User Guide

AOL-ICQ Instant Messenger Gateway

Release 4.0



Contact Center Express

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For the most current versions of documentation, go to the Avaya Contact Center Express support Web site: http://www.avayacce.com/Public_Downloads.htm.

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CHAPTER 1

Preface

The following few pages provides information that will help you use this document.

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Related Documents

For more information on how the AOL-ICQ Instant Messenger Gateway interacts with the Simple Messaging Media Store, refer to the *Simple Messaging Media Store User Guide*.

For more information on how Contact Center Express media stores interact with the Media Director, refer to the *Media Director User Guide*.

Knowledge Base

For information on any errors and updates relating to this document, visit the ***Avaya Contact Center Express Knowledge Base*** (http://support.avayacce.com).

CHAPTER 2

Introduction

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What is AOL-ICQ Instant Messenger Gateway?

Instant Messaging is becoming a principle mechanism for communication in both the business-to-business and customer-to-business environments.

Contact Center Express now broadens the customer service capability of your contact center but allowing you to blend AOL or ICQ Instant Messenger messages with inbound telephone calls. Customers or business associates who enjoy using the internet can make contact with you via AOL or ICQ Instant Messenger and receive the same treatment as telephone callers.

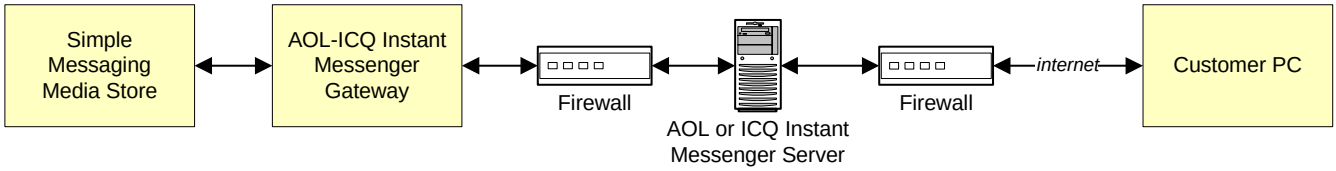
By using your existing computer telephony environment, they can enjoy the benefits of priority queuing and distribution to agents with relevant skills and knowledge.

What's more, customers do not need to install additional client software on their PC. All they need is AOL or ICQ Instant Messenger and the login details you provide them.

AOL-ICQ Instant Messenger Gateway works alongside the Simple Messaging Media Store, Media Director and Contact Center Express Desktop as part of a multimedia suite.

Simple Messaging Media Store is one of three media stores that deliver a range of non-voice work items to contact center agents. (For an overview, refer to the ***The Multimedia Environment*** on page 10.) Providing base messaging functionality for the AOL-ICQ Instant Messenger Gateway, it:

- gives queuing priority to messages received from special customers
- rejects messages from certain customers and automatically email them that this has happened
- only allows messages from certain customers to queue to certain Media Director queues.



AOL-ICQ Instant Messenger Gateway sits between the remote server and Simple Messaging Media Store:

The Multimedia Environment

When a media store receives a new work item from a media source (eg, email server for the Email Media Store, web server for the Simple Messaging Media Store or SQL database for the Preview Contact Media Store), it creates a work item object and passes a reference for that object to Media Director.

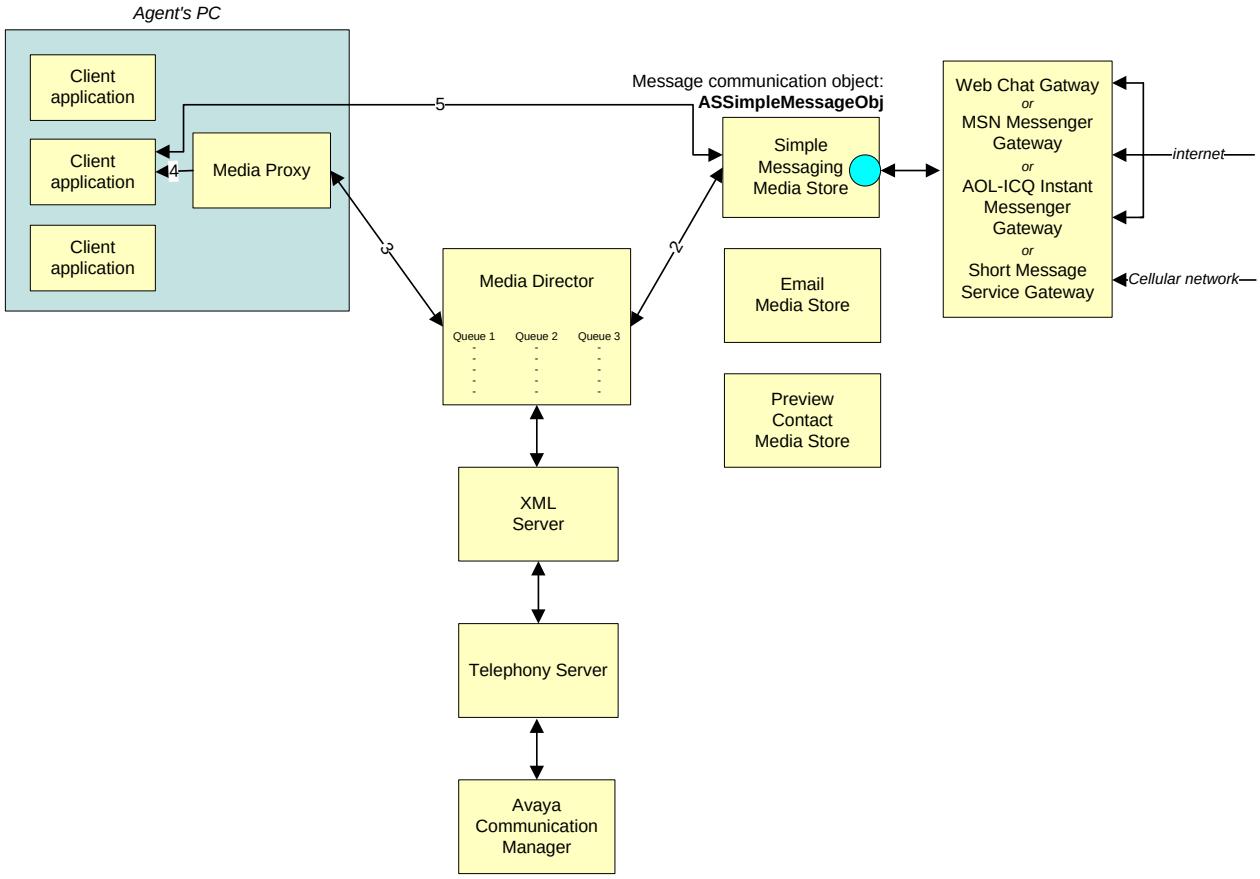
The reference tells Media Director what queue (queue ID) the work item is to be associated with and what priority it must have in the queue. Using the information in its configuration that relates specifically to that queue, the Media Director asks the Avaya Communication Manager (via the Avaya Telephony Server) to generate a phantom call for the object and route it to the appropriate skill.

(Because the Media Director has been written entirely in the .Net environment, the connection to the Telephony Server uses the XML Server and the .Net assemblies.)

When an agent logged into the split/skill becomes available, the Avaya Communication Manager delivers the most appropriate phantom call to that agent. Media Director (via the Telephony Server) is monitoring the VDN and sees the phantom call delivered to the agent. Media Director transfers the work item reference with the oldest, highest-priority object to Media Proxy at the agent desktop. Objects are ranked according to a priority scale with 1 being the highest. There is no lower limit and 5 is the default. For example, if Media Director has an object with priority 1 that has been queued for 1 minute and an object with priority 2 that has been queued for 10 minutes, the priority 1 object gets the agent. Objects that have the same priority are ranked as first-in, first-out.

If the Media Director queue has its preferred agent functionality enabled, work item objects that have a preferred agent ID assigned to them can be delivered to that agent under certain circumstances. If a work item object that specifies an agent of preference is in the queue's group of highest priority work items, and that agent happens to become available, Media Director will transfer the work item to that agent ahead of the other work items that may have been waiting longer. It the preferred agent is not available, the object is delivered in the order it was received to the next available agent.

Media Proxy delivers the reference to the correct Contact Center Express Desktop application based on the specified work item type. Contact Center Express Desktop uses the reference to retrieve the data directly from the actual work item at the media store.


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Client application
Client application
Client application
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Message communication object:
ASSimpleMessageObj
Simple Messaging Media Store
Media Director
Queue 1
Queue 2
Queue 3
Email Media Store
Preview Contact Media Store
XML Server
Telephony Server
Avaya Communication Manager
Web Chat Gatway
or
MSN Messenger Gateway
or
AOL-ICQ Instant Messenger Gateway
or
Short Message Service Gateway
internet
Cellular network

Error Logging

AOL-ICQ Instant Messenger Gateway logs error information relating to its own operation to a series of log files.

A new log file is created for each day of the week. The name of the error log file clearly identifies the application and the day of the week, for example, MonAolIcqGateway.log.

Once a log file reaches the size limit specified in its configuration, it is archived and a new file is created. (Note: The archive only stores one log file. If the second error log reaches the specified maximum size, it overrides the previously archived log file.)

The types of errors logged by the error log are determined by the logging level retrieved from the application's configuration data. Levels of error logging are:

- **0.** No error logging takes place.
- **1.** Logs fatal, major, minor and trace information.
- **2** Logs fatal, major and minor errors.
- **4.** Logs fatal and major errors.
- **8.** Logs fatal errors only.

Each file records the selected logging level as well as the date, time, location and description of every error that occurs.

Error log files are automatically saved into the application's current working folder (the same folder as the application executable).

Diagnostic Testing Error Logging

There is one other error log level, which enables you to create log files that don't override each other every time the maximum log file size limit is reached. This logging level is designed for diagnostic purposes only and can be achieved by adding 128 to one of the logging level values mentioned above. For example, if you specify **Error Log Level**=129, new error log files will be continuously created for this application that contain fatal, major, minor and trace information.

Each new file has a unique name based on the date (year, month and day) and time (in hours, minutes and seconds) it was created. For example: 20061116155404ASMediaDirector.log.

Warning: To prevent a multitude of log files affecting your available disk space, this error logging level should only be used for short periods of time while carrying out diagnostic testing.

Installation Requirements

The specifications listed here are the **minimum** recommended. As far as is known and unless otherwise stated, Contact Center Express and its components should be compatible with all higher specification hardware configurations and software versions that those listed here.

Note: The following are not yet supported

- Microsoft .Net Framework 3.0
- Microsoft .Net Framework 3.5

Desktop

For Contact Center Express Desktop, Contact Center Express Reporting, Contact Center Express Control Panel and Supervisor.

Hardware: 1.6 GHz Pentium, 512MB of RAM, 50MB of free hard disk space, DVD drive, graphics card capable of supporting 1024x768 resolution monitor, mouse or other Windows-compatible pointing device, and TCP/IP LAN connection.

Software: Either Windows Vista (Enterprise), Windows XP Professional 32-bit SP2/SP3, Citrix Presentation Server 3.0.2 or Windows Terminal Services 32-bit with Application Enablement Services (AE Services) client software release 4.2.1, Microsoft Internet Explorer 6.0 SP1 and Microsoft .Net Framework 2.0 or 2.0 SP1.

Server

For License Director, XML Server, Configuration Server, Application Management Director, Media Director, all Media Stores and Gateways, Call Routing Server and Virtual Agent.

Hardware: A 2.4 GHz Pentium with 2GB of RAM.

Software: Either Windows 2003 Server (Enterprise & Standard) 32-bit, Windows 2008 Server (Enterprise & Standard) 32-bit with Application Enablement Services (AE Services) client software release 4.2.1, Microsoft Internet Explorer 6.0 SP1 and Microsoft .Net Framework 2.0 or 2.0 SP1. VMWare and Virtual Server are also supported.

Interaction Data Service

The Interaction Data Service requires its own dedicated server with the same minimum requirements as the server specifications listed above - excluding Microsoft Internet Explorer which is not required.

Database

Interaction Data Server (ActiveInteractionData), Configuration Server (ACS), ASMSControl Database, ASMSData and ASContact Databases may be installed on either Microsoft SQL Server 2008 or Microsoft SQL Server 2005.

Email Server

Only POP3/SMTP supported: Microsoft Exchange Server 2003, Version 6.5 or Microsoft Exchange Server 2007.

Developers

Developing applications: Windows XP Professional 32-bit SP2/SP3 with Microsoft Visual Studio 2005, Application Enablement Services (AE Services) client software release 4.2.1, Microsoft Internet Explorer 6.0 SP1 and Microsoft .Net Framework 2.0 or 2.0 SP1.

Install AOL-ICQ Instant Messenger Gateway

AOL-ICQ Instant Messenger Gateway is installed as a separate server component. For full instructions on how to install this application, refer to the *Contact Center Express Installation Guide*.

The *Contact Center Express Installation Guide* is on the Contact Center Express DVD (Overview and Miscellaneous folder) or can be downloaded from the ***Avaya Contact Center Express website*** (http://www.avayacce.com).

CHAPTER 3

Administration

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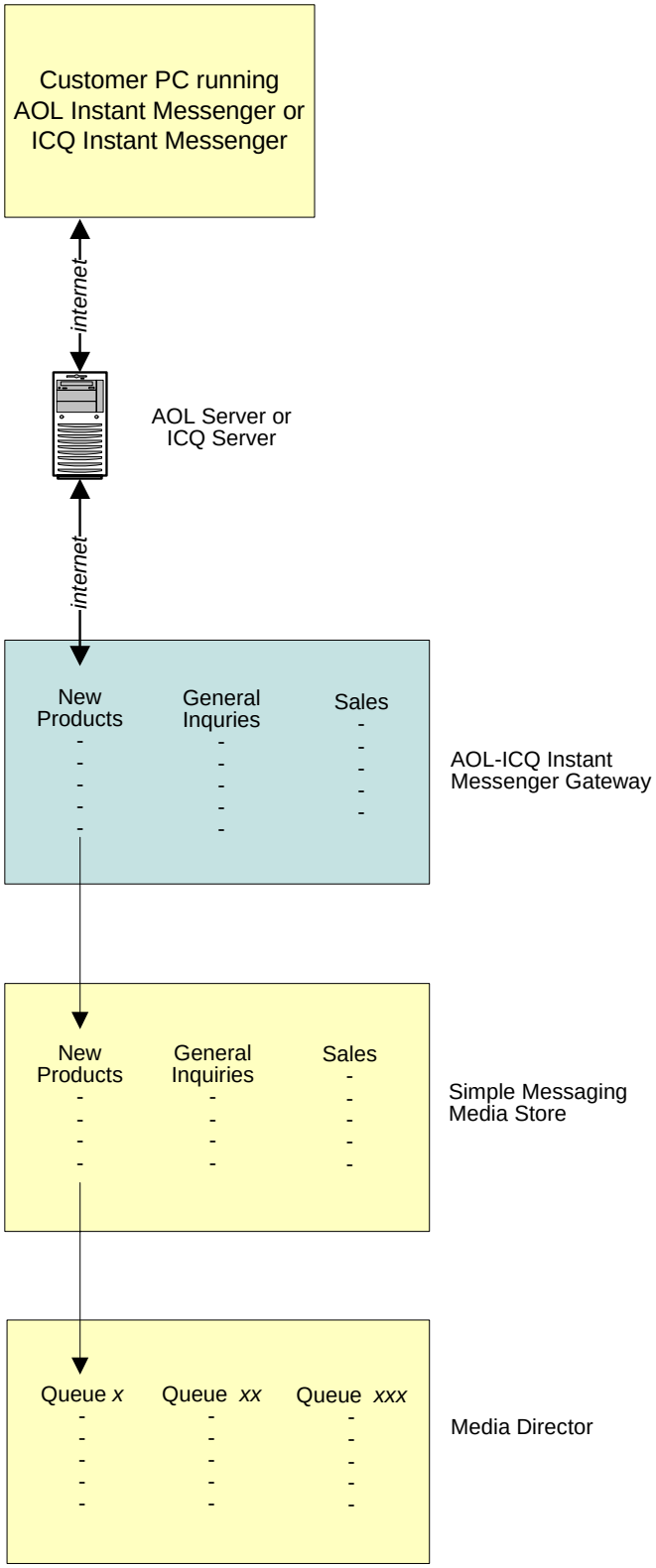
Configuration Overview

Configuring AOL-ICQ Instant Messenger Gateway requires you to list the service areas for your business. Each service has its own associated AOL or ICQ account name and Simple Messaging Media Store queue to enable the flow of conversation requests.

In the example outlined in the following diagram, the customer signs into AOL or ICQ Instant Messenger and adds a company AOL or ICQ account name to their contact list.

When they initiate a conversation with that company, AOL-ICQ Instant Messenger Gateway automatically matches the AOL or ICQ account name with a remote service queue in its configuration. It then automatically forwards the conversation request to the Simple Messaging Media Store queue assigned to that that service.

Simple Messaging Media Store automatically forwards the conversation request to the Media Director queue configured for that queue.

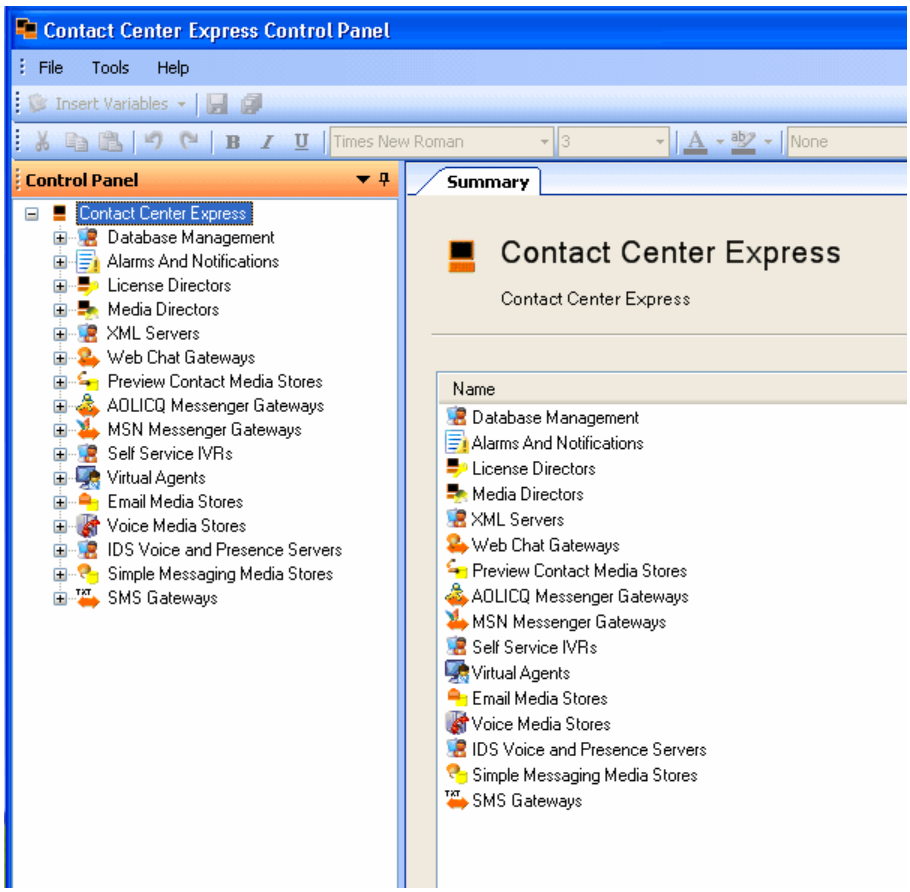

Customer PC running
AOL Instant Messenger or
ICQ Instant Messenger
internet
AOL Server or
ICQ Server
internet
New
Products
General
Inquries
Sales
AOL-ICQ Instant
Messenger Gateway
New
Products
General
Inquiries
Sales
Simple Messaging
Media Store
Queue x
Queue xx
Queue xxx
Media Director

Start / Configure / Monitor Service

The configuration and monitoring of this Contact Center Express service is accomplished by the Application Management Service.

One component of this service is the Contact Center Express Control Panel, a user interface that allows you to add and change configuration and operation information about currently monitored servers.

For detailed information on how to configure this service, refer to the about the *Contact Center Express Control Panel User Guide.pdf.*



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