administration Tool lets you modify all of the tenant's website properties. To do so:

1. In IC Manager, select **Services** > **MultiTenancy Administration**. IC Manager opens the web-based IC Website Administration Tool and displays the **Welcome to the Interaction Center Website Multi-Tenant Administration** page.
2. Select **Tenant Properties** in the **Tenant Admin** menu.
3. Select the tenant you want to customize from the **Select a Tenant** drop-down list, and then select **Customize Tenant**. The IC Website Administration Tool displays the **Customize Tenant** page.
4. Select the language properties you want to set from the **Select Language** drop-down list at the top of the page.
5. From this page you can view and modify all tenant properties in a table organized by group.
   - To view all properties, select **All Properties**. The IC Website Administration Tool displays all of the tenant's properties, sorted alphabetically. The prefix of each property tells you the group to which the property belongs. (For example, all chat properties start with "`chat.`")
   - To view only those properties associated with a specific group, select the group name from the list.
6. If you want to override the inherited value for a given property, clear the check box in the (*****) column for that property. You can then enter a new value for that property.
7. When you are finished modifying the properties you wish to change, select **Update Data** at the bottom of the page.

Additional property information

Generally, the Description and Suggested Values column provides enough information for you to fill in a particular field. However, there are a few things that you need to keep in mind:

- There is no error checking on these fields. If you enter a value that does not fall within the range of expected values (as defined in the Suggested Value column), it may appear to be accepted by the system even though it will not work.
- If a field takes a 0 or 1, then 0 always means "false", "no", "disabled" or "closed" while 1 means "true", "yes", "enabled", or "open".
- If you enter a URL for any page that is not stored in the Web Management system, it could cause parsing problems and the page may be displayed incorrectly.

- You can indicate different fonts for different browsers by separating the font names with commas. For example, if Internet Explorer supports Arial while Netscape supports Helvetica, you could enter `Arial, Helvetica` in the field.

Customizing tenant source code

Web Management uses a servlet engine to display the JSP files that make up each tenant's website. The servlet engine loads the pages from a single *context* (website application). A context is represented by a root directory on the server, while all tenants within that context have their own subdirectory under that root. By default, all tenants use the same source code, and customizations are done using the tenant properties described in Customizing tenant website properties on page 65.

If you want to extensively customize a particular tenant, you can maintain a separate copy of the source code files in a different directory. To do so:

1. Create a new subdirectory under the existing context directory (for example, under `website`).
2. Copy all files from *`IC_INSTALL_DIR`*`\IC72\comp\website\public` into the newly-created tenant subdirectory.
3. Make any desired changes to the images, JSP files, XSL stylesheets, or other source files.

For example, if your default tenant is stored in `c:\avaya\ic72\comp\website\public`, then the context directory is `c:\avaya\ic72\comp\website`. Any customers accessing this default tenant would use the URL `http://www.host.com/website/public`.

To add a tenant called "sales", you would create a subdirectory called `c:\avaya\ic72\comp\website\sales` and copy the files from `c:\avaya\ic72\comp\website\public` into that subdirectory. Customers would use the URL `http://www.host.com/website/sales` to access the new tenant.

After you do the copy, the Sales tenant has all the same property settings as the DefaultTenant. You can modify the source code, or you can work with the Tenant Properties described in Customizing tenant website properties on page 65. At the very least, you need to change the source directory metadata property, `website.pages.public`.

Specifying the URL for the tenant's index page

If customers do not specify a specific tenant's index page when they access the website, Web Management displays a generic page allowing them to select the tenant they want to visit. This solution is useful if customers only remember part of your website's URL, but for any direct links that you publish via the web, email, or in print, you should specify the complete path.

The format of a tenant's index page URL depends on how you customized the website:

- If you created the new tenants in IC Manager and customized just the Tenant Properties (as described in Customizing tenant website properties on page 65), then you can access the index page by specifying the tenant name and language in the standard URL. For example, if you have a tenant called `sales`, the index page URL would be:

```
http://www.avaya.com/website/public/index.jsp?aicTenant=sales&aicLanguage=en
```

  Note:
  You can omit the language parameter if there is only one language enabled for the website.

- If you changed the source code (as described in Customizing tenant source code on page 66), then you can access the index page by entering the tenant subdirectory name in place of `public` in the above URL.

  For example, if there is only one tenant, with only one enabled language, using this source code directory, you would specify:

  `http://www.host.com/website/sales`

  Otherwise, you would specify:

```
http://www.host.com/website/sales/index.jsp?aicTenant=sales&aicLanguage=en
```

Customizing account information

The User Properties feature lets you customize the data that appears in the Create Customer Account page that is displayed to both customers and administrators. You can change standard form elements such as labels, whether text entered into a field is obscured, or whether a field displays at all. In addition, you can add new properties to the form in case your company wants to collect additional information.

For more information, see:

- Customizing standard properties on page 68
- Adding new user properties on page 69

Customizing standard properties

To customize standard user properties information:

1. In IC Manager, select **Services** > **MultiTenancy Administration** to open the **Welcome to MultiTenant Administration** page.
2. Select **User Properties** under **Tenants Admin**.
3. Select the tenant whose user properties you want to modify from the drop-down list, and select **User Properties**.
4. Each field on the User Properties page has the following properties:
   - **Attributes**. The name of the metadata key for the property. This field is not editable.
   - **Caption**. The associated caption that is displayed in the form. The language-specific captions for user properties can be set by changing the metadata properties beginning with `account.text.userprop`. For details, see Customizing tenant website properties on page 65.
   - **Obscure**. Determines whether or not the value entered by the user will be displayed. This is usually set to **True** for password fields and **False** for other fields.
   - **Weight**. Determines the priority of the property, with a lower value indicating a higher priority. The weight determines the order in which the fields are displayed on the Create Customer Account form: the field with the lowest weight is displayed first, then the field with the next lowest weight, and so on. (If two or more fields have the same weight, they appear in alphabetical order.) Valid values range from 0 to 100.
   - **Protect**. Once an account is created, if this field is set to True, the user will not be able to change the contents of the field when modifying their account information. When creating a new account, the user will always be able to enter the contents of any required fields.
   - **Visible**. Determines whether or not the field will be visible to the user.

5. Set the user options as desired. When you're done, select **Update**.

Adding new user properties

You can add as many new free-form text properties as you want. To do so:

1. Open the **User Properties** page and scroll to the **Extended Properties** section near the bottom of the page.
2. Select **Add New Property** to open the **Add Extended User Property** page.
3. Enter a property name and caption, then select **Update**.
4. You can now set the other property values as described in Customizing standard properties on page 68.



Tip:
By default, the customer's title is chosen from a drop-down list. If you want the customer to be able to enter any title, hide the `userprop.opt.title` property and add a new extended property for the customer's title.

Editing or deleting extended user properties

To edit the attributes for an extended property, go to the **Extended Properties** section, make your desired changes and select **Update Properties**.

To change the name of the property, click on that name, make your changes, and then select Update.

To delete an extended property:

1. In the **Extended Properties** section, click on the name of the property you want to delete.
2. Select **Delete**.
3. Confirm the deletion at the prompt.

Working with customer accounts

You can either let customers create their own accounts on the fly, or you can create an account for each customer and tell them their user name and password. The user names must be alphanumeric The first character of the user name must be a letter and not a number.

Note:

Whether customers can create their own accounts is controlled by the `security.usercreation` property. For details on setting it, see Changing properties on page 202.

By default, each customer using Web Management *must* have a separate account, two customers *cannot* log in at the same time under the same login ID.

The way Web Management manages customer accounts is controlled by out-of-the-box workflows created with the Workflow Designer. If the default process does not fit your business model, then you can change the flows to fit your needs. For details about the default flows, see Understanding the default account management process on page 72. For details about modifying flows or using the Workflow Designer, see *Avaya Workflow Designer User Guide*.

Creating customer accounts

To create customer accounts:

1. In IC Manager, select **Services** > **MultiTenancy Administration** to open the **Welcome to MultiTenant Administration** page.
2. Select **Create Customer Account** under **Customer Management**.
3. Select the tenant to associate with this customer from the **Select a Tenant** drop-down list.
4. Select **Create Customer** to open the **Create Customer Account** page.
5. Enter the appropriate information in the fields. A pencil following each field indicates that it is required.

   Tip:

   The user name must be at least three characters long and the email address should be in the format `name@somewhere.com`.
6. Select **Create** to add the account to the database.

Modifying customer accounts

Use the Manage Customer Accounts feature to view information about a customer or to modify a customer account.

To modify customer accounts:

1. In IC Manager, select **Services** > **MultiTenancy Administration** to open the **Welcome to MultiTenant Administration** page.
2. Select **Manage Customer Accounts** under **Customer Management**.
3. Enter the customer's user name in the **Name** field, *without* the "@tenantname" portion of the user name. You can also enter an asterisk (*) to view all customers, or use it as a wildcard following a partial user name in the Name field. (For example, br* will match Brian, Bryan, Bryce, etc.)

   Tip:

   If you enter a customer's full name and search does not find that customer, add an asterisk to the end of the customer's user name and repeat the search.
4. Select **Find** to open the **Customer Account Management** page displaying any customers from any tenant that match the search string.
5. Select the customer name from the list, then select **Modify** to view the customer's account information.
6. Enter the appropriate information in the fields that you want to change.
7. Select **Edit**.

Enabling and disabling customer accounts

When you disable a current customer account, Web Management keeps the information in the database in case you want to re-enable it later. To actually delete a customer account from the database, you need to use your database administration tool.

Note:

Before you disable an account, ensure that the customer is not currently taking part in a chat session and that they don't have an email pending in the system. To do so, check the list of currently running tasks for the customer's name and email address. For details, see *IC Administration Volume 1: Servers & Domains*.

To enable or disable an existing customer account:

1. In IC Manager, select **Services** > **MultiTenancy Administration** to open the **Welcome to MultiTenant Administration** page.
2. Select **Manage Customer Accounts** under **Customer Management**.
3. Enter the customer's user name in the **Name** field. You can also enter an asterisk (*) to view all customers, or use it as a wildcard following a partial tenant name in the Name field. (For example, br* will match Brian, Bryan, Bryce, etc.)
4. Select the customer name from the list and select **Disable** or **Enable**. Confirm the action when prompted.

Understanding the default account management process

Web Management manages customer account records using out-of-the-box workflows created with Workflow Designer. The default workflows are:

- AddCustomer (addcustomer.qfd). Adds a new customer record to the database. This flow requires customer information, tenant ID, and an unique email address for the customer. (For details, see AddCustomer on page 73.)
- UpdateCustomer (updatecustomer.qfd). Updates an existing customer. It requires the customer record's `wc_auth ID` and the updated information. (For details, see UpdateCustomer on page 74.)
- DeleteCustomer (deletecustomer.qfd). Marks the customer record as deleted in the database, but does not actually remove the record. This flow requires the record's `wc_auth ID`. (For details, see DeleteCustomer on page 74.)
- UndeleteCustomer (undeletecustomer.qfd). Restores a previously-deleted customer record. This flow requires the record's `wc_auth ID`. (For details, see UndeleteCustomer on page 74.)
- GetAuthenticatedCustomer (getauthenticatedcustomer.qfd). Authenticates the customer's user name and password. It returns the customer record if successful.
- GetCustomerList (getcustomerlist.qfd). Retrieves the list of customer records (both active and deleted) that match the specified criteria.

AddCustomer

When a new customer record is submitted, the AddCustomer flow checks to see whether a record can be added without a conflict. If it does, the flow returns an error and does not create the new record. (This means that two customers on the same tenant cannot share the same email address, even if their login names are different.)

For example, if the following customer record already exists in the database:

- Login name: bob
- Email: bob@noname.com
- Tenant: DefaultTenant

then the following examples show how the AddCustomer flow would process three different Create Customer requests:

Case 1: New customer requests to be added with:

- Name: bob2
- Email: bob@noname.com
- Tenant: DefaultTenant

Result: The email and tenant are the same, so AddCustomer would fail with a "customer already exists" message.

Case 2: New customer requests to be added with:

- Name: bob
- Email: bob@noname.com
- Tenant: OtherTenant

Result: The tenants are different, so AddCustomer succeeds and a new customer record is added to the database.

Case 3: New customer requests to be added with:

- Name: bob3
- Email: bob3@noname.com
- Tenant: DefaultTenant

Result: The email addresses are different, so AddCustomer succeeds and a new customer record is added to the database.

UpdateCustomer

The UpdateCustomer flow contains no restrictions on updating customer information. Therefore, it is possible for a customer to change his or her email address to one that is the same as another customer.

Because Web Management maintains record consistency during the update operation, having a duplicate email address during update does not lead to any errors during processing.

DeleteCustomer

The DeleteCustomer flow sets the deletedFlag for the customer's record to 1 (true). The actual customer information is not deleted from the database.

UndeleteCustomer

The UndeleteCustomer flow sets the deletedFlag for the customer's record to 0 (false). The flow does *not* check to see if the customer record's email address is the same as another customer record already in the database.

Setting up the WebSchedule Callback feature

The WebSchedule Callback feature allows a customer to schedule when a specified agent at the contact center will place a telephone call to the customer. The customer schedules the call from the contact center's website.

When a customer completes the scheduled call form on the Scheduled Callback web page, the WebSchedule Callback server sends the request to the specified agent for a callback. The agent receives the callback request on the Avaya Agent client and returns the call to the customer at the requested time.

Note:

The WebSchedule Callback feature is only available on the Avaya Agent client. It is not supported on the Avaya Agent Web Client or IC systems running with Siebel integration.

Configuring WebSchedule Callback properties

The working hours of the contact center can be configured from the website properties. These properties provided as part of the Web Admin pages under Tenant Administration properties. The default values (open at 9:00, close at 18:00) can be modified for specifying the working hours of the contact center.

To modify the working hours of the contact center, set the following tenant properties to the desired times. (For details, see Customizing tenant website properties on page 65.)

Property name	Default value	Comments
callback.checkcallbacktime	TRUE	When set to TRUE, enables the WebSchedule Callback feature.
callback.contactcenteropentime	09:00	Time must be specified in 24-hour and xx.xx format only.
callback.contactcenterclosetime	18:00	Time must be specified in 24-hour and xx.xx format only.

Setting up Shared Browsing

By default, Shared Browsing is enabled for all chat sessions if the customer's browser can support it (for a list of supported browsers, see *IC Installation Planning and Prerequisites*).

Shared browsing provides the following features:

Customer Send Page: The customer can select **Send Page** on the chat client to automatically send the web page they are currently viewing to the agent.

To disable this feature, set the tenant property `chat.attributes.SendPageCaller` to "no" for the desired tenant and language. (For details, see Customizing tenant website properties on page 65.)

Agent Auto-Sync: If Auto-Sync is enabled, the current page shown in the Agent's browser is automatically loaded into the customer's browser as well. If an agent clicks on a hypertext link and loads a new page, that page is also loaded in the customer's browser. For details about configuring Auto-Sync, see *Avaya Agent User Guide*.

Collaborative Form-filling: When an agent and customer "sync" web pages (either through the Customer Send Page feature or the Agent Auto-Sync feature), all form elements on the customer and agent browsers will also synchronize. Changes to a form element (such as a field or a radio button) by one party will be reflected in the other party's browser.

Some web forms may need to be customized before they can be shared. You should test all forms you plan to share before attempting a live interaction with a customer.

Note:
Form-filling is supported only on the Internet Explorer browser.

Collaborative Form-filling

Collaborative Form-filling, also known as the Collaboration feature, is now incorporated in the HTML Chat client. This feature enables the customer and the agent to collaborate and fill forms on Web pages that are pushed by either the customer or the agent.

After the call is escalated by the customer a Verisign Certificate seeking the permission of the customer to access the system resources is displayed.

When the customer accepts the certificate, a new Internet Explorer browser window is displayed. This Internet Explorer browser window is the collaboration window that displays all the pushed pages and serves the purpose of form-filling.

Collaborative Form-filling is possible for the following HTML elements:

- Text box
- Radio button

- Check box
- Drop-down list
- Text Area

Note:
These HTML elements are supported only if they are inside a HTML form. An ID tag is mandatory for the fields in the form that is shared as part of collaborative form-filling.

Collaborative Form-filling works only when the customer collaboration browser and the agent collaboration browser are on the same URL, and Webpages on both browsers have the same page layout. During collaborative form-filling, browser session, cookies and authentication information is not shared.

Collaborative Form-filling is supported under the following scenarios:

- If the HTML page uses a form to post data onto the server.
- When the HTML page is a Static page. A Static page does not use any background scripts and/or events that dynamically change the layout of the page.
- Form-filling is supported only on the Internet Explorer browser.

Collaborative Form-filling is not supported on pages that:

- dynamically get updated by scripts or events.
- dynamically insert elements into the form or use some dynamic style sheets to format the form on the page.

Using the DataWake feature

The DataWake feature uses a web server plug-in that filters requests from customer browsers using rules specified in Web Management DataWake Administration. Each filter contains one or more search terms, called regular expressions, which are used to find specific web addresses that have been accessed by customers within a recent period of time. When pages that match these regular expressions are accessed by customers, the “hits” are recorded to the DataWake table, along with the name of the customer and other information. Agents can see this information and use it in any way they have been instructed, including clicking buttons that have been programmed with specific actions.

The process of setting up a DataWake mostly involves creating one or more filters using regular expressions (search terms). When you upload the filters to the web server, Web Management can then track an agent’s or a customer’s visits to any web pages that match the filter criteria.

Filters and regular expressions

Each filter contains two levels of regular expressions: tenant regular expressions and associated ripple regular expressions. The DataWake feature uses tenant regular expressions to determine the tenancy of the browser request. Once the tenancy has been determined, it uses the ripple expressions to determine whether the request is written to the database and how the request is classified in the database.

When a tenant regular expression and any associated ripple regular expressions are found, meaning that a customer has accessed a monitored page, an entry is made in the DataWake table, along with the name of the customer, and the description and priority that has been entered for the regular expressions.

Because each filter can contain multiple regular expressions, all of which will monitor web traffic on a server, you only need one filter per web server.

Ripple regular expressions

You use ripple regular expressions to drill down to more specific information about what customers are viewing on the company web site.

For example, if you set a tenant regular expression to search for the FAQ page, the ripple regular expression could search for certain topics in customers' searches of that FAQ page. Or if you set a tenant regular expression to search for the escalate page, the ripple regular expressions could indicate whether the customer requested a chat, fax, email, or callback.

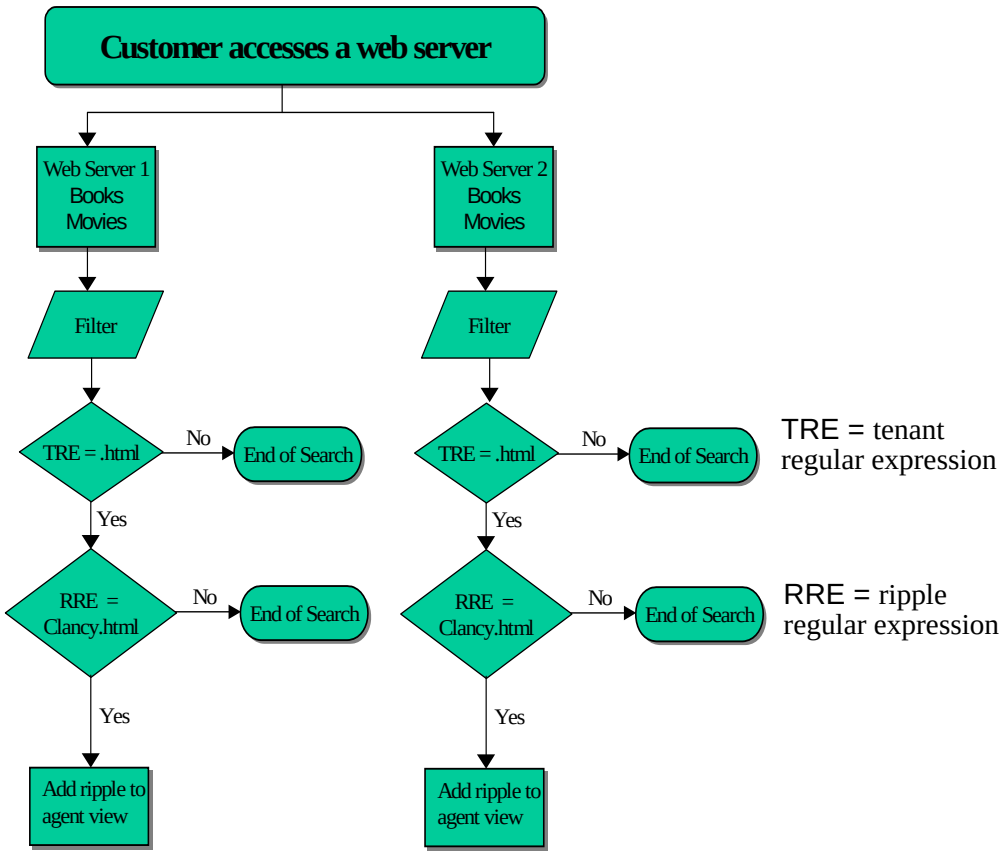
Ripple regular expressions also allow you to associate a priority, a description, and an expiration time to a web hit. For example, if Tenants A and B filter on the same tenant regular expression, `order.html`, but you want to place a higher priority on this file for Tenant A than for Tenant B, you can use a ripple regular expression to specify a different priority of the `order.html` regular expression for each tenant.

Ripple regular expressions also give you the ability to turn on or off logging customer hits to the database for each expression.

Setting up filters on multiple web servers

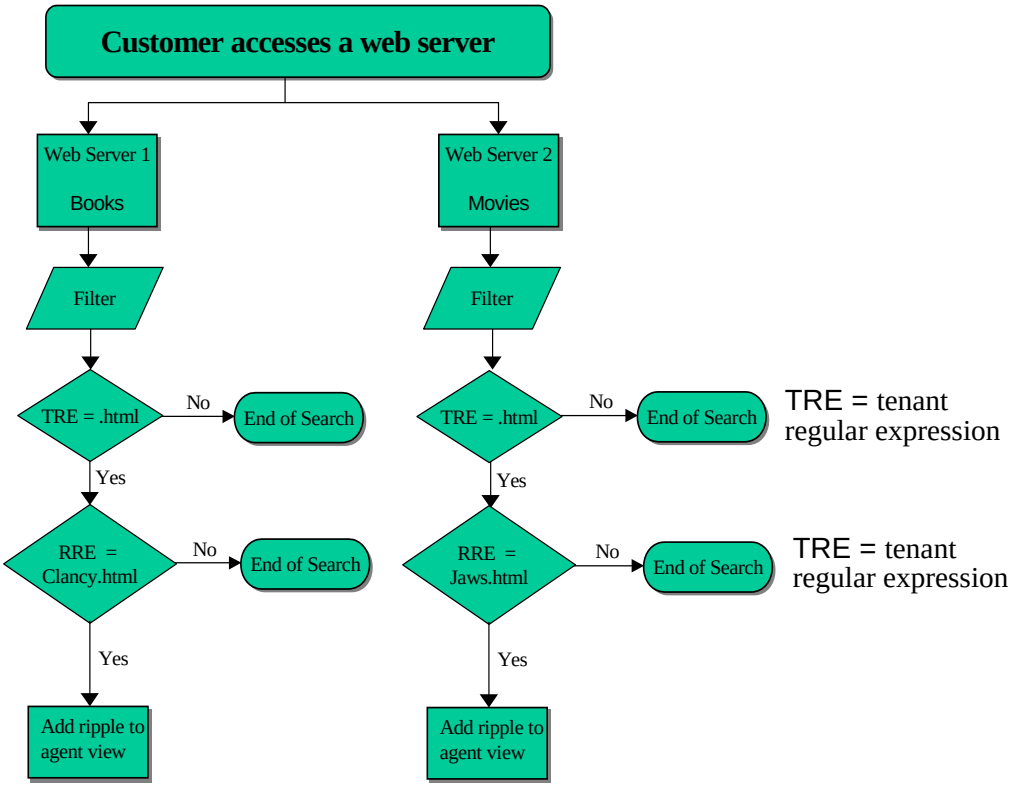
You can set up DataWake filters on multiple web servers in a variety of ways. The following examples describe two common methods.

The diagram below shows the DataWake filter setup with two different web servers hosting the same content, both having to do with “books” and “movies.” The administrator created two separate filters with the same filter information, tenant regular expressions, and ripple regular expressions.



Comments? infodev@avaya.com

The next diagram shows the DataWake setup with the web content divided across two different servers, one server having content about “books” while the other server has content about “movies.” The administrator created a different filter for each web server, each filter pertaining to the web server’s specific topic. The ripple regular expression for books would find customer hits to the web page about Clancy, while the ripple regular expression for movies would find hits to the web page about Jaws.



Syntax for regular and ripple expressions

Tenant regular expressions and ripple regular expressions must follow certain syntax rules, which differ according to whether the filter is searching for single characters or multiple characters. Refer to these rules if you want your filter to use special characters, wild cards, or more advanced methods of searching.

Comments? infodev@avaya.com

Single character regular expressions

The following table defines the syntax rules for creating single character regular expressions.

Rule	Example
Valid characters for regular expressions consist of alphanumeric characters. Special characters consist of the following symbols: + * ? . [ ] ^ $ \ You can also include the following reserved characters in a regular expression: , / @ = &	“a,” “b,” “c,”... or “1,” “2,” “3.”...
Any character that is *not* a special character matches itself.	Humpty will search for “Humpty”
You cannot use spaces in a regular expression.	
A backslash (\) followed by any special character matches the literal character itself.	*Humpty will search only for “*Humpty”
The period (.) matches any character except the new line character.	.umpty will search for “Humpty” or “Dumpty”
A set of characters enclosed in brackets is a one-character regular expression that matches any of the characters in that set. If the carat (^) is the *first* character in the set, the regular expression matches any character that is *not* in that set.	[ump] will search for a “u,” “m,” or “p” [^ump] will search for any characters except “u,” “m,” “p”
A range of characters enclosed in brackets (indicated with a dash) matches any character in that range.	[a-s] will search for any character from “a” to “s”

Multi-character regular expressions

The following table defines the syntax rules for creating multi-character regular expressions.

Rule	Example
A one-character regular expression followed by an asterisk (*) matches zero or more occurrences of the regular expression.	[a-d]* will search for zero or more characters for “a,” “b,” “c,” “d”
A one-character regular expression followed by a plus (+) sign matches one or more occurrences of the regular expression.	[a-d]+ will search for one or more characters for “a,” “b,” “c,” “d”
A regular expression followed by a question mark (?) matches zero to one occurrences of that regular expression.	xy?z will search for “xyz” or “xz”
The concatenation of regular expressions is a regular expression that matches the corresponding concatenation of strings.	[A-D][a-d]* will search for any string which consists of a single character "A", "B", "C", or "D" followed by zero or more characters with repeats allowed "a", "b", "c", or "d".

Setting up DataWake filters

DataWake filters communicate with the Attribute server to determine which customer hits on the server should be recorded.

By default, the IC Website Administration Tool creates a DataWake filter called “Main” on the installation machine. If you want to monitor other web servers, you need to make sure that the DataWake plug-in is properly installed and configured, and then create a DataWake filter on each of those servers.

CAUTION:
DataWake will not work without the special instructions contained in the default Main filter, even if you have created filters on other web servers. Therefore, you should not delete Main from the installation machine even if that’s not one of the web servers you want to watch.

When you create a new filter, you also need to define regular expressions associated with a specific tenant. You can add multiple regular expressions to the filter.

To create a new DataWake filter:

1. In IC Manager, select **Services** > **Web Response Unit**.
2. Select **Manage DataWake** under the **DataWake** section to open the **DataWake Management** page.
3. From the **Filter Management** section, select **New** to open the **Tenant Regular Expressions for Filter** page.
4. Under the **General Information** section, enter:
   - A name for the new filter in the **Filter Name** field.
   - The server name or IP address where the filter will be hosted in the **Host Name/IP** field.
5. Add the filter’s regular or ripple regular expressions as desired. (For details, see Adding regular and ripple regular expressions on page 84.)
6. When all the tenant regular expressions are as you want them, select **Commit** to save the filter and expressions to the database.

   The IC Website Administration Tool redisplays the **DataWake Management** page.
7. In the **Update Filters** section, select **Update Filters** to send the changes to the server.

Adding regular and ripple regular expressions

You can add regular expression for a filter on the **Tenant Regular Expression for Filter** page, and then select an existing expression and add ripple regular expressions on the **Ripple Regular Expressions** page.

To add a regular expression:

1. In the **Filter Management** section of the **DataWake Management** page, select the filter for which you want to add a regular expression from the drop-down list.
2. Select **Maintain** to open the **Tenant Regular Expressions for Filter** page.
3. In the **Regular Expressions** section below the expressions table:
   a. Enter the tenant regular expression you want this filter to search for in the **Regular Expression** field. (Expressions can be up to 64 characters long. For the rules of syntax, see Syntax for regular and ripple expressions on page 80.)
   b. Select the tenant to which this expression applies from the **Tenant** drop-down list.
   c. Select **Add** to add the expression to the list of tenant regular expressions.

   Repeat this procedure for each regular expression you wish to add.
4. Select **Commit** to save the expressions to the database. The IC Website Administration Tool redisplays the **DataWake Management** page.
5. In the **Update Filters** section, select **Update Filters** to send the changes to the server.

To add a ripple regular expression:

1. In the expressions table on the **Tenant Regular Expressions for Filter** page, select the selection box next to the regular expression to which you want to add a ripple expression.
2. Select **Edit Ripples** to open the **Ripple Regular Expressions** page. The **Add** section appears below the ripple expression table.
3. You can specify:
   - The regular expression that you want to add in the **Regular Expression** field. You can enter between 1 and 64 alphanumeric characters.
   - The priority of the ripple regular expression in the **Priority** field. You can specify a number between 1 and 100, with 1 representing the highest level of priority and 100 the lowest. Agents can sort their views based on this priority.
   - A description for this ripple regular expression (such as escalation, browsing, ordering, or chat), in the **Description** field.
   - The amount of time, in seconds, that should elapse before this ripple is deleted from the DataWake system in the **Expiration (seconds)** field.
   - Whether you want this ripple logged to the database by selecting or clearing the **Log to DB** check box.

Comments? infodev@avaya.com

Note:

Any ripples that are logged to the database become part of the customer's DataWake record. Use the check box to turn logging on and off according to what your company determines to be currently significant. Only ripples with database logging turned on can be accessed by agents using the DataWake View feature.

4. Select **Add**.

   Repeat this procedure for all ripple expressions that you want to add.

5. Select **Done** to return to the Tenant Regular Expressions for Filter page.
6. Select **Commit** to save your changes to the database. The IC Website Administration Tool redisplays the **DataWake Management** page.
7. In the **Update Filters** section, select **Update Filters** to send the changed filters to the server.

Ordering expressions

The IC Website Administration Tool checks the expressions in the order in which they appear in the table. When the filter finds a match, it stops checking lower expressions in the table. Therefore, you should place your most specific expressions at the top.

For example, if you are using a regular expression to capture hits to the FAQ page, and another to capture customer searches on the FAQ page, you should put the search expression first in the table. Otherwise, The IC Website Administration Tool will record the hit to the FAQ and then stop, ignoring the more detailed search expression.

To set the order of regular expressions:

1. On the **DataWake Management** page, select the filter whose regular expressions you want to order and select **Maintain** to open the **Tenant Regular Expressions for Filter** page.
2. Select the selection box next to the regular expression you want to move.
3. Select **Move Up** or **Move Down** as appropriate.
4. Select **Commit** to save your changes to the database and return to the **DataWake Management** page.
5. Select **Update Filters** to send your changes to the server.

To set the order of ripple regular expressions:

1. On the **Tenant Regular Expressions for Filter** page, click the selection box next to the regular expression whose ripple expressions you want to order.
2. Select **Edit Ripples**.
3. Select the selection box next to the ripple regular expression you want to move.
4. Select **Move Up** or **Move Down** as appropriate.
5. Select **Done** to return to the **Tenant Regular Expressions for Filter** page.
6. Select **Commit** to save your changes to the database and return to the **DataWake Management** page.
7. Select **Update Filters** to send your changes to the server.

Modifying or deleting expressions

To delete or modify regular expressions in the regular expressions table or the ripple regular expressions table, you must first select an expression by clicking its selection box, then selecting **Remove** or **Edit**.

After you have made your changes, select **Commit** on the **Tenant Regular Expressions for Filter** page, then select **Update Filters** on the **DataWake Management** page.

Viewing DataWake records

The DataWake View page lets you or your agents view the DataWake record of anyone visiting one of your tenant's websites. The DataWake record is a list of the URLs on the tenant's site that a customer has visited during his or her browser session.

The **DataWake View** page has two sections:

- **Full DataWake History** lets you view the DataWake for any user
- **Agent's Current DataWake** lets you view your own browser session information.

Full DataWake history

To view the DataWake history:

1. In IC Manager, select **Services** > **Web Response Unit**.
2. From the **Self-Service** section, select **Self-Service Console**.
3. Select **DataWake View** to open the **DataWake Summary** page.
4. You can narrow your search results by entering any or all of the following information in the **Full DataWake History** section:
   - **User Name**. Enter a user name or leave this field blank to view the DataWake record for all users.

     If you enter a name in this field, the restrictions below apply to that user only. If you leave it blank but enter restrictions, then the results will show the restricted information for all users.
   - **Restrictions**. If you want to refine your view further, select one of the following restrictions:
     - **Start/End Date and Time**. View the DataWake generated only between the start and end dates and times.
     - **Last N Sessions**. View only the last N sessions.
     - **List of Session Ids**. View one or more specific session Ids (separate multiple Ids with commas).
5. Select **Display Full DataWake**.
6. Click on the DataWake record that you want to view. If you are prompted to log in, enter your current logon ID.

Viewing your own DataWake record

To view your own DataWake record:

1. Select **DataWake View** to open the **DataWake View** page.
2. In the **Agent's Current DataWake** section, select **Display Session** to view your current DataWake record.

Comments? infodev@avaya.com

Chapter 4: Agents

An agent account in Avaya Interaction Center (Avaya IC) often belongs to a support person (often called a Customer Service Representative). However, the account can also be for any object that can receive tasks, have contacts routed to it, or administer the system. For example, in addition to being a live individual, an agent account on Avaya IC can be an IVR (Interactive Voice Response) entry point, a queue, or an Auto Response facility. Allowing these other entities to be represented as agents facilitates transfers and conferences over Avaya IC.

Agents must be entered into the Avaya IC database before they can use the Avaya IC system. The agent's information is added and maintained through IC Manager's Agent Manager. To access the Agent Manager, select the Agent tab in the main IC Manager window. To view a list of agents assigned to a particular workgroup, select that workgroup in the left pane. For details, see Using the Agent Manager on page 91.

Prerequisites

Domains: When you create agents, you must assign them to a domain. Therefore you should create your domains before you create your agents, or you will have to assign everyone to the Default Domain and then reassign them later. For more information about domains, see *IC Administration Volume 1: Servers & Domains*.

Workgroups and tenants: You may also want to create workgroups and tenants before you create agents. For details, see Chapter 2: Workgroups and tenants on page 49. Avaya strongly recommends that your agent population be organized into workgroups that mirror the organization of your contact center, and that no single workgroup have more than 500 agents assigned to it.

Business Advocate: If your site uses Business Advocate, you need to set up the Logical Resource Manager (LRM) and Link groups before you can assign agents to the Business Advocate system. For details, see *IC Business Advocate Configuration and Administration*.

Agent information

When you create an agent, you can specify the following types of information:

- Contact Information. The agent's phone numbers, email addresses, and postal address.

  Note:
  You should use the Real Time Subsystem for agent states instead of IC Manager.

- System Identity. The agent's login ID, task load, and task ceiling.
- Membership. The agent's assignment to domains, workgroups, and sites.
- Media Channel Properties. The media channels (voice, email, web) configured for use by the agent.
- Skills. The specific skills and abilities of the agent.
- Advocate information. If your site uses Business Advocate, the LRM and Link group that the agent belongs to.
- Security Attributes. The agent's password and role assignments.

  Note:
  An agent *must* be assigned one or more roles.

After you have created agent records, IC Manager needs to commit those records to the database. For details on committing the changes, see Updating the database on page 116.

This section contains the following topics:

- Using the Agent Manager on page 91
- Creating a new agent on page 91
- Adding a non-agent member to the Unified Agent Directory or Address Book on page 113
- Searching for agent records on page 114
- Sorting agent listings on page 114
- Changing agent information on page 115
- Updating the database on page 116
- Deleting an agent on page 117

Using the Agent Manager

The left pane of the Agent Manager lists the existing tenants and workgroups. To view the workgroups assigned to a tenant or workgroup, expand the top-level entity. If a workgroup contains agents and/or queues, information about these agents and queues are displayed on the right pane of the Agent Manager. Agents can only be assigned to workgroups, the workgroups are assigned to tenants.

By default the Agent Manager retrieves agent accounts from the database only when a workgroup is selected. When IC Manager first displays the Agent Manager, no workgroup is selected so there are no agents listed. To load the agents when IC Manager starts up, enable the Auto Load option by selecting **Agent** > **Auto Load**.



Tip:

The **Auto Load** option should not be used when there are a large number of agents in the Avaya IC system or IC Manager will require a prolonged start up time.

Creating a new agent

IC Manager lets you create agent accounts using the **Agent Editor**. To do so:

1. Select the **Agent** tab on the IC Manager window.
2. Select the workgroup from the left pane to which you want to add the agent.

Note:

If you create a single workgroup with all of your agents in it, Avaya Agent users may experience long wait times when opening the Unified Agent Directory and selecting agents from that list. Avaya recommends that a single workgroup should contain no more than 500 agents.

3. Select **Agent** > **New**. IC Manager displays the **Agent Editor**.



Tip:

Required fields are marked with an asterisk (*) in the Agent Editor.

4. Enter the agent's information in the **Agent Editor**. For details, see:
   - Entering basic agent information on page 92
   - Configuring channels on page 99
   - Setting agent security information on page 102
   - Assigning agent properties on page 107

- Defining agent skills on page 107
- Setting Business Advocate information on page 109
- Setting miscellaneous agent information on page 110

5. After entering information on the tabs, you can:
   a. Create the agent account and return to the IC Manager window by selecting **OK**.
   b. Create the agent account and keep the **Agent Editor** open and available by selecting **Apply**.
   c. Return to the IC Manager window without creating the agent account by selecting **Cancel**.

Note:
If you cannot log in as the agent after you create the agent record, stop and then restart the Telephony server. To have this update happen automatically, select **Servers** > **Auto Update**.

Entering basic agent information

Fields and subtabs on the Agent Editor's General tab lets you define:

- Basic employee information such as name, title, employee ID, and manager. For more information, see Employee information, below.
- Personal and business contact information for the agent such as email addresses, telephone numbers, fax numbers, and mailing addresses. For more information, see Contact information on page 94.
- System information such as the login and task settings assigned to the agent's account. For more information, see System information on page 95.
- Membership information for domains, workgroups, and sites. For more information, see Membership information on page 97.
- Additional free-form comments. For more information, see Additional notes on page 98.

You can also use the Agent History subtab to view past changes to this agent's database record. For more information, see Agent history information on page 98.

Note:
In all cases, required fields are marked with an asterisk (*). You must enter data in these fields.

Employee information

The Employee Information section of the Agent Editor's General tab contains the agent's title, name, employee ID, and manager.

To enter Employee Information:

1. Enter the agent's title and name information in the provided fields.
2. IC Manager automatically copies the agent's first name into the **Preferred Name** field. You can edit this field if you want to use another name.
3. If the **Agent Editor** includes the **Display Name** or prefix, suffix, and salutation fields, enter the agent's name information in these fields. Generally, these fields are used with localized versions of Avaya IC. (For more information on enabling these fields, see Admin/Agent properties on page 226.)
4. Enter the agent's employee ID assigned by the contact center in the **Employee ID** field. IC Manager does not do any validation on this field.

   Note:
   The employee ID is *not* the same as the agent's login ID, although you could use the same alphanumeric string for both. In the Avaya IC system, the employee ID is recorded for informational purposes only, while all application access is based on the agent's login ID. For details about setting the login ID, see System information on page 95.
5. If the agent being added will manage other agents, select the **Is Manager** check box. Otherwise, clear this check box.
6. To select the agent's manager:
   a. Select **Browse** in the **Manager** field. IC Manager displays the **Manager** dialog that provides a list of the agents who are designated as managers within the Avaya IC system. (In other words, this dialog lists all of the agent records that have the **Is Manager** check box selected.) You cannot select a manager who does not already have an Avaya IC agent record.
   b. Select the name of the person who will manage the agent.
   c. Select **OK** to assign this person as the agent's manager.

   Note:
   A supervisor and a manager are considered to be different roles in Avaya IC. An agent can only have one manager, but an agent can have a supervisor for every workgroup to which they belong.

Contact information

The **General** tab of the **Agent Editor** lets you enter personal and business contact information for the agent such as email addresses, telephone numbers, fax numbers, and mailing addresses. Use the **Email**, **Phone**, and **Address** tabs located under the general employee information to enter this information.

To enter email information:

1. Select the **Email** tab on the **Agent Editor**.
2. Enter the agent's complete email addresses for the following email accounts:
   - **Primary**. Assigned to the agent by the contact center. This address is configured at the contact center's mail server. If you specify that the agent is user addressable on the System tab, then Avaya IC will list this email address for the agent in the Agent Directory.
   - **Internal**. Used for internal email messages only, not intended to be used outside of the contact center.
   - **Personal**. The agent's personal email address used for non-business communication.
   - **Mobile Device.** The agent's email address for their mobile device.
3. Select **OK** to save the agent's email information.

To enter phone information:

1. Select the **Phone** tab on the **Agent Editor**.
2. Enter the complete telephone numbers with extensions for this agent in the following fields. Phone numbers can be punctuated with periods, commas, hyphens, and parentheses.
   - **Primary**. Used to reach the agent during business hours
   - **Secondary**. Used if the agent cannot be reached at the primary number.
   - **Mobile**. The agent's mobile (cellular) telephone number
   - **Pager**. The agent's pager number
   - **Home**. Used to reach the agent at home
   - **Fax**. The number where the agent receives faxes.
3. Select **OK** to save the agent's phone information.

To enter address information:

1. Select the **Address** tab on the **Agent Editor**.
2. Select the type of address from the drop-down list. You can select **Home**, **Office**, or **Other**.
3. Select **Address**.
4. Enter the appropriate address information for this agent, such as company name, mailstop, street address, city, state, and zip code.
5. Select **OK** to return to the **Agent Editor**.
6. Select **OK** to save the agent's address information.

System information

The System Information section contains the login and task settings assigned to the agent's account. These settings include login ID, auto agent, and task levels. Task levels are used by the routing engine to restrict the number of concurrent contacts the agent can handle. The login ID must be unique (in other words, two agents cannot share the same login ID).

To monitor multiple devices, the agent or supervisor can login to more than one workstation simultaneously. However, Avaya does not recommend simultaneous logins with the same login ID. Avaya recommends that the agent or supervisor uses a separate login ID for each machine.

Note:
Simultaneous logins with the same login ID can impact migration scripts.

Avaya IC does *not* recommend:

- Two agents logging in with the same login ID.
- One agent simultaneously logging in to more than one machine with the same login ID.

To enter System information:

1. Enter the agent's unique login ID in the **Login Id** field.

Note:
IC supports only the following characters in login ID name for agents:

- An uppercase or a lowercase letter of the alphabet.
- An underscore ('_') character.
- A decimal digit character that must not be the first character.

The length of the login ID must be between 1 and 24 characters.

This login ID is used by the agent to access all Avaya IC components. For information on setting the password for this Id, see Setting agent security information on page 102.

Note:
Once you set an agent's login ID, that ID cannot be changed unless you create an entirely new agent record.

2. Set the account's options by clicking **Options**.

   You can select:

   - **Software Agent**

     Select this option to designate the account as being a non-human entity, such as an IVR entry queue, server, or auto email handler.

   - **External Agent**

     Select this option if the agent works for a different company or is otherwise outside the Avaya IC system. Creating an external agent account means that the resource can be referenced, tracked, and reported on like a normal agent.

   - **User Addressable**

     Select this option if the agent should be displayed in the Unified Agent Directory for Avaya Agent and the Address book for Avaya Agent Web Client. If selected, other agents can transfer contacts to this agent.

   - **Out of Office**

     Select this option if the agent is unable to handle contacts for a lengthy period of time. If the agent has any currently-assigned emails, IC Manager removes those emails from the agent's queue and reassigns them to an available resource. (If you select this option for an agent who is currently logged in, IC Manager does not cancel any of the agent's active tasks. It just redistributes any pending emails and does not assign anything new to that agent.)

   Note:
   The **Out of Office** options works only if IC is integrated with Business Advocate and not supported in a non-advocate mode.

3. When you are done specifying the account's options, select **Ok**.
4. Select the arrow keys in the **Task Load** field to set the maximum number of contacts that the agent can handle concurrently. These contacts can come from any of the media channels used by the agent. To define which media channels the agent will use, see Configuring channels on page 99.
5. Select the arrow keys in the **Task Ceiling** field to define the limit of the task load across all of the media channels. The task load must be less than or equal to the sum of the channels the task ceiling. To define this limit for each of the media channels, see Configuring channels on page 99.

   Note:
   The standard blending flows do not use the **Task Load** and **Task Ceiling** options for blending. You would have to customize the blending flows to use these options. If you want to use these options, see *Avaya IC Media Workflow Reference*.

Membership information

The agent is assigned to domains, workgroups, and sites in the Membership Information section. When you make membership assignments, you should keep the following things in mind:

- An agent's domain membership defines how the agent communicates with servers and what failover policy applies to the agent. For more information about domains, see *IC Administration Volume 1: Servers & Domains*.
- An agent's workgroup membership is based on the way your business is organized. Agents should be grouped by business functions and the related tasks that they perform. For details, see Workgroups and tenants on page 49.
- An agent's workgroup memberships are ordered. The top most workgroup is designated as the primary workgroup, and IC Manager uses this workgroup when routing chat and email contacts. Workgroup ordering helps define the inheritance order of properties with the property inherited from the primary workgroup and it's ancestors taking precedence. For details, see Properties on page 193.
- An agent's site membership defines their physical location. Sites can be used by Avaya IC to make routing decisions on contacts, so they must match the sites assigned to the Web ACD. For details about working with sites, see Managing sites in *IC Administration Volume 1: Servers & Domains*.

To enter Membership Information:

1. Select the drop-down list in the **Domain** field and select the domain to which you want to assign the agent. (If your environment only contains one domain, IC Manager automatically uses that domain.) Agents cannot belong to more than one domain. For more information about domains, see *IC Administration Volume 1: Servers & Domains*.

   Note:
   If the agent will handle chat contacts, the agent domain must failover to the domain that includes the Paging server. For more information about servers, see *IC Administration Volume 1: Servers & Domains*.

2. Select **Browse** in the **Workgroup** field. IC Manager displays the **Workgroup Membership** dialog and lists the available workgroups in the **Workgroups** pane.
3. Select the name of the desired workgroup in the **Workgroups** field.
4. Select the **Right Arrow** button to assign the agent to the selected workgroup.
5. Repeat steps 3 and 4 for all of the workgroups to which you want to assign an agent.

   Tip:
   Keep in mind that Avaya IC only uses the top-most workgroup to route chat and email contacts to the agent.

6. Select **OK** on the **Workgroup Membership** dialog to save the workgroup assignments and return to the **Agent Editor**.

7. Select the agent's site from the **Site** drop-down list. IC Manager uses this information to define the agent's physical location for routing purposes.

Additional notes

The **Notes** tab provides a free form text box where you can create and maintain information about individual agents. This information may be anything that helps you supervise the agent such as the agent's work schedule or skills.

To enter agent information at the **Notes** tab:

1. Select the **General** tab of the **Agent Editor**.
2. Select the **Notes** tab.
3. Enter the information that you need for this agent in the text box. You can edit the text later if necessary.
4. Select **OK** to save the information to the agent's record in the database.

Agent history information

The **History** tab displays past changes made to the agent's database record from the employee table. IC Manager displays the last time the record was changed in the header of the file.

To display agent information at the **History** tab:

1. Select the **General** tab of the **Agent Editor**.
2. Select the **History** tab.
3. Select **Refresh** to display the most recent history for the agent. IC Manager appends the newest information to the bottom of the display.
4. Select **OK** to close the **Agent Editor**.

Comments? infodev@avaya.com

Configuring channels

The **Channels** tab of the **Agent Editor** lets you configure media channels for the agent to use. Agents can be authorized to use any combination of these channels. By default, all channels are disabled.



Tip:
If the agent is designated as an External Agent, then you should leave all media channels disabled. (For more information on external agents, see System information on page 95.)

To configure media channels for an agent, select the **Channels** tab on the **Agent Editor**. The properties for each channel are displayed when the channel is selected from the **Channel** drop-down list. You can configure the:

- Chat channel
- Email channel
- Voice (telephony) channel

Chat channel

To enable a Chat channel, select **Chat** from the **Channel** drop-down list and clear the **Disable Chat Channel** check box.

You can set the following options for the Chat channel:

Task Load: Specifies the number of chat contacts that the agent can handle concurrently. You can assign all or part of the agent's overall task load (specified in the System information on page 95 section) to this channel. The task load cannot exceed the value in the **Task Ceiling** field.

Task Ceiling: Specifies the maximum number of chat tasks that can be assigned to an agent. If this number exceeds the value specified in the **Task Load** field, then the first *n* chat tasks (where *n* = the task load) will be run concurrently while the rest will be queued.

To save your changes, select **OK**.

Email channel

To enable an Email channel, select **Email** from the **Channel** drop-down list and clear the **Disable Email Channel** check box.

You can set the following Email channel options:

Show Full Headers: To display the entire message header to the agent, select the **Show Full Headers** check box.

From Address: To specify the email address that will appear in the From line on all the emails this agent sends, enter the address in the **From Address** field.

Task Load: Specifies the number of email contacts that the agent can handle concurrently. You can assign all or part of the agent's overall task load (specified in the System information section) to this channel. The task load cannot exceed the value in the **Task Ceiling** field.

Task Ceiling: Specifies the maximum number of email tasks that can be assigned to an agent. If this number exceeds the value specified in the **Task Load** field, then Avaya IC considers the first *n* email tasks (where *n* = the task load) to be active while the rest are considered queued.

To save your changes, select **OK**.

Voice (telephony) channel

To enable a Voice channel, select **Voice** from the **Channel** drop-down list and clear the **Disable Voice Channel** check box.

You can specify the following Voice channel options:

Phone Id: The physical teleset extension or the agent login ID.

In a Communication Manager environment, for EAS agents, the Phone Id is the agent's login ID. For a direct connection (one without any queue involvement), the Phone Id is the physical teleset extension.

In an Aspect environment, the Phone Id can be a specific call control table (CCT) number (for example, cct205). Consult the switch administrator to determine extensions, agent IDs, or cct numbers associated with agents.

In a Nortel Meridian environment with agent id software installed in the PBX, enter a combination of the position id and agent id in the format: `[position id]+[agent_id]`. For example: `400+0400`.

Consult the administrator who is responsible for the switch to determine extension numbers, agent IDs, or CCT numbers that are associated with agents.

Password: Required only when the **Phone Id** field contains an agent ID that has been assigned a password on the switch.

Phone Type: The type of switch connection this agent uses:

- In a Symposium environment, Aspect environment, Meridian or Meridian Link environment, or an EAS Communication Manager environment where the **Phone Id** contains a login ID, set this to **EAS**.
- For a direct line with no queue connection, set this to **Direct**.

Note:
For Definity CM, the phone type **Direct** is not supported with the WebClient IC:Client:AAWC.

Equipment: If you are using:

- A Communication Manager switch and this is an EAS agent, set this to the physical teleset extension.
- An Aspect switch, set this to the number that the switch uses to identify the equipment. Aspect requires this field to be four-digit, zero filled field beginning on the left (for example, if an equipment Id is 1, the field should contain 0001).

Queue: The voice device that this agent is assigned to upon login.The device must reference an ACD queue that has already been created in the ACD. IC Manager does not instantiate or configure third party ACD queues.

If the ACD queue has not been created, leave this field blank.

Task Load: Specifies the number of voice contacts that the agent can handle concurrently. (It makes sense to enter a value of **1** (one) in this field as agents can only take one phone call at a time.) You can assign all or part of the agent's overall task load (specified in the System information section) to this channel. The task load cannot exceed the value in the **Task Ceiling** field.

Task Ceiling: Specifies the maximum number of voice tasks that can be assigned to an agent. If this number exceeds the value specified in the **Task Load** field, then Avaya IC considers the first *n* voice tasks (where *n* = the task load) to be active while the rest are considered queued. (It makes sense to enter a value of "1" in this field as agents can only take one phone call at a time.)

To save your changes, select **Ok**.

Setting media channel configuration properties

To set the configuration properties for media channels:

1. Select **Tools** > **Groups**.
2. Select the **Properties** tab to display a list of the items for which you can set properties.
   a. Select **Admin/Agent/Email** from the **Sections** pane to display the properties that are currently set for the email channel.

b. Select **Admin/Agent/Chat** from the **Sections** pane to display the properties that are currently set for the email channel.

3. Select **Create New Settings** to display the **Assign Property** dialog.
4. Select the **Property** drop-down list. If you are using both of these channels, repeat the process for both channels.
   a. Select **ChannelEnabled** for **Admin/Agent/Email** to enable notification to the email channel.
   b. Select **ChannelEnabled** for **Admin/Agent/Chat** to enable notification to the chat or web channel.
   c. Select the **Yes** option **Property Value** field for each channel.
   d. Select **OK** to set the property and return to the **Group Manager**.
5. Select **OK** in the **Group Manager** to save the admin configuration settings.

Once the properties have been set for the media channels, you must restart IC Manager for the changes to take effect.

Note:
These changes apply to any new agents that you create after you restart IC Manager. IC Manager does *not* retroactively apply them to already existing agents.

Setting agent security information

The Security tab lets you set or modify the password assigned to the agent's login ID (for details, see System information on page 95). You can also use this tab to assign the roles that define the agent's privileges.

For more information, see:

- Agent passwords on page 102
- Agent roles on page 103
- Permissions associated with agent roles on page 104

Agent passwords

To prevent access to Avaya IC by unauthorized users, agents are assigned passwords that are required when they log into Avaya IC.



Tip:
Password requirements (such as the required length and duration) are controlled by the properties in the Agent/Security section. For details, see Contact/AgentDesktop property descriptions on page 302.)

To change an agent's password:

1. Select an agent's name at the **Agent Manager**.
2. Select the **Security** tab.
3. Enter the agent's password in the **Password** field. Passwords are case sensitive and *cannot* have leading or trailing spaces. To preserve the security of passwords, Avaya IC encrypts them in the database and masks them in the display field.
4. Re-enter this password in the **Confirm** field.
5. If you want to force the agent to change the assigned password the first time they log in, select the **Force password change on login** check box.

   Note:
   Out-of-the-box, the **Force password change** option does *not* check to make sure that the agent supplies a different password from the one that they are supplied. In other words, the agent could set their personal password to be the same as the one that you assign to them on this tab.
6. If you want to disable this account, select the **Disable Login** check box.

   Note:
   You cannot disable an agent who has email contacts pending. For details about reassigning email contacts, see.
7. Select **OK** to save the agent's security information.

Agent roles

Agent roles define privileges within Avaya IC. For example, a supervisor has the authority to change agent records while an agent cannot do so. Every agent record needs to have at least one role associated with it.

CAUTION:
Avaya does not recommend that multiple users have permission to modify database information because database corruption can occur. If multiple users have permission to modify database information, you need to organize their roles carefully so that one administrator does not overwrite the changes made by another administrator and risk corrupting the database. IC Manager does not lock records when you start making changes, so the coordination is entirely up to the administrators.

To assign roles to an Avaya IC user:

1. Select the **Security** tab of the **Agent Editor**.
2. Select the check box for each role to assign to the user. For details about the permissions associated with each role, see Permissions associated with agent roles, below.
3. Select **OK** to assign the selected role(s) to the agent.

Permissions associated with agent roles

Agent roles are organized hierarchically, with the Administrator role at the top and the Agent role at the bottom. Administrators can create, modify, or delete any record within the Avaya IC system, but agents cannot even log in to IC Manager.

If you assign the Supervisor or Clerk role to a user, he or she can modify any agent records below themselves on the hierarchy, but they cannot modify any agents above them. (So, for example, a clerk cannot change a supervisor, and neither one can change an Administrator.)

In addition, only administrators, supervisors, and clerks can enable or disable agent accounts, create or modify workgroups, or assign roles to agent records. Only administrators can create or modify tenants and wrap up codes.

The following table lists the possible roles in order from maximum authority to minimum authority:

Role	Description
Administrator	Administrators have all system privileges. They can create, update, delete, and monitor all the entities of the Avaya IC system including agents, workgroups, tenants, servers, and queues. Administrators can also perform agent, queue and workgroup assignments, administer scripts, assign supervisor accounts, assign roles to agents, and assign task load and task ceiling values to an agent's activities. **Note:** Only administrators can create or delete tenants or wrap up codes. (For more information, see Tenants on page 50 or Creating wrap up, AuxWork, and Logout codes on page 177.) The are also the only users with complete access to all of the functions within Content Analyzer. Administrators can access the Business Advocate Administration tool and view all of the Business Advocate administrative data.
Supervisor	If a supervisor is a member of a workgroup, that supervisor can modify the records of any agents belonging to that workgroup, but he or she cannot modify the agent records for anyone else. This authority is cumulative. Supervisors can change agent records for all agents, except those with Clerk roles, in all the workgroups to which a supervisor belongs. A supervisor can: • create, edit, and delete agent information • assign task load and task ceiling values to an agent's activities • change agent property settings • assign roles to all agents of Supervisor level and below • monitor the agents activities on the system • generate reports • administer the content and resources of the system. Other supervisor duties include creating, updating, and deleting Web Self-Service documents and mail templates, administrating and approving Web Self-Service documents, maintaining Auto Reply and other messages. If you want to have an agent monitor the web chats for a workgroup, then the monitoring agent *must* be a supervisor. Supervisors can access the Business Advocate Administration tool, but they can only view site specific agents and profile data.

Role	Description
Clerk	Clerks can create, delete, and update agent accounts and workgroups. They can assign agents to workgroups, and import and export agent records to and from the system. In addition, they can assign roles to all agents of Clerk level and below. The main difference between clerks and supervisors is that clerks can edit all workgroups and agents, while supervisors can only edit those workgroups to which they belong.
Operator	Operators are responsible for monitoring the status of the Avaya IC servers and can stop and start system servers to resolve problems. They also monitors alarms and server activity on the system.
Editor	Out-of-the-box, Editors enable content analysis administration.
Postmaster	Postmasters supervise email channel tasks for the agent and are authorized to administer Email Filters, Mail Accounts (POP3/SMTP accounts), and Email queue changes.
Support	Support contacts can assist customers who have issues with the company's products. Support contacts do not have permission to log in to IC Manager.
Agent	Agents can receive tasks from any valid media channel, view personal statistics for the customer, and create and submit new Web Self-Service documents. Agents do not have permission to log into IC Manager. **Note:** If you are using Avaya Operational Analyst, you must select the Agent role for all agents that you want included in your Avaya OA reports.

Assigning agent properties

Properties are attributes used to customize the agent's Avaya IC environment. For example, properties can be used to define the colors, button appearance, and behavior of the agent's application.

Agents inherit the properties of the workgroup(s) to which they are assigned based on set inheritance rules. Any properties that are directly assigned to an agent override any inherited properties. For details about properties, see Chapter 8: Properties on page 193. For a list of the default Avaya IC properties, see Appendix A: Property descriptions on page 225.

To assign properties directly to an agent:

1. Double-click the agent's name at the **Agent Manager** to display the **Agent Editor**.
2. Select the **Properties** tab.
3. Select the name of the section to which you want to apply the property in the **Sections** pane.
4. Select **Create New Setting** above the **Value** column to display the **Assign Property** dialog.
    a. Select the type of the property from the **Property Type** drop-down list.
    b. Select the property value from **Property Value** drop-down list.
    c. Select **OK** to close the **Create New Property** dialog.
5. Select **OK** to add the property to the agent's record.

Defining agent skills

A skill is any qualification that differentiates agents, such as the ability to speak a foreign language or the ability to process auto loans. Skills are typically based on the business needs of the contact center and its customers. Using these skills, Avaya IC can be configured to route incoming contacts to the appropriate agents.

Note:
Business Advocate does not use IC Manager skills to route contacts. For details about setting up skill-based routing in Business Advocate, see *IC Business Advocate Configuration and Administration*.

Skill categories can be nested. For example, you could create a Language skill category with subcategories for English, French, German, Japanese, and Spanish.

Skills are specific to the Avaya IC environment, and do not relate to any switch or database configurations.

Skill categories

To define a skill category:

1. Select **Tools** > **Skills** from the main IC Manager window.
2. If you want to create a top-level skill or skill category, select **Skills**. Otherwise, select the existing skill or category under which you want to create a subskill.
3. Select **New**. IC Manager displays the **Edit Skills** dialog.
4. Enter the name of the skill category or subcategory (up to 32 characters). You cannot use "**/**" as one of the characters.

   Note:
   When you first add a new skill category, IC Manager treats it as if it were a regular skill and displays the name proceeded by the skill icon. As soon as you select the new category and add a skill under it, IC Manager changes the skill icon to the skill category icon and promotes the skill to a skill category.
5. Select **OK** to return to the **Skills Editor**.

If you want to add more skills, repeat the above procedure. If you are done, select **OK** on the **Skills Editor** to save your changes and return to IC Manager.

Agent-skill associations

Once you have defined skills categories, use the **Skills** tab of the **Agent Editor** to assign them to an agent. IC Manager requires that you assign skills on an individual agent basis. If you select multiple agents, the **Skills** tab is not available.

The **Defined Skills** pane on the left side of the **Agent Editor** lists the available skills. Skills that have been assigned to this agent are listed in red and are also listed in the **Assigned Skills** pane on the right. The **Proficiency** field defines the level of expertise that the agent has in the skill, with **1** being the lowest level of proficiency.

These panes can be resized by moving the cursor onto the dividing bar and dragging the bar.

To assign skills to an agent:

1. Expand the skill categories in the **Defined Skills** pane to display the available skills as necessary.
2. Select the desired skill and select **New** to add it to this agent's list of assigned skills.

   Note:
   All skill assignments are assigned a proficiency rating (default: **1**). The minimum for this value is 0 and it is unlimited on the high side. Typically, contact centers use a range of 1 to 10. Increase or decrease the value to reflect the particular agent's expertise in the skill based on the scheme developed at your contact center.

3. To set the agent's proficiency, double-click the skill in the **Assigned Skills** pane. IC Manager displays the **Skill Proficiency Editor**.
    a. Select the **Up** or **Down** arrow in the **Proficiency** field to set the desired proficiency value.
    b. Select **OK** to save the new value and return to the **Agent Editor**.
4. Select **OK** to save the changes to the agent's list of skills.

To delete an assigned skill:

1. Select the skill in the **Assigned Skills** pane.
2. Select **Delete**. IC Manager removes the skill from the pane and disassociates it from the agent.

Setting Business Advocate information

If your site uses Business Advocate to route contacts to agents, you can use the **Advocate** tab to assign agents to a Logical Resource Manager (LRM) and Link group. To do so:

1. Enable the **Activate Advocate** check box.
2. Use the **LRM Name** drop-down list to select the agent's LRM.
3. Use the **Telephony Link Group** drop-down list to select the agent's Link group.

In Interaction Center, Business Advocate administration supports role based administration in addition to segmentation mode. Role based administration limits access to Advocate Supervisor to those users with Administrator role or Supervisor role. These users can access and modify agents and profiles in their site only. The role of the user accessing the Advocate Supervisor is used to determine the data displayed to the user. The site id is used to segment the data displayed for the agent and profiles on that site.

- Site supervisors can view only agent and profile data for their site. They cannot access other Advocate Supervisor information like service classes, goals, and system options.
- Administrator roles can access all the Advocate Supervisor information including agents, profiles, services classes, goals, and system options.

For details about Business Advocate, see *IC Business Advocate Configuration and Administration*.

Setting miscellaneous agent information

Out-of-the-box, the **Miscellaneous** tab displays some additional agent information from the `employee` table in the database. For information on how to make custom fields appear on this tab, contact Avaya Technical Support.

To edit information for customized agent records in the database:

1. Select the **Miscellaneous** tab on the **Agent Editor** to display the custom field names and their values. The out-of-the-box fields are:
   - **Date Created**. The date the agent record was created. (Display only.)
   - **Date Modified**. The date the agent's record was last modified. (Display only.)
   - **Change Password Date**. The date on which the agent last changed their password. (Display only.)
   - **Failed Login Count**. The number of times the agent has attempted to log in with the wrong password. (Display only.)
   - **Last Login Date**. The date on which the last failed login attempt was made. (Display only.)
   - **Last Failed Login**. The password supplied on the last failed login attempt. (Display only.)
   - **Communication Preference**. The agent's preferred contact method. You can select Phone, Email, Fax, or Pager.
   - **Electronic Sig**. The fully-qualified name of the agent's electronic signature file.
   - **Location**. The agent's location.
   - **Web Page URL**. The agent's personal web page address.
2. Make your desired changes and select **OK** to save your changes.

Creating accounts for non-human agents

The following table describes the minimum accounts required by your Avaya IC system for non-human Avaya IC users.

Important:
Change the password on all accounts created by the seed data that is installed out-of-the-box.

Account	Component	Description	Login
Admin	IC Manager login	Administration account that you use to log in to IC Manager and the Configuration Tool when you configure the system. Additional Admin accounts can be created as needed. **Note:** IC Manager forces you to change the password for this account when you use IC Manager.	Login: Admin Password: admin
website	Configuration Tool and Avaya IC servers	The website account is created by the installation and configuration data. The Avaya IC components in the DMZ use this account to access other Avaya IC servers. Use this account to configure the Website Web application and Web Management services.	Login: website Password: website

Comments? infodev@avaya.com

Account	Component	Description	Login
icmbridge	ICM Bridge	The icmbridge account is created by the installation and configuration data. This account has Operator privileges. Include a Workflow server in the same domain as the ICM account. This is the IC Login account that you use to configure the Attribute server. For more information, see *IC Installation and Configuration*.	Login: icmbridge Password: icmbridge
dcobridge	DCO Bridge	The Java Application Bridge uses the DCO Bridge account to access Avaya IC servers, such as the Data server. Additional DCO Bridge accounts will need to be created if you will run more than one Java Application Bridge. Each Java Application Bridge in an Avaya IC system requires a unique DCO Bridge account. Domain: User1 Role: Agent	Login: dcobridge1 Password: dcobridge1

Adding a non-agent member to the Unified Agent Directory or Address Book

If you want to add a non-agent member to the UAD or Address Book, you can create a software agent for that number and add that agent to the Dial Directory. Non-agent members allow agents to easily access an internal queue (such as a help desk number) or a commonly-called external number (such as a vendor, partner, or support group).

To create a non-agent member:

1. Select the **Agent** tab and select **Agent** > **New**.
2. Enter a first and last name for the agent. (For example, you could use "Technical" and "Support".)
3. In the System Information section:
   a. Enter a Logon ID for the agent in the **Logon ID** field.
   b. Select **Browse** in the **Options** field under **System Information**.
   c. Select the **Software Agent** check box.
   d. Select the **User Addressable** check box.
   e. Select **OK**.
4. Select the **Channels** tab and:
   a. Select **Voice** from the **Channel** drop-down list.
   b. Clear the **Disable Voice Channel** check box.
   c. Select queue from the **Phone Type** drop-down list.
   d. Enter the Local VDN or 10+ Digit number in the **Equipment** field. (For example, 918002422121.)
   e. Click **OK**.
5. Select **Manager** > **Refresh**.
6. Verify that the new record appears.

Searching for agent records

You can use the Find Agents function to search for agent records based on selected criteria. This function lets you quickly locate a group of agent records that you can then view or modify.

To find and display selected agent records:

1. Select the **Agent** tab in the IC Manager window.
2. Select **Agent** > **Find Agents**. IC Manager displays the **Agent Editor's General** and **Agent** tabs.
3. Enter the desired search criteria in the appropriate fields. For more information about these fields, see Entering basic agent information on page 92.
4. Select **Find**. IC Manager closes the **Agent Editor** and displays the agent records that match your search criteria in the **Agent Manager**.

Sorting agent listings

IC Manager lets you sort the list of agents in descending order or by their login ID.

To automatically sort the list by the **Login ID** column, select **Agent** > **Auto Sort**.

To sort the list in descending order:

1. Select the **Name** field in the Column Header.
2. Hold down the **Shift** key and click the left mouse button.

Changing agent information

You can change agent information on the **Agent Editor**.

To change agent information:

1. Select the **Agent** tab in IC Manager.
2. Select the agent to be modified from the list on the **Agent Manager**.
3. Select **Agent** > **Edit**.
4. Change the agent's information as desired. For details about the fields in these tabs, see:
   - Entering basic agent information on page 92
   - Configuring channels on page 99
   - Setting agent security information on page 102
   - Assigning agent properties on page 107
   - Defining agent skills on page 107
   - Setting Business Advocate information on page 109
   - Setting miscellaneous agent information on page 110
5. After entering information on the tabs, you can:
   a. Save your changes and return to the IC Manager window by selecting **OK**.
   b. Save your changes and keep the **Agent Editor** open and available by selecting **Apply**.
   c. Return to the IC Manager window without saving your changes by selecting **Cancel**.

After you have changed agent records, IC Manager needs to commit those changes to the database. For details, see Updating the database on page 116.

Note:

If you change any agent information, that agent must log out of Avaya IC and then log back in again before the changes will take effect.

If your agents use Avaya Agent Web Client you must go into the JavaAppBridge and refresh the Address Book. If you do not, agents will see old information in their Address Book. If many agents need changes, make all of the changes first before refreshing the Address Book. This will minimize the load on the WebConnector.

Changing multiple agent records

You can change some of the information in multiple agent accounts at the same time. For a selected set of agents, you can change things like the manager, workgroup, domain, phone type, skills, Business Advocate information, agent status information, security, and channel settings.



Tip:

Selecting a large number of agents can cause the Avaya IC system servers to slow down and tie up the RDBMS while they handle the request. If you are going to work with a large number of agents, Avaya recommends that you do so during off-peak hours.

To change information for multiple agents at one time:

1. Select the agent records to be changed using **Control+click** to select individual records or **Shift+click** to select a contiguous range of records.

   Tip:

   To limit the list of Agents IC Manager displays in the **Agent Manager**, use the Find Agent function described in Searching for agent records on page 114.

2. Press the **Ctrl** key and select **Agent** > **Edit**. IC Manager displays the **Multi Agent Edit** dialog, with any fields that cannot be edited grayed out. Fields that do not contain the same value across all selected agents are blank.
3. Enter the information to be changed in the available fields.
4. Select **OK** to save your changes, or **Cancel** to discard your changes.

Note:

When you select **Save**, IC Manager only changes the fields that you have edited. Information in all other fields remains unchanged for each agent.

Updating the database

When changes are made to agent information, those changes must be saved to the database. Changes to agent accounts are written to the database in one of two ways:

- If the **Auto Commit** option is selected on the **Agent** menu, IC Manager automatically writes changes to the database.
- If the **Auto Commit** option is not used, select **Agent** > **Commit**. IC Manager then saves all changes to the database.

Deleting an agent

To delete an agent account from IC Manager:

1. Make sure that the agent you want to delete does not have any pending email tasks assigned to them in Avaya IC. You must reassign any pending email contacts before you can delete the agent. (For details, see.)
2. Select the **Agent** tab on the IC Manager window.
3. Select the agent to be deleted.
4. Select **Agent** > **Delete**.
5. Select **OK** at the prompt.



Tip:
To delete multiple agents, either use **Shift+click** for non-contiguous list of agents or **Control+click** for a contiguous list of agents, and then select **Delete**.

When you delete an account, IC Manager no longer displays that account in any agent listing. It does not, however, delete the actual account from the database because that would cause inconsistencies in any historical reports that reference the deleted user. Instead, it marks the login ID as deleted and leaves the account in the database.

Comments? infodev@avaya.com

Comments? infodev@avaya.com

Chapter 5: Avaya IC Customer HTML Chat Client

The Avaya IC Customer HTML Chat Client provides chat features without requiring contact center customers to have or to install a JVM before they can chat with an agent.

This section provides information about the Customer HTML client and how to install, configure, and customize it. This section includes the following topics:

- About the Customer HTML Chat Client on page 120.
- Required software for the Customer HTML Chat Client on page 123.
- Customizing tenant website properties on page 124.
- Emoticons on page 146
- Chat typing status on page 148
- Example: Changing the images for a button on page 150.
- Localization properties on page 151.
- Troubleshooting the Website Multi-Tenant Administration pages on page 152,
- Troubleshooting the Customer HTML Chat Client on page 153

About the Customer HTML Chat Client

The Customer HTML Chat Client is available with Avaya Web Management (Web Management). The Customer HTML Chat Client provides much of functionality in an HTML format that does not require contact center customers to install the Sun JVM on their machines before they can chat with an agent.

This section includes the following topics that describe the Customer HTML Chat Client:

- Chat features supported by the Customer HTML Chat Client on page 120.
- Limitations of the Customer HTML Chat Client on page 122.

Chat features supported by the Customer HTML Chat Client

The Customer HTML Chat Client supports the chat features described in the following table.

Chat feature	Description
Text chat	Agents and contact center customers can participate in an interactive, real-time text chat session.
Real-time chat transcript	A real-time transcript of the chat is visible in the Customer HTML Chat Client throughout the chat session. At the end of the chat session, the Customer HTML Chat Client remains open to allow the customer to review the chat transcript, if desired.
Emailed chat transcript	A customer can obtain an email transcript of a chat. The customer must check and complete the **Send transcript to** fields when requesting a chat session to obtain a transcript.
Page Push	An interactive "sharing" of Web pages where: • The customer can send a URL that opens a Web page in a browser on the agent desktop. • The agent can send a URL that opens a Web page in a browser on the customer desktop.
Join Us	An agent can invite one or more other people to join the chat session on behalf of the customer.

Chat feature	Description
Survey or follow-up Web page	An optional Web page that can load in the customer browser after the chat session where the customer can complete a survey or provide follow-up information.
Supervisor monitoring	A contact center supervisor can monitor the chat session between a customer and an agent from the Web Agent application.

Customization features of the Customer HTML Chat Client

The Customer HTML Chat Client includes the following features that allow you to customize its appearance and behavior. For more information, see Customizing tenant website properties on page 124.

Chat feature	Description
Display options	Select one of the following options to display the Customer HTML Chat Client: • Integrated (docked) window that displays as a frame in the Avaya IC Website. • Separate pop-up window that opens in a new browser window.
Security options	If desired, use HTTPS protocol for the Customer HTML Chat Client and keep the data in the chat session secure. **Note:** A contact center must purchase a security certificate from a certificate authority such as Verisign or Thawte to use HTTPS protocol.
Customizable appearance	Customize the appearance of the Customer HTML Chat Client, including the company logo, the colors, and the fonts.
Customization by Website tenant	Create a different customized version of the Customer HTML Chat Client for each tenant of the Avaya IC Website.
Customizable transcript format	Customize the format of the transcript as it displays in the Customer HTML Chat Client.
Disconnection limit	Set the maximum length of time in seconds for a customer who loses a chat session to return to the chat session.
Configurable error messages	Customize the text of any alerts that are given during a chat session.
Debug window	Open a debug window in the Customer HTML Chat Client in your development environment to log all trace messages.

Limitations of the Customer HTML Chat Client

The Customer HTML Chat Client does not support the features described in the following table.

Chat feature	Description
Request for chat transcript after chat session closes	The customer must check and complete the **Send transcript to** fields when requesting a chat session to obtain a transcript. After the chat session closes, the agent cannot obtain a copy of the transcript to send to the customer.

Comments? infodev@avaya.com

Required software for the Customer HTML Chat Client

This section includes the following topics that describe the Avaya IC servers and software required by the Customer HTML Chat Client:

- Required Avaya IC servers and prerequisites on page 123.
- Supported Web browsers for Website customers on page 123.

Required Avaya IC servers and prerequisites

The Customer HTML Chat Client requires the same Avaya IC servers and prerequisite software as other Web Management features. For more information, see *IC Installation Planning and Prerequisites*.

Supported Web browsers for Website customers

Customers of your Website must have a supported Web browser to use the features of Web Management. This section includes the following topics:

- Supported Web browsers on page 123.
- Customizing tenant website properties on page 124.

Supported Web browsers

The following table shows the supported Web browsers for Website features. For more details about the definition of supported versions and about subsequent updates or services packs of the software, see *IC Installation Planning and Prerequisites*.

Windows	Mac (OS X only)
• Internet Explorer 6 SP1 • Internet Explorer 7 • Firefox 2.0, 3.0	• Safari 2, 3 • Firefox 2.0, 3.0

Customizing tenant website properties

You can use the Customer HTML Chat Client in your contact center without customization. This section provides information on how to customize the tenant website properties for the Customer HTML Chat Client. For example, you can customize the appearance of the Customer HTML Chat Client to use your company logo or color scheme.



Tip:

For more information about tenant website properties and how to customize them, see Chapter 3: Tenant websites on page 61.

This section includes the following topics:

- Modifying the tenant website properties on page 125
- Configuring the chat client deployment on page 125
- Configuring Page Push from customers on page 126
- Modifying the Collaborative Form-filling properties for customers on page 126
- Changing the HTML Chat Client properties on page 129
- Customizing the logo on page 130
- Changing the window position and size on page 130
- Changing the frame sizes on page 132
- Customizing the background colors on page 132
- Customizing the text entry fields on page 133
- Customizing the welcome message on page 133
- Customizing the chat transcript on page 134
- Customizing the timestamp on chat transcripts on page 140
- Customizing the tooltips on page 141
- Adding a help file on page 143
- Enabling the debug window on page 144
- Disabling the Enter event on page 145

Modifying the tenant website properties

The IC Website Administration Tool lets you modify all tenant website properties. This section provides information about how to access and modify the tenant website properties for the Customer HTML Chat Client.

To modify the tenant website properties:

1. In IC Manager, select **Services** > **MultiTenancy Administration**.
2. In the left pane of the **Interaction Center Website Multi-Tenant Administration** page, click **Tenant Properties**.
3. In the right pane:
   a. From the **Select a Tenant** drop-down list, select the tenant for which you want to configure the chat client deployment.
   b. Select **Customize Tenant**.
4. In the right pane:
   a. From the **Select language** drop-down list, select the language supported on this tenant.
   b. Under **All properties**, click **chat**.
5. Modify the desired properties, as described in the following sections.
6. After you change the desired tenant website properties, select **Update Data**.

Configuring the chat client deployment

By default, the Customer HTML Chat Client patch configures the Website to deploy only the Customer HTML Chat Client. You can change this deployment, if desired. If your Avaya IC system includes multiple tenants, you can configure a different chat client deployment for each tenant.

To configure the chat client deployment, modify the tenant website properties in the following table:

Customer HTML Chat Client	
chat.htmlclient.enabled	true
chat.downloadjvm	false

Configuring Page Push from customers

By default, Website customers can send URLs to agents in a chat session. This functionality is also known as Page Push. You can turn off Page Push, and configure which protocols can be used to send URLs.

To configure Page Push, modify the tenant website properties in the following table:

Property	Description	Possible values	Default
chat.htmlclient.sendurl.enabled	Enables and disables Page Push from the customer to agent.	True False	True Page Push is enabled.
chat.htmlclient.sendurl.allowedprotocols	Specifies the valid protocols for URLs in Page Push. Multiple protocols must be separated with a comma. If you enable Page Push, Avaya IC automatically pushes a text message that begins with the protocols specified in the list.	Standard HTML protocols such as: http:// or www.	http://, https://,www.

Modifying the Collaborative Form-filling properties for customers

Collaborative Form-filling is enabled by default. However you can customize the Collaborative Form-filling properties.

The website customer must have Java plugin for the Internet Explorer browser to use the Collaborative Form-filling feature. For more details about the definition of supported versions and about subsequent updates or services packs of the Java Plugin for the Internet Explorer browser, see *IC Installation Planning and Prerequisites*.

To customize Collaborative Form-filling, modify the following properties:

Property	Description	Possible values	Default
chat.htmlclient.collaboration.dataPollInterval	The collaborative form data will be exchanged as specified by this poll-interval.	A number greater than zero.	4 seconds. Recommended: Maximum: 8 seconds Minimum: 4 seconds **Note:** A poll interval of less than 4 seconds can overload the Applet.
chat.htmlclient.collaboration.debug	To enable or disable collaboration debugging.	True False	False
chat.htmlclient.collaboration.enabled	To enable or disable the client-side collaboration.	True False	True

Modifying the Collaborative Form-Filling properties for Workgroups and Agents

Workgroup: Configuring the collaboration for a workgroup enables the collaboration for all the agent in that workgroup.

Individual Agent: Configuring the collaboration for an individual agent enables the collaboration only for that particular agent.

Section	Property	Description	Possible values	Default
Agent\ Desktop\Chat	CollaborationEnabled	To enable or disable the agent-side collaboration.	Yes No	Yes

Section	Property	Description	Possible values	Default
Agent\ Desktop\Chat	CollaborationPollInterval	The collaborative form data will be exchanged as specified by this poll-interval.	A number greater than zero.	4 seconds. Recommended: Maximum: 8 seconds Minimum: 4 seconds **Note:** A poll interval of less than 4 seconds can overload the Applet.
chat.htmlclient .collaboration. enabled	CollaborationDebug	To enable or disable collaboration debugging.	Yes No	No

Changing the HTML Chat Client properties

You can change the HTML Chat Client properties to determine how frequently the ICM server polls the Customer HTML Chat Client, how frequently the servlet checks for polling problems, and the interval between an unsuccessful poll and the disconnection of the chat session.

To change the HTML Chat Client properties, modify the tenant website properties in the following table:

Property	Description	Possible values	Default/Recommended
chat.htmlclient.poll.interval	Indicates how often (in seconds) the server polls the Customer HTML Chat Client.	A number greater than zero.	8 seconds This value must be less than the check interval. Recommended: • Maximum: 15 seconds • Minimum: 5 seconds **Note:** A poll interval of less than 5 seconds can overload the ICM server.
chat.htmlclient.poll.checkinterval	Determines how often (in seconds) the servlet checks to notify the agent of any problems with Customer HTML Chat Client polling.	A number greater than zero.	20 This value must be less than the disconnect interval. Recommended: • Maximum: 30
chat.htmlclient.poll.disconnectinterval	Indicates the number of seconds before the servlet disconnects the chat session, if the Customer HTML Chat Client is unable to poll the server at least once within this interval.	A number greater than zero.	60 Recommended: • Maximum: 120

Property	Description	Possible values	Default/Recommended
chat.htmlclient.chatfail.message	Determines the message displayed to the Website when the customer tries to send a message, if the Customer HTML Chat Client loses connection with the Website.	Any text string.	[Agent did not receive your message]
chat.htmlclient.chaterror.message	Determines the message displayed to the Website customer if the Customer HTML Chat Client loses connection with the Website.	Any text string.	[Chat connection error. Please disconnect this session]

Customizing the logo

By default, the Customer HTML Chat Client displays the Avaya logo. You can replace this with the logo of the contact center. You can also change the background color for the logo.

To customize the logo, modify the tenant website properties in the following table:

Property	Description	Possible values	Default
chat.htmlclient.logo.bgcolor	Background color for the logo.	English word or hex value	White (#FFFFFF)
chat.htmlclient.logo	Identifies the URL with the file name and path of the logo to display at the top of the Customer HTML Chat Client.	Any URL with a path and file name.	Images/avaya.gif The default value displays the Avaya logo. The image must be in a displayable format, such as GIF, JPG, or TIF.

Changing the window position and size

By default, the Customer HTML Chat Client opens as a frame docked in the main browser window of the Website customer. You can change how the Customer HTML Chat Client opens, where it opens in the customer browser, and the size of the Customer HTML Chat Client.

To change the window position and size, modify the tenant website properties in the following table:

Property	Description	Possible values	Default
chat.htmlclient.docked	Determines whether the Customer HTML Chat Client will open as a frame docked to the main browser window or a pop-up window.	True: Opens as a frame in the main browser window. False: Opens as a pop-up window.	True
chat.htmlclient.docked.proportion	If chat.htmlclient.docked is set to true, determines the percentage of the chat client frame in proportion to the entire browser window.	A number less than or equal to 100	33 The chat client frame uses 33% of the browser window.
chat.htmlclient.docked.position	Indicates the position of the frame inside the browser window.	Left Right Top Bottom	Left
chat.htmlclient.undocked.location	If chat.htmlclient.docked is set to false, indicates the starting location of the pop-up window.	Valid coordinates of the screen	0,0
chat.htmlclient.undocked.height	If chat.htmlclient.docked is set to false, specifies the height of the pop-up window in pixels.	Any number	500
chat.htmlclient.undocked.width	If chat.htmlclient.docked is set to false, specifies the width of the pop-up window in pixels.	Any number	400
Chat.htmlclient.undocked.title	If chat.htmlclient.docked is set to false, specifies the label text in the title bar of the pop-up window. **Note:** Avaya recommends a maximum of 64 characters in the title text. Some browsers will truncate a title of more than 64 characters.	Any text string	Avaya Customer Chat
Chat.htmlclient.undocked.timer	If chat.htmlclient.docked is set to false, indicates the number of seconds before Avaya IC determines that the pop-up window failed to open. For example, a pop-up blocker prevents the Customer HTML Chat Client from opening.	Any number greater than zero.	30 Recommended: • Minimum: 5

Changing the frame sizes

You can change the sizes of the different frames in the Customer HTML Chat Client.

To change the frame sizes, modify the tenant website properties in the following table:

Property	Description	Possible values	Default
chat.htmlclient.transcript.framesize	Specifies the height of the frame that displays the real-time chat transcript.	Any number greater than zero	* (asterisk)
chat.htmlclient.command.framesize	Specifies the height of the frame that contains the End Chat Session and Say buttons.	Any number greater than zero	55
chat.htmlclient.textentry.framesize	Specifies the height of the frame that displays the field where customers enter text for the chat.	Any number greater than zero	75
chat.htmlclient.logo.framesize	Specifies the height of the frame that contains the logo.	Any number greater than zero	80

Customizing the background colors

You can customize the background colors of the Customer HTML Chat Client to match the logo of the contact center, or meet Web standards for the contact center.

To customize the background colors, modify the tenant website properties in the following table:

Property	Description	Possible values	Default
chat.htmlclient.command.bgcolor	Specifies the background color of the frame that contains the command buttons.	English word or hex value	Blue (#335687)
chat.htmlclient.textentry.bgcolor	Specifies the background color for the text entry field.	English word or hex value	White (#FFFFFF)
chat.htmlclient.transcript.bgcolor	Specifies the background color for the transcript.	English word or hex value	White (#FFFFFF)

Customizing the text entry fields

You can customize the size and tooltip for the text entry field where the Website customer enters text into the Customer HTML Chat Client.

To customize the text entry fields, modify the tenant website properties in the following table:

Property	Description	Possible values	Default
chat.htmlclient.textentry.width	Determines the width of the text entry field in pixels.	Any number greater than zero	33
chat.htmlclient.textentry.size	Determines the number of lines visible in the text entry field.	Any number greater than zero	2
chat.htmlclient.entry.tooltip	Specifies the text that displays as a tooltip for the text entry field.	A text string	Enter chat message here

Customizing the welcome message

The Customer HTML Chat Client displays the welcome message to:

- The customer when the customer requests a chat
- The agent when the agent accepts the chat contact

To customize the welcome message, modify the tenant website properties in the following table:

Property	Description	Possible values	Default
chat.htmlclient.welcome	The welcome message displayed to the customer and agent when the agent joins a chat session.	Any text string	Welcome to Avaya Chat. You can chat and send pages.

Customizing the chat transcript

You can customize the appearance of the chat transcript displayed to the customer during a chat session. For example, you can customize the color and font for the text of:

- Agent comments
- Customer comments
- System messages

This section includes the following topics:

- Customizing common chat transcript properties on page 134.
- Customizing the chat transcript properties for agents on page 135.
- Customizing the chat transcript properties for customers on page 137.
- Customizing the chat transcript properties for the system on page 138.

Customizing common chat transcript properties

The common chat transcript properties determine the appearance of items that are common to all sections in the transcript.

To customize the common chat transcript properties, modify the tenant website properties in the following table:

Property	Description	Possible values	Default
chat.htmlclient.transcript.lineseparator	Defines the spacing between the consecutive lines.	Any valid HTML markup	
chat.htmlclient.transcript.nameseparator	Defines the spacing between the name and the transcript text.	Any valid text string or HTML markup	": " A semi-colon and a space.
Chat.htmlclient.transcript.maxmessagesize	Specifies the maximum number of characters in a single text message typed by an agent or customer.	Any number from 1 to 4000.	1024

Customizing the chat transcript properties for agents

The chat transcript properties for agents determine the appearance of items in the chat transcript that relate to the participation of the agent in the chat session.

To customize the chat transcript properties for agents, modify the tenant website properties in the following table:

Property	Description	Possible values	Default
chat.htmlclient.agent.name.font	Specifies the name of the font used to display the name of the agent in the transcript.	A font name	Times Roman
chat.htmlclient.agent.name.color	Specifies the color of the font used to display the name of the agent in the transcript.	English word or hex value	Blue (#335687)
chat.htmlclient.agent.name.size	Specifies the size of the font used to display the name of the agent in the transcript.	Any number	3
chat.htmlclient.agent.text.font	Specifies the name of the font used to display the messages typed by the agent.	A font name	Times Roman
chat.htmlclient.agent.text.color	Specifies the color of the font used to display the messages typed by the agent.	English word or hex value	Black
chat.htmlclient.agent.text.size	Specifies the size of the font used to display the messages typed by the agent.	Any number	3
chat.htmlclient.agent.link.font	Specifies the name of the font used to identify the hyperlinks in the messages typed by the agent.	A font name	Times Roman
chat.htmlclient.agent.link.color	Specifies the color of the font used to identify the hyperlinks in the messages typed by the agent.	English word or hex value	Blue (#335687)
chat.htmlclient.agent.link.size	Specifies the size of the font used to identify the hyperlinks in the messages typed by the agent.	Any number	3

Property	Description	Possible values	Default
chat.htmlclient.agent.name.pretag	Specifies the opening HTML tag used to customize the character style for the agent name.	The opening tag for an HTML character style, such as bold , italic , or underline <u>.	No default.
chat.htmlclient.agent.name.posttag	Specifies the closing HTML tag used to customize the character style for the agent name.	The closing tag for an HTML character style such as bold , italic , or underline </u>.	No default.
chat.htmlclient.agent.text.pretag	Specifies the opening HTML tag used to customize the character style for messages typed by the agent.	The opening tag for an HTML character style such as bold , italic , or underline <u>.	No default.
chat.htmlclient.agent.text.posttag	Specifies the closing HTML tag used to customize the character style for messages typed by the agent.	The closing tag for an HTML character style such as bold , italic , or underline </u>.	No default.

Note:

If the font value specified consists of more than one word, for example, Times Roman or Segoe UI, then such fonts must be specified within single quotes for them to appear correctly on the customer-end during chatting.

Customizing the chat transcript properties for customers

The chat transcript properties for customers determine the appearance of items in the chat transcript that relate to the participation of the customer in the chat session.

To customize the chat transcript properties for customers, modify the tenant website properties in the following table:

Property	Description	Possible values	Default
chat.htmlclient.customer.name.font	Specifies the name of the font used to display the name of the customer in the transcript.	A font name	Times Roman
chat.htmlclient.customer.name.color	Specifies the color of the font used to display the name of the customer in the transcript.	English word or hex value	Red
chat.htmlclient.customer.name.size	Specifies the size of the font used to display the name of the customer in the transcript.	Any number	3
chat.htmlclient.customer.text.font	Specifies the name of the font used to display the messages typed by the customer.	A font name	Times Roman
chat.htmlclient.customer.text.color	Specifies the color of the font used to display the messages typed by the customer.	English word or hex value	Black
chat.htmlclient.customer.text.size	Specifies the size of the font used to display the messages typed by the customer.	Any number	3
chat.htmlclient.customer.link.font	Specifies the name of the font used to identify the hyperlinks in the messages typed by the customer.	A font name	Times Roman
chat.htmlclient.customer.link.color	Specifies the color of the font used to identify the hyperlinks in the messages typed by the customer.	English word or hex value	Blue (#335687)
chat.htmlclient.customer.link.size	Specifies the size of the font used to identify the hyperlinks in the messages typed by the customer.	Any number	3

Property	Description	Possible values	Default
chat.htmlclient.customer.name.pretag	Specifies the opening HTML tag used to customize the character style for the customer name.	The opening tag for an HTML character style, such as bold , italic , or underline <u>.	No default.
chat.htmlclient.customer.name.posttag	Specifies the closing HTML tag used to customize the character style for the customer name.	The closing tag for an HTML character style such as bold , italic , or underline </u>.	No default.
chat.htmlclient.customer.text.pretag	Specifies the opening HTML tag used to customize the character style for messages typed by the customer.	The opening tag for an HTML character style such as bold , italic , or underline <u>.	No default.
chat.htmlclient.customer.text.posttag	Specifies the closing HTML tag used to customize the character style for messages typed by the customer.	The closing tag for an HTML character style such as bold , italic , or underline </u>.	No default.

Customizing the chat transcript properties for the system

The chat transcript properties for system determine the appearance of items in the chat transcript that relate to system messages in the chat session. System messages identify events such as the connection of the agent to the chat session.

To customize the chat transcript properties for system, modify the tenant website properties in the following table:

Property	Description	Possible values	Default
chat.htmlclient.system.name	Identifies the word that denotes messages from the system, such as, “System: Connection Established.”	A text string	System
chat.htmlclient.system.name.font	Specifies the name of the font used to display the system name in the transcript.	A font name	Times Roman

Comments? infodev@avaya.com

Property	Description	Possible values	Default
chat.htmlclient.system.name.color	Specifies the color of the font used to display the system name in the transcript.	English word or hex value	Blue (#335687)
chat.htmlclient.system.name.size	Specifies the size of the font used to display the system name in the transcript.	Any number	3
chat.htmlclient.system.text.font	Specifies the name of the font used to display the system messages.	A font name	Times Roman
chat.htmlclient.system.text.color	Specifies the color of the font used to display the system messages.	English word or hex value	Black
chat.htmlclient.system.text.size	Specifies the size of the font used to display the system messages.	Any number	3
chat.htmlclient.system.link.font	Specifies the name of the font used to identify the hyperlinks in the system messages.	A font name	Times Roman
chat.htmlclient.system.link.color	Specifies the color of the font used to identify the hyperlinks in the system messages.	English word or hex value	Blue (#335687)
chat.htmlclient.system.link.size	Specifies the size of the font used to identify the hyperlinks in the system messages.	Any number	3
chat.htmlclient.system.name.pretag	Specifies the opening HTML tag used to customize the character style for the system name.	The opening tag for an HTML character style, such as bold , italic , or underline <u>.	No default.
chat.htmlclient.system.name.posttag	Specifies the closing HTML tag used to customize the character style for the system name.	The closing tag for an HTML character style such as bold , italic , or underline </u>.	No default.

Property	Description	Possible values	Default
chat.htmlclient.system.text.pretag	Specifies the opening HTML tag used to customize the character style for system messages.	The opening tag for an HTML character style such as bold , italic , or underline <u>.	No default.
chat.htmlclient.system.text.posttag	Specifies the closing HTML tag used to customize the character style for system messages.	The closing tag for an HTML character style such as bold , italic , or underline </u>.	No default.

Customizing the timestamp on chat transcripts

By default, chat transcripts sent to Website customers do not include a timestamp. You can customize the Customer HTML Chat Client to include a timestamp on the transcript and specify the format for that timestamp.

To customize the timestamp, modify the tenant website properties in the following table:

Property	Description	Possible values	Default
chat.htmlclient.timestamps.enabled	Indicates whether chat transcripts will include a timestamp. By default, there is no timestamp.	False True	False
chat.htmlclient.timestamps.showdate	Indicates whether the timestamp will include the date. By default, the timestamp does not include the date.	False True	False

Comments? infodev@avaya.com

Property	Description	Possible values	Default
chat.htmlclient. timestamps.format	Determines the format of the timestamp The available formats are based on the locale selected for the chat session. The machine used by the Website customer determines the time that is displayed. The following examples are based on a US locale and assume that you set chat.htmlclient.showdate to true. The format may be different if the customer is in a different locale.	Short: 9/20/04 2:15pm Medium: 20 Sep, 2004 2:15:50 PM Long: 20 September, 2004 2:15:50 PM EST	Medium
chat.htmlclient. timestamps.prefix	Determines the opening string that encloses the timestamp. Only used if timestamp is enabled.	A string of any length or an empty string.	The open bracket character: “[“
chat.htmlclient. timestamps.postfix	Determines the closing string that encloses the timestamp. Only used if timestamp is enabled.	A string of any length or an empty string.	The close bracket character: “]“

Customizing the tooltips

You can customize the tooltips for the text entry field where the Website customer enters text into the Customer HTML Chat Client.

To customize the text entry fields, modify the tenant website properties in the following table:

Property	Description	Possible values	Default
chat.htmlclient.button. saytext.tooltip	Specifies the text that displays as a tooltip for the Send Message button.	A text string	Send Message
chat.htmlclient.button. close.tooltip	Specifies the text that displays as a tooltip for the Close button.	A text string	Close Chat Window
chat.htmlclient.button. end.tooltip	Specifies the text that displays as a tooltip for the End Chat Session button	A text string	End Chat Session

Property	Description	Possible values	Default
chat.htmlclient.button.help.tooltip	Specifies the text that displays as a tooltip for the Help button.	A text string	Help
chat.htmlclient.entry.tooltip	Specifies the text that displays as a tooltip for the text entry field.	A text string	Enter chat message here

Comments? infodev@avaya.com

Adding a help file

By default, the Customer HTML Chat Client does not include a help file. You can add a link to an HTML page that displays to the Website customer when the customer selects the Help button. The Help button is not visible to the customer unless you configure the Customer HTML Chat Client for the help file.

This section includes the following topics:

- Guidelines for the Customer HTML Chat Client help file on page 143.
- Recommended content for the Customer HTML Chat Client help file on page 143.
- Making the Help button visible on page 144.

Guidelines for the Customer HTML Chat Client help file

Avaya recommends that any help file for the Customer HTML Chat Client meet the following guidelines:

Host the help file on the Avaya IC Website: The Customer HTML Chat Client does not download the help file to the customer. Avaya recommends that you host the help file on the Avaya IC Website.

Design the help system to use HTML pages: When you enable the Help button, you provide the URL and path to an HTML page. You can design this HTML page as a set of links to other HTML pages, or to include all of the information that you want the Website customer to see.

Avoid compiled help systems: Do not use a compiled help system, such as WinHelp or Microsoft HTML Help (CHM). Compiled help systems require the Windows executable. Customers who use other operating systems will not be able to access these help systems.

Recommended content for the Customer HTML Chat Client help file

Avaya recommends that, at a minimum, the Customer HTML Chat Client help file include the following content:

- Supported browsers for Website customers, as described in Supported Web browsers for Website customers on page 123.
- Troubleshooting information for problems that customers are likely to encounter, such as pop-up blockers, as described Troubleshooting the Website Multi-Tenant Administration pages on page 152.

Making the Help button visible

To make the Help button visible on the Customer HTML Chat Client, modify the tenant website property in the following table:

Property	Description	Possible values	Default
chat.htmlclient.helpurl	When you add a value to this property: • Makes the Help button visible. • Identifies the URL with the file name and path of the HTML file that will be displayed when the Website customer selects the Help button.	Any URL with a path and file name.	empty

Enabling the debug window

Important:
Do not enable the debug window in a production environment. Use the debug window in a development environment to identify problems.

To enable the debug window, modify the tenant website property in the following table:

Property	Description	Possible values	Default
chat.htmlclient.debug.enabled	Turns debugging on or off.	True False	False

Comments? infodev@avaya.com

Disabling the Enter event

Some languages, for example Japanese, use the **Enter** key to select characters. The Customer HTML Chat Client might respond to the Enter event and send the message prematurely. When this feature is turned off, you must click on the **Send** button to send a chat.

To turn off the default send operation when the **Enter** key is pressed:

1. Go to IC Web Management Administration web pages.
2. Select **MultiTenant Administration**.
3. Select **Tenant Properties**.
4. Select your tenant.
5. Select **Language**.
6. Select **Chat**.
7. Look for **chat.htmlclient.entry.sendonenter**.
8. Change the value to **0**.
9. Select the **Update Data** button at the bottom of the page.

Emoticons

Emoticons are the iconic representation of the facial expressions, such as smiley, sad, tired, and so on.

You can use the `emoticons.properties` file to configure emoticons. In this properties file you can add new emoticons or update existing. You have to link an image to a sequence of characters.

Note:

If the sequence of characters contains a special character then you have to precede each special character with escape character (`\`). For example, consider the character sequence `x\-\)`. In this example all the special characters except `x` are preceded with the \.

The `emoticons.properties` file is located at: `AVAYA-IC-HOME/comp/icm`

You can enter the configured sequence of characters in the message area of chat application and the related image is displayed in the transcript area of all the parties involved in the conversation.

The following table lists the default emoticons and their character sequence that you have to enter in the message area of the chat application:

Emoticons	Character Sequence	Facial Expression
	?-|	Ponder
	:(or :-<	Sad
	:)	Smile
	:@	Angry
	:O	Surprised

Comments? infodev@avaya.com

Emoticons	Character Sequence	Facial Expression
	:|	Disappointed
	OK	Thank You
	(Y)	Thumbs Up
	W8	Hold On
	:S	Confused

For Website, the images of emoticons are stored in the following folder: `Avaya-IC-HOME\comp\website\public\htmlclient\images\emoticons`.

Note:

For the Thank You emoticon, you can change the character sequence to ":U" and modify the following lines in the `<Avaya_IC72_HOME\comp\icm\emoticons.properties` file:

- `\OK = thankyou.gif`
- `\:U = thankyou.gif`

For the Hold On emoticon, you can change the character sequence to ":8" and modify the following lines in the `<Avaya_IC72_HOME\comp\icm\emoticons.properties` file:

- `\W8 = holdon.gif`
- `\:8 = holdon.gif`

Configuring IC Manager to enable emoticons

Before you can actually start using emoticons, you have to configure emoticons through Avaya IC Manager.

To configure emoticons in IC Manager

1. In the IC Manager window, click the **Configuration** tab.
2. In the left pane, select **Chat** > **ICM**.
3. On the toolbar, click **New**.
4. Enter the value for **Global ICM Name** and **ICM Server Name**.
5. Select the **Enable Emoticons** check box.
6. Click **Ok**.

Note:
You must restart the ICM service to reload changed properties in IC Manager of ICM.

Chat typing status

The chat typing status is a message that the chat client window displays at the bottom side.

The chat typing status in the chat client window at the customer end indicates that the agent is now typing a message. Similarly, the chat typing status in the chat client window at the agent end indicates that the customer is now typing a message.

The chat client window displays the typing status for a specific threshold time, which you can configure in Avaya IC Manager. If there is no typing activity in the chat client for the configured threshold time, the system removes the chat typing status from the chat client window.

You can configure IC Manager to enable the chat client to display the chat typing status. You can enable the chat typing status for an individual agent, a group, or a tenant.

To enable the chat typing status in the Avaya Agent Web Client:

1. In the Avaya IC Manager window, click the **Agent** tab.
2. In IC Manager, from the main menu, select **Tools** > **Groups**.

   The system displays the **Group Manager** dialog box.
3. In the left pane, select a group, a tenant, or an agent from a group, for which you want to enable the chat typing status.
4. In the **Sections** field, select the **Agent/Desktop/Chat/Application** section.
5. In the right pane, click **Create New Setting** on the **Settings** toolbar.

   The system displays the **Assign Property** dialog box.
6. Click the **Property** field and select the **ShowTypingStatus** property.
7. Click the **Property Value** field and select **Yes**.

8. Click the **Descendants May Override** check box if you want to allow the descendants of the selected group to change the configuration.
9. Click **Ok**.

   The system adds the selected property in the list.
10. In the right pane, click **Create New Setting** on the **Settings** toolbar.
11. Click the **Property** field and select the **TypingStatusThreshold** property.
12. Click the **Property Value** field and enter the threshold time in seconds.

    The system displays the chat typing status in the Chat window for the time that you specify in the **TypingStatusThreshold** property.

    If you do not add the **TypingStatusThreshold** property, the system displays the chat typing status for the default time, 12 seconds.
13. Click the **Descendants May Override** check box if you want to allow the descendants of the selected group to change the configuration.
14. Click **Ok**.

    The system adds the selected property in the list.
15. In the **Group Manager** window, click **Ok**.

Example: Changing the images for a button

The Customer HTML Chat Client uses four different images to emulate each button. These button images indicate the following states:

- Pressed
- Grayed or unavailable
- Selected
- Normal

In this example, the image on the Say button needs to be replaced. To replace the Say button image, you need to replace all four of the button images. Each of the replacement images needs to emulate the state that the image represents.

To replace the Say button:

1. Create copies of the four Say button images and place them in a backup directory.

   Avaya IC installs the button images in the following directory on the Website machine:
   IC_INSTALL_DIRIC71`\IC72\comp\website\public\htmlclient\images`
2. Create **.gif** images with the new button image for the Say button to replace the images described in the following table. If you have only one image and you want this image to represent all four button states, you must create four versions of the button image.

Image file name	Button state
buttonsay01.gif	Normal
buttonsay02.gif	Selected
buttonsay03.gif	Grayed
buttonsay04.gif	Pressed

3. Save the custom Say button images in the following directory on the Website machine:
   IC_INSTALL_DIRIC71`\IC72\comp\website\public\htmlclient\images`
4. Test the Customer HTML Chat Client with the custom Say button images.

Localization properties

All text in the Customer HTML Chat Client is in English. You can modify some of the website tenant properties to translate the text into another language.

The following table describes the website tenant properties that modify localizable text fields. All of these properties are described in more detail in Customizing tenant website properties on page 124.

Property	Text
chat.htmlclient.chatfail.message	[Agent did not receive your message]
chat.htmlclient.chaterror.message	[Chat connection error. Please disconnect this session]
chat.htmlclient.button.saytext.tooltip	Send Message
chat.htmlclient.button.close.tooltip	Close Chat Window
chat.htmlclient.button.end.tooltip	End Chat Session
chat.htmlclient.button.help.tooltip	Help
chat.htmlclient.entry.tooltip	Type your message here
chat.htmlclient.welcome	Welcome to Avaya Chat. You can chat and send pages.
chat.htmlclient.undocked.title	Avaya Customer Chat
chat.htmlclient.system.name	System

Troubleshooting the Website Multi-Tenant Administration pages

Problem: If you try to change the default language for a chat tenant, the Invalid Language error message is displayed

Solution: Execute the following steps to resolve this issue:

1. On the **IC Website Multi-Tenant Administration** page, click the **Enable Languages** link in the left pane.
2. In the right pane, select the desired tenant from the **Select a tenant** drop-down list and click **Customize Tenant Languages**.
3. Select another language by selecting the option in the **Default** column.

   For example, if English and French are the languages defined for the Tenant with default language English, Select **French** as the default language.
4. In the **Display Text** column, enter the value for **English** language.
5. Click the **Edit Languages** button.
6. Now, select **English** as the default language again by selecting the option in the **Default** column.
7. Click the **Edit Languages** button.

Comments? infodev@avaya.com

Troubleshooting the Customer HTML Chat Client

This section describes some common problems that can occur with the Customer HTML Chat Client and the solutions for these problems.

This section includes the following topics:

- Frame killer in pushed Web page unloads chat session on page 153
- Customer HTML Chat Client does not open in pop-up window on page 154
- Customer requests chat transcript after session closed on page 154



Tip:

If you encounter an issue not in the documentation, contact Avaya CRM Technical Support.

Frame killer in pushed Web page unloads chat session

Problem: An agent pushes a Web page to a customer. The Web page includes a frame killer. As a result of the frame killer, the chat session is unloaded, and the customer cannot communicate.

Solution for Web page: If the Web page that the agent pushes includes code for a frame killer, the Web page cannot be displayed in the frameset for the Customer HTML Chat Client.

Solution for Website customer: The customer can re-enter the chat session after a chat session is unloaded. To re-enter the chat session, the customer clicks the **Back** button on the Web browser.

Solution for agent: Wait until the customer re-enters the chat session. The Customer HTML Chat Client displays a reconnect message in the transcript when the customer re-enters. Do not Push the same URL to the customer.



Tip:

To configure the length of time within which a customer can re-enter a chat session, see Changing the HTML Chat Client properties on page 129.

Customer HTML Chat Client does not open in pop-up window

Problem: Customer requests a chat session with an agent, but the Customer HTML Chat Client does not open in a pop-up window. This problem usually occurs because the customer uses a pop-up blocker. This problem only occurs with the undocked mode, where the Customer HTML Chat Client opens in a separate, pop-up window.

Solution for customer: Check whether a pop-up blocker is enabled. If the pop-up blocker, is enabled, disable the pop-up blocker and restart the chat session.

Solution for Customer HTML Chat Client: Configure the Customer HTML Chat Client to open as a frame docked in the main browser window of the Website customer if the pop-up window is blocked. For more information, see Changing the window position and size on page 130.

Customer requests chat transcript after session closed

Problem: After the agent and customer disconnect from the chat session, and the chat session is closed, the customer requests a copy of the chat transcript.

Solution: When the customer first requests a chat session, the customer must select the option to have an email transcript mailed and provide an email address. An agent cannot send a copy of the chat transcript after the chat session starts.

Chapter 6: Advanced agent settings

This section describes how you would customize the agent environment for the Avaya Agent desktop application.

Important:
For information on customizing Avaya Agent Web Client, see *Avaya Agent Web Client Customization*.

This section includes the following topics:

- Setting up the home directory and working directory on page 156
- Configuring UNC to UNIX path mapping on page 162
- Using a shared directory for agent files on page 164
- Customizing the Web Agent on page 168
- Configuring RONA for the chat channel on page 170
- Configuring RONA for the email channel on page 174
- Creating wrap up, AuxWork, and Logout codes on page 177

For information about adding, modifying, and deleting agents, see Using the Agent Manager on page 91.

Setting up the home directory and working directory

Avaya Agent and Avaya Agent Web Client use different agent properties to specify the directory that stores the global resources shared by agents and agent settings, such as agent resources, email drafts, and task data.

This section includes the following topics that are designed to help you determine how to set these directory properties:

- Directory properties for agent applications on page 156.
- Purpose of the directory properties on page 156.
- Recommended deployments for the home directory and working directory on page 157.
- Configuring the home directory on page 159.
- Configuring the working directory on page 160.

Directory properties for agent applications

The following table shows the directory properties for Avaya Agent and Avaya Agent Web Client.

Application	Directory type	Property section.name
Avaya Agent	Home directory	Agent/Desktop/WAC.HomeDir
Avaya Agent Web Client	Working directory	Agent/Desktop/ WebClient.WorkingDirectory

Purpose of the directory properties

Although Avaya Agent and Avaya Agent Web Client give different names to the shared directory, the structure and content of the home directory and working directory is identical. Both of these directories work as a shared directory that stores:

- Global resources shared by Avaya IC agents
- Settings for individual agents, such as agent resources, email drafts, and task data

For Avaya Agent Web Client in an environment with multiple machines that host WebConnector, the working directory also ensures that an agent always has access to the correct agent settings. When the working directory is correctly configured in a shared directory, Avaya Agent Web Client can route the agent login to any WebConnector machine and access the task data and resources for that agent.

Recommended deployments for the home directory and working directory

How you set up the home directory and working directory depends upon the deployment of the Avaya IC system and how the agents share global resources. For example, you can:

- Create one shared directory for all agents in a system, whether those agents use Avaya Agent or Avaya Agent Web Client.
- Create more than one shared directory to give agents access to different sets of global resources.

This section includes the following topics that describe the recommended settings for the most common Avaya IC deployments:

- Deployment with one shared directory for all agent resources on page 157.
- Deployment with several shared directories for different sets of agent resources on page 158.
- Deployment for a clustered WebConnector environment on page 158

Deployment with one shared directory for all agent resources

In this deployment, all Avaya IC agents need access to all global resources. Avaya recommends that you create one shared directory in a location that all agents can access.

The shared directory serves as the home directory for Avaya Agent and the working directory for Avaya Agent Web Client. The values for the home directory property and the working directory property all point to the same shared directory.

Set the value of the following properties as the value of the shared directory location at the IC node level:

- `Agent/Desktop/WAC.HomeDir` property for Avaya Agent
- `Agent/Desktop/WebClient.WorkingDirectory` for Avaya Agent Web Client

Deployment with several shared directories for different sets of agent resources

In this deployment, different agent workgroups need access to different sets of global resources. Avaya recommends that you create a different shared directory for each set of global resources. Agents can only belong to workgroups that have the same shared directory.

Whether one shared directory can serve as the home directory for Avaya Agent and the working directory for Avaya Agent Web Client depends upon how you set up the agent workgroups. If an agent workgroup includes agents who work in Avaya Agent and in Avaya Agent Web Client, then the values for the home directory property and the working directory property must point to the same shared directory.

Note:

With this deployment, if some global resources are in more than one location and an agent updates a global resource, you must manually copy that updated resource to the other location.

Set the value of the following properties as the value of the shared directory location at the workgroup level:

- `Agent/Desktop/WAC.HomeDir` property for Avaya Agent
- `Agent/Desktop/WebClient.WorkingDirectory` for Avaya Agent Web Client

Deployment for a clustered WebConnector environment

For a clustered WebConnector environment, Avaya recommends that you:

- Configure the Working Directory to point to a shared location.
- Make sure that the shared location is accessible to all agents

Configuring the home directory

The home directory property is always configured from the perspective of Avaya Agent. The syntax that you use to configure the home directory property depends upon how the machine that hosts Avaya Agent will access the directory. Since Avaya Agent is only supported on Windows, the syntax for the home directory must be in a format that Windows can use to access another network machine.

Note:
Even if the home directory uses the same shared directory as the working directory, you may need to use a different syntax to configure the home directory property.

To configure the home directory:

1. If it does not already exist, create the shared directory for the home directory on a network machine.
2. Ensure that all agent workstations that host Avaya Agent:
   - Can access the shared directory for the home directory through either a mapped drive or UNC notation in Windows Explorer.
   - Have the required Read, Write, and Execute permissions for that directory
3. Configure the `Agent/Desktop/WAC.HomeDir` as described in *IC Installation and Configuration*.

   The following table provides examples of the syntax used to configure the home directory property. These examples use the `AgentResource` directory on a machine named `resource.xyzcorp.com` as the shared directory.

Avaya Agent access to shared directory	Syntax for home directory
You map the Z: drive on each agent workstation to the shared directory folder hosted on a Windows network machine. **Note:** Do not use this syntax if the shared directory is on a UNIX machine.	`Z:\AgentResource`
Each agent workstation uses UNC notation in Windows Explorer to access the shared directory. **Note:** You can use this syntax if the shared directory is on a Windows or UNIX machine. For more information about UNC mapping, see Configuring UNC to UNIX path mapping on page 162.	`\\resource.xyzcorp.com\AgentResource`

Comments? infodev@avaya.com

Configuring the working directory

The working directory property is always configured from the perspective of WebConnector. The syntax that you use to configure the working directory property depends upon the operating system of the machine that hosts WebConnector for Avaya Agent Web Client and how that machine will access the shared directory.

Note:
Even if the working directory uses the same shared directory as the home directory, you may need to use a different syntax to configure the working directory property.

To configure the working directory:

1. If it does not already exist, create the shared directory for the working directory on a network machine.
2. Ensure that all machines that host WebConnector for Avaya Agent Web Client:
   - Can access the shared directory for the working directory through one of the following methods:
     - For a Windows machine: a mapped drive or UNC notation in Windows Explorer
     - For a UNIX machine, an NFS mount or samba shares for the shared directory
   - Have the required Read, Write, and Execute permissions for that directory
3. Configure the `Agent/Desktop/WebClient.WorkingDirectory` as described in *IC Installation and Configuration*.

   The following table provides examples of the syntax used to configure the working directory property. These examples use the `AgentResource` directory on a machine named `resource.xyzcorp.com` as the shared directory.

WebConnector access to shared directory	Syntax for working directory
You map the Z: drive on the WebConnector machine to the shared directory folder hosted on a Windows network machine. **Note:** Do not use this syntax if WebConnector is on a UNIX machine.	`Z:\AgentResource`

Comments? infodev@avaya.com

WebConnector access to shared directory	Syntax for working directory
The WebConnector machine uses UNC notation in Windows Explorer to access the shared directory. **Note:** Do not use this syntax if WebConnector is on a UNIX machine.	`\\resource.xyzcorp.com\AgentResource`
You perform an NFS mount for the shared directory on the WebConnector machine. **Note:** Do not use this syntax if WebConnector is on a Windows machine.	/opt/AgentResource

Comments? infodev@avaya.com

Configuring UNC to UNIX path mapping

The **UNC to UNIX Path Mapping** field of the Java Application Bridge maps the UNC address of a network folder which holds files that agents can attach to resources with the UNIX path that WebConnector uses to access the folder.

Tip:
You do not need to map the working directory for the WebConnector application server. However, you can map this directory if desired.

This section includes the following topics:

- Prerequisites for UNC to UNIX path mapping on page 162.
- Requirements for entries in the UNC to UNIX Path Mapping field on page 162.
- Accessing multiple folders on one machine on page 163.
- Examples of entries in the UNC to UNIX Path Mapping field on page 163.

Prerequisites for UNC to UNIX path mapping: You must perform the following steps before you configure UNC to UNIX path mapping:

1. Install Samba (or an equivalent product) on the UNIX machine that hosts the attachments directory to make the folders and files accessible from a Windows machine.
2. Configure the UNIX shares for Samba (or an equivalent product) as follows:
   a. Ensure that the name of each share is the same as the UNIX folder that it shares.
   b. Ensure that all agents have Read permissions for the share. You can give the agents additional permissions for the share, if desired.
   c. Ensure that the UNIX user under which Avaya Agent Web Client runs has the same permissions for the UNIX directory as agents have for that directory's share.

Requirements for entries in the UNC to UNIX Path Mapping field: Follow these requirements when you enter information in the **UNC to UNIX Path Mapping** field:

- You can only create one entry for each machine. The Java Application Bridge only considers the first entry for a given machine in the table. All subsequent entries are ignored.
- You can only use the format ***machine_name*** in the **UNC Machine Name** column.
- You can only use valid UNIX paths in the **UNIX Path** column.

Accessing multiple folders on one machine: You cannot add multiple entries for a machine in the UNC to UNIX Path Mapping field. If you want to store files for attachments in multiple folders on the same machine:

1. Organize the folders so that they are all subfolders of a single folder. For example, create an attachments folder with subfolders titled printers, ink, and cables.
2. Use Samba (or an equivalent product to configure the UNIX shares named printers, ink, and cables for the subfolders of the attachments folder.
3. Give agents Read permissions, at a minimum, for the shares.
4. In the **UNC Machine Name** column, enter the name of the machine where the attachments folder is located. For example, **`\\sunbox1`**.
5. In the **UNIX Path** column, enter the UNIX path for the **`attachments`** directory. For example, **`/opt/attachments`**.

Examples of entries in the UNC to UNIX Path Mapping field: The following table shows a series of entries in the UNC to UNIX Path Mapping field, including both valid and invalid entries.

UNC to UNIX Path Mapping entry		**Description**
UNC Machine Name	**UNIX Path**	
\\sunbox1	/opt/data/attachments	A valid entry in both columns.
\\sunbox2\	/opt/data/attachments	An invalid entry in the **UNC Machine Name** column. The Java Application Bridge cannot accept an entry that ends with a backslash.
\\sunbox1	/opt/data	Entry will be ignored as there is already an entry for this UNC machine name.
\\sunbox3	/	A valid entry in both columns. The **UNIX Path** entry points to the root directory on the machine.
\\sunbox4		An invalid entry in the UNIX Path column. For root directory, enter /, as shown in the above entry.

Using a shared directory for agent files

By default, agent resources, preferences, email drafts, and log files are not shared. Instead, Web Agent stores these files in the Web Agent installation directory. This means that if you want to change the resources for all agents, you need to change the resource file on each agent's machine. It also means that agents must log into the same machine every day to make sure that they have the same resource and preference settings.

You can eliminate these potential problems by setting up a shared network directory for Web Agent files. You can then administer the files from a single location, and agents can log in to any machine and have the same resources and settings available to them.

Setting up a shared directory

To set up a shared directory:

1. Select a suitable shared network location. For example: `\\Avaya\chatserver\CommonAgentFiles`
2. Set the Share permissions on this directory so that agents have Read and Write access.
3. In IC Manager, set the following properties depending on your agent application:
   - If your agents use Avaya Agent desktop, set the `Agent/Desktop/WAC/HomeDir` property to point to the directory you created in step 1. You can use a UNC path or a mapped network drive.
   - If your agents use Avaya Agent Web Client, set the `Agent/Desktop/WebClient.WorkingDirectory` property to point to the directory you created in step 1. This directory must be accessible from the server running the Avaya Agent Web Client application. You can use a UNC path or a mapped network drive.

Important:
If your contact center uses a mix of Avaya Agent Web Client and Avaya Agent desktop applications, the Agent/Desktop/WebClient.WorkingDirectory and Agent/Desktop/WAC.HomeDir should point to the same location. Avaya Agent Web Client accesses the files through the Web Application Server.

For more information about the home directory and the working directory, see Setting up the home directory and working directory on page 156, Changing property settings on page 203, and Agent property descriptions on page 231.

Default files and directories created

When the Web Agent is started for the first time, several default files and directories will be created:

- Application.properties

  A global level configuration file. For more information, see Customizing the Web Agent on page 168.

- GlobalPreferences.xml

  You can use the `GlobalPreferences.xml` file on a shared network drive to set preferences globally for all agents without making changes to an individual agent machine. However, agents can set the preferences using WebAgent and override the global settings. The initial default settings of an agent are stored in the `globalpreferences.xml` file and the changes made to the agent preferences in the WebAgent are stored in the `agentpreferences.xml` file. The `agentpreferences.xml` file with different settings overrides the settings in the `globalpreferences.xml` file.

  The `globalpreferences.xml` file creates the `agentpreferences.xml` file when the agent logs in for the first time.

  To configure the `globalpreferences.xml` file:

  1. Copy the `globalpreferences.xml` file to a shared network drive.
  2. Log in to IC Manager.
  3. Open the `globalpreferences.xml` file and change the value of Agent\Desktop\WAC to the shared network path for home directory.
  4. Click **Apply**.

- GlobalResources.xml

  Resources created for use by all agents that point to the shared drive.

- Agents directory

  A directory will be created under this for each agent that uses this HomeDir value. Within that directory will be the files discussed in Using a shared directory for agent user documents on page 166.

- Lexicons

- Logs

  This directory will contain a subdirectory for each workstation from which an agent logs on. Within that directory will be the `webagent` log file, if tracing is turned on.The subdirectory will be the machine name of each workstation. Because agents can log in from any workstations, the log files are saved by workstation ID. The name of the agent who is logging in will be included in the log file information.

Using a shared directory for agent user documents

The following table describes the agent-specific files:

File name	Description
AgentResources.xml	Agent specific resources
AgentPreferences.xml	Contains values set via the Tools, Preferences tab of the Web Agent. AgentPreferences.xml is accessed by Avaya Agent, but not by Avaya Agent Web Client. Avaya Agent Web Client stores similar information as properties in the IC database.
AgentEmailDrafts.xml	Draft responses of emails

These files can be accessed by the Avaya Agent desktop and the Avaya Agent Web Client. Any changes to the user information is automatically saved under the agent's user name when the agent logs out. Maintaining agents' user documents at a network location is useful in situations where agents can be assigned to different machines on different days, or where two or more agents may share the same machine.

Web Management automatically creates a subdirectory on the shared directory for each agent account and saves the agent's user document within that subdirectory. This lets the agent set preferences and add new resources at one workstation on Monday, and then log in to those same preferences and resources at a different workstation on Tuesday. It also allows two agents on the same machine to maintain separate preferences and resources.

Comments? infodev@avaya.com

Creating shared resources for agents

You can create resources agents can use when they are interacting with customers. A resource can be a text message, a URL, or an email. Email resources can include **cc** and **subject** header fields, and can contain file attachments.

Global Resources are accessed by both Avaya Agent desktop and Avaya Agent Web Client, but only Avaya Agent desktop can create global resources. Global resources are created by a supervisor or administrator through the Web Agent, in the same manner that agent resources are created. They are saved in the GlobalResources.xml file. See *Avaya Agent User Guide* for information on creating resources.

If an agent has problems with shared resources, verify the following events have not occurred:

1. Working directory is not set, default is set to <Ascii><Emphasis>IC_INSTALL_DIR<Ascii>/IC70/`workingdir`.

   All agent resources are created under this directory, if the administrator later changes the property then the agents are responsible for moving the resource files.

2. Working directory is set but not accessible temporarily when the agent logs in.

   If the agent had any resources created when this directory was accessible, then those resources will not be visible in this session. The agent should not create any resources in this session since these are stored in a temporary location (defaulted to <Ascii><Emphasis>IC_INSTALL_DIR<Ascii>/IC70/`workingdir`). Any resources created in this session would not be available when the original working directory becomes accessible.

Customizing the Web Agent

You can modify certain aspects of the Web Agent interface, including the layout of the toolbar and menus, the look of the agent client, logging level for troubleshooting, and fonts. These modifications are made in the Web Agent interface, in configuration files, or in IC Manager, depending on the type of modification.

This section only applies to the Avaya Agent desktop, for information about customizing Avaya Agent Web Client, see *Avaya Agent Web Client Customization*.

Web Agent interface

You can set chat, email, and font size preferences for each agent through the Web Agent interface. For more information, see the *Avaya Agent User Guide*.

Configuration files

Some customizations can be made on a per agent, tenant, or workgroup basis using a configuration file. This functionality is mainly used to set logging parameters.

The configuration file `application.properties` is saved in the directory specified in the `HomeDir` property of the `Agent/Desktop/WAC` subsection in IC Manager. Because `HomeDir` can be set on a global, tenant, or workgroup basis, the options set in the `application.properties` file can be applied at any of those levels. If a file is configured at all three levels, the lowest level will be used (global is the highest level, workgroup is the lowest). For more information, see Agent/Desktop/WAC properties on page 291.



Tip:

If you change the agent's directory using the `HomeDir` property, remember to copy all of the agents lexicon (vocabulary) files to that directory or the agent will not be able to perform a spell check.

If the `application.properties` file does not exist when the Web Agent is started, Avaya IC creates it as an empty file that can be manually populated. Most entries to populate the `application.properties` file should be provided by Avaya Technical Support. The following are commonly specified options:

- `application.trace.level`. Values:
  - 0 - no logging
  - 5 - network message logging
  - 6 - exceptions and error logging
  - 7 - step level logging
  - 8 - object model event logging

Comments? infodev@avaya.com

  - 9 - constructor level logging
  - 10 - UI event logging

  For example: `application.trace.level=10`

- `application.trace.mode`. Value 0 or 1. Based on the trace levels for `application.trace.level`, 0 specifies that tracing includes all levels up to and including the value specified. 1 specifies to trace only at the level specified.

  For example: `application.trace.mode=0`

- `application.trace.timestamp`. Value of true or false. When set to true, a new trace file will be created each time the agent logs in and will include the date and time of the file. The naming convention is `webagent_m_d_h_n.log`, where m= month, d = day, h = hour, and n = minute. If set to false, the file name will be `webagent.log`.

  For example: `application.trace.timestamp=true`

  Note:
  When setting this value to true, care must be taken to remove old log files as necessary. There is no automatic deletion routine so if this option is set to true for extended periods of time, many log files will be created.

- `initial.history.customerinterval.months`. Value: integer value representing the number of months of history that can be retrieved from the History screen of the Web Agent.

  For example: `initial.history.customerinterval.months=2`

- `folder.global.resources.path`. The pathname for the agent's global resources. If blank, the Web Agent uses the path specified in the `HomeDir` property.

  For example: `folder.global.resources.path=c:\Avaya\IC72\agentfiles`

WebACD server configuration options

Configuration parameters that can be set in the `application.properties` file can also be set in the configuration tab of the WebACD server. Parameters set here are used for all tenants and workgroups. When set in this tab, the properties must be preceded with "agentCFG.". For example, `agentCFG.application.trace.level`. (For details about the WACD server, see *IC Administration Volume 1: Servers & Domains*.)

Configuring RONA for the chat channel

The chat channel provides **contact acceptance** return on no answer (RONA) only. This section describes how RONA works in the chat channel, and how to configure the chat channel for RONA.

This section describes how RONA works and includes the following topics:

- About contact acceptance RONA on page 170
- About agent confirmation on page 171
- Configuring agent confirmation for Avaya Agent desktop on page 171
- Configuring agent confirmation for Avaya Agent Web Client on page 171
- About the default timeout on page 172
- Configuring the default timeout for Avaya Agent desktop on page 172
- Configuring the default timeout for Avaya Agent Web Client on page 172
- Changing the default RONA behavior for chat contacts on page 173

About contact acceptance RONA

Contact acceptance RONA occurs only if an agent has the option to accept or reject an incoming chat contact. As soon as the **Accept contact?** dialog box is displayed, a timer starts. The timer tracks acceptance of the contact against the default timeout limit set in the Web Agent application properties file.

Contact acceptance RONA requires that you configure Web Agent to require agents to accept incoming contacts, and that you add a task timeout property to the application.

RONA is activated for an incoming chat contact if the agent:

- Rejects the chat contact.
- Does not accept or reject the contact within the timeout limit.

Note:

In the automatic blending mode, when one agent is available and the agent selects **NO** on the contact acceptance dialog box and rejects the contact, then the email or chat channel becomes busy and the pop-up disappears. The entire agent doesn't go in the aux state, but only the email or chat channel goes in the aux state.

To enable the email or chat channel, click the agent head to put the entire agent in the aux state. Click the agent head again to make the agent available on all the channels.

About agent confirmation

By default, Web Agent automatically accepts all incoming email contacts and chat contacts. Configure agent confirmation in Web Agent on every agent desktop for which you want to enable RONA. RONA cannot work for chat contacts after a chat contact has been accepted.

Important:
After you configure agent confirmation, Web Agent will require agents to confirm acceptance of all incoming email contacts and chat contacts.

Configuring agent confirmation for Avaya Agent desktop

To configure agent confirmation for incoming contacts:

1. In Web Agent, select **Tools** > **Preferences**.
2. In the Web Agent **Preferences** dialog box, select the **Contact** tab.
3. Select the **Wait for agent confirmation before accepting a contact** field.
4. Select **OK**.

Configuring agent confirmation for Avaya Agent Web Client

Use IC Manager to set the following properties:

- Set the Agent/Desktop/Chat.AllowDecline property to **Yes**
- Set the Agent/Desktop/Chat.AutoAccept property to **No**. This will allow the agent to decline the contact when the contact alert is displayed. The default for this property is Yes.
- Set the Desktop/Chat.PromptOnArrival property to **Yes** so the agent receives alerts for chat work items.

About the default timeout

After you configure agent confirmation, you need to set the default timeout for the timer. If the agent does not accept or reject the contact within the default timeout, RONA processes the chat contact. The contact can then be rerouted to another qualified agent.

Configuring the default timeout for Avaya Agent desktop

You can configure the default timeout as follows:

- In the Web Agent application properties file on every agent desktop for which you want to enable RONA.
- In a Web Agent application properties file stored in a shared directory. For more information about how to configure Web Agent to access this file in a shared directory, see Customizing the Web Agent on page 168.

Important:
After you configure the default timeout, Web Agent will use this time limit for acceptance of all incoming email contacts and chat contacts.

To configure the default timeout for chat contacts:

1. In a text editor, such as Notepad, open the Web Agent application properties file from the following location:

   IC_INSTALL_DIR`\IC72\Webagent\Application.properties`

2. Add the following property to the end of the application properties file:
   `task.autoaccept.time=`*n*

   where n is number of seconds that you want Web Agent to wait for the agent to accept the contact before RONA processes the contact. For example, if you want RONA to handle the contact if an agent does not accept the contact within 30 seconds, add the following property to the file: `task.autoaccept.time=30`

3. Save the changes to the application properties file and close the text editor.
4. Restart Web Agent.

Configuring the default timeout for Avaya Agent Web Client

Use IC Manager to set the Agent/Desktop/Chat.RONATimeout property to set the number of seconds that you want the chat work item to alert for the agent before the work is redirected to another agent.

Changing the default RONA behavior for chat contacts

By default, after RONA removes a chat contact from an agent desktop, the WebACD server adds that chat contact to the queue for the agent's workgroup.

You can override the default behavior of the WebACD server after RONA with the ronaenqueueworkgroup_chat configuration parameter for the WebACD server. This parameter has two possible values, as described in the following table:

Value	Description
0	The WebACD server will not add a chat contact to the queue for the agent's workgroup upon RONA.
1	The WebACD server will add a chat contact to the queue for the agent's workgroup upon RONA. This is the default behavior for RONA. You do not need to add this parameter to use this setting.

To use the ronaenqueueworkgroup_chat parameter to change the default RONA behavior:

1. In IC Manager's **Server** tab, double-click on your WebACD server so that you can edit its properties.
2. In the Server Editor dialog box, select the **Configuration** tab.
3. Select **New**.
4. Enter:
   - Name - `ronaenqueueworkgroup_chat`
   - Value - `0`
5. Select **OK**.

Comments? infodev@avaya.com

Configuring RONA for the email channel

The email channel provides **contact acceptance** and **email activation** return on no answer (RONA). This section describes how RONA works in the email channel, and how to configure the email channel for RONA.

This section includes the following topics:

- Types of RONA for the email channel on page 174
- Configuring contact acceptance RONA for the Avaya Agent desktop on page 175
- Configuring contact acceptance RONA for Avaya Agent Web Client on page 175
- Modifying the time limit for email activation RONA in the Avaya Agent desktop on page 176
- Changing the default RONA behavior for email contacts on page 176

Types of RONA for the email channel

The email channel supports activation RONA, and contact acceptance RONA. This section includes the following topics:

- About email activation RONA on page 174
- About contact acceptance RONA for email on page 175

About email activation RONA

Email activation RONA only works with Avaya Agent desktop. Email activation RONA is enabled by default for the email channel. An agent activates an email contact by opening the contact in Web Agent.

Email activation RONA occurs when an agent does not accepts an email contact before the default time limit. The contact can be automatically accepted by Web Agent or manually accepted by the agent. You do not have to configure agent confirmation for Email Activation RONA.

The default time limit is 5 minutes. You can modify this time limit. For more information, see About the default timeout on page 172.

About contact acceptance RONA for email

Contact acceptance RONA works with Avaya Agent desktop and Avaya Agent Web Client. Contact acceptance RONA occurs only if an agent has the option to accept or reject an incoming email contact. As soon as the **Accept contact?** dialog box is displayed, a timer starts. The timer tracks acceptance of the contact against the default timeout limit set in the Web Agent application properties file.

RONA is activated for the incoming contact if the agent:

- Rejects the email contact.
- Does not accept or reject the contact within the timeout limit.

Configuring contact acceptance RONA for the Avaya Agent desktop

To configure contact acceptance RONA, see *IC Installation and Configuration*.

Configuring contact acceptance RONA for Avaya Agent Web Client

Use IC Manager to set the following properties:

- Set the Agent/Desktop/Email.AllowDecline property to **Yes**
- Set the Agent/Desktop/Email.AutoAccept property to **No**. This will allow the agent to decline the contact when the contact alert is displayed. The default for this property is Yes.
- Set the Desktop/Email.PromptOnArrival property to **Yes** so the agent receives alerts for email work items.
- Set the Agent/Desktop/Email.RONATimeout property to the number of seconds that you want the email work item to alert for an agent before the work is redirected to another agent.

Modifying the time limit for email activation RONA in the Avaya Agent desktop

You change the default time limit for email activation RONA in the Web Agent application properties file. You must modify this file on every agent desktop.

To modify the default time limit for email activation RONA:

1. In a text editor, such as Notepad, open the Web Agent application properties file from the following location:

   IC_INSTALL_DIR\IC72\Webagent\Application.properties

2. Add the following property to the application properties file:
   email.ronatimeout.seconds=*n*

   where n is number of seconds that you want Web Agent to wait for the agent to open the email contact before RONA processes the contact. For example, if you want RONA to handle the contact if an agent does not open the email contact within 2 minutes, add the following property to the file: email.ronatimeout.seconds=120

3. Save the changes to the application properties file and close the text editor.
4. Restart Web Agent.

Changing the default RONA behavior for email contacts

By default, after RONA removes an email contact from an agent desktop, the WebACD server adds that chat contact to the queue for the agent's workgroup.

You can override the default behavior of the WebACD server after RONA with the ronaenqueueworkgroup_email configuration parameter for the WebACD server. This parameter has two possible values, as described in the following table:

Value	Description
0	The WebACD server will not add an email contact to the queue for the agent's workgroup upon RONA.
1	The WebACD server will add an email contact to the queue for the agent's workgroup upon RONA. This is the default behavior for RONA. You do not need to add this parameter to use this setting.

Comments? infodev@avaya.com

To use the ronaenqueueworkgroup_email parameter to change the default RONA behavior:

1. In IC Manager's **Server** tab, double-click on your WebACD server so that you can edit its properties.
2. In the Server Editor dialog box, select the **Configuration** tab.
3. Select **New**.
4. Enter:
   - Name - `ronaenqueueworkgroup_email`
   - Value - `0`
5. Select **OK**.

Creating wrap up, AuxWork, and Logout codes

Using the agent properties in the **Agent/Desktop** section of the **Properties** manager, you can specify whether agents using Avaya Agent desktop or Avaya Agent Web Client are required to select a category, reason, and outcome code when they complete a contact. In addition, you can specify whether agents must select a reason code when they enter AuxWork (set themselves as unavailable without logging out) or log out. For details about setting these properties, see Agent/Desktop properties on page 234.

To create or edit the codes that are displayed to agents, select **Tools > Codes**. IC Manager displays the **Codes Manager**, with the codes associated with each tenant in a tree-view format in the left pane and the details of the selected code in the right pane.

Note:
You must be an administrator in order to create, modify, or delete codes. For more information, see Agent roles on page 103.

Each agent uses a given set of codes, which are grouped into categories (for contact wrap up purposes) and auxiliary groups (for AuxWork and Logout purposes). For details, see Wrap up codes on page 179 and AuxWork and Logout codes on page 182.

General code administration tasks

Whether you are working with wrap up or auxiliary codes, you can set the language for the codes, copy codes, sort codes, or save code changes to the database.

Creating a new code

For information about creating a new code, see one of the following sections:

- Creating wrap up codes
- Creating AuxWork and Logout codes

Setting the language for codes

To set the language for the reason codes:

1. Select **Codes** > **Language**.
2. Select the language you want to use and select **OK**.

Note:
The language setting applies to all reason codes. If you want to work in multiple languages, create the code in one language and enter the **Agent Displayed Value** for that language. Then change the **Language** setting and enter a new **Display Name** for the codes you have already created.

Copying codes

When you copy codes in the **Codes Manager**, IC Manager does not create a true copy. Instead, it creates a link between the original code and the copy. If you edit or delete either the original code or the copy, IC Manager changes or deletes the code everywhere that it appears.

If you want to copy a code:

1. Select the node you want to copy and select **Codes** > **Copy**.
2. Select the code under which you want the copy to appear and select **Codes** > **Paste**.

Sorting codes

If you want to sort codes automatically, select **Codes** > **Auto Sort**.

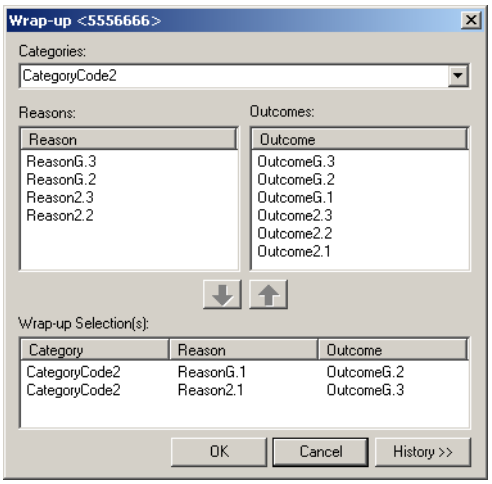
Saving code changes

If you want to have your changes automatically saved to the database, select **Codes > Auto Commit**. Otherwise, you need to select **Save** on the toolbar to save your changes.

Wrap up codes

If the **Agent/Desktop/WrapUpEnabled** property is set to **Yes** for an agent, then whenever that agent completes a contact, Avaya Agent displays the Wrap Up dialog box. (For details about setting the wrap up property, see Agent/Desktop properties on page 234.)

The following illustration shows a sample wrap up dialog:



This dialog requires the agent to select three Wrap Up codes:

Category code: The purpose of a customer's initial reason for contacting that agent, or the intent of the work performed (for example, Auto Loan, Boat Loan, Home Loan).

Reason code: The reason associated with the contact (for example, 3 year loan application, 5 year loan application, request account balance). When the agent selects a category code, Avaya Agent limits the list of possible reason codes to those that have been associated with the selected category code plus any generic reason codes that you have defined.

Outcome code: The result of the contact with the customer (for example, application submitted, account balance provided). When the agent selects a category code, Avaya Agent limits the list of possible outcome codes to those that have been associated with the selected category code plus any generic outcome codes that you have defined.

For example, if you have defined the following codes:

Category Group	Reason Codes	Outcome Codes
Auto Loans	3 year loan application 5 year loan application car insurance	application submitted insurance options discussed
Boat Loans	3 year loan application boat insurance	application submitted insurance options discussed
Home Loans	15 year loan application 30 year loan application home insurance	application submitted insurance options discussed
Generic Codes	account balance request	account balance provided

When an agent selects the Auto Loan category, they are presented with the reason codes from the Auto Loans and Generic categories:

- 3 year loan application
- 5 year loan application
- car insurance
- account balance request.

In addition, they are shown the following outcome codes:

- application submitted
- insurance options discussed
- account balance provided.

When you create wrap up codes, remember that agents will need to select a code from the list as quickly as possible. Make sure that your codes cover all possible categories, reasons, and outcomes without overlapping. The descriptions you assign should be short but clear.

Creating wrap up codes

To create a new wrap up code

1. In the IC Manager, select **Tools** > **Codes**.

   The **Codes Manager** window opens.
2. In the left pane of Codes Manager, expand the tenant for whom you want to create a new code. The associated category groups are displayed.
3. Expand **Category Groups**. Refer To create a new category group on page 181.
4. Right click a category group and click **New**. The **Wrapup Code Editor** window opens.
5. Enter the following details:
   - **Name**: The name of the code. This name must be unique.
   - **Displayed Name**: The localized text string that Avaya Agent displays when an agent requests a list of wrap up codes. Ensure that the string is short but descriptive.
   - **Description**: The complete description of the code.
6. Click **Ok**.

To create an outcome code

1. In **Codes Manager**, expand a tenant.
2. Expand **Category Groups**.
3. In a particular category, select **Wrapup Codes** > **Generic Codes**.
4. Right click **Outcome Codes** and select **New**.

To create a reason code

1. In **Codes Manager**, expand a tenant.
2. Expand **Category Groups**.
3. In a particular category, select **Wrapup Codes** > **Generic Codes**.
4. Right click **Reason Codes** and select **New**.

To create a generic code

1. In **Codes Manager**, expand a tenant.
2. Expand **Category Groups**.
3. In a category group, expand **Wrapup Codes**.
4. Right-click **Generic Codes** and select **New**.

Note:
The generic code is always displayed to the agent.

To create a new category group

1. In the **Code Manager**, expand a tenant.

2. Right-click **Category Groups**.
3. Click **New**.

Associating wrap up codes with agents

Once you have created codes and grouped them by tenant and category, you need to denote which agents will use which code groups. To do so, set the **DefaultCategoryGroup** and **DefaultTenant** properties in the **Agent/Desktop/WrapUpDialog** subsection. You can also use the **Required** property in this subsection to force agents to enter a wrap up code after every contact. (For more information, see Agent/Desktop/WrapUpDialog properties on page 301.)

AuxWork and Logout codes

If you want agents to specify a reason why they are making themselves unavailable (going into AuxWork mode) or logging out, you can set up AuxWork and Logout codes. If you enable this functionality, agents will be asked to select a code from the specified list before their status is changed to unavailable.

Once you create the AuxWork and Logout codes, you organized them into Auxiliary Groups, and then associate those Auxiliary Groups with different agents. By default, Avaya IC includes an Auxiliary Group called **SystemAuxGroup**. This group defines two default values:

Code	Description
0	Used for AuxWork on Login. If the Avaya IC system automatically puts the agent into AuxWork mode as soon as he or she logs in, it uses this reason code to explain why.
1	Used for No Available Reason. If the agent does not select an AuxWork or Logout code, then the system uses this code to denote that.

When you create your codes, make sure that you do *not* use either 0 or 1. If you do, you will need to change the values of the system codes so that each code has a unique value. For details, see Changing the default system AuxWork codes on page 185.

Creating auxiliary groups

To create an auxiliary group:

1. Select **Tools > Codes**.
2. Expand the **IC** system entity in the left-hand pane, and navigate to the tenant you want to add the group to.
3. Under that tenant, select **Auxiliary Groups**.

4. Select **Codes > New**. Avaya IC displays the **Aux Group Editor**.
5. Enter the name, display name, and description of the Auxiliary Group that you want to create.
6. Click **OK**.

Repeat this procedure for all of the Auxiliary Groups you want to create for this tenant.

Creating AuxWork and Logout codes

To create an AuxWork or Logout code:

1. Select **Tools** > **Codes**.
2. Expand the **IC** system entity in the left-hand pane, and navigate to the tenant you want to add the code to.
3. Expand **SystemAuxGroup** in the left-hand pane and select either **Busy Codes** or **Logout Codes**.
4. Select **Codes** > **New**. Avaya IC displays the **Reason Editor** for the type of code you selected.
5. Select a **Name** from the drop-down list. Remember that 0 and 1 are used by the default system variables. If you select either of these names, you will need to change the system variables accordingly. (For details, see AuxWork and Logout codes on page 182.)

   Note:
   AuxWork and Logout code names can be between 0 and 99. If you are using a Communication Manager switch, these codes are written to the switch as well as the ADU.
6. Enter the name that Avaya Agent will display to the agent.
7. Enter a description of the code.
8. Select **OK**.

Repeat this procedure for each code you want to add.

Associating agents and auxiliary groups

Once you have created your Auxiliary Groups, you can use the **Agent/Desktop** properties to associate them with agents. You need to set the following properties (for more information, see Agent/Desktop properties on page 234):

Property	Description
AuxGroup	The name of the Auxiliary Group you defined in the Codes table.
AuxGroupTenant	The tenant that this Auxiliary Group is associated with.
AuxReasonCodesEnabled	If you want agents to specify an AuxWork code, set this property to Yes. Otherwise, set it to No.
LogoutReasonCodesEnabled	If you want agents to specify a Logout code, set this property to Yes. Otherwise, set it to No.

Once you have set these properties for an agent, they will see the AuxWork and Logout codes defined by the Auxiliary Group named in **AuxGroup**.

Changing the default system AuxWork codes

The default **Agent/Desktop** settings for the system AuxWork properties are:

- SystemAuxGroup = SystemAuxGroup
- SystemAuxGroupTenant = DefaultTenant
- AuxLoginReasonCode = 0
- AuxNotAvailableReasonCode = 1

To change the default system AuxWork names:

1. Select **Tools** > **Codes**.
2. In the left-hand pane, expand the **Auxiliary Groups** under the **DefaultTenant**.
3. Expand the **SystemAuxGroup**.
4. To change the default **AuxLoginReasonCode**:
   a. In the left-hand pane, select **Busy Codes**.
   b. In the right-hand pane, double-click the **AuxNotAvailableReasonCode** entry.
   c. Change the name to the desired value. Make sure that this value is unique.
5. To change the default **AuxNotAvailableReasonCode**:
   a. In the left-hand pane, select **Logout Codes**.
   b. In the right-hand pane, double-click the **AuxNotAvailableReasonCode** entry.
   c. Change the name to the desired value. Make sure that this value is unique.
6. Change the **Agent/Desktop** settings listed above to match the new values. For details about changing agent property values, see Changing property values on page 203.

Comments? infodev@avaya.com

Chapter 7: Document search facilities

Avaya Interaction Center (Avaya IC) lets you create document collections that your agents can search for information. The Web Self-Service component within Web Management consists of an online database of question and answer pairs grouped by topic. Agents and customers can search this database using the component's HTML interface.

If you want to let customers search through your database, or if you want your agents to have web access to your database, then you need to use the Web Self-Service component.

This section contains the following topics:

- Setting up the Web Self-Service feature on page 188
- Administering the FAQ database on page 189

Setting up the Web Self-Service feature

The Web Management component in Avaya IC includes a Web Self-Service feature that lets employees or customers search for answers to common problems on their own. The feature includes the FAQ (Frequently Asked Questions) database along with HTML pages that let you search the database, submit new items, and administer the current items.

The FAQ database is arranged as a series of question and answer pairs. Each pair is called a document, and the documents are grouped together under topics. This gives rise to a tree-like hierarchy, in which the topics are the branches and the documents are the leaves.

You can define a FAQ database for each tenant (organization) in the Avaya IC system. You can also define a FAQ database for each language that you have enabled for a particular tenant. (For details, see Tenants on page 50 and Enabling website language options on page 62.)

In order to use the Web Self-Service Feature:

1. Set up a search engine to search the pages. If you want to use Avaya FTSE, see *IC Installation and Configuration*.
2. Create the FAQ database. For details, see Administering the FAQ database, below.

Administering the FAQ database

You can view, search, edit, and add to the documents in the FAQ database using the Supervisor Control menu. To access this menu:

1. In IC Manager, select **Services** > **Web Response Unit**. IC Manager opens the IC Website Administration Tool in a browser window displaying the **Welcome to the Interaction Center Website Self-Service** page.
2. Select **Web Self-Service Console** in the menu on the left-hand side of the page.

Note:
The following sections on administering the FAQ database assume that you are starting from this location.

This section includes the following topics:

- Managing the FAQ database on page 189
- Submitting new documents on page 190
- Reviewing agent-proposed documents on page 191
- Editing and deleting existing documents on page 192
- Searching for specific documents on page 192

Managing the FAQ database

To view or edit documents in the FAQ database:

1. In the left pane, select **Manage FAQ**.
2. From the drop-down list, select the tenant whose FAQ database you want to work with and select **Manage FAQ**.

   The IC Website Administration Tool displays the FAQ database for the selected tenant, showing the document titles and the organizational relationship between them.
3. If you want to view the FAQ documents that are in different language, select that language from the drop-down list at the top of the page.

Note:
You might not be able to search on FAQ documents that are 3K or larger with Oracle or DB2 databases. Try to limit FAQ documents to less than 3K in size.

Submitting new documents

To submit a new document:

1. Select **Manage FAQ** in the **Web Self-Service** menu, select the tenant, and then select **Manage FAQ**.
2. Select the topic or document under which you want to add the new document. If you select an existing document, Web Management automatically promotes the existing document into a topic (or branch node) and adds the new document (or leaf node) under it.

   Note:
   You cannot have more than 2,500 documents assigned to a single topic. For better performance the document tree should not have numerous subtopics, or have more than 500 documents assigned to a single topic.
3. Click **Submit**. Web Management displays the **Submit a Document** page.
4. Enter the name of the document in the **Title** field (ASCII characters only). If you have enabled multiple languages for your website, then this is the title that will always display in the administrative view for the Web Self-Service database. The language specific title, below, is the one that will be displayed to end users based on their language settings.
5. In the **Language Specific Document Parts** section, you can specify:
   - **Title**. Web Management displays this title to the user. You may want all of the titles of your documents to be in the form of a question.
   - The source for the document:
     - If the document is an external URL, select **Internet Link** and enter the complete address, including the protocol (for example `HTTP://`), in the associated text field.
     - If the document is text, select **Text** and enter the document's text in the associated field. This text must be entered in ASCII format; you cannot use any HTML coding.
6. In the **Routing Attributes** section, you can specify:
   - **Tasktype**. Select the task type from the **Tasktype** drop-down list.

   Note:
   Tasktypes are not used in Avaya IC. This field is provided for backward compatibility with earlier versions of Avaya IC.
   - **Mail Account**. If there is a email account associated with this document, select it from the drop-down list. If the user elects to send mail from the website, Web Management uses the email account associated with the most recently viewed Web Self-Service document to determine where that email should be sent.
   - **Routing Hints**. You can select up to two routing hints in the **Routing Hint** drop-down lists.

   Note:
   The **Routing Attributes** are visible only to the Supervisors and Administrators.

Note:

Only one routing hint is supported in the out-of-the-box configuration of Avaya IC. For details about adding routing hints to the Configuration tab in IC Manager, see *IC Administration Volume 1: Servers & Domains*. For information about implementing Routing Hints, see *Avaya IC Media Workflow Reference*.

7. Click **Submit**. Web Management displays a page informing you that the document was successfully posted. Click **Continue** to return to the FAQ database page.

If you are authorized to add documents directly to the FAQ database, Web Management adds your document immediately. Otherwise, Web Management places your document in a queue where it can be reviewed by an administrator or supervisor. Once the document is accepted, Web Management adds it to the FAQ database. For details, see Reviewing agent-proposed documents, the following.

Reviewing agent-proposed documents

When an agent submits a new document, Web Management places it in the Proposed Document queue. An administrator or supervisor needs to review each proposed document and either accept or reject it.

To view proposed documents:

1. Select **Manage Proposed FAQ** to open the **Manage Proposed FAQ** page.
2. Select the tenant and language whose proposed documents you want to view from the drop-down lists.
3. Select **Manage Proposed FAQ** to view the list of proposed documents on the **Approve Document** page.
4. Select a proposed document and read it.
5. Click **Approve** to approve the proposed document or **Reject** to reject it. If you approve a proposed document, Web Management adds it to the database. If you reject it, Web Management deletes it from queue and does not delete it from the database.

Note:

If you are a supervisor, you can update the **Routing Attributes** for a document only after you approve it. For updating the **Routing Attributes**, see Editing and deleting existing documents on page 192.

Editing and deleting existing documents

Once you have selected a document, you can view, edit, or delete it.

To select a document:

1. Select **Manage FAQ** in the **Web Self-Service** menu, select the tenant, and then select **Manage FAQ**.
2. Navigate to the document you want to view and select it in the list of documents.

   Web Management displays the selected document beneath the line separating the list of documents from the text of the selected document.

To edit the currently-selected document:

1. Click **Update** to open the **Submit a Document** page.
2. Change the text as desired.
3. When you are finished, Click **Update**.

Deleting documents

You cannot delete the root (or first) document in the FAQ. To delete any other document, select that document and select Delete. Web Management removes the document from the FAQ database.

If you delete a topic that has other FAQ elements (documents or topics) below it, Web Management does *not* delete those elements. Instead, it moves them up one level and attaches them to the parent of the deleted topic.

Searching for specific documents

To search for a specific document:

1. Select **Search FAQ**.
2. Select a tenant from the drop-down list and select **Search FAQ**.
3. Enter any characters or words you want to find in the FAQ database and select **Go**.

   Web Management displays a list of results beneath the line of the **Search FAQ** page.
4. Select the name of any document in the list of results to access that document.

Chapter 8: Properties

Properties are behavior and appearance options that you can define in IC Manager and then assign to **IC** (the top-level Avaya IC environment entity), tenants, workgroups, or agents. They define the colors that are displayed on the workstation, the shape of the buttons, and the behavior of the agent's applications.

IC Manager stores the properties in the database so that Avaya IC applications, can retrieve the property settings. Storing properties in the database also means that no matter what machine an agent uses, Avaya Agent always looks and behaves the same way.

Properties are inherited by Avaya IC entities (tenants, workgroups, agents) as they flow down an inheritance path from parent to child entities. When you assign agents to workgroups, you can specify the order of inheritance. This order controls what property value IC Manager uses if an entity ends up inheriting multiple values for the same property. (For details, see Property inheritance on page 194.)

Properties can be changed by the agent if you designate them as customizable. For example, you can let agents configure the color of alert messages based on their level of severity. For more information, see Creating properties on page 200.)

Avaya IC provides a basic set of properties out-of-the-box. You can create new properties or expand the attributes of existing properties to make the application fit your needs. For additional information and descriptions of the properties that are provided with Avaya IC, see Appendix A: Property descriptions on page 225.

Note:

Before you can declare and assign new properties, you must create a Avaya IC organization to which the properties can be assigned. For instructions on creating tenants and workgroups, see Chapter 2: Workgroups and tenants on page 49. For detailed information on assigning properties directly to agents, see Chapter 4: Agents on page 89.

This section contains the following topics:

- Property inheritance on page 194
- Setting up properties and property sections on page 199
- Changing properties on page 202
- Deleting properties on page 204

Property inheritance

Properties can be assigned to **IC**, tenants, workgroups, and agents. These properties can be inherited by their member entities to create a consistent work environment. For example, you might want all of the agents in a particular workgroup to have access to the same desktop applications.

When you assign one entity (tenant, workgroup, agent) to another, the top-level entity becomes the parent of the lower-level entity. The lower-level entity then inherits all of the parent entity's properties, along with any properties the parent entity may have inherited.

For example, if you assign the property `OldStyleButtons = False` to the **IC** entity, then assign the workgroup Loans to the **IC** entity, any agent assigned to the Loans workgroup automatically inherits the property `OldStyleButtons = False`.

You can designate property inheritance as cumulative or non-cumulative when you declare the property. If a property is cumulative, then multiple instances of the property are permitted, and the system remembers all of the possible settings for each agent. (For details, see Cumulative property inheritance on page 195.) If a property is non-cumulative, IC Manager collects all of the settings for each property that are either assigned directly to the agent or inherited from the entities that the agent is assigned to. IC Manager then decides which setting to use based on the inheritance rules described in Non-cumulative property inheritance on page 196.

If agents are assigned to multiple workgroups, they inherit properties from each workgroup and potentially from each entity to which the workgroups are assigned. IC Manager resolves conflicts arising from duplicate properties based on the order defined for the agent's workgroups. For an example of a property inheritance scheme involving multiple workgroups, see Sample inheritance scheme on page 197.

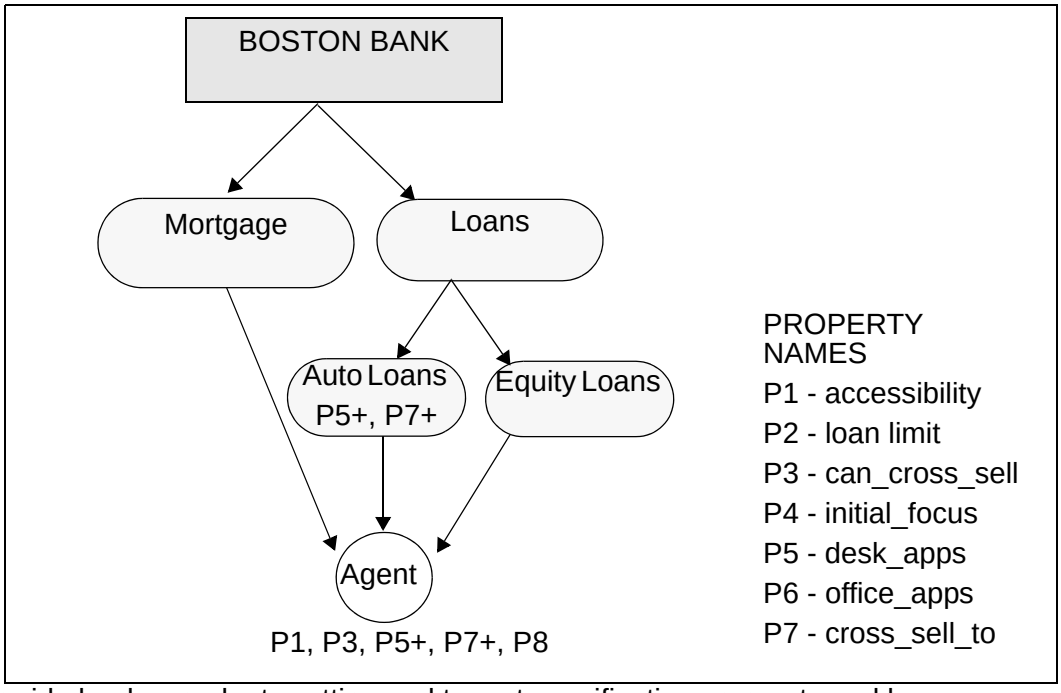
Note:

If a contact does not have an associated tenant, then Avaya IC ignores any tenant-based properties. Voice contacts, for example, are never associated with a tenant, so Avaya IC never applies tenant properties to them.

Cumulative property inheritance

When a property's inheritance is cumulative, multiple occurrences of the property are permitted. The cumulative property values that are assigned to agents through membership in tenants or workgroups are collected and accumulated.

For example, the **desk_apps** property can be defined as cumulative to give agents working with Auto Loans both the Blue Book application and the Loan Calculator application. In the following diagram, the **desk_apps** (P5+) property is directly assigned to the agent. It is also inherited by the agent through the Auto Loans workgroup.



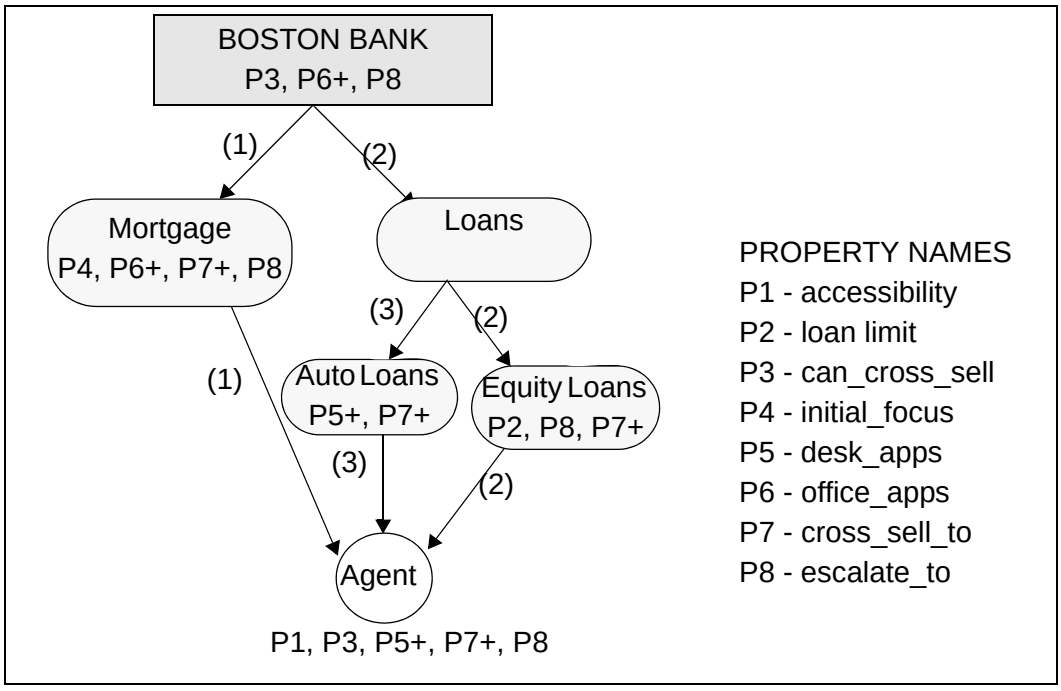
The override by descendants setting and tenant specifications are not used because, cumulative property values already exist.

Comments? infodev@avaya.com

Non-cumulative property inheritance

When a property's inheritance is non-cumulative, IC Manager uses the inheritance override settings. After locating all occurrences of the property, each one is evaluated by its property setting. The effective setting is established by reading each occurrence as it flows down the hierarchal structure via the workgroup path. The inheritance order is determined by agent's primary workgroup path, followed by the secondary workgroup path, and so on.

In the following example, the agent inherits different values for the **escalate_to** (P8) property. The property value is "Joe" for the property that is inherited from the Boston Bank tenant through the Mortgages workgroup. The property value is "Joan" for the property inherited through the Equity Loans workgroups. The conflict is resolved by assigning the value "Joe" to the agent because it is inherited through the **primary** (1) workgroup path.



If the override by descendants setting for the property is enabled when you assign the property to an entity, the next available occurrence is read until the system finds an occurrence with a disabled override by descendants attribute to determine the inheritance setting for the property.

Note:

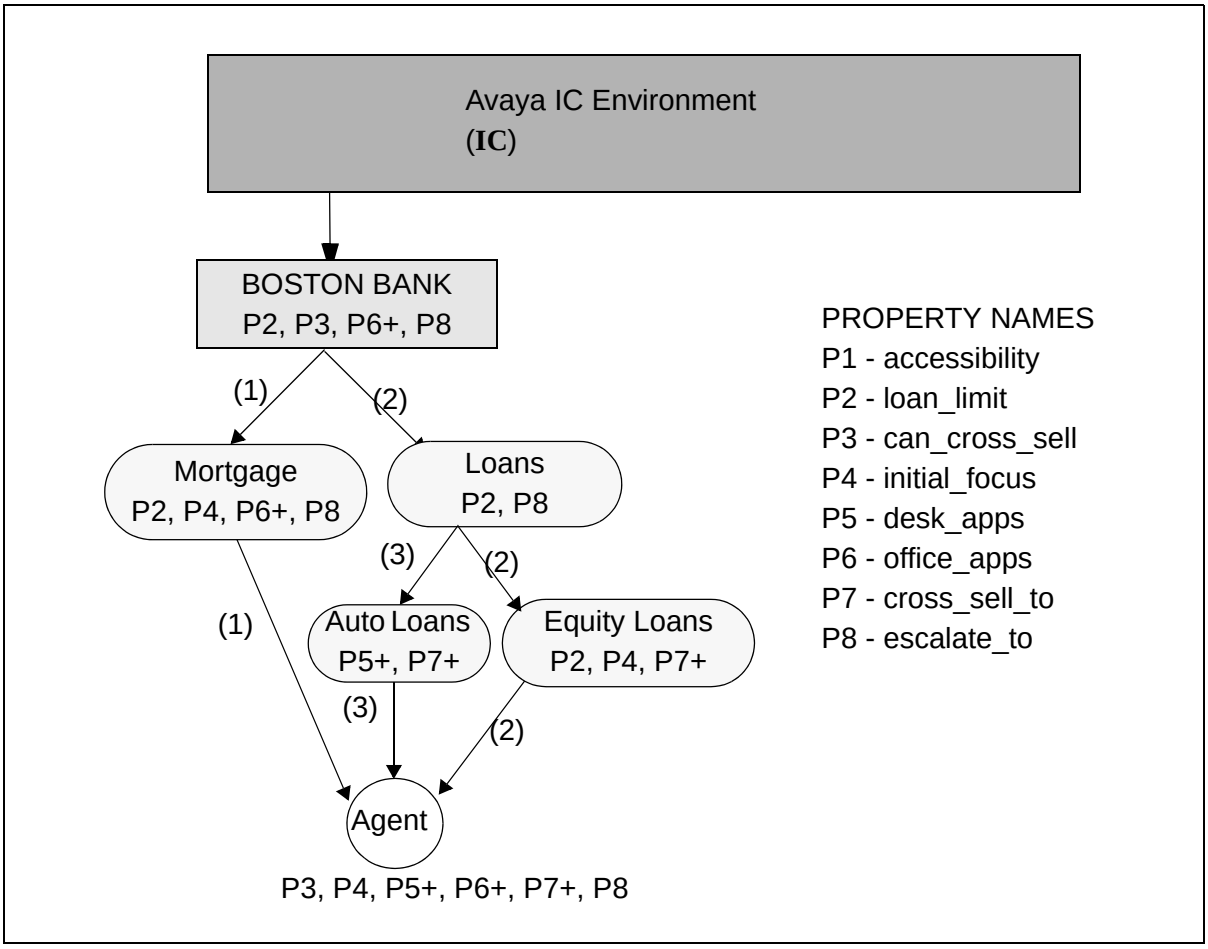
If Avaya IC does not find a property occurrence with a disabled override by descendants setting, the effective property setting is either that of the agent or the lowest level property occurrence.

Comments? infodev@avaya.com

Sample inheritance scheme

In the following example, properties are assigned to the Boston Bank tenant. They are inherited by the workgroups assigned to Boston Bank. The diagram illustrates the properties assigned to each of the entities in the Boston Bank tenant and the order of property inheritance for them.

Properties P5, P6, and P7 are cumulative (+) properties.



In this example there are properties assigned to the tenant for Boston Bank. The values for these properties flow down the tree structure in the designated order and they are either accumulated (cumulative) or replaced (non-cumulative).

- Boston Bank has properties that set the loan limit (P2), enable cross selling (P3), determine the office application (P6+) to be used, and determine that escalation of issues path (P8). The office application property (P6+) is a cumulative property, therefore agents can inherit more then one office application.

Comments? infodev@avaya.com

- Mortgages has properties that set the loan limit (P2), select the first focus to be displayed when the application is started (P4), and determine which office application (P6+) is used. It also has a property that defines to whom to escalate issues (P8). The office application property (P6+) is inherited from Boston Bank. For this example, the loan limit property for Mortgages is set at $750,000.
- Loans has non-cumulative properties that set the loan limit (P2) and specify to whom to escalate issues (P8). As a non-cumulative property, this value of P8 overrides the Boston Bank value for P8.
- Auto Loans has cumulative properties that determine the desktop applications (P5+) to be used and to whom the agent can cross sell (P7+). For this example, the value of the desktop application property (P5+) is Loan Calculator.
- Equity Loans has non-cumulative properties set the loan limit for the workgroup (P2). It also inherits a property that determines the first focus to be displayed when the application is started (P4) and the cumulative property that defines to whom the agent can cross sell (P7+). For this example, the loan limit property for Equity Loans is $50,000.

What Happened?

- The agent inherited all of the properties through the primary workgroup path (1), which are P3, P4, P5+, P6+, P7+, and P8.
- The property that defines the desktop application (P5+) as Blue Book is directly assigned to the agent.
- The agent has accumulated both the Loan Calculator, through inheritance, and Blue Book desktop, through direct assignment, applications.
- The agent inherits the loan limit value (P2) in the following order:
  - Primary workgroup path (1) = Mortgages, $750,000.
  - Secondary workgroup path (2) = Equity Loans, $50,000.

Setting up properties and property sections

Before assigning new properties to Avaya IC entities, you must declare them with a name and description, then group them into property sections. Property sections are functional units used to organize properties in IC Manager. Multiple properties can have the same name as long as they reside in different property sections.

Property values can be predefined (a user assigning a property to an entity must select from a given set of property values), or set 'on the fly' (a user assigning a property to an entity can enter a free-form property value).

IC Manager is pre-configured with generic property sections and types, which are described in Appendix A: Property descriptions on page 225. The Property Type Editor lets you create additional sections and properties and assign them to **IC**, tenants, workgroups, and agents.

To set up property sections and properties:

1. Create the property sections under which you want to group the new properties. (For details, see Creating property sections on page 199.)
2. Create the properties you want to use within each property section. (For details, see Creating properties on page 200.)

Creating property sections

Property sections are functional units that are used to organize and manage large numbers of properties in IC Manager. Multiple properties can have the same name as long as they reside in different property sections.

To create a new property section:

1. Select **Tools > Property Declarations**. IC Manager displays the **Property Declarations** dialog.
2. Select **New** below the **Property Section** pane. IC Manager displays the **Create Section** dialog box.
3. Enter the name of the section and its description in the appropriate fields. Select **OK**.



Tip:
IC Manager displays the description in other areas of Avaya IC where property assignment is done. You should make sure your description clearly defines the property so that it will make sense later.

Repeat this procedure for each property section you want to create. IC Manager displays the property section names and descriptions in the appropriate fields on Property Section pane.

After you have created your property sections, you can add properties to them. For details, see Creating properties, below.

Creating properties

After you have created your property sections, you can create properties to go with those sections. To do so:

1. Select **Tools > Property Declarations**. IC Manager displays the **Property Declarations** dialog.
2. In the **Property Section** pane, select the name of the section under which the new property should be grouped.
3. In the right-hand pane, select **New**. IC Manager displays the **Declare Property** dialog box.
4. Enter the property's name and description in the appropriate fields. The property name must be unique within the section.
5. Select the **Property Datatype** drop-down list and select the datatype that is appropriate for the property that you are creating. You can select from string, boolean, integer, longtext, or datetime. The datatype restricts the values that can be assigned to the property.
6. Select **OK** to place the new property to the designated section and close the **Create Property Type** dialog.
7. On the **Property Declaration** dialog's **Settings** tab, you can specify the following property settings:
   - If the property is required, select the **A value is required** check box. This means the property must exist and have a value. The **A value is required** check box is enabled only if you have selected any property in the property section right-hand side box.
   - If agents can enter a property value by typing in a text field as well as selecting from a pick list, select the **Allow typed-in values** check box.
   - If this property is cumulative, select the **Concatenate inherited values** check box. This lets you add this property to multiple entities as the inheritance flows down through the designated workgroup order. (For more information, see Cumulative property inheritance on page 195.)
8. In the **Applicable Property Levels** group, select the Avaya IC entities that can use the new property. If you specify multiple entities, then Avaya IC uses inheritance rules to determine what setting to apply when an agent logs in. (For details, see Property inheritance on page 194.) If you want:
   - all entities within the Avaya IC system to use this property, select **IC (Root Node)**.
   - specific tenants, their assigned workgroups, and the agents belonging to those workgroups to use this property, select **Tenants**.

- specific workgroups and the agents assigned to those workgroups to use this property, select **Workgroups**.
- specific agents to use this property, select **Individual Agents**.

9. If you want to assign the allowable values for this property:
   a. Select the **Values** tab.
   b. Select **New** to display the **Declare Value** dialog.
   c. Enter the name and description of the value in the appropriate fields.
   d. Select **OK** to return to the **Values** tab.

   Repeat this procedure for each value you want to enter.
10. Select **OK** to apply the settings to the property and close the **Property Declarations** dialog box.
11. After you have created your properties, assign them to the appropriate Avaya IC entities and set the value that Avaya IC should use for each one. For instructions on assigning properties to **IC**, tenants, or workgroups, see Assigning tenant and workgroup properties on page 57. For instructions on assigning properties directly to agents, see Assigning agent properties on page 107.



Tip:
You cannot select the value that Avaya IC should use for a particular property until you assign it to an entity. Therefore, if you create a property but do not assign it to anything, then that property has no effect on the Avaya IC system.

Changing properties

IC Manager lets you modify the following property attributes using the **Property Type Editor**:

- Names and descriptions of existing property sections
- Names and datatypes of existing properties
- Attributes assigned to existing properties
- Values assigned to existing properties

Note:
If you change property information, any agents linked to that property must log out of Avaya IC and then log back in again before the changes will take effect.

Changing property sections

To change the name and description of a property section:

1. Select the property section name in the **Property Section** pane.
2. Select **Edit** below the **Property Section** pane. IC Manager displays the **Edit Section** dialog.
3. Enter your changes in the **Name** and **Description** fields.
4. Select **OK** to save your changes.

Changing property names and datatypes

To change a property's name and datatype:

1. Select the property name in the **Properties** pane.
2. Select **Edit** below the **Properties** pane. IC Manager displays the **Edit Property Type** dialog.
3. Make your changes to the name, description, and datatype of the property.
4. Select **OK** to save these changes.

Note:
You cannot change the datatype of a property if there are values and instances of the property that require the datatype.

Changing property settings

To change property settings:

1. Select the name of the property in the **Properties** pane.
2. Select the **Settings** tab. IC Manager displays the attributes that are assigned to the property.
3. Select or clear the settings you want to change:
   a. **A value is required**. The property must exist and have a value.
   b. **Allow typed-in values**. The user can enter values for the property by typing them into a text field as well as selecting them from a pick list.
   c. **Concatenate inherited values**. Makes this property cumulative and allows multiple occurrences of this property with no inheritance override by the system. Cumulative values for a property are concatenated together in a pipe ("|") separated list. (For details, see Cumulative property inheritance on page 195.)
4. In the **Applicable Property Levels** pane, select the Avaya IC entities that are authorized to use this property. Clear those entities that are *not* authorized to use the properties.
5. Select **OK** to save these property settings.

Changing property values

To change property values:

1. Select the property section in the **Property Section** pane.
2. Select the property type in the **Properties** pane.
3. Select the **Values** tab.
4. Select **Edit** to display the **Edit Property Type** dialog.
5. Enter your changes in the **Name** and **Description** fields.
6. Select **OK**.

Deleting properties

You can delete property sections, property types, and property values from the system using the Property Type Editor.

Note:
All instances of a property must be deleted before you can delete the property itself. If you change or remove a value from a property, that could invalidate existing instances that use the value. Similarly, you cannot delete a property section if there are properties assigned to it. Typically, the Administrator of the system is responsible for resolving any conflicts.

Deleting property sections

To delete property sections:

1. Select the property section name in the **Property Section** pane.
2. Select **Delete** below the pane. IC Manager removes the section from the **Property Section** pane.
3. Select **OK** to delete.

Deleting properties

To delete properties:

1. Select the property name in the **Properties** pane.
2. Select **Delete** below the pane. IC Manager removes the property from the **Properties** pane.
3. Select **OK** to delete.

Deleting property values

To delete property values:

1. Select the property in the **Properties** pane.
2. Select the **Values** tab.
3. Select the value that you want to delete.
4. Select **Delete**. IC Manager removes the name and description from the **Create Property Value** dialog.
5. Select **OK** to delete.

Comments? infodev@avaya.com

Chapter 9: Devices and queues

Avaya Interaction Center (Avaya IC) lets agents receive and handle contacts over multiple media channels: text chat, telephony calls, email, VoIP (Voice over IP), and web based e-commerce. You need to create at least one queue for each of the different media channels that your company will be using. In addition to these queues, you can create a voice parking entity that serves as a waiting area for Telephony contacts until Avaya IC can put them into the appropriate queue.

Once you have created your queues, you can group them together via workgroups. Unless you are using Business Advocate for contact routing, Avaya IC uses workgroups to make routing decisions, so you need to construct your workgroups carefully. (For details, see Tenants and Workgroups in *IC Administration Volume 1: Servers & Domains*.)

Important:
Business Advocate does not use the queues or workgroups that are created in IC Manager for routing. You do not have to create the Voice/Chat/Email queues for Business Advocate to route contacts. For Business Advocate, the concept of IC queues and workgroups is replaced by Service Class. For more information, see *IC Business Advocate Configuration and Administration*.

You can also group queues together logically by creating a virtual queue. Virtual queues let you:

- Refer to a group of queues by a single name in a workflow or IC Script.
- Group Business Advocate services classes together geographically.
- Monitor a group of queues that cross site boundaries. It does not matter where these queues exist geographically.

You can create the following devices in IC Manager:

Voice Queue: A Telephony queue.

Note:
IC Manager does not instantiate or configure third party ACD queues, Communication Manager vectors, Nortel Control Directory Numbers (CDNs) or Aspect Call Control Tables (CCTs).

Advocate Voice Parking Device: A vector, CDN, or CCT where telephony contacts can be held until an agent becomes available. On the Nortel and Aspect switches, a Parking Device is actually multiple CDNs or CCTs. (This feature is only available if you are using Business Advocate.)

Chat Queue: A queue for text-based chat tasks.

Email Queue: A queue that handles email contacts. This queue requires that an associated mail account be configured on the system, a ccq database, and IC Repository database. For details on setting up mail accounts, see *IC Administration Volume 1: Servers & Domains*.

Virtual Queue: A collection of queues or Business Advocate service classes that can be referred to by a single name in a workflow or IC Script.

You can use the Device Manager to view, add, and modify the devices in the Avaya IC environment. In most cases, however, IC Manager cannot directly manage these queues. For more information, contact your switch administrator.

To access the Device Manager, select the Device tab in the IC Manager window. The left pane lists the devices, media types, and virtual queues that are available in Avaya IC. To view:

- Both queues and parking entities, expand the Devices category.
- All media channel queues sorted by channel type, expand the All Media category.
- All virtual queues, expand the Virtual Queues category.
- The details for a particular queue, select the queue name.

The right pane lists the following information:

Field Name	Description
ID	The media channel specific id of the queue. This parameter is used by the Chat, Email, and Voice channels. For the Chat channel, it shows the tenant in default@default format. For the Email channel, it shows the tenant in default@default format. For the Voice channel, the queue id is based on the switch. For details, see Creating devices on page 208. The Queue ID must be unique for a media channel in a specific site.
Site	The geographic grouping that the queue belongs to. In a non-Business Advocate installation, Avaya IC uses this information when it makes routing decisions. In addition, you can assign particular servers to monitor all of the queues at a specific site. For details, see Managing Sites in I*C Administration Volume 1: Servers & Domains*. For details about the site to use with the voice channel, see Creating devices on page 208.
In a non-Business Advocate installation, the following fields are reserved for use by Avaya IC routing services. This information should be consistent with the ACD.	
ACD Name	The name of the associated ACD. This is only enabled for voice queues.

Comments? infodev@avaya.com

Field Name	Description
Name	Enter the Queue name. You can also enter the Queue ID.
Media	The media type (Chat, Voice, or Email) used by the device. This field is automatically set by IC Manager based on the type of device you are creating.
Priority	The priority level assigned to the queue. This is a numeric value that the administrator creates for the contact center. It can be 1 for the highest priority down to 10 for the lowest.
Service Level	The interval in seconds in which a queued contact should be assigned to an agent on the system. This is a time period value that varies across the media channels. The default is 00:00:00, set the interval to a time period that is appropriate for your site.
Minimum Agents	The fewest number of agents that should be assigned to the queue.
Tenant	The tenant to which the device is assigned. (Tenants are not applicable to voice queues.) This field does not apply to Business Advocate installations.
Workgroup	Add a workgroup to be a member of this queue.
Addressable	Select the check box to make the queue addressable.

You can sort the list of devices by clicking on a column header. Use Shift+click to sort the list in descending order. To automatically sort the list by the first column, select **Device > Auto Sort**. When you select a media type, IC Manager sorts the corresponding queues.

You can change the size of the columns by clicking between column headings and dragging the black line to the desired size.

When you first display the Device Manager, no category is selected in the left pane, so there are no devices listed. You can change this default behavior by selecting **Device > Auto Load**. If you select **Auto Load**, IC Manager automatically selects the Devices category when it displays the Device Manager.

This section contains the following topics:

- Creating devices on page 208
- Creating virtual queues on page 214
- Changing device information on page 216
- Deleting devices on page 217

Creating devices

The Avaya IC database stores various pieces of information about devices, such as their name, type, and configuration settings. This information must be added to the directory to create the device on the system. The devices described in this section are not used by Business Advocate with the exception of Advocate Parking Devices and Virtual Queues which are described in *IC Business Advocate Configuration and Administration*.

Note:
The TSQS may timeout in a failover situation if there are more than 500 queues defined on the system. For details, see *IC Telephony Connectors Programmer Guide*.

To add a device to Avaya IC:

1. In IC Manager, click the **Device** tab.
2. Select **Device > New Device**.
3. Select the type of queue that you want to create:
   - **Voice Queue** for a Telephony queue, Communication Manager vector, Nortel CDN, or Aspect CCT that holds incoming calls.
   - **Advocate Voice Parking Device** for a holding area for Telephony contacts in a Business Advocate system.
   - **Email Queue** for email messages.
   - **Chat Queue** for text chats.

For voice, email, and chat queues, IC Manager displays the **Device Editor** that contains the same **General** tab. For details, see Specifying general device information, below.

For voice queues, the **Device Editor** also has a queue-specific tab called **Voice**. For details, see Specifying voice configuration options on page 211.

For Advocate Voice Parking Devices, the **Device Editor** displays the **General** tab with a unique set of Business Advocate options. For details, see Specifying Business Advocate parking device configuration options on page 212.

After you have entered the device information on these tabs, you can:

- Add the device and return to IC Manager by clicking **OK**.
- Add the new device but keep the **Device Editor** dialog open by clicking **Apply**.
- Cancel without adding the new device by clicking **Cancel**.

Specifying general device information

You can enter the following information on the **General** tab for voice, email, and chat queues:

Id: The identifier of the device, which can be changed to eliminate confusion when multiple devices of the same type are installed. The id number may be used by more than one device for a particular media channel. Individual devices are identified by a combination of their Device ID and ACD ID.

Naming restrictions:

- The ID cannot contain any spaces.
- The ID cannot start with a 0 (zero).
- If this is a voice queue, the ID must be numeric.

If you are setting up a voice channel for:

- Nortel Meridian switch with Symposium, the ID must be the name of the SkillSet defined in the PBX or ACD.
- any other switch, the ID is the VDN or vector identifier that your PBX or ACD uses for the queue.

Site: The geographic grouping that the device belongs to. In non-Business Advocate installations, this information is used by Avaya IC when it makes routing decisions. In addition, you can assign particular servers to monitor all of the queues in a specific site. For details, see Managing sites in *IC Administration Volume 1: Servers & Domains*.

If you are setting up a voice channel and you want to assign a TSQueueStatistics server to monitor a voice queue, make sure that the site in the TSQS tab in the Server Editor matches both the Site and the ACD Name.

For more information about adding custom information to server records, see *IC Administration Volume 1: Servers & Domains*.

ACD Name: The name of the associated ACD. This is only enabled for voice queues.

Name: The name or description of the device. If you are configuring a voice channel in a non-Business Advocate installation, Avaya recommends that you use the name `DefaultVoiceQueue`. If you are using Business Advocate, enter the number of the vector, CDN, or CCT where the calls that are arriving at the switch reside until they are sent to a parking device or to an agent.

Naming considerations:

- The name cannot begin with (but can contain in any other position):
  - a space
  - any of the following special characters: # * @ ( ) [ ] { } - + 1 2 3 4 5 6 7 8 9 0
- If you include any leading or trailing spaces, those spaces will be removed by IC Manager when it saves the queue. You can, however, use embedded spaces, or other special characters, within the queue name.

Media: - The media type (Chat, Voice, or Email) used by the device. This field is automatically set by IC Manager based on the type of device you are creating.

Priority: The priority level assigned to the device. Set this value to 1 for the highest priority to 10 for the lowest priority.

Service Level: The period of time (in seconds) within which a queued contact should be assigned to an agent. This value is assumed to be in seconds unless it is entered in hh:mm:ss format.

Minimum Agents: The minimum number of agents assigned to the device.

Tenant: The tenant to which the device is assigned. (Tenants are not applicable to voice queues.)

Workgroup: The workgroup to which the device belongs. For more information, see Assigning devices to workgroups below. (Workgroups are not applicable to voice queues.)

Addressable: Whether the device is displayed in the Avaya Agent UAD or Avaya Agent Web Client Address Book. If selected, agents can transfer contacts to this device. This field indicates whether the virtual queue will appear in the Avaya Agent UAD or Avaya Agent Web Client Address Book.

Assigning devices to workgroups

To assign a device to a workgroup:

1. Select **Browse** in the **Workgroup** field. IC Manager displays the **Device Membership** dialog.
2. Select the workgroup in the **Workgroups** pane to which assign the queue will be assigned.
3. Move the workgroup into the **Member** of pane by clicking on the **Right Arrow** between the panes.

   Note:
   If you are changing the workgroup associations for a queue that is used for web routing in your production environment, you need to run the `web_routing.update_qw_cache` workflow in order to update the associations immediately. Otherwise they will not be updated until the next system refresh.
4. Select **OK** to save the device assignment and return to the **Device Editor**. The name of the tenant that the workgroup belongs to is displayed in the **Tenant** field.

Specifying voice configuration options

IC Manager displays the Voice tab if you create a voice queue. You can use this tab to specify:

Enable EDU Tracking: Determines whether Electronic Data Units (EDUs) will be tracked in a system using Multi-Site Hetero-Switch operations. When EDU Tracking is selected, the Telephony server associates individual contacts with their unique EDUID, and tracks those contacts as they navigate through the Avaya IC system. You need to select this option if you want to generate reports showing a contact's total lifecycle within the Avaya IC system. If EDU Tracking is not enabled, then the time a contact spends waiting in queue will not be recorded.

For switches that do not carry application data (used to store the EDUID of the call) across devices, if a queue is not monitored it is impossible for the TS to recognize that a call arriving at an agent from the queue is the same as the one that was routed to the queue.

Monitoring the queue ensures that the same EDUID will be tracked all the way, from the route point through the queue to the agent.

Note:
In addition to selecting this check box, make sure that the associated TS is the first one in the TS_SET list.

Wait Treatment Style: The numeric value associated with your switch's wait treatment configuration. Do not enter a value for this field.

TS Set: Defines the set of Telephony servers that Avaya IC can use to deliver voice contacts to this queue, and the order that the Multi-Site Heterogeneous Switch (MSHS) mechanism follows when attempting to deliver contacts to specific queues. To do this, the MSHS uses the ADU for its central data store.

The TS Set can only include Telephony servers that handle the contacts from the switch where the queue resides.

The value of TS Set is stored in the `voicets_set` field of the `dbo.queue` table in the `repository` database. If the cumulative size of the Telephony Server names that you add in TS Set exceeds the default size of the `voicets_set` field, ICManager might display an error message ***Error while applying changes. Internal error***.

The following table gives the default size of the `voicets_set` field in different databases:

Database	Default Size
MS SQL	255
IBM DB2	765
Oracle	765

To successfully store the TS Set value in a database, you can either use short names for the Telephony servers that you want to add in TS Set or increase the `voicets_set` field size in the database.

You must increase the field size only by using the Database Designer application. You must not change the field size directly in the database. For more information about using Database Designer, see *IC Database Designer Application Reference*.

Note:
Queue names are kept in cache for 24 hours.

Specifying Business Advocate parking device configuration options

You must configure at least one parking device for each TSA server in your voice channel. However, a TSA server frequently has more than one parking device. Each parking device associated with a TSA server must use a different wait treatment style.

For details, see *IC Business Advocate Configuration and Administration*.

You can use the **General** tab to specify:

Id: The ID is the destination DN where the Telephony server sends contacts for this parking device.

For Nortel, enter a **CDN**.

Comments? infodev@avaya.com

Naming restrictions:

- The ID cannot contain any spaces.
- The ID must be numeric.

Site: The geographic grouping that the device belongs to. This information is used by Avaya IC when it makes routing decisions. In addition, you can assign particular servers to monitor all of the queues within a specific site. For details, see Managing sites in *IC Administration Volume 1: Servers & Domains*.

ACD Name: Use the same ACD name that you configured in the Telephony server assigned to the same TSA server as the parking device.

Name: The name or description of the device.

Naming restrictions:

- The name cannot contain any spaces.
- If this queue is going to accept transfers from the Unified Agent Directory (UAD), then the name cannot exceed 32 characters in length.

Media: - The media type (Chat, Voice, or Email) used by the device. This field is automatically set by IC Manager based on the type of device you are creating.

Wait Treatment Style: What a customer hears when the customer is on hold. The wait treatment can be one or more announcements, music, or silence. The switch plays and stores the wait treatments.

You can enter any number for the wait treatment style. However, you must enter 1 if Business Advocate uses this parking device to hold transferred voice contacts.

You enter this same number in the Wait Style block of the workflow that uses this parking device.

Any other setting but Wait Treatment Style on the parking device is only required on Nortel and Aspect. For more information, see *IC Business Advocate Configuration and Administration*.

Wait Treatment Type: The type of wait treatment that the Nortel switch plays on the CDN of the queue ID:

- Enter **R** for the CDN to play ringback.
- Enter **S** for the CDN to play silence.
- Enter a hex number, such as **x88**, for the CDN to play music identified by the hex number in the Nortel system.

Wait Announcement ID: A CDN on the Nortel switch where the switch plays a wait announcement for contacts on this parking device.

If the expected wait time for the voice contact is longer than the length of the announcement, the contact is transferred to the wait announcement ID where the customer can listen to the announcement while waiting.

Create the wait announcement ID on the switch first and configure the switch to return the contact to the queue ID after the announcement. For more information, see *IC Business Advocate Configuration and Administration*.

Wait Ring Back ID: The CDN on the Nortel switch where the switch plays ring back for contacts on this parking device.

If the expected wait time for the voice contact is shorter than the length of the announcement, the contact is transferred to the wait ring back ID where the customer listens to the sounds determined by the wait treatment type.

Create the wait ringback ID on the switch first.

Announcement Length: The length of the announcement, in seconds. Avaya IC uses this time to determine how long to wait for the voice contact to return the queue ID.

> **CAUTION:**
> If the announcement plays for a longer period of time than the length in this field and the contact does not return to the queue ID within the specified length of time, Avaya IC will treat the voice contact as abandoned.

For supported Nortel switches, this time represents the maximum time that a caller will wait, not the exact announcement length. The value of Announcement Length should include an additional one to three seconds to take into account how slow the announcement plays and any delay before the announcement is played. This additional time for the delays is not required, but will help to make the call processing smoother for all voice contacts that had their agents matched at the threshold of the announcement length.

TSA: The TSA server that is associated with this parking device. There should be at least one parking device per TSA with a wait treatment style of 1 for the TSA to start up and run.

You cannot assign a parking device to more than one TSA server.

Creating virtual queues

A virtual queue is a collection of voice queues, email queues, or chat that form a logical grouping as opposed to a geographical one. For example, if your company has multiple sites and each site has a voice queue, you can group all of those queues together into one virtual voice queue.

If your site uses Business Advocate, a virtual queue can also be a collection of service classes. It cannot, however, contain Business Advocate parking devices.

To create a virtual queue:

1. Select **Device > New Virtual Queue**. IC Manager displays the **Virtual Queue Editor**.
2. You can set the following queue options:

- **Tenant**. The tenant to which the queue is assigned. (Tenants are not applicable to voice queues or to Business Advocate installations.)
- **Name**. The name of the queue. This name needs to be unique across all tenants.
- **Description**. The description of the queue.
- **Addressable**. Whether the device is displayed in the Avaya Agent UAD or Avaya Agent Web Client Address Book. If selected, agents can transfer contacts to this device.
- **Membership**. Select **Browse** to specify the members of this virtual queue.

To add members to the virtual queue:

1. Select **Browse** in the **Membership** field.
2. In the **Channel** field, select **Voice**, **Email** or **Chat** from the drop-down list.
3. To add a device, select **Devices**. Select the desired devices in the **Available Devices** pane and select the **Left Arrow** button to assign them to the queue.
4. To add a Business Advocate service class, select **Service Classes**. Select the desired service classes in the **Service Classes** pane and select the **Left Arrow** button to assign them to a queue. For details about service classes, see *IC Business Advocate Configuration and Administration*.

Note:
If you use Avaya Agent Web Client and you must see the latest virtual queue from the Address Book because a virtual queue has been added or deleted from IC Manager, you must refresh the Address Book from the Java Application Bridge (or reset WebConnector) and then the Agents must logout and log back into the application.

Changing device information

To change device information:

1. Select the **Device** tab on the IC Manager window.
2. Select the device or virtual queue you want to edit in the left hand pane and select **Device > Edit**.
3. Modify the information as required. (For details about the available options, see Creating devices on page 208 or Creating virtual queues on page 214.)

After you finish modifying the queue's information, you can:

- Save your changes and return to IC Manager by selecting **OK**.
- Save your changes but keep the Device Editor available by selecting **Apply**.
- Discard your changes without saving by selecting **Cancel**.

Viewing the contacts handled by each device

If you want to view the contacts that were handled by the queues in your Avaya IC system, you can use the Contact Explorer focus of the Avaya IC Report Wizard. For details, see *IC Administration Volume 1: Servers & Domains*.

Deleting devices

To delete a device:

1. Select the device name in the IC Manager and select **Device > Delete**.
2. Restart any servers that are associated with the device so that they know it has been deleted.

CAUTION:
Deleting a device that is being used by a client or other process may cause an error in that process. Make sure you stop all activity to the queue, and restart the servers as soon as possible so they do not try to access the deleted device.

Comments? infodev@avaya.com

Chapter 10: Tables

DS Tables are loaded into the Directory server instead of being part of the application database. They can contain a variety of information, such as call routing rules, DNIS descriptions, equipment numbers and IP addresses, and announcements. They are most often used when a client application needs to display a pick-list to an agent.

You can use the tables that have been pre-defined in IC Manager, or you can create your own tables.

Note:
Before modifying tables, Avaya recommends that you backup your Directory server, as described in Backing up and restoring server configuration information in *IC Administration Volume 1: Servers & Domains*.

To create or modify tables, select **Tools** > **DS Tables**. IC Manager displays the **DS Tables** dialog box that lists the current tables and the contents of the currently-selected table.

This section contains the following topics:

- Creating tables on page 220
- Deleting tables on page 221
- Entering and changing table information on page 222
- Table import and export on page 223
- Reserved table names on page 224

Creating tables

To create a table:

1. Select **Tools** > **DS Tables**.
2. Select **New Table** in the toolbar. IC Manager displays the **New Table** dialog box with a list of suggested table names.
3. Select the table name from the list or enter your own name in the **Table Name** field. Table names are alphanumeric, of unlimited length, case-sensitive, and may include underscores but not spaces or any punctuation marks.

   Note:
   The list of table names reflects how Avaya customers have used tables in the past. The data stored in a table is unrelated to the table's name (any table can be used for any purpose).
4. Select **OK** to create the table. If the table already exists or the name is reserved, IC Manager displays an error message. For a list of reserved table names, see Reserved table names on page 224.
5. To save your changes in the database, select **Commit**. If you close the **DS Tables** dialog box without committing your changes, IC Manager displays a message asking if you want to commit them. If you exit without committing the changes, IC Manager discards your changes and does not update the database.

Comments? infodev@avaya.com

Deleting tables

CAUTION:
IC Manager does not validate the referential integrity of the tables. Before you delete a table, make sure that it is not being used by some other component in the Avaya IC system.

To delete a table:

1. Select **Tools** > **DS Tables**.
2. Select the table name in the **DS Tables** dialog box.
3. Select **Delete Table**.
4. Select **OK** at the prompt.
5. To save your changes in the database, select **Commit**. If you close the **DS Tables** dialog box without committing your changes, IC Manager displays a message asking if you want to commit them. If you exit without committing the changes, IC Manager discards your changes and does not update the database.

Entering and changing table information

CAUTION:
IC Manager does not validate the referential integrity of the table fields. Before you change table information, make sure that the table is not being used by some other component in the Avaya IC system.

To edit an item in a table, select the item in the right pane and select Edit. In the CTI Type Editor, modify the field values as required.

Note:
You cannot change the table's Name or CTI Type. Instead, you need to delete the old item and create a new one with the correct name and type.

To add information to an existing table:

1. Select **Tools** > **DS Tables**.
2. In the left pane, select the table you want to modify.
3. In the right pane, click **New**. IC Manager displays the **CTI Type Editor**.
4. In the **Name** field, enter the item being defined. This could be a phone extension, wrap-up code, or reason code, or, for a sequence, the name of the sequence.

   Note:
   You cannot use international characters in the item name (only in the item value).
5. In the **Value** field, enter a value for the code being defined. This could be the department associated with a phone extension or a description of a wrap-up or reason code.
6. Click **Ok** to add the new item to the table. If no existing items are selected, the new field is placed at the bottom of the list. If a field is selected the new item is placed above that item. To deselect an item, click on it.
7. To add couples to a sequence, select the sequence and click **New**. In the **CTI Type Editor** dialog, select **Couple** and repeat steps 3 through 6 above.
8. To save your changes in the database, you can either enable the **Auto Commit** feature or select **Commit**. If you close the **DS Tables** dialog box without committing your changes, IC Manager displays a message asking if you want to commit them. If you exit without committing the changes, IC Manager discards your changes and does not update the database.

Tip:
To enable the Auto Commit feature, select **DS Tables** > **Auto Commit**.

Comments? infodev@avaya.com

Table import and export

Information can be imported into a table or exported from a table to a file. The format of the files follows the format outlined in Customizing IC Manager in *IC Administration Volume 1: Servers & Domains*.

To import table information from a file:

1. Select **Tools** > **DS Tables**.
2. Select the table into which you want to import the information.
3. Select **DS Tables** > **Import**.
4. Select the file to be imported and select **OK**. The **Import Table** dialog displays a portion of the file.
5. Select the format in which this file was created and select **OK**. Table values can have commas, so you should use the "comma separated quoted" format when values have embedded commas.

   IC Manager replaces the contents of the selected table with the imported data. When it is finished, it displays a message showing the number of records that were transferred.
6. To save your changes in the database, select **Commit**. If you close the **DS Tables** dialog box without committing your changes, IC Manager displays a message asking if you want to commit them. If you exit without committing the changes, IC Manager discards your changes and does not update the database.

Exporting a table

To export a table to a file:

1. Select **Tools** > **DS Tables** and select the table that you want to export.
2. Select **DS Tables** > **Export**.
3. Specify the filename and type. Select **OK**.

   If the Auto Commit feature is not enabled and you have not saved your changes, IC Manager will prompt you to save your changes before it exports the data. (To enable Auto Commit, select **DS Tables** > **Auto Commit**.)

Reserved table names

The following table names are used by IC Manager. You can modify these tables to contain any information you like, but you cannot create a new table using the names in the right column of this table.

Description	Name
Announcements English Announcements French Canadian Announcements French Announcements Spanish	_annEnglish _annFrenchCan _annFrench _annSpanish
DNIS/Description English DNIS/Description French Canadian DNIS/Description French DNIS/Description Spanish	_dnisEnglish _dnisFrenchCan _dnisFrench _dnisSpanish
Configuration Values	_vespconfig
Media Channel Types	media_types
Reason Codes English Reason Codes French Canadian Reason Codes French Reason Codes Spanish	_reasonCodeEnglish _reasonCodeFrenchCan _reasonCodeFrench _reasonCodeSpanish
Reason Status English Reason Status French Canadian Reason Status French Reason Status Spanish	_reasonStatusEnglish _reasonStatusFrenchCan _reasonStatusFrench _reasonStatusSpanish
Reason Properties	_reasonProperties
Reason Source English Reason Source French Canadian Reason Source French Reason Source Spanish	_reasonSourceEnglish _reasonSourceFrenchCan _reasonSourceFrench _reasonSourceSpanish
Script Rules	_scriptrules
Task List	_tasklist
Equipment/IP	_tsipequipment
User Table	per

Comments? infodev@avaya.com

Appendix A: Property descriptions

This section describes the default properties that are built into Avaya IC. Some of the properties already have values, but others need to be customized for your contact center. Contact center properties should be assigned to the Avaya IC top-level entity, designated as **IC**. For more information about working with properties, see Chapter 8: Properties on page 193.

The out-of-the-box properties are assigned to property sections that correspond to the functional unit that uses them in IC Manager. Property sections help you organize the properties in IC Manager.

This section includes the following topics:

- Admin property descriptions on page 226
- Agent property descriptions on page 231
- Contact/AgentDesktop property descriptions on page 302
- Email property descriptions on page 302
- QUI property descriptions on page 305
- System/Configuration property descriptions on page 318
- Voice/Configuration property descriptions on page 321

Admin property descriptions

This section describes the administrative properties and includes the following topics:

- Admin/Agent properties on page 226
- Admin/Agent/Channel properties on page 228
- Admin/General properties on page 229
- Admin/Server properties on page 230

Admin/Agent properties

The following section describes the agent-related administrative properties.

EnableDisplayNameField

Description: Enables the Display Name field in the Agent Editor.

This field can be used in a localized environment when IC Manager cannot reliably build the agent's full name from the standard name fields.

By default, if this field is not visible or it is empty, an IC Script combines the agent's First and Last Name fields and enters that information into the database in the Display Name field. For details on changing the IC Script, see *IC Database Designer Application Reference*.

Default value: No

Use with: IC Manager

EnableMonitor

Description: Enables IC Manager to monitor agent state changes.

Default value: Yes

Use with: IC Manager

EnablePrefixSuffixVisible

Description: Enables the extended name fields prefix, suffix, and salutation in the Agent Editor.

Along with EnableDisplayNameField, this property is used for localized environments if IC Manager cannot build this information from other fields in the system. If you enable this property, you may need to change the default IC Script.

Default value: No

Use with: IC Manager

ForeignTextEntry

Description: Lets agents enter foreign text into certain server, agent, and DS Table configuration fields.

Default value: *No default set*

Use with: IC Manager

TaskCeilingDefault

Description: Default agent level task ceiling for a newly created agent. This value is used to restrict the agent's task load value.

Default value: 1

Use with: IC Manager

TaskLoadDefault

Description: Default agent level task load for a newly created agent. This value is used to restrict the total number of contacts that an agent can receive.

Default value: 1

Use with: IC Manager

Admin/Agent/Channel properties

The Chat, Email, and Voice channels all contain similar configuration properties. The following section describes the Admin/Agent/*Channel* properties.

ChannelEnabled

Description: Defines if a newly created agent should have access to this media channel. A value of Yes enables the channel for the agent, and a value of No disables the channel for the agent.

Default value: No

Use with: IC Manager

TaskCeilingDefault

Description: Determines the default task ceiling for a newly created agent

Default value: 1

Use with: IC Manager

TaskLoadDefault

Description: Determines the default task load for a newly created agent

Default value: 1

Use with: IC Manager

Admin/General properties

The following section describes the IC Manager properties.

ChatChannelEnabled

Description: Enable/Disable chat channel support.

Default value: Yes

Use with: IC Manager

EmailChannelEnabled

Description: Enable/Disable email channel support.

Default value: Yes

Use with: IC Manager

VoiceChannelEnabled

Description: Enable/Disable voice channel support.

Default value: Yes

Use with: IC Manager

Admin/Server properties

The following section describes the server administration properties.

ChatAuthTimeout

Description: This property sets the time (in milliseconds) how long before the authentication key time-outs. The authentication key is used by Web Services, when launching the WebACD admin page.

Default value: 30000

Use with: IC Manager

EnableDebuggingDefault

Description: This property enables/disables debug level logging for any server instantiated.

Default value: No

Use with: IC Manager

EnableVoiceServerNotification

Description: This property enables/disables voice server notification.

Default value: Yes

Use with: IC Manager

Agent property descriptions

The following section describes the agent-related properties.

Note:
If you change any agent-related properties, the agent will need to log out and log back in before the changes will take effect.

This section includes the following topics:

- Agent properties on page 232
- Agent/Desktop properties on page 234
- Agent/Desktop/AddressBook properties on page 245
- Agent/Desktop/Chat properties on page 246
- Agent/Desktop/Chat/Application properties on page 249
- Agent/Desktop/ContactSuspension properties on page 251
- Agent/Desktop/CustomerContacts properties on page 252
- Agent/Desktop/Directory properties on page 253
- Agent/Desktop/Directory/SkillProficiency properties on page 256
- Agent/Desktop/Directory/Voice properties on page 259
- Agent/Desktop/Email properties on page 260
- Agent/Desktop/Email/AlertInfo/REQ properties on page 262
- Agent/Desktop/Email/AlertInfo/SME properties on page 263
- Agent/Desktop/Email/Application properties on page 264
- Agent/Desktop/Prompter properties on page 270
- Agent/Desktop/QuickFind properties on page 271
- Agent/Desktop/Resources properties on page 272
- Agent/Desktop/ScreenPop properties on page 273
- Agent/Security properties on page 275
- Agent/Desktop/Softphone properties on page 279
- Agent/Desktop/Spelling properties on page 280
- Agent/Desktop/StatusBar properties on page 283
- Agent/Desktop/Voice properties on page 286
- Agent/Desktop/WAC properties on page 291
- Agent/Desktop/WebClient properties on page 293

- Agent/Desktop/WebClient/Preferences properties on page 297
- Agent/Desktop/WebClient/Preferences/PreferredWorkload properties on page 298
- Agent/Desktop/WrapUp properties on page 299
- Agent/Desktop/WrapUpDialog properties on page 301

Agent properties

The following section describes the agent properties.

FullnameOrder

Description: This property is used by IC Manager when new agents are created, and the client when showing agent names. This property controls the order in which the agent's first name and last name appear in the Fullname field. Choices are:

- <Firstname> <Lastname>
- <Lastname>, <Firstname>
- <Lastname> <Firstname>

Default value: <Lastname>, <Firstname>

Use with: Avaya Agent desktop, Avaya Agent Web Client

UICountryOrRegion

Description: The two-letter suffix representing a country or region. This property is used with the UILanguage property to determine the full locale of the agent user interface. The supported values are:

- DE
- US
- CO
- FR
- IT
- JP
- KR
- BR
- RU
- TH

- CN
- TW

Default value: US

Use with: Avaya Agent Web Client, Avaya Agent desktop, and IC Client SDK

Related properties: UILanguage on page 233

UILanguage

Description: The two-letter suffix representing the language the agent uses for their user interface. This property is used with the UICountryOrRegion property to determine the full locale of the agent user interface. When loading layouts for the Avaya Agent Desktop Application, the UILanguage is appended to the Layout property to form the fully-qualified layout name. The supported suffixes are:

- de (German)
- en (English)
- es (Spanish)
- fr (French)
- it (Italian)
- ja (Japanese)
- ko (Korean)
- pt (Portuguese)
- ru (Russian)
- th (Thai)
- zh (Simplified Chinese)
- zt (Traditional Chinese)

Note:
If your contact center uses both Avaya Agent desktop, and Avaya Agent Web Client. Select zt for Traditional Chinese.

Default value: en

Use with: Avaya Agent desktop, Avaya Agent Web Client, and IC Client SDK

Related properties: UICountryOrRegion on page 232, and Layout on page 240

Agent/Desktop properties

The following section describes the properties that affect the behavior and appearance of the agent interface.

AgentStatisticsLoggingEnabled

Description: The agent statistics produced when enabling this property are for client research information only. It is statistics based on what the client thinks it has handled. For real reporting information use OA. If set to Yes, Avaya IC records agent statistics in the log file **ICAgentClient_<username>_AgentStatistics.log**.

Default value: Yes

Use with: Avaya Agent desktop

AllowBlendingModeChange

Description: This property is used in conjunction with the BlendingMode property to determine the type of blending the agent will use. You may use these two properties to control how you would like an agent to manage their workloads.

If AllowBlendingModeChange is set to *No*, the agent will not be able to move between Automatic and Manual Blending modes.

If AllowBlendingModeChange is set to *Yes*, the agent will be able to freely move between Automatic and Manual Blending modes.

Default value: No

Use with: Avaya Agent Web Client, and Avaya Agent desktop

Related properties: BlendingMode on page 238

AllowVoiceTrailing

Description: Voice Trailing is the ability for an agent to work on a contact of non-voice type while working on voice work at the same time. For example, if an Agent is talking to a customer, and works on a chat or email, that voice work is considered trailing. This property works in conjunction with PromptOnVoiceTrailingDisallowed.

If an agent is not allowed to work on two pieces of work at the same time, set this property to *No*.

If an Agent can work on voice work with contacts of other media types, set this property to *Yes*.

Default value: Yes

Use with: Avaya Agent Web Client, and IC Client SDK

Related properties: PromptWhenVoiceTrailingDisallowed on page 242

AuxGroup

Description: If this property is enabled, this property is the name of the AuxGroup that will be used for returning the Agents Auxiliary and Logout Reason codes. This property is used with AuxGroupTenant for locating the set of codes to load from the IC system. For more information about configuring codes, see Creating wrap up, AuxWork, and Logout codes on page 177.

Default value: *No default set*

Use with: Avaya Agent desktop, Avaya Agent Web Client, and IC Client SDK

Related properties: AuxGroupTenant on page 235, AuxReasonCodesEnabled on page 237, and LogoutReasonCodesEnabled on page 241

AuxGroupTenant

Description: The Tenant for the Auxiliary Group to be used for the Agent's Reason or Logout Codes. See AuxGroup for more information.

Default value: *No default set*

Use with: Avaya Agent desktop, Avaya Agent Web Client, and IC Client SDK

Related properties: AuxGroup on page 235, and AuxReasonCodesEnabled on page 237

AuxLoginReasonCode

Description: The default Reason Code when an agent goes into AuxWork immediately upon logging in. This code is part of the AuxGroup specified in the SystemAuxGroup property.

If you change this value, you will need to change the values of the system codes so each code has a unique value. For more information, see Changing the default system AuxWork codes on page 185.

Default value: 0

Use with: Avaya Agent desktop, Avaya Agent Web Client, and IC Client SDK

Related properties: AuxWorkOnLogin on page 238, SystemAuxGroup on page 243, and SystemAuxGroupTenant on page 243

AuxLogoutReasonCode

Description: The default Reason Code when an agent goes into AuxWork immediately upon logging out. This code is part of the AuxGroup specified in the SystemAuxGroup property.

If you change this value, you will need to change the system codes to a unique value. For more information, see Changing the default system AuxWork codes on page 185.

Default value: 1

Use with: Avaya Agent desktop, Avaya Agent Web Client, and IC Client SDK

Related properties: SystemAuxGroup on page 243, and SystemAuxGroupTenant on page 243

AuxNotAvailableReasonCode

Description: The default Reason Code when an agent goes into AuxWork but has not selected an AuxWork reason for him or herself. This code is part of the AuxGroup specified in the SystemAuxGroup property.

If you change this value, you will need to change the values of the system codes so each code has a unique value. For more information, see Changing the default system AuxWork codes on page 185.

Default value: 1

Use with: Avaya Agent desktop, Avaya Agent Web Client, and IC Client SDK

Related properties: SystemAuxGroup on page 243, and SystemAuxGroupTenant on page 243

AuxReasonCodesEnabled

Description: Turns on Reason Code entry when entering AuxWork. Even if you do not enable AuxReasonCodes, System Aux Reason codes are used for writing the default codes for situations where you enter AuxWork.

Default value: No

Use with: Avaya Agent desktop, Avaya Agent Web Client, and IC Client SDK

Related properties: AuxGroup on page 235, and AuxGroupTenant on page 235

AuxReasonRequired

Description: Says that a Reason is required when going into AuxWork.

Note:
This property is not used for Avaya Agent Web Client, but the UI behavior is effected. If AuxReasonCodesEnabled are set to Yes for Avaya Agent Web Client, then an Aux Reason will always be required.

Default value: No

Use with: Avaya Agent desktop

Related properties: AuxGroup on page 235, AuxGroupTenant on page 235, and AuxReasonCodesEnabled on page 237

AuxRonaReasonCode

Description: The default Reason Code that is recorded when an agent goes into AuxWork through RONA. This code is part of the AuxGroup specified in the SystemAuxGroup property.

If you change this value, you need to change the values of the system codes, so that each code has a unique value. For more information, see Changing the default system AuxWork codes on page 185.

Note:
The **AuxRonaReasonCode** works only if IC is integrated with Business Advocate application for voice channel.

Default value: 1

Use with: Avaya Agent desktop, Avaya Agent Web Client, and IC Client SDK

Related properties: SystemAuxGroup on page 243

AuxWorkOnLogin

Description: Puts the agent in AuxWork when they login so that they will not receive any contacts. If set to No, then the agent will be made available immediately upon login.

> **Important:**
> This property should be used with caution. If set to *No*, an Agent will potentially receive contacts as soon as the channel has been logged into.

Default value: Yes

Use with: Avaya Agent desktop, and Avaya Agent Web Client

Related properties: AuxLogoutReasonCode on page 236

BlendingMode

Description: If `Automatic`, the maximum number of allowable tasks per channel is set by the system, and any change an agent makes to their availability affects all channels.

If `Manual`, the maximum number of tasks per channel can be changed by the agent, and he or she can change availability on a per channel basis.

See AllowBlendingModeChange for more information.

Default value: Automatic

Use with: Avaya Agent desktop, and Avaya Agent Web Client

Related properties: AllowBlendingModeChange on page 234

ChannelThrottleTime

Description: When coming out of AuxWork, this is the time between making the channels available.

Default value: 0

Use with: Avaya Agent desktop

CheckAuxWorkOnLogout

Description: This makes sure the Agent has gone into AuxWork before logging out. When an agent requests to logout of Avaya Agent, and the agent is not in AuxWork, this property will cause the Agent to see a warning dialog describing the potential problems with exiting without being in AuxWork.

Default value: Yes

Use with: Avaya Agent desktop

ConfirmBeforeRelease

Description: When set to *Yes*, the agent receives a confirmation prompt after selecting the **Release** toolbar button and before releasing the contact.

Default value: No

Use with: Avaya Agent Web Client

ContactSuspensionEnabled

Description: An agent may be prompted to suspend active contacts when this property is set to yes, and depending on the individual settings in the Agent/Desktop/ContactSuspension section.

When a contact arrives, Avaya Agent will analyze all the work currently in the agent's desktop. If there is work arriving and work on another channel that is active, then the agent's system will display a prompt. The agent will be prompted to decide if they would like to suspend the other work so they can work immediately on the alerting item. This property does not allow the agent to automatically answer the incoming work. This property only allows the agent to suspend the other work. The Agent/Desktop/ContactSuspension properties allow you to turn this behavior on or off for certain channels.

Default value: Yes

Use with: Avaya Agent desktop

Related properties: Agent/Desktop/ContactSuspension properties on page 251

DefaultContactHistoryRecordCount

Description: The default number of records that will be returned when the agent does a Contact History browser search. The agent can override this default using the Contact History Filter.

Default value: 10

Use with: Avaya Agent desktop

Related properties: MaxRecordCount on page 252

DisplayTime

Description: Sets whether date/times will be shown in Local or UTC time.

Default value: Local

Use with: Avaya Agent Web Client

IntegratedApplication

Description: This determines which 3rd-party application is integrated with Avaya Agent. See *Avaya Agent Integration* for more information about this property.

Default value: None

Use with: Avaya Agent desktop

Layout

Description: This property specifies which layout (CDL file) to use for Avaya Agent. When Avaya IC searches for this file, it takes the name you specify here and appends the two-letter language suffix specified in the UILanguage property. See *Avaya Agent Integration* for more information about this property.

Default value: avaya_agent

Use with: Avaya Agent desktop

Related properties: UILanguage on page 233

LogoutNotAvailableReasonCode

Description: Sets the reason code that is automatically entered for the Log Out reason when the system logs the agent out before the agent selects a reason

Note:
This code name must match the name of a logout code exactly.

Default value: 1

Use with: Avaya Agent Web Client, Avaya Agent Desktop, and IC Client SDK

Related properties: SystemAuxGroup on page 243, SystemAuxGroupTenant on page 243, and LogoutReasonCodesEnabled on page 241

LogoutReasonCodesEnabled

Description: Turns on Logout Code entry when logging out of Avaya Agent. Even if you do not enable AuxReasonCodes, System Aux Reason codes are used for writing the default codes for situations where you enter AuxWork.

Default value: No

Use with: Avaya Agent desktop, Avaya Agent Web Client, and IC Client SDK

Related properties: AuxGroup on page 235, and AuxGroupTenant on page 235

LogoutReasonRequired

Description: Says that a Reason is required when logging out of Avaya Agent.

Default value: No

Use with: Avaya Agent desktop, and Avaya Agent Web Client

Related properties: AuxGroup on page 235, AuxGroupTenant on page 235, and LogoutReasonCodesEnabled on page 241

MaxLoginRetryCount

Description: When logging into Avaya Agent, this is the number of times to allow the Agent to retry.

Default value: 3

Use with: Avaya Agent desktop

MultimediaEnabled

Description: When set to *Yes*, the agent can receive and initiate multimedia contacts.

Default value: Yes

Use with: Avaya Agent desktop, and Avaya Agent Web Client

PromptWhenVoiceTrailingDisallowed

Description: When set to *Yes* and AllowVoiceTrailing is set to *No*, an agent receives a prompt before the application places the voice contact on hold. See AllowVoiceTrailing for more information.

Default value: No

Use with: Avaya Agent Web Client

Related properties: AllowVoiceTrailing on page 235

ReportServerName

Description: Most of the time it is sufficient to have this property set to use the default value. The default setting ensures that the agent's regular failover definition is used when the Avaya Agent needs to communicate with the Report server. If there is a business need for an agent's requests to go to a specific Report server, then enter the name of a specific Report server.

Default value: Report

Use with: Avaya Agent desktop

ScreenPopEnabled

Description: Turns Screen Pops on and off for an Agent. Screen Pops almost always require some type of customization. See *Avaya Agent Integration* or *Avaya Agent Web Client Customization* for more information.

Default value: No

Use with: Avaya Agent desktop, and Avaya Agent Web Client

Related properties: Agent/Desktop/ScreenPop properties on page 273

SystemAuxGroup

Description: The AuxGroup that contains the AuxLoginReasonCode and the AuxNotAvailableReasonCode.

Default value: SystemAuxGroup

Use with: Avaya Agent desktop, Avaya Agent Web Client, and IC Client SDK

Related properties: SystemAuxGroupTenant on page 243

SystemAuxGroupTenant

Description: The tenant containing the SystemAuxGroup.

Default value: DefaultTenant

Use with: Avaya Agent desktop, Avaya Agent Web Client, and IC Client SDK

Related properties: SystemAuxGroup on page 243

VirtualQueueTransferFlowName

Description: Name of the flow that is used by the system when an Agent initiates a collaboration with a Virtual Queue. The Virtual Queue Transfer Flow is a very specialized flow. Any changes should be done to the out of the box flow with caution.

Default value: sys_transfer.transfertovq

Use with: Avaya Agent Web Client, Avaya Agent desktop, and IC Client SDK

WrapUpEnabled

Description: Turns WrapUp on and off. If turned on, then you need to set WrapUpType. For more information on how to configure different behaviors in wrap-up, see the Agent/Desktop/WrapUp properties.

Default value: No

Use with: Avaya Agent desktop, and Avaya Agent Web Client

Related properties: WrapUpType on page 244, Agent/Desktop/Prompter properties on page 270, Agent/Desktop/WrapUp properties on page 299, and Agent/Desktop/WrapUpDialog properties on page 301

WrapUpType

Description: There are several different types of wrap-up supported in Avaya Agent:

- None - Wrap-up is enabled, but no code collection mechanism will be used. *None* is only supported in the Web Client
- Other - This is for collecting wrap-up codes through customization. See *Avaya Agent Integration* or *Avaya Agent Web Client Customization* for more information.
- Prompter - Prompter will be used for collecting wrap-up codes. See Agent/Desktop/Prompter section for related settings. *Prompter* is not supported in Web Client
- Siebel - Siebel will be used for collecting wrap-up codes. See *Avaya IC for Siebel 7 Integration* for more information.
- WrapUpDialog - Wrap-up dialog will be used for collecting wrap-up codes. See the Agent/Desktop/WrapUpDialog properties for more information.

Default value: WrapUpDialog

Use with: Avaya Agent desktop, and Avaya Agent Web Client

Related properties: Agent/Desktop/Prompter properties on page 270, Agent/Desktop/WrapUp properties on page 299, and Agent/Desktop/WrapUpDialog properties on page 301

Agent/Desktop/AddressBook properties

This section describes the properties for defining the behavior of the **Address Book** in the agent interface.

AutoFilteringEnabled

Description: When set to *Yes*, the **Address Book** filters addresses based on the channel.

Default value: Yes

Use with: Avaya Agent Web Client

Related properties: Use the Agent/Desktop/Directory property, DisableFiltering on page 253 for the Avaya Agent desktop application.

FilteredViewSet

Description: This is the name of the FilteredViewSet to use for the Address Book.

Default value: DefaultViewSet

Use with: Avaya Agent Web Client, and IC Client SDK

MaxRecordCount

Description: This sets the maximum number of records to retrieve from the Database for each view.

Default value: 100

Use with: Avaya Agent Web Client, and IC Client SDK

Agent/Desktop/Chat properties

The following section describes the properties for defining the behavior of chat in the agent interface.

AllowDecline

Description: When set to *Yes*, an agent can decline chat work when it arrives.

Default value: No

Use with: Avaya Agent Web Client, and Avaya Agent

AutoAccept

Description: When set to *Yes*, work is automatically accepted upon arrival. The following rules apply when this property is set to *Yes*:

- A contact will automatically be accepted and made current if there is no other current contact
- A chat contact will be accepted but will be made inactive if there is already another contact current when the work is received.

When set to *No*, the following rules apply for manually accepting work:

- Manually accepting a contact will make it current if there is no other current contact
- Manually accepting a chat contact when there is already another current contact will not make it current. The contact will be inserted into the work list as inactive. The previously current contact will remain current in this case.

Default value: No

Use with: Avaya Web Client, and IC Client SDK

CollaborationTimeout

Description: The time in seconds to timeout a collaboration request that did not reach the WACD or if no response or acknowledgement was received from the WACD. Collaboration will not timeout if another agent is not available to take the request as long as the WACD received and queued the request successfully. After this occurs, the only way out is to cancel the collaboration request.

Default value: 60

Use with: Avaya Agent Web Client, and IC Client SDK

CollaborationEnabled

Description: When set to *Yes*, the collaborative form filling for an agent is enabled.

Default value: Yes

Use with: Avaya Agent Web Client, and Avaya Agent

CollaborationDebug

Description: When set to *Yes*, the debugging for collaborative form filling is enabled.

Default value: No

Use with: Avaya Agent Web Client, and Avaya Agent

CollaborationPollInterval

Description: This sets the poll interval (in Seconds) for sending the HTML form data for synchronization.

Default value: 8

Use with: Avaya Agent Web Client, and Avaya Agent

PromptOnArrival

Description: When set to *Yes*, an agent receives a confirmation prompt every time work arrives. This is meant to be similar to reminder dialogs. Each dialog that appears will be displayed cascaded from the top left corner of the Agent's desktop. These dialogs will remain until either:

- The Agent clicks Yes or No
- The work item related to the dialog is removed from the Avaya Agent Web Client work list

Default value: No

Use with: Avaya Agent Web Client

RONATimeout

Description: The time in seconds to wait before redirecting work. If you would like to turn RONA off for this channel, you may set this to *0*. However, it is important to remember that if RONA is configured on the WACD server side, a work item may still RONA even if this property is set to *0*. The Agent Timeout in the WACD should be greater than the RONATimeout.

Default value: 0

Use with: Avaya Agent Web Client, and IC Client SDK

Related properties: AutoAccept on page 246

Agent/Desktop/Chat/Application properties

The following section describes the application-specific properties of chat in the agent interface.

AgentWaitingThreshold

Description: If the Agent sent the last message in a chat, then after this number of seconds, the text in the Agent waiting column of the Chat work list will turn red.

Default value: 30

Use with: Avaya Agent Web Client

CustomerWaitingThreshold

Description: If the customer sent the last message in a chat, then after this number of seconds, the text in the Customer Waiting column of the Chat work list will turn red.

Default value: 10

Use with: Avaya Agent desktop, and Avaya Agent Web Client

SendMessageOnEnter

Description: When set to *Yes*, will send the message immediately when an agent presses **Enter**. When set to *No*, the agent must press **Send** to send the message.

Default value: Yes

Use with: Avaya Agent Web Client

SendResourceOnDoubleClick

Description: When set to *Yes*, the agent's system immediately sends a resource when an agent double clicks an item.

When set to *No*, the agent can preview the resource in its respective text field and must insert the resource into the chat session and select the **Send** button.

Default value: No

Use with: Avaya Agent Web Client

ShowOnCurrent

Description: When set to *Yes*, the agent's system displays the Chat application window when making a chat current.

Default value: Yes

Use with: Avaya Agent Web Client

ShowOnLogin

Description: When set to *Yes*, the agent's system displays the Chat application at Login.

Default value: No

Use with: Avaya Agent Web Client

ShowOnSelect

Description: When set to *Yes*, the agent's system displays the Chat Application window when the agent selects a chat contact in the **Work List**.

Default value: No

Use with: Avaya Agent Web Client

SpellCheckOnSend

Description: When set to *Yes*, the agent's system automatically spell checks the message an agent types before the message is sent to a customer.

Default value: Yes

Use with: Avaya Agent Web Client

Agent/Desktop/ContactSuspension properties

The following section describes the properties that define how contact suspension works in Avaya Agent desktop.

PromptForArrivingChat

Description: When a contact arrives on the chat channel, Avaya Agent will check for contacts on other channels. See ContactSuspensionEnabled for more information.

Default value: Yes

Use with: Avaya Agent desktop

Related properties: ContactSuspensionEnabled on page 239

PromptForArrivingEmail

Description: When a contact arrives on the email channel, Avaya Agent will check for contacts on other channels. See ContactSuspensionEnabled for more information.

Default value: Yes

Use with: Avaya Agent desktop

Related properties: ContactSuspensionEnabled on page 239

PromptForArrivingVoice

Description: When a contact arrives on the voice channel, Avaya Agent will check for contacts on other channels. See ContactSuspensionEnabled for more information.

Default value: Yes

Use with: Avaya Agent desktop

Related properties: ContactSuspensionEnabled on page 239

Agent/Desktop/CustomerContacts properties

The following section describes the properties for defining the behavior of customer contacts in Avaya Agent Web Client.

DefaultListFilter

Description: Possible values for this are:

- Last 5 Contacts - Shows the last 5 contacts only
- Last 10 Contacts - Shows the last 10 contacts only
- Today - Shows contacts received today
- Yesterday - Shows contacts received yesterday (12:00 AM to 11:59:59 PM)
- Last 7 Days - Shows contacts received in the last 7 days
- This Week - Shows contacts received this week
- Last Week - Shows contacts received last week (12:00 AM first day of last week to 11:59:59 PM the last day of last week)
- This Month - Shows contacts received this month
- All Dates - Show all contacts received



Important:
Use the All Dates setting with caution

Default value: Last 5 Contacts

Use with: Avaya Agent Web Client

MaxRecordCount

Description: Sets the maximum number of customer contacts to retrieve from the database



Tip:
This property is used to prevent slow system performance on unconstrained searches.

Default value: 100

Use with: Avaya Agent Web Client, and IC Client SDK

Related properties: Use the Agent/Desktop property, DefaultContactHistoryRecordCount on page 240 for the Avaya Agent desktop application.

Agent/Desktop/Directory properties

The following section describes the properties that determine the behavior of the Directory server, the Unified Agent Directory (UAD) in Avaya Agent desktop or the Address Book in Avaya Agent Web Client.

Note:
The name UAD was changed to Address Book for the Avaya Agent Web Client interface.

AddCustomTab

Description: If set to Yes, a custom tab is added to the Agent Directory.

Default value: No

Use with: Avaya Agent desktop

DisableFiltering

Description: If set to Yes, then filtering will be disabled when agents search on the UAD.

Default value: No

Use with: Avaya Agent desktop

Related properties: Use the Agent/Desktop/AddressBook property, AutoFilteringEnabled on page 245 for the Avaya Agent Web Client application.

FetchSearchFlowName

Description: The name of the workflow that should be used to fetch the records found in response to a search on the UAD.

Default value: sys_agentsearch.fetch

Use with: Avaya Agent desktop

ShowAgentsOnStartup

Description: Shows the Agents tab in the UAD. If set to *No,* the Agents tab is not visible in the UAD.

Default value: No

Use with: Avaya Agent desktop

ShowAgentState

Description: If set to Yes, then the Agents state will be shown in the Directory tree.

Default value: Yes

Use with: Avaya Agent desktop

ShowAllAgents

Description: Shows entire Agent Directory Tree.

Default value: No

Use with: Avaya Agent desktop

SkillsSupport

Description: Used to enable the use of Skills in the Directory Find functionality.

Default value: Yes

Use with: Avaya Agent desktop

StartSearchFlowName

Description: The name of the workflow that starts a search on the UAD.

Default value: sys_agentsearch.start

Use with: Avaya Agent desktop

StopSearchFlowName

Description: The name of the workflow that stops the search on the UAD.

Default value: sys_agentsearch.stop

Use with: Avaya Agent desktop

TransferFlowName

Description: The name of the workflow that retrieves a destination from a virtual queue.

Default value: sys_transfer.transfertovq

Use with: Avaya Agent desktop

Related properties: Use the Agent/Desktop property, VirtualQueueTransferFlowName on page 243 for the Avaya Agent Web Client application.

UADStringFormat

Description: The format in which agent names will be displayed in the UAD's directory tree.

Default value: Standard

Use with: Avaya Agent desktop

WorkFlowServerName

Description: Name of the WorkFlow server that the Agent Directory uses to run flows.

Default value: *No default set*

Use with: Avaya Agent desktop

Agent/Desktop/Directory/SkillProficiency properties

The following section describes the properties that affect the use of skill proficiencies with Avaya Agent desktop.

ExpertMax

Description: Maximum value for Expert Skill Proficiency.

Default value: 10

Use with: Avaya Agent desktop

Related properties: SkillsSupport on page 254

ExpertMin

Description: Minimum value for Expert Skill Proficiency.

Default value: 10

Use with: Avaya Agent desktop

Related properties: SkillsSupport on page 254

HighMax

Description: Maximum value for High Skill Proficiency.

Default value: 9

Use with: Avaya Agent desktop

Related properties: SkillsSupport on page 254

HighMin

Description: Minimum value for High Skill Proficiency.

Default value: 7

Use with: Avaya Agent desktop

Related properties: SkillsSupport on page 254

LowMax

Description: Maximum value for Low Skill Proficiency.

Default value: 3

Use with: Avaya Agent desktop

Related properties: SkillsSupport on page 254

LowMin

Description: Minimum value for Low Skill Proficiency.

Default value: 1

Use with: Avaya Agent desktop

Related properties: SkillsSupport on page 254

MediumMax

Description: Maximum value for Medium Skill Proficiency.

Default value: 6

Use with: Avaya Agent desktop

Related properties: SkillsSupport on page 254

MediumMin

Description: Minimum value for Medium Skill Proficiency.

Default value: 4

Use with: Avaya Agent desktop

Related properties: SkillsSupport on page 254

Agent/Desktop/Directory/Voice properties

The following section describes the voice-specific properties related to the UAD in Avaya Agent desktop.

BlindTransferEnabled

Description: Enables/Disables the ability to do Blind Transfers.

Default value: Yes

Use with: Avaya Agent desktop

ConferenceEnabled

Description: Enables/Disables the ability to do Conferences.

Default value: Yes

Use with: Avaya Agent desktop

ConsTransferEnabled

Description: Enables/Disables the ability to do Consultative Transfers.

Default value: Yes

Use with: Avaya Agent desktop

Agent/Desktop/Email properties

The following section describes the properties that affect the behavior of Email in the agent's interface.

AllowDecline

Description: When set to *Yes*, the agent can decline work when it arrives. This property does not apply if AutoAccept is set to *Yes*.

Default value: No

Use with: Avaya Agent Web Client, and IC Client SDK

Related properties: AutoAccept on page 260

AllowLogoutWithEmail

Description: If set to Yes, agents can logout even if they have emails waiting in their email queue.

Default value: Yes

Use with: Avaya Agent desktop, and Avaya Agent Web Client

AutoAccept

Description: When set to *Yes*, work is automatically accepted upon arrival. Consider the following when this property is set to *Yes*:

- A contact will automatically be accepted and made current if there is no other current contact
- An email contact will be accepted but will be made inactive if there is already another contact current when the work is received.

When set to *No*, the following rules apply for manually accepting work:

- Manually accepting a contact will make it current if there is no other current contact
- Manually accepting an email contact when there is already another current contact will not make it current. The contact will be inserted into the work list as inactive. The previously current contact will remain current in this case.

Default value: Yes

Use with: Avaya Agent Web Client, and IC Client SDK

Related properties: PromptOnArrival on page 261

PromptOnArrival

Description: When set to *Yes*, the agent receives a confirmation prompt every time work arrives. This is meant to be similar to reminder dialogs. Each dialog that appears will be displayed cascaded from the top left corner of the Agent's desktop. These dialogs will remain until either:

- The Agent clicks Yes or No
- The work item related to the dialog is removed from the Avaya Agent Web Client work list

If AutoAccept and PromptOnArrival are both are set to *Yes*, then the user is prompted on arrival of a new email work item only if there is not already a current contact.

Default value: No

Use with: Avaya Agent Web Client

Related properties: AutoAccept on page 260

RONATimeout

Description: The time in seconds to wait before redirecting work. If you would like to turn RONA off for this channel, you may set this to *0*. However, it is important to remember that if RONA is configured on the server side, a work item may still RONA even if this is set to *0*.

Note:
IC does not provide any build in protection against excessively large email messages. Excessively large email message may degrade system performance. To insure proper operation, Avaya recommends that you configure your POP3 server so that it doesn't route excessively large email messages into the IC system, but instead sends it to a separate email box for review. Excessively large email messages may also affect client response time during work delivery and handling. Therefore, Avaya also recommends that you configure the Agent/Desktop/Email/RONATimeout agent property appropriately based on your email handling needs.

Default value: 30

Use with: Avaya Agent Web Client, and IC Client SDK

Agent/Desktop/Email/AlertInfo/REQ properties

The following section describes the properties that affect agent emails requesting more information from customers.

AlertDuration

Description: Time to wait for Alert to fire in seconds.

Default value: 86400

Use with: Avaya Agent desktop, and Avaya Agent Web Client

SendToAnyAgent

Description: If set to Yes, responses to the email may go to any agent.

Default value: Yes

Use with: Avaya Agent desktop, and Avaya Agent Web Client

SetAlert

Description: If set to Yes, an Alert will be set for the Email.

Default value: No

Use with: Avaya Agent desktop, and Avaya Agent Web Client

Agent/Desktop/Email/AlertInfo/SME properties

The following section describes the properties that affect emails sent from an agent to a Subject Matter Expert (SME).

AlertDuration

Description: Time to wait for Alert to fire.

Default value: 86400

Use with: Avaya Agent desktop, and Avaya Agent Web Client

SendToAnyAgent

Description: If set to Yes, responses to the email may go to any agent.

Default value: Yes

Use with: Avaya Agent desktop, and Avaya Agent Web Client

SetAlert

Description: If set to Yes, and Alert will be set for the Email.

Default value: No

Use with: Avaya Agent desktop, and Avaya Agent Web Client

Agent/Desktop/Email/Application properties

The following section describes the application-specific properties of email in Avaya Agent Web Client.

AutoSaveEnabled

Description: When set to *Yes*, the Email application automatically saves email composition drafts.

Default value: Yes

Use with: Avaya Agent Web Client

Related properties: AutoSaveTime on page 264

AutoSaveTime

Description: When AutoSaveEnabled is set to *Yes*, the application automatically saves a copy of the email composition drafts at the specified minute interval.

Default value: 10

Use with: Avaya Agent Web Client

Related properties: AutoSaveEnabled on page 264

ConfirmBeforeSend

Description: When set to *Yes*, the agent receives a prompt from the system to confirm that they want to send the email after selecting the **Send** button.

Default value: No

Use with: Avaya Agent Web Client

OutboundCharsetDefault

Description: Specifies the default character set to use when an agent responds and the source character set cannot be used.

If UseOutboundCharsetDefault is set to *Yes*, then OutboundCharsetDefault specifies the character set used when an agent sends a response email and the original emails character set cannot be used. This setting also applies when the agent sends a new outbound email, because there is no original email to check.

If UseOutboundCharsetDefault is set to *No*, then the agent is prompted to select a character set in the above scenarios, with the default selection being the one specified in OutboundCharsetDefault.

Default value: *i*so-8859-15

Use with: Avaya Agent Web Client

Related properties: UseOutboundCharsetDefault on page 268

OutboundEmailAccountDefault

Description: Specifies the default email account to be used in Avaya Agent Web Client when an agent sends a new outbound email. Avaya Agent Web Client automatically populates the **From** field in all outbound emails with this email account.

If you want to specify a default email account for Avaya Agent Web Client, set the value of this property to the same email account that is defined in the **Email Accounts** dialog box of IC Manager.

Default value: *None.*

Use with: Avaya Agent Web Client

QuoteOriginalInResponse

Description: When set to *Yes*, the original message will appear in the email response. When set to *No*, the agent has the option of manually inserting a copy of the original message in the email response.

Default value: Yes

Use with: Avaya Agent Web Client

QuotePrefix

Description: Specifies the prefix that will be used when QuoteOriginalInResponse is set to *Yes*.

Default value: >

Use with: Avaya Agent Web Client

ReadInHTML

Description: If set to *Yes*, multipart/alternative inbound messages will display the HTML portion initially in the client. Otherwise, it will display the non-HTML section.

Default value: Yes

Use with: Avaya Agent Desktop, Avaya Agent Web Client

ReleaseOnAlert

Description: When set to *Yes*, the system releases work automatically after the agent sends an email composition for an email alert contact.

Default value: No

Use with: Avaya Agent Web Client

ReleaseOnExternalAgent

Description: When set to *Yes*, IC releases work automatically after the agent forwards an external agent's email composition.

Default value: No

Use with: Avaya Agent Web Client

ReleaseOnNOR

Description: When set to *Yes*, IC releases work automatically after sending a normal reply (NOR).

Default value: No

Use with: Avaya Agent Web Client

ReleaseOnREQ

Description: When set to *Yes*, IC releases work automatically after sending a response requesting further information (REQ).

Default value: No

Use with: Avaya Agent Web Client

ReplyOnActivate

Description: IC automatically opens a reply composition tab for the work item when an email becomes active and there is no type of response in progress.

Default value: No

Use with: Avaya Agent Web Client

SendAsHTML

Description: When set to *Yes*, sets the default mode of new outbound emails to HTML.

Default value: No

Use with: Avaya Agent Desktop, Avaya Agent Web Client

ShowOnCurrent

Description: IC displays the email application window when making an email current.

Default value: Yes

Use with: Avaya Agent Web Client

ShowOnLogin

Description: IC displays the Email application when the agent logs into their system.

Default value: No

Use with: Avaya Agent Web Client

ShowOnSelect

Description: IC displays the email application window when an agent selects an email in the work list.

Default value: No

Use with: Avaya Agent Web Client

SpellCheckOnSend

Description: When set to *Yes*, IC spell checks the email before sending it.

Default value: Yes

Use with: Avaya Agent Web Client

Related properties: Agent/Desktop/Spelling properties on page 280

SpellCheckOriginal

Description: When set to *Yes* and the original email is quoted in the response, IC spell checks the original email.

Default value: No

Use with: Avaya Agent Web Client

Related properties: Agent/Desktop/Spelling properties on page 280

UseOutboundCharsetDefault

Description: Controls what happens if an agent sends a new outbound email, replies to an email, or forwards an email, and IC cannot use the character set from the original email. If UseOutboundCharsetDefault is set to *Yes*, then Avaya Agent Web Client sends the email in the character set specified in the related property OutboundCharsetDefault. If UseOutboundCharsetDefault is set to *No*, then Avaya Agent Web Client prompts the agent to choose a character set for the outbound email. The character set specified in OutboundCharsetDefault will be the default answer to this prompt.

Default value: Yes

Use with: Avaya Agent Web Client

Related properties: OutboundCharsetDefault on page 265

WordWrapEnabled

Description: When set to *Yes*, IC enables word-wrap in the Email application.

Default value: Yes

Use with: Avaya Agent Web Client

Agent/Desktop/Prompter properties

The following section describes the properties that affect the behavior of Prompter in Avaya Agent desktop.

WrapUpFlow

Description: Flow that is used for WrapUp.

Default value: sample_wrapup

Use with: Avaya Agent desktop

Related properties: WrapUpEnabled on page 243, WrapUpType on page 244, WrapUpFlowset on page 270, and WrapupRequired on page 270

WrapUpFlowset

Description: Flowset that contains the WrapUp Flow.

Default value: prompter

Use with: Avaya Agent desktop

Related properties: WrapUpEnabled on page 243, WrapUpType on page 244, WrapUpFlow on page 270, and WrapupRequired on page 270

WrapupRequired

Description: If set to Yes, then the Agent will go through WrapUp.

Default value: No

Use with: Avaya Agent desktop

Related properties: WrapUpEnabled on page 243, WrapUpType on page 244, WrapUpFlow on page 270, and WrapUpFlowset on page 270

Agent/Desktop/QuickFind properties

The following section describes the properties for defining the behavior of quick find in Avaya Agent Web Client.

NumberOfEntriesToShow

Description: Specifies the maximum number of entries that the system can display in the **Quick Find** drop-down list.

Default value: 10

Use with: Avaya Agent Web Client, and IC Client SDK

NumberOfEntriesToStore

Description: Specifies the maximum number of Quick Find entries that can be stored in the Database.

Default value: 20

Use with: Avaya Agent Web Client

Agent/Desktop/Resources properties

The following section describes the properties for defining the behavior of resources in Avaya Agent Web Client.

MyResourcesEnabled

Description: When set to *Yes*, an agent can create his or her own resources.

Default value: Yes

Use with: Avaya Agent Web Client

Comments? infodev@avaya.com

Agent/Desktop/ScreenPop properties

The following section describes the properties that affect how screen pops are handled by the agent interface.

ClearFocusOnContactCompletion

Description: If Screen Pops are enabled and this property is set to Yes, then any focus that was backfilled as a result of the Screen Pop is cleared once the contact is completed.

Default value: No

Use with: Avaya Agent desktop

Related properties: ScreenPopEnabled on page 242

PopOnAllArrivingContacts

Description: Screen Pop occurs for all contacts arriving in Avaya Agent.

Default value: No

Use with: Avaya Agent desktop, and Avaya Agent Web Client

Related properties: ScreenPopEnabled on page 242

PopOnContactActivation

Description: Screen Pop occurs when contact is activated in Avaya Agent.

Default value: No

Use with: Avaya Agent desktop, and Avaya Agent Web Client

Related properties: ScreenPopEnabled on page 242

PopOnFirstArrivingContact

Description: Screen Pop occurs when there are no other contacts in Avaya Agent. FirstArriving has a special meaning in relation to this property. It does not necessarily mean that the Agent has no other work on their desktop. What this means is that there is no other active* work on the Agent's desktop. This property allows a Screen Pop to happen as a contact arrives, but only if the Agent is not working on something else in Avaya Agent. Therefore, when a contact arrives, Avaya Agent will analyze the other work currently present in the desktop and Screen Pop only if there isn't any other active work

Note:
In the Desktop Application, active means there are no contacts in the active state. In the Web Client, this means there is no current work.

Default value: Yes

Use with: Avaya Agent desktop, and Avaya Agent Web Client

Related properties: ScreenPopEnabled on page 242

Agent/Security properties

The following section describes the properties that affect the passwords that agents can use, and how often those passwords need to be changed. The Directory server needs to be restarted for the changes to take effect. The properties in the Agent/Security section can be disabled by setting the value to *0* or *No.*

CAUTION:
The values you enter for these fields are not verified. Therefore you could make it impossible to create passwords if, for example, you specify that agents must use at least 5 alphabetic characters and 5 numeric characters and then specify a maximum password length of 8. Make sure that the values you enter do not conflict with one another.

ForcePasswordChange

Description: If set to Yes, this forces agents to change their password when they log in after a password change has been made in IC Manager. The exception to this is if PasswordReuseCycles is set to 0. The setting of 0 means there are no restrictions on password reuse. For details, see Agent passwords on page 102.

Default value: Yes

Use with: Avaya Agent desktop, and Avaya Agent Web Client

MaxLoginAttemptsAllowed

Description: The maximum number of times the agent can attempt to log in with incorrect passwords before Avaya IC disables the agent's account.

To re-enable the agent's account, the system administrator needs to clear the Disable Login check box on the Security tab of the Agent Manager. For more information, see Agent passwords on page 102.

Default value: 5

Use with: Avaya Agent desktop, and Avaya Agent Web Client

MaxPasswordLength

Description: The maximum number of alphanumeric characters you can use in a password.

Default value: 40

Use with: Avaya Agent desktop, and Avaya Agent Web Client

MinPasswordAlphabets

Description: The minimum number of alphabetic characters that you can use in a password.

CAUTION:
Make sure that this value combined with the value for MinPasswordNumerics does not exceed the setting for MaxPasswordLength.

Default value: 1

Use with: Avaya Agent desktop, and Avaya Agent Web Client

MinPasswordLength

Description: The minimum number of alphanumeric characters you can use in a password.

The value for this property must be greater than, or equal to, 1 (one). You cannot use blank passwords in Avaya IC.

CAUTION:
Make sure that this value does not exceed the setting for MaxPasswordLength.

Default value: 6

Use with: Avaya Agent desktop, and Avaya Agent Web Client

MinPasswordNumerics

Description: The minimum number of numeric characters that you can use in a password.

Make sure that this value combined with the value for MinPasswordAlphabets does not exceed the setting for MaxPasswordLength.

Default value: 1

Use with: Avaya Agent desktop, and Avaya Agent Web Client

NumOfDays

Description: The NumOfDays and NumOfPasswordChanges properties work together. Agents cannot change their password more times than specified in the length of time specified in NumOfDays.

For example, with the default settings, agents can only change their password 3 times in a single day.

Default value: 1

Use with: Avaya Agent desktop, and Avaya Agent Web Client

Related properties: NumOfPasswordChanges on page 277

NumOfPasswordChanges

Description: The NumOfDays and NumOfPasswordChanges properties work together. Agents cannot change their password more times than specified in NumOfPasswordChanges.

Default value: 3

Use with: Avaya Agent desktop, and Avaya Agent Web Client

Related properties: NumOfDays on page 277

PasswordChange

Description: Determines whether agents can change their password at runtime.

If you set this property to Yes, Avaya Agent users will have a Change Password option on the main agent interface.

Default value: No

Use with: Avaya Agent desktop, and Avaya Agent Web Client

PasswordChangeDuration

Description: The number of days before a password expires. If you want to specify that the password never expires, set this property to 0 (zero).

Default value: 60

Use with: Avaya Agent desktop, and Avaya Agent Web Client

PasswordReuseCycles

Description: The number of unique passwords that must be used before an agent can reuse a previous password.

Default value: 5

Use with: Avaya Agent desktop, and Avaya Agent Web Client

Agent/Desktop/Softphone properties

The following section describes the properties that define how Softphone works with Avaya Agent.

PromptForLogin

Description: If set to Yes, then an agent will always be presented with the Login dialog box for Softphone.



Tip:
You should use this option if agents log into different machines in your facility instead of having a dedicated workstation.

Default value: No

Use with: Avaya Agent desktop

PromptNextLogin

Description: If set to Yes, then an agent will be presented with the Login dialog box for Softphone the next time he or she logs in.



Tip:
If PromptForLogin is set to No, this property lets you force agents to re-log in once to accommodate any Softphone login changes.

Default value: *No default set*

Use with: Avaya Agent desktop

SwapHeldEnabled

Description: If set to Yes, then the ability to swap callers during Consultative Transfers and Conferences is enabled. This property may not work for some switches.

Default value: Yes

Use with: Avaya Agent desktop

Agent/Desktop/Spelling properties

The following section lists the properties for defining the behavior of spelling in Avaya Agent Web Client.

CaseSensitive

Description: When set to *Yes*, spell checking verifies that uppercase and lowercase letters are used correctly.

Default value: Yes

Use with: Avaya Agent Web Client

IgnoreCapitalizedWords

Description: When set to *Yes*, spell checking ignores words that begin with a capitalized letter.

Default value: No

Use with: Avaya Agent Web Client

IgnoreInternetAndFileAddresses

Description: When set to *Yes*, spell checking ignores internet and file addresses.

Default value: Yes

Use with: Avaya Agent Web Client

IgnoreWordsInMixedCase

Description: When set to *Yes*, spell checking ignores words with upper and lower case letters, but not words with a leading uppercase letter followed by lowercase letters.

Default value: No

Use with: Avaya Agent Web Client

IgnoreWordsInUppercase

Description: When set to *Yes*, spell checking ignores words that are all in uppercase letters.

Default value: No

Use with: Avaya Agent Web Client

IgnoreWordsWithNumbers

Description: When set to *Yes*, spell checking ignores words that contain numbers.

Default value: No

Use with: Avaya Agent Web Client

PreferredCountry

Description: Specifies the preferred country to use for spell checking. This property is used in conjunction with PreferredLanguage for spell checking. The supported values are:

- BR
- CO
- DE
- FR
- GB
- IT
- US

Default value: US

Use with: Avaya Agent Web Client

PreferredLanguage

Description: Specifies the preferred language to use for spell checking. This property is used in conjunction with PreferredCountry for spell checking. The supported values are:

- de
- en
- es
- fr
- it
- pt

Default value: en

Use with: Avaya Agent Web Client

ReportDoubleWords

Description: When set to *Yes*, spell checking looks for the repeated words.

Default value: Yes

Use with: Avaya Agent Web Client

SuggestReplacements

Description: When set to *Yes*, spell checking provides suggestions for misspelled words. If set to No, the agent can request replacements for a particular misspelled word by selecting the **Suggest** button in the spell check dialog

Default value: Yes

Use with: Avaya Agent Web Client

SuggestSplitWords

Description: When set to *Yes*, spell checking provides suggestions on when to split words.

Default value: Yes

Use with: Avaya Agent Web Client

Agent/Desktop/StatusBar properties

The following section describes the properties for defining the behavior of the **Status Bar** in Avaya Agent Web Client.

ErrorTimeout

Description: Specifies the time in seconds that error messages (Error) will display in the **Status Bar**.

Default value: 30

Use with: Avaya Agent Web Client

InfoTimeout

Description: Specifies the time in seconds that informational status messages (Info) will display in the **Status Bar**.

Default value: 3

Use with: Avaya Agent Web Client

LogFileSize

Description: Specifies the maximum size of the Status Bar log file in bytes.

Note:
When the file reaches the specified number of bytes, the system will create a backup file and create a new file to log to.

Default value: 100000

Use with: Avaya Agent Web Client

MinimumMessageLevel

Description: Specifies the lowest level of message that will display in the **Status Bar**. The supported values are:

- Info
- Warning
- Error

Default value: Warning

Use with: Avaya Agent Web Client

MinimumPopupMessageLevel

Description: Specifies the lowest level of message that will cause the Status Bar Details window to display. The supported values are:

- Info
- Warning
- Error

Default value: Error

Use with: Avaya Agent Web Client

NumberOfMessagesToShow

Description: Specifies the number of messages that will display in the Details window of the Status Bar.

Default value: 25

Use with: Avaya Agent Web Client

PopupMessagesEnabled

Description: When set to *Yes*, IC turns PopUp messages on. If Popup messages are on, then the MinimumPopupMessageLevel setting determines which level of messages are displayed by the system.

Default value: No

Use with: Avaya Agent Web Client

WarningTimeout

Description: Specifies the time in seconds that warning messages (Warning) will display in the **status bar**.

Default value: 10

Use with: Avaya Agent Web Client

Agent/Desktop/Voice properties

The following section describes the properties for defining the behavior of voice in Avaya Agent Web Client.

AutoAcceptACD

Description: When set to *Yes*, the system will automatically accept ACD calls upon arrival. The following rules apply when this property is set to *Yes*:

- A contact will automatically be accepted and made current if there is no other current contact
- A voice contact will be delivered alerting if there is already another contact current

When set to *No*, the following rules apply for manually accepting work:

- Manually accepting a contact will make it current if there is no other current contact
- Manually accepting a voice contact when there is already another current contact will make the newly accepted contact current, while making the other contact inactive

Default value: No

Use with: Avaya Agent Web Client, and IC Client SDK

AutoAcceptDirect

Description: When set to *Yes*, the system will automatically accept direct calls upon arrival. The following rules apply when this property is set to *Yes*:

- A contact will automatically be accepted and made current if there is no other current contact
- A voice contact will be delivered alerting if there is already another contact current
- An email or chat contact will be accepted but will be made inactive if there is already another contact current when the work is received.

When set to *No*, the following rules apply for manually accepting work:

- Manually accepting a contact will make it current if there is no other current contact
- Manually accepting a voice contact when there is already another current contact will make the newly accepted contact current, while making the other contact inactive
- Manually accepting an email or chat contact when there is already another current contact will not make it current. The contact will be inserted into the work list as inactive. The previously current contact will remain current in this case.

Default value: No

Use with: Avaya Agent Web Client, and IC Client SDK

AutoIn

Description: When set to *Yes*, an AutoIn-type behavior is enabled for the Voice channel. When a call is disconnected, the agent is immediately available for the next call.

Default value: No

Use with: Avaya Agent Web Client, and IC Client SDK

ConferenceEnabled

Description: When set to *Yes*, the Conference feature is on.

Default value: Yes

Use with: Avaya Agent Web Client, and IC Client SDK

ConsultEnabled

Description: When set to *Yes*, the Consultative Transfer feature is on.

Default value: Yes

Use with: Avaya Agent Web Client, and IC Client SDK

KeypadEnabled

Description: When set to *Yes*, agents can use the keypad.

Default value: No

Use with: Avaya Agent Web Client, and IC Client SDK

KeypadShowAlphanumeric

Description: When set to *Yes*, the system displays alphanumeric buttons in the keypad.

Default value: Yes

Use with: Avaya Agent Web Client

Related properties: KeypadEnabled on page 287

NoEDUEventCreationTimeout

Description: Specifies the time in milliseconds the Voice Channel will wait for the EDU event to arrive before creating the work.

Default value: 500

Use with: Avaya Agent Web Client, and IC Client SDK

NoTSEventCreationTimeout

Description: Specifies the time in milliseconds the Voice Channel will wait for the TS event to arrive before creating the work.

Default value: 2000

Use with: Avaya Agent Web Client, and IC Client SDK

PromptAndPersistNextLogin

Description: When set to *Yes*, the system prompts the agent for voice login information the next time the agent logs in.

This setting allows for login changes in an environment where PromptForLogin is not enabled. Information is stored in the Voice Channel record for the agent.

Default value: No

Use with: Avaya Agent Web Client, and IC Client SDK

PromptForLogin

Description: When set to *Yes*, the system prompts the agent for voice login information. This setting allows for free-seating.

Default value: No

Use with: Avaya Agent Web Client

PromptOnArrival

Description: When set to *Yes*, the system prompts the agent each time work arrives. This is meant to be similar to reminder dialogs. Each dialog that appears will be displayed cascaded from the top left corner of the Agent's desktop. These dialogs will remain until either:

- The Agent clicks Yes or No
- The work item related to the dialog is removed from the Avaya Agent Web Client work list

Default value: No

Use with: Avaya Agent Web Client

RONATimeout

Description: Specifies the time in seconds before the system redirects work. If you would like to turn RONA off for this channel, you may set this to *0*. However, it is important to remember that if RONA is configured on the server side, a work item may still RONA even if this is set to *0*.

This currently is ONLY supported when used in conjunction with Advocate.

Default value: 0

Use with: Avaya Agent Web Client, and IC Client SDK

SwapHeldEnabled

Description: When set to *Yes*, calls can be placed on hold when switching between an agent or a customer during either a consultive transfer call or a conference call. This functionality is enabled with the Move Conversation feature.

Important:
If the switch does not support the Move Conversation feature, this property must be set to *No*.

Default value: Yes

Use with: Avaya Agent Web Client

SwitchTimedACWEnabled

Description: When set to *Yes*, the Voice Channel works with timed ACW on the Switch.

Default value: No

Use with: Avaya Agent Web Client, and IC Client SDK

TransferEnabled

Description: When set to *Yes*, the Transfer feature is on.

Default value: Yes

Use with: Avaya Agent Web Client, and IC Client SDK

TransferType

Description: Specifies the type of transfer to be done. The two types of Transfer supported are:

- Single-Step - A single-step transfer uses a single request to the connector. This is a true blind transfer.
- Two-Step - A two-step transfer uses two requests to initiate and complete the connector. This is a consultative transfer with an automatic complete and better error handling.

Default value: Two-Step

Use with: Avaya Agent Web Client, and IC Client SDK

Agent/Desktop/WAC properties

The following section describes the properties that affect the behavior of the Web Agent with Avaya Agent.

AlwaysOnTop

Description: If set to Yes, Avaya Agent will stay on top of all other applications on the agent's desktop.

Default value: No

Use with: Avaya Agent desktop

AppMode

Description: Mode of the Web Agent Client application.

Default value: avaya

Use with: Avaya Agent desktop

HomeDir

Description: The agent's home directory.

Default value: ../WebAgent

Use with: Avaya Agent desktop

ShowOnChatActivate

Description: If Yes, then the Web Agent client will appear when an agent activates a Chat. For example, when the agent double-clicks on the chat in the Chat task list.

Default value: Yes

Use with: Avaya Agent desktop

ShowOnChatSelect

Description: If Yes, then the Web Agent client will appear when an agent selects a chat task. For example, when the agent clicks on the chat in the Chat task list.

Default value: No

Use with: Avaya Agent desktop

ShowOnEmailActivate

Description: If Yes, then the Web Agent client will appear when an agent activates an email. For example, when the agent double-clicks on the email in the Email task list.

Default value: Yes

Use with: Avaya Agent desktop

ShowOnEmailSelect

Description: If Yes, then the Web Agent client will appear when an agent selects an email. For example, when the agent clicks on the email in the Email task list.

Default value: Yes

Use with: Avaya Agent desktop

TraceLevel

Description: This is a Debug Level for the Web Agent Client.

Default value: 9

Use with: Avaya Agent desktop

Agent/Desktop/WebClient properties

The following section describes the properties for defining the behavior of Avaya Agent Web Client.

AlwaysOnTop

Description: When set to *Yes*, IC displays the Avaya Agent Web Client on top of other windows.

Default value: No

Use with: Avaya Agent Web Client

BaseFont

Description: Specifies which font is used for the Avaya Agent Web Client user interface. The supported values are:

- Arial, sans-serif
- Arial, serif
- Georgia, sans-serif
- Georgia, serif
- Helvetica, sans-serif
- Helvetica, serif
- Times New Roman, sans-serif
- Times New Roman, serif
- Verdana, sans-serif
- Verdana, serif

Default value: Arial, sans-serif

Use with: Avaya Agent Web Client

BaseFontSize

Description: Specifies the font size that should be used for the Web Client UI. Use this property in conjunction with BaseFonts to make fonts "fit" well into the UI.

Default value: 11

Use with: Avaya Agent Web Client

DebugEnabled

Description: When set to *Yes*, enables debugging capabilities in the Web Client

Default value: No

Use with: Avaya Agent Web Client

DesktopPreferences

Description: Stores all the preferences from the desktop. For example, things like widget and window sizes and positions. DO NOT attempt to edit this field.

Default value: NA

Use with: Avaya Agent Web Client

LogLevelClient

Description: Specifies the level of logging for Avaya Agent Web Client on the client-side. The logging levels are:

- 6-Fatal - Logs Fatal level errors only
- 5-Error - Logs Error and Fatal level errors
- 4-Warning - Logs Warning, Error, and Fatal level errors
- 3-Info - Logs Info, Warning, Error, and Fatal level errors
- 2-Debug - Logs Debug, Info, Warning, Error, and Fatal level errors
- 1-Trace - Logs Trace, Debug, Info, Warning, Error, and Fatal level errors

Important:
Enabling lower levels of logging could result in performance degradation. For example, the Chat application may run out of memory if the log level is set to anything except 6-Fatal or 5-Error.

Default value: 5-Error

Use with: Avaya Agent Web Client

LogLevelServer

Description: Specifies the level of logging for Avaya Agent Web Client on the server-side. Setting the log level at a given number will result in logging at that level and all levels higher. This property only acts as a filter to the **log4j** file configuration of Avaya Agent Web Client.

- 1-Trace - Logs Trace, Debug, Info, Warning, Error, and Fatal level errors
- 2-Debug - Logs Debug, Info, Warning, Error, and Fatal level errors
- 3-Info - Logs Info, Warning, Error, and Fatal level errors
- 4-Warning - Logs Warning, Error, and Fatal level errors
- 5-Error - Logs Error and Fatal level errors
- 6-Fatal - Logs Fatal level errors only

Important:
Enabling lower levels of logging could result in performance degradation.

Default value: 5-Error

Use with: Avaya Agent Web Client, and IC Client SDK

Skin

Description: The name of the skin to use for Avaya Agent Web Client

Default value: avayaplain

Use with: Avaya Agent Web Client

TCDelay

Description: The TCDelay property specifies the time delay in milliseconds for TransferCancel and TransferComplete to overcome the race condition between events from the switch, and events processed by Avaya Agent Web Client to avoid the operation failure.

Note:
By default, TCDelay is set to zero if you do not specify the value. The recommended value of TCDelay is 1500 milliseconds (that is, 1.5 sec). If Avaya Agent Web Client disconnects the call during consult/conference even after providing appropriate delay, then increment the TCDelay value in a step of 200 milliseconds and re-login the agent, this may be repeated until the appropriate delay time is reached where Avaya Agent Web Client does not disconnect the call.

Default Value: 0 (zero)

Use with: Avaya Agent Web Client and IC Client SDK

Template

Description: The name of the template to use for Avaya Agent Web Client

Default value: avaya_agent

Use with: Avaya Agent Web Client

WorkingDirectory

Description: This is the working directory for Avaya Agent Web Client. Avaya recommends you set this to a directory that is accessible from the Web Application Server. The Web Application Server is used to run the server side of Avaya Agent Web Client.

Default value: *No default set*

Use with: Avaya Agent Web Client, and IC Client SDK

Agent/Desktop/WebClient/ServiceConnection properties

The section describes the properties for associating dynamically loaded Service Connections.

ServiceConnection_1

Description: .This is a classname of a Service Connection to be loaded into the WebClient at initialization time.

Default value: *No default set*

Use with: Avaya Agent Web Client

Similarly, you can add classname for ServiceConnection_2, ServiceConnection_3, ServiceConnection_4, and ServiceConnection_5

Agent/Desktop/WebClient/Preferences properties

Agent/Desktop/WebClient/Preferences contains dynamically generated persistence settings for agents. The actual properties that are in Agent/Desktop/WebClient/Preferences will be varied. Instances of these properties will only be created at the Agent level as the settings for a given agent are saved. To reset an Agent's settings, you should remove all property instances in Agent/Desktop/WebClient/Preferences.

Agent/Desktop/WebClient/Preferences/PreferredWorkload properties

Agent/Desktop/WebClient/Preferences/Preferred Workload contains agent preferred workload levels by media channel.

Chat

Description: Stores the agent preferred chat workload level; set by the agent in the Preferences dialog of Avaya Agent Web Client. Changes in the Preferences dialog overwrite the current value of this property

Default value: None, populates when the agent changes values in the Preferences dialog.

Use with: Avaya Agent Web Client

Related properties: BlendingMode on page 238 and AllowBlendingModeChange on page 234. Both of these properties must be set to true for this property to be used.

Email

Description: Stores the agent preferred email workload level; set by the agent in the Preferences dialog of Avaya Agent Web Client. Changes in the Preferences dialog overwrite the current value of this property

Default value: None, populates when the agent changes values in the Preferences dialog.

Use with: Avaya Agent Web Client

Related properties: BlendingMode on page 238 and AllowBlendingModeChange on page 234. Both of these properties must be set to true for this property to be used.

Voice

Description: Stores the agent preferred voice workload level; set by the agent in the Preferences dialog of Avaya Agent Web Client. Changes in the Preferences dialog overwrite the current value of this property

Default value: None, populates when the agent changes values in the Preferences dialog.

Use with: Avaya Agent Web Client

Related properties: BlendingMode on page 238 and AllowBlendingModeChange on page 234. Both of these properties must be set to true for this property to be used.

Agent/Desktop/WrapUp properties

The following section describes the properties for defining the behavior of WrapUp in Avaya Agent Web Client.

CollectCodesWhen

Description: Specifies when codes are collected within the WrapUp session. If you want to collect the codes at the beginning, set the property for `Start`. If you want to collect the codes at the end, set the property for `End`. The supported values are:

- Start - Codes are collected at the beginning of the wrap-up session.
- End - Codes are collected at the end of the wrap-up session.

Default value: Start

Use with: Avaya Agent Web Client

Related properties: WrapUpEnabled on page 243, and WrapUpType on page 244

CompleteAfterCodes

Description: When set to *Yes*, the application completes work automatically after the system collects the WrapUp codes. When set to *No*, the agent must use the **Complete** button to indicate all after contact work is finished.

If CollectCodesWhen is set to *End*, then CompleteAfterCodes does not affect the application.

Default value: Yes

Use with: Avaya Agent Web Client

Related properties: WrapUpEnabled on page 243, WrapUpType on page 244, and CollectCodesWhen on page 299

EnterWhen

Description: Specifies when the system enters the WrapUp phase. If you want the system to enter the WrapUp phase all the time, set the property for `Always`. If you want the system to enter the WrapUp phase at the end of each contact, set the property for `Selective`. The supported values are:

- Always - Wrap-up will always be entered at the end of a contact
- Selective - Whether to enter wrap-up or not is left up to the agent to decide

Default value: Always

Use with: Avaya Agent Web Client

Related properties: WrapUpEnabled on page 243, WrapUpType on page 244, and SelectiveDefault on page 300

SelectiveDefault

Description: Determines the initial state of requesting WrapUp or not when EnterWhen is set to *Selective*. The supported values are:

- Not Requested - When a contact arrives at the agent's desktop, the default will be to not enter wrap-up.
- Requested - When a contact arrives at the agent's desktop, the default will be to enter wrap-up.

Default value: Requested

Use with: Avaya Agent Web Client

Related properties: WrapUpEnabled on page 243, WrapUpType on page 244, and EnterWhen on page 300

Agent/Desktop/WrapUpDialog properties

The following section describes the properties that affect the behavior of the Wrap Up Dialog in the agent interface.

DefaultCategoryGroup

Description: The Default Category Group to use for WrapUp Codes.

Default value: *No default set*

Use with: Avaya Agent desktop, Avaya Agent Web Client, and IC Client SDK

Related properties: WrapUpEnabled on page 243, WrapUpType on page 244, and DefaultTenant on page 301

DefaultTenant

Description: The Default Tenant from which to retrieve Category Group for WrapUp Codes.

Default value: *No default set*

Use with: Avaya Agent desktop, Avaya Agent Web Client, and IC Client SDK

Related properties: WrapUpEnabled on page 243, WrapUpType on page 244, and DefaultCategoryGroup on page 301

Required

Description: If set to Yes, then the Agent is required to select a WrapUp code.

Default value: No

Use with: Avaya Agent desktop, and Avaya Agent Web Client

Related properties: WrapUpEnabled on page 243, and WrapUpType on page 244

Contact/AgentDesktop property descriptions

The following section describes the property that affects emails escalated from a tenant's web site.

TenantLogoURL

Description: The location of the tenant logo that Avaya IC should send when an email is escalated from the web site.

Default value: *No default set*

Use with: Avaya Agent desktop

Email property descriptions

The Email property section provides configuration and runtime information that is used by Email Management.

This section includes the following topics:

- Email/Agent properties on page 303
- Email/Runtime properties on page 304

Email/Agent properties

The following section describes the property that affects agent emails.

ReviewQuota

Description: Whole number percentage of outbound emails sent to review prior to delivery.

The outbound email workflow uses this value to determine what percentage of an agent's outbound emails need to be approved by a supervisor. For details, see *Avaya IC Media Workflow Reference*.

Default value: 0

Use with: Avaya Agent desktop and Avaya Agent Web Client

Email/Runtime properties

The following section describes the Email Management runtime properties.

CurrentSequenceDate

Description: Do not modify, for system use only.

Default value: N/A

Use with: Avaya Agent desktop and Avaya Agent Web Client

CurrentSequenceNumber

Description: Do not modify, for system use only.

Default value: N/A

Use with: Avaya Agent desktop and Avaya Agent Web Client

LastConfigDump

Description: Do not modify, for system use only.

Default value: N/A

Use with: Avaya Agent desktop and Avaya Agent Web Client

RunningServerId

Description: Do not modify, for system use only.

Default value: N/A

Use with: Avaya Agent desktop and Avaya Agent Web Client

RunningServerName

Description: Do not modify, for system use only.

Default value: N/A

Use with: Avaya Agent desktop and Avaya Agent Web Client

QUI property descriptions

The QUI property descriptions includes the following topic:

- QUI/General properties on page 306

QUI/General properties

The following section describes the environmental properties.

AlertGracePeriod

Description: Determines the length of time that makes up the grace period when dealing with alerts.

Default value: 5

Use with: Avaya Agent desktop

AlertWindow

Description: Determines the position of the alert form in the following format: left/top/height/width.

Default value: 0|0|2100|15045

Use with: Avaya Agent desktop

AudibleAlerts

Description: Determines if a beep is played when an alert is received by the agent.

Default value: TRUE

Use with: Avaya Agent desktop

CustomDictionary

Description: Specifies the custom dictionary that is used by the application for spell checking.

Default value: *No default set*

Use with: Avaya Agent desktop

DebugLevel

Description: Determines the DCO debug level. This can be set to 0, 1, 2, or 3.

For clients and application servers:

- Errors only - 0
- Errors + warnings (default) - 1
- Errors + warnings + info - 2
- Errors + warnings + info + debug - 3

For Data servers:

- None - 0
- Open/close connections - 1
- All commands (i.e. all SQL) - 2
- All commands and return values - 3

Default value: 3

Use with: Avaya Agent desktop

EscalationAgent

Description: When using multiple QAlert Agents, specifies which agent receives escalations.

Default value: 1

Use with: Avaya Agent desktop

FaxClient

Description: Determines if client side fax integration is available. The FaxDefault property must be set to Client.

Default value: FALSE

Use with: Avaya Agent desktop

FaxDefault

Description: Determines the default fax to use. This property can be set to Client or Server. FaxMAPI and FaxServer are relevant only if FaxDefault is set to Server.

Default value: Server

Use with: Avaya Agent desktop

FaxMAPI

Description: Determines if MAPI fax is enabled. The FaxDefault property must be set to Server.

Default value: FALSE

Use with: Avaya Agent desktop

FaxServer

Description: Determines if a fax server is available. The FaxDefault property must be set to Server.

Default value: FALSE

Use with: Avaya Agent desktop

FaxServerAgent

Description: Determines the fax server agent. This property is set programmatically, do not change.

Default value: 2

Use with: Avaya Agent desktop

FaxServerName

Description: Specifies the name of the fax server machine.

Default value: Faxsvr

Use with: Avaya Agent desktop

ForeignFieldItalics

Description: Determines how to display foreign fields labels and contents. True display them in italics. False displays foreign fields the same as other labels or controls.

Default value: TRUE

Use with: Avaya Agent desktop

HTMLForm

Description: Determines the position of the HTML form in the following format: left/top/height/width.

Default value: *No default set*

Use with: Avaya Agent desktop

InitialFoci

Description: Determines the first focus that is displayed when the application starts up.

Default value: *No default set*

Use with: Avaya Agent desktop

LTSplit

Description: Determines the top position of the splitter in a long text field.

Default value: 4500

Use with: Avaya Agent desktop

MailDefault

Description: Determines the default setting to use for mail. The values for this property are Client or Server. MailServer and MailServerAgent are relevant only if MailDefault is set to Server.

Default value: Server

Use with: Avaya Agent desktop

MailMAPI

Description: Determines whether MAPI mail is available. The MailDefault property must be set to Server. More information is available in the *Avaya Agent Integrator's Guide*.

Default value: FALSE

Use with: Avaya Agent desktop

MailServer

Description: Determines if server mail is available. The MailDefault property must be set to Server.

Default value: TRUE

Use with: Avaya Agent desktop

MailServerAgent

Description: Specifies the ID of the QAlert agent to use for server mail. Used for QAlert running on UNIX only.

Default value: 2

Use with: Avaya Agent desktop

MaxForms

Description: Determines the maximum number of the application's focuses that can be open at one time.

Default value: 10

Use with: Avaya Agent desktop

MaxRecords

Description: Determines the maximum number of records that can be retrieved when a search is performed.

Default value: 100

Use with: Avaya Agent desktop

OldStyleButtons

Description: Determines the shape of the button in the application. If set to True, the buttons are displayed in a rectangular shape.

Default value: FALSE

Use with: Avaya Agent desktop

PagerClient

Description: Determines if client side pager integration is available. The PagerDefault property must be set to Client.

Default value: FALSE

Use with: Avaya Agent desktop

PagerDefault

Description: Pagers can be used for escalation and normal notification events. For escalation events, the page is fired through Notification server. Custom IC Scripts must be written to handle these notifications. Escalations through Notification server are included out-of-the-box. This setting specifies the location of the pager software which sends pager notifications.

The property's values are Server and Client:

- Server indicates that Notification server triggers pager notifications.
- Client indicates that the client's pager software sends notifications.

Default value: Server

Use with: Avaya Agent desktop

PagerServer

Description: Determines whether to use QAlert to trigger pager notification. PagerDefault property must be set to Server.

Default value: FALSE

Use with: Avaya Agent desktop

PagerServerAgent

Description: If your environment has multiple Notification server instances, use this setting to specify the Notification server agent that triggers pager notifications.

Default value: 2

Use with: Avaya Agent desktop

PagerServerEmail

Description: Determines whether to use Notification server to trigger Pager Email notification. The PagerDefault property must be set to Serveremail.

Default value: FALSE

Use with: Avaya Agent desktop

PagerServerName

Description: Determines the name of the pager server machine.

Default value: Pagesvr

Use with: Avaya Agent desktop

PollForAlerts

Description: Determines whether the agent is configured to poll for alerts.

Default value: TRUE

Use with: Avaya Agent desktop

PollingInterval

Description: Determines the interval at which the agent polls for alerts. The agent must be configured to poll for alerts with the PollForAlerts property enabled.

Default value: 1

Use with: Avaya Agent desktop

PrintClient

Description: Determines whether a client-side print server integration is available. The PrintDefault property must be set to Client.

Default value: FALSE

Use with: Avaya Agent desktop

PrintDefault

Description: Sets the default printer. This property can be set to Client or Server. A client uses the printers that are defined on the client machine, and a server uses only the printers that are defined on the server machine.

Default value: Client

Use with: Avaya Agent desktop

PrintServer

Description: Determines if print server is available. The PrintDefault property must be set to Server.

Default value: FALSE

Use with: Avaya Agent desktop

PrintServerAgent

Description: Specifies the printer to be used as the default printer in an environment with multiple print servers.

Default value: 2

Use with: Avaya Agent desktop

PrintServerName

Description: Determines the name of the print server.

Default value: Printsvr

Use with: Avaya Agent desktop

QScriptWindow

Description: Sets the position of the IC Script form using the format: left|top|height|width.

Default value: *No default set*

Use with: Avaya Agent desktop

ReportServerAgent

Description: Specifies the QAlert agent that triggers scheduled reports in an environment that has multiple Notification server instances, use this setting to specify Notification server agent that triggers scheduled reports.

Default value: 3

Use with: Avaya Agent desktop

ReuseDeletedFocuses

Description: Determines the number of focuses to be saved for reuse.

Default value: 5

Use with: Avaya Agent desktop

ReuseDeleteFocusInstances

Description: Determines how many focus instances are saved for reuse.

Default value: 3

Use with: Avaya Agent desktop

SeverityList

Description: Specifies the list of enumerated strings for the Severity column on the application starting from low.

Default value: Low|Medium|High|Critical|Special

Use with: Avaya Agent desktop

Theme

Description: This sets the color theme for the Avaya IC application.

Default value: OCEAN BLUE

Use with: Avaya Agent desktop

ShowBatchAdministrator

Description: Determines access control for the Batch Administrator. False denies access.

Default value: TRUE

Use with: Avaya Agent desktop

ShowLinkIcon

Description: Determines whether to display link icons for 1:M relation.

Default value: FALSE

Use with: Avaya Agent desktop

ShowReportWriter

Description: Determines access control for the Report Writer. False denies access to the Report Writer.

Default value: TRUE

Use with: Avaya Agent desktop

ShowSQL

Description: Determines access control for the SQL menu option. False denies access to this option.

Default value: TRUE

Use with: Avaya Agent desktop

ShowWorkSchedule

Description: Determines access control for the Work Scheduler. False denies access to the Work Scheduler.

Default value: TRUE

Use with: Avaya Agent desktop

SQLTextWindow

Description: Determines the position of the SQL text form in the following format: left/top/height/width.

Default value: *No default set*

Use with: Avaya Agent desktop

StandardDictionary

Description: The name of the standard dictionary used during spell checking.

Default value: american.vtd

Use with: Avaya Agent desktop

TypeLibraries

Description: Registers all of the specified Type Libraries.

Default value: *No default set*

Use with: Avaya Agent desktop

UseDefaultControlHeight

Description: Determines if the design time height setting is overridden.

Default value: TRUE

Use with: Avaya Agent desktop

UseForeignSearchNULL

Description: Determines if NULL is used in foreign search speciality.

Default value: TRUE

Use with: Avaya Agent desktop

WordWrap

Description: Determines if word wrap is enabled in long text fields.

Default value: FALSE

Use with: Avaya Agent desktop

WordWrapCol

Description: Determines the column position where word wrap occurs.

Default value: 70

Use with: Avaya Agent desktop

WorkSchedule

Description: Determines the work schedule for the site. This is set programmatically. Change with caution.

Default value: *No default set*

Use with: Avaya Agent desktop

System/Configuration property descriptions

The following section describes the system settings for Avaya IC.

ChatLoginServer

Description: Specifies the hostname of the chat web site server. For IC Manager and Web site integration to work, you must change the default value.

Default value: %WEBLINK_SERVER%.%WEBLINK_DOMAIN%

Use with: IC Manager

ChatLoginServerPort

Description: Specifies the port number used by the chat web site server. Typically uses 80 for non-secure HTTP and 443 for HTTPs.

Default value: 80

Use with: IC Manager

ChatLoginServerProtocol

Description: Specifies the protocol used by the chat web site server. Typically uses http or https.

Default value: http

Use with: IC Manager

ChatLoginServerWebsite

Description: Specifies the chat website. This is the virtual directory of the web site.

Default value: website

Use with: Avaya Agent desktop

EmailLoginServer

Description: Specifies the server that hosts the login page for the Email Template Administration website. For IC Manager and Web site integration to work, you must change the default value.

Default value: %IMC_SERVER%.%IMC_DOMAIN%

Use with: IC Manager

EmailLoginServerPort

Description: Specifies the port number used by the server that hosts the login page for the Email Template Administration website. Typically uses 80 for non-secure HTTP and 443 for HTTPS.

Default value: 80

Use with: IC Manager

EmailLoginServerProtocol

Description: Specifies the protocol used by the server that hosts the login page for the Email Template Administration website. Typically uses HTTP or HTTPS.

Default value: http

Use with: IC Manager

EmailLoginServerWebsite

Description: Specifies the virtual directory of the Email Template Administration website.

Default value: rlmanager

Use with: IC Manager

EmailServer

Description: Specifies the hostname of the Email Management server. For IC Manager and Web site integration to work, you must change the default value.

Default value: %IMC_SERVER%.%IMC_DOMAIN%

Use with: Avaya Agent desktop

EmailServerPort

Description: The port number used by the Email Management server for Mail Template Administration.

Default value: 19114

Use with: Avaya Agent desktop

EnableContentAnalysis

Description: Alerts the system that Content Analysis should be used when processing Email.

Default value: *No default set*

Use with: Avaya Agent desktop

Voice/Configuration property descriptions

The following section describes the MTT configuration properties.

autoloadimp

Description: Enables or disables the automatic loading of the implementation file when the client machine is started. The implementation file will be downloaded to the client machine every time an agent logs into the Avaya Agent application.

Default value: True

Use with: Avaya Agent desktop

autoloadint

Description: Enables or disables the automatic loading of the interface repository file when the client machine is started. The implementation file will be downloaded to the client machine every time an agent logs into the Avaya Agent application.

If need to add a custom server, you must either:

- Set this option to True for each client (or for a workgroup or the entire system) and then log in under each client's ID, or
- Manually copy `vespidl.pk` to each client's machine.

Once you have updated all of the client desktops with the custom server, Avaya recommends that you reset this property to False in order to improve startup performances.

Default value: True

Use with: Avaya Agent desktop

logfilesize

Description: The size in bytes the log file can grow to. Valid range is between 1K and 50MB.

Default value: 25000000

Use with: Avaya Agent desktop

ronatimeout

Description: Sets the Redirect On No Answer time for calls.

Default value: 0

Use with: Avaya Agent desktop

Related properties: Use the Agent/Desktop/Voice property, RONATimeout on page 289 for the Avaya Agent Web Client application.

ServerFailureRetryCount

Description: The number of times Avaya IC should try to Assign a contact to a VESP server if it receives a server failed event.

Default value: 100000

Use with: Avaya Agent desktop

ServerFailureWaitDuration

Description: The number of milliseconds to wait between VESP server retries.

Default value: 5000

Use with: Avaya Agent desktop

trace

Description: Enables various levels of MTT logging for agents. More than one value can be specified by entering values separated by a comma, for example idl,flush. The trace values are:

- idl - log vesp requests to and replies from IC servers
- flush - flush logs immediately to logs
- explain - fail-over logic explained for each request in the logs
- shiptime - tell when a request is actually shipped on the wire from agent client machine
- timing - log elapsed time for each vesp request

Default value: *No default set*

Use with: Avaya Agent desktop

Index

A

account.text.userprop tenant property 68
accounts
  Admin 111
  creating for customers 70
  dcobridge 112
  default management process 72
  disabling customer 72
  icmbridge 112
  modifying customer 71
  website 111
actions, and the support role 106
AddCustomer workflow 73
adding
  properties to user accounts 69
address, specifying for an agent 94
Admin account 111
admin default account 27
admin properties 226
admin/agent properties 226
admin/agent/channel properties 228
admin/general properties 229
admin/server properties 230
Administrator role 105
Advocate
  activating for agents 109
Agent Editor 91
Agent History tab 98
Agent Manager 89, 91
Agent Notes tab 98
agent properties 232
Agent role 106
agent/desktop properties 234
agent/desktop/AddressBook properties 245
Agent/Desktop/Chat 246
Agent/Desktop/Chat/Application 249
agent/desktop/contactsuspension properties 251
Agent/Desktop/CustomerContacts 252
agent/desktop/directory properties 253
agent/desktop/directory/skillproficiency properties . . 256
agent/desktop/directory/voice properties 259
agent/desktop/email properties 260
agent/desktop/email/alertinfo/req properties 262
agent/desktop/email/alertinfo/sme properties 263
Agent/Desktop/Email/Application 264
agent/desktop/prompter properties 270
Agent/Desktop/QuickFind properties 271
Agent/Desktop/Resources properties 272
agent/desktop/screenpop properties 273
agent/desktop/softphone properties 279
Agent/Desktop/Spelling properties 280
Agent/Desktop/StatusBar properties 283
Agent/Desktop/Voice properties 286
agent/desktop/wac properties 291
Agent/Desktop/WebClient properties 293, 296
Agent/Desktop/WebClient/Preferences properties 297, 298
Agent/Desktop/WebClient/Preferences/PreferredWorkload properties 298
agent/desktop/wrapup properties 299
agent/desktop/wrapupdialog properties 301
agent/security properties 275
AgentEmailDrafts.xml file 166
AgentPreferences.xml file 166
AgentResources.xml file 166
agents
  activating Advocate 109
  adding custom information 110
  adding notes for 98
  and failover order 97
  and queues 205
  assigning passwords 102
  assigning properties to 107
  assigning roles and privileges 103
  Auto Sort 114
  basic information 92
  changing 115
  changing multiple records 116
  committing changes 116
  configuring media channels for 99
  creating 91
  definition 23
  deleting 117
  employee information 93
  entering contact information 94
  entering membership information 97
  entering system information 95
  home directory 159
  including in UAD or Avaya Agent Web Client Address Book 96
  listing in the Agent Manager 91
  out of office 96
  overview 89
  searching for 114
  security information 102
  shared directory for 164, 166
  shared resources for 167

skills . . . 107
sort listings . . . 114
specifying codes for . . . 177-185
specifying external . . . 96
viewing DataWake for . . . 86
viewing record history . . . 98
workgroups of . . . 49
working directory . . . 160
Agents directory . . . 165
Alarm Monitor . . . 42
Alarm server
re-establishing monitoring . . . 42
alarms . . . 42, 43
filter duplicate . . . 43
application.properties file . . . 165, 168
default parameters in . . . 168
WebACD server parameters in . . . 169
assigning
agent group memberships . . . 97
queues to workgroups . . . 211
tenant and workgroup properties . . . 57
auto agent, specifying . . . 95
Auto Load
for agents . . . 91
Auto Sort . . . 207
auxiliary groups . . . 182
auxwork codes . . . 177-185
creating . . . 182
available topics, viewing in FAQ database . . . 192
Avaya Agent
home directory . . . 159
resetting system time zone . . . 43
Avaya Agent Web Client
working directory . . . 160
Avaya IC
determining structure . . . 25
implementing structure . . . 27
overview . . . 23
Avaya IC Customer HTML Chat Client . . . 119
customization . . . 121
customizing . . . 124
features . . . 120
limitations . . . 122
localization . . . 151
software . . . 123
troubleshooting . . . 153
Avaya Interaction Center. *See* Avaya IC

B

backup the directory server . . . 37
beep on alarm . . . 43
browser, environment setting . . . 41
browsers
customers . . . 123
Business Advocate
voice parking device for . . . 205

C

categories
for skills . . . 108
for wrap up . . . 179
category codes . . . 177-185
changes
committing . . . 116
viewing for agent records . . . 98
changing
agents . . . 115
multiple agent records . . . 116
privileges . . . 105
properties . . . 202
property names and datatypes . . . 202
property sections . . . 202
property settings . . . 203
property values . . . 203
queues . . . 216
tables . . . 222
the Admin password . . . 36
chat
Avaya IC Customer HTML Chat Client . . . 119
chat channel
agent confirmation . . . 171
configuring for agents . . . 99
configuring RONA . . . 170
default timeout . . . 172, 176
properties for . . . 228
property for contact arrival . . . 251
property for enabling . . . 229
RONA . . . 170
system properties . . . 318
chat queue . . . 205
CIRS
alarm if not found . . . 43
clearing alarms . . . 43
Clerk role . . . 106
cluster
definition . . . 24
codes . . . 177-185
administration tasks . . . 178
wrap up codes . . . 179
Codes Manager . . . 177
columns
sorting and resizing . . . 31
configuration files for Web Agent . . . 168
configuration settings, saving . . . 35
configuring
agent confirmation . . . 171
default timeout . . . 172, 176
home directory . . . 159

RONA for chat . . . 170
UNC to UNIX path mapping . . . 162
voice queues . . . 211
working directory . . . 160
connections . . . 39
contact acceptance RONA . . . 170, 175
contact information for agents . . . 94
contact/agentdesktop properties . . . 302
Content Analyzer
task privileges . . . 106
Control+click . . . 32
copying
codes . . . 178
creating
agent skills . . . 108
agents . . . 91
auxwork and logout codes . . . 182
customer accounts . . . 70
privileges . . . 105
properties . . . 199, 200
property sections . . . 199
queues . . . 208
sites . . . 35
tables . . . 219
tenants and workgroups . . . 55
virtual queues . . . 214
wrap up codes . . . 181
cumulative inheritance . . . 195
customer requirements, browsers . . . 123
customer service representative. *See* agent
customers
creating accounts for . . . 70
default account management process . . . 72
disabling accounts . . . 72
email address used when sending email from website. 190
modifying accounts . . . 71
viewing DataWake history . . . 86
customizing
IC Manager . . . 32
tenant website properties . . . 124
tenant websites . . . 64
user information for tenants . . . 68
Web Agent . . . 168
website source code . . . 66

D

Data Connector server
connecting to . . . 39
data sources . . . 39
primary . . . 39
secondary . . . 39
database
accessing FAQ . . . 189
connecting to . . . 39
deleting agents from . . . 117
maintaining FAQ . . . 188
updating agent information . . . 116
viewing FAQ . . . 189
database connections . . . 39
datatype, changing for a property . . . 202
DataWake
adding filters . . . 83
overview . . . 77
regular expressions . . . 78
ripple regular expressions . . . 78
DataWake, viewing . . . 86
DCO server
dcobridge account . . . 112
dcobridge account . . . 112
debug levels
setting for IC Manager . . . 40
default admin account . . . 27
DefaultTenant . . . 51, 55
definition
agent . . . 89
Avaya IC terms . . . 23
context for website . . . 66
FAQ (Web Self-Service) database . . . 188
IC Manager main window . . . 30
properties . . . 50
tenant . . . 50
tenant website . . . 61
virtual queue . . . 214
workgroup . . . 49
DeleteCustomer workflow . . . 74
deleting
agents . . . 117
privileges . . . 105
properties . . . 204
queues . . . 217
tables . . . 221
tenants and workgroups . . . 60
user properties . . . 69
device
definition of . . . 23
using as an agent . . . 89, 96
Device Editor, described . . . 208
Device Manager . . . 206
device. *See* queues
directory
home . . . 159
working . . . 160
Directory server
backing up . . . 37
tables in . . . 219
displaying inheritance information . . . 58
document
replacing in FAQ database . . . 192

searching for in FAQ database . . . 192
viewing proposed in FAQ database . . . 191
domain
assigning agents to . . . 97
definition . . . 23
monitoring alarms . . . 42
DS tables. *See* tables

E

Editor role . . . 106
email activation RONA . . . 174
email address
associated with FAQ document . . . 190
specifying for an agent . . . 94
email channel
configuring for agents . . . 100
properties for . . . 228, 303
property for contact arrival . . . 251
property for enabling . . . 229
RONA . . . 174
system properties . . . 318
email properties . . . 302
email queue . . . 205
email services
task privileges . . . 106
email/agent properties . . . 303
email/runtime properties . . . 304
employee Id, specifying . . . 93
enabling media channels . . . 229
environment information, setting . . . 41
Equipment field on Agent Editor . . . 101
escalations, and the support role . . . 106
exiting IC Manager . . . 33
export configuration, environment setting . . . 41
exporting server settings . . . 41
exporting table information . . . 223
expressions
regular . . . 78
ripple regular . . . 78
external agent, specifying . . . 96

F

failover
and agents . . . 97
FAQ
accessing database . . . 189
editing and deleting topics . . . 192
email address associated with . . . 190
maintaining . . . 188
related topics . . . 188
searching for documents . . . 192
setting up . . . 188
submitting new documents . . . 190
viewing . . . 189
viewing proposed documents . . . 191
FAQ database, task privileges for . . . 105
fax number, specifying for an agent . . . 94
files, sharing among agents . . . 164, 166
filter duplicates, for alarms . . . 43
filters for DataWake . . . 83
finding agents . . . 114
frames, described . . . 31

G

GlobalPreferences.xml file . . . 165
GlobalResources.xml file . . . 165
grouping rules for workgroups . . . 54

H

help, accessing online . . . 34
history, viewing DataWake records . . . 86
home directory . . . 159
set up . . . 156
HomeDir property . . . 164, 168
hostname resolution . . . 41
hosts option for alarms . . . 42
Hummingbird SearchServer. *See* SearchServer

I

IC Manager
Admin account . . . 111
administering to the FAQ database . . . 189
customizing . . . 32
exiting . . . 33
locking . . . 33
overview . . . 30
privileges in . . . 105
resetting system time zone . . . 43
running multiple versions . . . 34
using . . . 27
ICM server
icmbridge account . . . 112
icmbridge account . . . 112
ignore low priority alarms . . . 43
import configuration, environment setting . . . 41
importing server settings . . . 41
importing table information . . . 223
inheritance
displaying information for . . . 58
for properties . . . 107
properties . . . 194
sample scheme for . . . 197
Interaction Center. *See* Avaya IC

L

languages
- for codes . . . 178
- for tenant websites . . . 62

lexicons . . . 165
localization
- Avaya IC Customer HTML Chat Client . . . 151

locking IC Manager . . . 33
log files
- directory for Web Agent . . . 165

log levels
- for IC Manager . . . 40

logging in to IC Manager . . . 27
logon ID, assigning to an agent . . . 95
logout codes, creating . . . 182
lookup tables. *See* tables

M

main window, components of . . . 30
maintaining a FAQ database . . . 188
management process for customer accounts . . . 72
manager, assigning to an agent . . . 93
media channels
- chat configuration . . . 99
- configuration parameters . . . 101
- configuring for agents . . . 99
- email channel properties . . . 303
- email configuration . . . 100
- properties contact arrival . . . 251
- properties enabling . . . 229
- properties for . . . 228
- queues for . . . 205
- system properties . . . 318
- task privileges for email . . . 106
- voice channel properties . . . 321
- voice configuration . . . 100

Membership tab, described . . . 55
menu bar, described . . . 30
Miscellaneous tab on Agent Editor . . . 110
monitoring alarms . . . 42
multiple agent records, changing . . . 116
multiple items, selecting . . . 32

N

name, specifying for agents . . . 93
names, reserved table names . . . 224
network activity . . . 31
new documents for FAQ database . . . 190
non-cumulative inheritance . . . 196
notes, entering for agents . . . 98

O

online help, accessing . . . 34
Operator role . . . 106
out of office, specifying for agents . . . 96
outcome codes . . . 177-185
outcome, for wrap up . . . 179
overview . . . 23, 52
- agent roles . . . 103
- agents . . . 89
- FAQ (Web Self-Service) database . . . 188
- IC Manager . . . 30
- properties . . . 50, 193
- queues and devices . . . 205
- tables . . . 219
- tenants . . . 50
- workgroup . . . 49

P

page push . . . 126
parking device, for advocate . . . 205
password
- assigning to agents . . . 102
- changing for Admin account . . . 36

pop up on emergencies . . . 43
Postmaster role . . . 106
primary data sources . . . 39
privileges, assigning to agents . . . 103
properties . . . 193-204
- agent
  - home directory . . . 159
  - working directory . . . 160
- assigning to agents . . . 107
- assigning to Avaya IC entities . . . 201
- assigning to tenants and workgroups . . . 57
- changing . . . 202
- changing property names and datatypes . . . 202
- changing property sections . . . 202
- changing settings . . . 203
- changing values . . . 203
- codes . . . 177-185
- configuring for media channels . . . 101
- creating . . . 200
- creating sections . . . 199
- cumulative inheritance . . . 195
- definition . . . 23
- deleting . . . 204
- displaying inheritance information . . . 58
- for customer accounts . . . 68
- for customizing Web Agent . . . 168
- for shared resources . . . 164
- for tenant websites . . . 65
- inheritance . . . 194

non-cumulative inheritance . . . 196
overview . . . 50, 193
sample inheritance scheme . . . 197
setting up . . . 199
WrapUpEnabled . . . 179
Properties tab, described . . . 55
property
account.text.userprop . . . 68
security.usercreation . . . 70
userprop.opt.title . . . 69
property descriptions . . . 225-322
admin section . . . 226
admin/agent section . . . 226
admin/agent/channel section . . . 228
admin/general section . . . 229
admin/server section . . . 230
agent section . . . 232
agent/desktop section . . . 234
agent/desktop/AddressBook section . . . 245
Agent/Desktop/Chat . . . 246
Agent/Desktop/Chat/Application . . . 249
agent/desktop/contactsuspension section . . . 251
Agent/Desktop/CustomerContacts . . . 252
agent/desktop/directory section . . . 253
agent/desktop/directory/skillproficiency section . . . 256
agent/desktop/directory/voice section . . . 259
agent/desktop/email section . . . 260
agent/desktop/email/alertinfo/req section . . . 262
agent/desktop/email/alertinfo/sme section . . . 263
Agent/Desktop/Email/Application . . . 264
agent/desktop/prompter section . . . 270
Agent/Desktop/QuickFind . . . 271
Agent/Desktop/Resources . . . 272
agent/desktop/screenpop section . . . 273
agent/desktop/Softphone properties . . . 279
agent/desktop/softphone section . . . 279
Agent/Desktop/Spelling . . . 280
Agent/Desktop/StatusBar . . . 283
Agent/Desktop/Voice . . . 286
agent/desktop/wac section . . . 291
Agent/Desktop/WebClient . . . 293, 296
Agent/Desktop/WebClient/Preferences . . . 297, 298
Agent/Desktop/WebClient/Preferences/PreferredWorkload . . . 298
agent/desktop/wrapup . . . 299
agent/desktop/wrapupdialog section . . . 301
agent/security section . . . 275
contact/agentdesktop section . . . 302
email section . . . 302
email/agent section . . . 303
email/runtime section . . . 304
qui section . . . 305
qui/general section . . . 306
system section . . . 318
voice section . . . 321
property sections
changing . . . 202
creating . . . 199
deleting . . . 204
setting up . . . 199

Q

Queue field on Agent Editor . . . 101
queues
assigning to workgroups . . . 211
changing . . . 216
creating . . . 208
deleting . . . 217
general information . . . 209
overview . . . 205
types of . . . 205
virtual . . . 214
workgroups of . . . 49
qui properties . . . 305
qui/general properties . . . 306

R

raise emergency alarms . . . 43
reason codes . . . 177-185
reason, for wrap up . . . 179
regular expressions . . . 78
related topics in FAQ database . . . 188
re-monitor option for alarms . . . 42
requirements
agent group memberships . . . 97
browsers . . . 123
domains for agents . . . 89
for tenants . . . 50
for workgroups . . . 52
resizing columns . . . 31
resources, sharing among agents . . . 167
restoring the directory server . . . 38
right-click menus . . . 31
ripple regular expressions . . . 78
role
Administrator . . . 105
Agent . . . 106
Clerk . . . 106
Editor . . . 106
Operator . . . 106
overview . . . 103
Postmaster . . . 106
Supervisor . . . 105
Support . . . 106
RONA
changing default behavior . . . 173, 177
chat channel . . . 170
configuring agent confirmation . . . 171
configuring default timeout . . . 172, 176

configuring for chat . . . 170
contact acceptance . . . 170, 175
email activation . . . 174
email channel . . . 174
ronaenqueueworkgroup_chat . . . 173
ronaenqueueworkgroup_email . . . 177
running multiple versions of IC Manager . . . 34

S

saving configuration settings . . . 35
sc.xml file . . . 41
searching
for agents . . . 114
for FAQ documents . . . 192
secondary data sources, connections to . . . 39
security
administrator privilege and . . . 103
assigning passwords . . . 102
for agents . . . 102
security.usercreation tenant property . . . 70
selecting multiple items . . . 32
self-help. *See* FAQ
server
definition . . . 23
importing and exporting settings . . . 41
sorting . . . 207
set password, for Admin . . . 36
set up
home directory and working directory . . . 156
setting up
agents . . . 91
Avaya IC . . . 27
database connections . . . 39
environment information . . . 41
FAQ database . . . 188
media channels . . . 99
properties and property sections . . . 199
sites . . . 35
settings for properties . . . 203
shared directory for agent files . . . 164, 166
shared resources for agent files . . . 167
Shift+click . . . 32
site
assigning agents to . . . 98
creating . . . 35
definition . . . 23
skills
assigning to agents . . . 108
creating categories . . . 108
defining . . . 107
sorting
agent information . . . 91
agents . . . 114
codes . . . 178
columns . . . 31
server information . . . 207
status bar, described . . . 31
structure of Avaya IC . . . 25
implementing . . . 27
Supervisor Control menu . . . 189
Supervisor role . . . 105
Support role . . . 106
switch password . . . 100
system information
setting for agents . . . 95
system properties . . . 318
system time zone, resetting . . . 43

T

tables
changing table information . . . 222
creating . . . 219
deleting . . . 221
importing and exporting information . . . 223
overview . . . 219
reserved names . . . 224
tabs, described . . . 30
task ceiling
for chat tasks . . . 99
for email tasks . . . 100
for voice tasks . . . 101
setting maximum . . . 96
task levels, specifying for agents . . . 95
task load
for chat tasks . . . 99
for email tasks . . . 100
for voice tasks . . . 101
setting maximum . . . 96
task.autoaccept.time . . . 172, 176
tasks
privileges for . . . 103
tenant website properties . . . 124
tenants
and workgroups . . . 49
assigning properties . . . 57
assigning queues to . . . 210
creating . . . 55
customizing user information . . . 68
customizing websites for . . . 64
definition . . . 24
deleting . . . 60
language options for . . . 62
modifying . . . 59
overview . . . 50
websites for . . . 61-87
testing
alarms . . . 43
timer environment setting . . . 41

toolbar
adding buttons to . . . 32
described . . . 30
troubleshooting
Avaya IC Customer HTML Chat Client . . . 153

U

UAD or Avaya Agent Web Client Address Book, including agent in . . . 96
UAD or Avaya Agent Web Client Address Book, including agents in . . . 96
UNC to UNIX path mapping
configuring . . . 162
UndeleteCustomer workflow . . . 74
UpdateCustomer workflow . . . 74
URL for tenant website index page . . . 67
userprop.opt.title tenant property . . . 69
users
adding properties to . . . 69
customizing information for . . . 68

V

values
changing for a property . . . 203
deleting for a property . . . 204
values, for properties . . . 200
viewing
DataWake records . . . 86
the FAQ database . . . 189
virtual queue . . . 206, 214
voice channel
configuring for agents . . . 100
properties for . . . 228, 321
property for contact arrival . . . 251
property for enabling . . . 229
system properties . . . 318
voice parking device . . . 205
voice properties . . . 321
voice queue . . . 205
configuration options . . . 211

W

Web Agent
customizing . . . 168
shared files for . . . 165
Web Management
website account . . . 111
Web Self-Service feature. *See* FAQ database
WebACD server
configuration parameters for . . . 169
ronaenqueueworkgroup_chat . . . 173
ronaenqueueworkgroup_email . . . 177
WebSchedule Callback . . . 74
configuring properties . . . 75
Website
account . . . 111
website account . . . 111
website context . . . 66
websites for tenants . . . 61-87
customizing . . . 64
customizing source code . . . 66
language options for . . . 62
specifying index page URL . . . 67
workflow
AddCustomer . . . 73
DeleteCustomer . . . 74
UndeleteCustomer . . . 74
UpdateCustomer . . . 74
workgroup
definition . . . 24
workgroups . . . 52
assigning agents to . . . 97
assigning properties . . . 57
creating . . . 55
deleting . . . 60
example . . . 53
grouping rules . . . 54
modifying . . . 59
overview . . . 49, 52
working directory . . . 160
set up . . . 156
wrap up codes . . . 177-185
creating . . . 181
WrapUpEnabled property . . . 179