Administering Avaya one-X® Agent with Central Management

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Contents

Chapter 1: Introduction to Avaya Central Management....5
- Introduction....5
  - Supported browsers....5
  - Accessing online help....6

Chapter 2: Getting started....7
- Logging on to Central Management....7
- Logging out of Central Management....7
- Planning a client configuration in Central Management....8

Chapter 3: User administration....11
- Importing users into Central Management....11
- Adding users in Central Management....13
  - Editing user details....16
  - Filtering users....17
  - Activating and deactivating a user....18
  - Central Management roles....18
- User groups in Central Management....19
  - Creating user groups....19
  - Editing user groups....21
  - Deleting groups....22
  - Filtering groups....22

Chapter 4: Administering templates and settings....25
- Location data in Central Management....25
  - Importing location data....25
  - Editing location data....26
  - Filtering location data....26
- Central Management templates....27
  - Creating templates....28
  - Configuring telephony login settings....28
  - Configuring agent login settings....29
  - Configuring IM login settings....29
  - Viewing phone numbers....30
  - Configuring work handling settings....30
  - Configuring audio greetings....31
  - Configuring screen pop settings....32
  - Configuring launch applications....33
  - Configuring the directory settings....34
  - Configuring work log settings....34
  - Configuring voice mail integration....35
  - Codes....35
  - Configuring event logging....37
  - Configuring Outlook contacts....38
  - Configuring dialing rules....38
  - Configuring touch tone shortcuts....39
  - Configuring IM alerting and greetings for agents....39
  - Configuring IM responses....40
  - Configuring TTY-General....41

Configuring TTY-Abbreviations....42
Configuring the incoming call handling settings....43
Configuring basic video permissions....43
Configuring video-advanced settings....44
Configuring agent user interface settings....44
Contact lists....45
Adding a contact list....46
Attaching contact list to templates....48
Filtering and sorting the contact list table....49
Detaching contact list from a template....49

Chapter 5: Central Management configuration field descriptions....51
Telephony Login panel field descriptions....51
Agent Login panel field descriptions....53
IM login field descriptions....53
Work Handling panel field descriptions....54
Audio Greetings panel field descriptions....55
Directory panel field descriptions....56
Work Log panel field descriptions....58
Voice Mail Integration panel field descriptions....59
Event Logging panel field descriptions....59
Dialing Rules field descriptions....61
Touch Tone Shortcuts panel field descriptions....62
Call Handling panel field descriptions....63
Contact Details dialog box field descriptions....64
User Interface panel field descriptions....65

Chapter 6: Troubleshooting Central Management....67
Internal server error when starting Avaya one-X Agent Central Management UI....67
403 error from Central Management....67
Central Management unavailable message....67
Hot-desking feature not working....68
No agent profile on desktop....68
No connection between Central Management and JBoss and Postgres....68
Central Management does not work after installation....69

Appendix A: Backup and restore data....71
Backing up Central Management configuration and administration data....71
Restoring Central Management configuration and administration backup data....71

Index....73

Chapter 1: Introduction to Avaya Central Management

Introduction

Avaya Central Management is a Web-based solution developed to centrally manage operations for contact centers running Avaya one-X Agent. It can manage end points, Avaya one-X Agent users, and agent configuration data from a central location. This is an optional solution that Avaya one-X Agent clients can deploy based on their management requirement. Avaya one-X Agent Central Management has a task-based user interface that helps in efficient and effective management of Avaya one-X Agent users and user settings. The user interface is consistent with the Avaya one-X Agent client interface for the respective settings and therefore is easy to configure.

Central Management features

Some of the prominent Central Management features are:

- Provides secure and role-based access.
- Provides centralized control of end points.
- Allows creating global settings for all users.
- Allows creating parent and child templates that can be assigned to agent groups based on role and business area.
- Centrally controls agents from accessing various critical client settings.
- Supports Active Directory User infrastructure.
- Centrally stores settings changes made by an agent and makes them available the next time the agent logs on.
- Centrally stores and manages predefined location data that links a desktop to Communication Manager. This enables agent to hot-desk.

Related topics:

Supported browsers on page 5
Accessing online help on page 6

Supported browsers

The Central Management Web interface supports the following browsers:

- Internet Explorer 7.x or later
- Firefox 3.x or later

Accessing online help

Prerequisites

Switch off any popup blocker for your browser as it may block the online help from opening either on in a new tab or a browser window.

Click the **Help** link on the top right corner of your Web page to access the online help.

The online help opens in a separate browser window or browser tab according to your browser configuration.

Chapter 2: Getting started

Logging on to Central Management

Prerequisites

1. Obtain the administrator user ID and password for Avaya one-X Agent Central Management from the technical team.
2. Make sure you use one of the following browsers to log on to Avaya one-X Agent Central Management console:
    - Internet Explorer 7.x or later
    - Firefox 3.x or later

1. Use the following URL in your browser to log on to Central Management: *https://<host>/oneXAgentCM*

   where <host> is the fully qualified domain name (FQDN) or IP address of the Central Management server.

   The system displays an authentication dialog box.
2. Enter the provided user ID in **User name**.
3. Enter the provided password in **Password**. This logs you on to Central Management.

   Tip:

   If you are logging on for the first time, you must log on using `onexagentcm` or `sroot` as user ID and `oxacm1` or `sroot01` as password respectively. Subsequently, a Web Administrator user must be created in Central Management and the same user must also exist on the Active Directory.

Logging out of Central Management

Make sure you have saved the changes made in Central Management before you log out.

Close your browser window to log off Central Management.

Planning a client configuration in Central Management

This section provides a general guideline that you can follow to perform a client configuration using Central Management.

Follow the directions sequentially in this section to optimize your efforts in configuring a client setup.

1. Plan the setup

Plan the setup so that you know how many templates you will need. Planning the setup also requires collecting information on the number of accounts that agents may require to handle. You must identify the common and distinguishing requirements for each account and accordingly plan for creating templates.

2. Create the templates

Having identified the client requirements and the accounts that agents need to handle, create the templates that will cater to those requirements. Initially you can create only the template structure and can create and name the templates you require. These can be configured later as more and more detailed requirements arise. These templates will serve as profiles for each agent handling calls for your specified account.

3. Create agent groups

Create agent groups and assign roles to groups. You can use these agent groups to assign users to each template.

4. Assign templates to agent groups

Assign the corresponding template to each agent group. The groups inherit the user configurations and other settings of the template and share a common configuration for the assigned account.

5. Create user list using comma separated values (CSV) file

Use the example CSV file, available from the Import Users page of Central Management, to create a user list with respective user roles and templates to which they must be assigned. This will save you from configuring each user on Central Management. Make sure the role and templates to be assigned are correctly entered in the CSV file. A typographical error may prevent the user from getting assigned to a correct role or template. The users cannot log on

to Avaya one-X Agent if they are not assigned to a template. Therefore, it is prudent to assign all users a high-level or the default template.

6. Import the CSV file of users

Import the CSV file of users into Central Management. The users get assigned to the corresponding roles and templates that you had already created before importing.

7. Assign users to the appropriate groups

Assign users to the appropriate groups that you had already created. Thus, the users get divided based on the account that they are assigned to handle.

8. Assign supervisors to groups

The supervisors roles are already assigned to users when they are imported from the CSV file. However, you must assign supervisors to a user group that they will manage at this stage. The user group automatically gets added to the supervisor's contact list.

9. Create contact lists and assign to a template

Create contact lists of clients for whom you have created the templates. Assign each contact list to its corresponding template. Thus, the agent groups assigned to the templates inherit the contact list.

10. Configure templates

Configure templates according to the contact center setup and the client accounts for which the template was created.

11. Set up any hot-desking locations

Set up any hot seating locations using the Manage Location Data page.

Chapter 3: User administration

Importing users into Central Management

If you have user credentials and roles already imported in a Comma Separated Value (CSV) file stored locally, you can import users with the relevant data into Central Management from the CSV file. If a user already exists on Central Management, the roles and templates get added to the user and are not replaced or deleted. Click the **example** link and you are prompted to save or open the CSV file. Save the CSV file on your system. You can add user details to this CSV file and import it into Central Management.

Tip:

Before importing users, it is advisable to create groups and templates that you plan to assign to the users. This way you can directly add template names in the CSV file and save your effort of assigning templates post import. Templates may be configured or edited later.

Prerequisites

To import users, you must first save the user credentials in a CSV file. The order of column headings in the CSV file must be as follows:

User Name, First Name, Last Name, Email, Role: one-X Agent, Role: one-X Agent Supervisor, Role: Web Administrator, Template: <default>,

The above column headings are explained in the following table:

Column names	Column values
User name	The Avaya one-X Agent user name to be stored in Central Management
First Name	User's first name
Last Name	User's last name
Email	User's e-mail address
Role: one-X Agent	Enter `Y` or `Yes` in this column if user should be assigned a one-X Agent role. Leave blank otherwise.
Role: one-X Agent Supervisor	Enter `Y` or `Yes` in this column if user should be assigned a one-X Agent

Column names	Column values
	Supervisor role, or leave blank otherwise
Role: Web Administrator	Enter `Y` or `Yes` in this column if user should be assigned a Web Administrator role, or leave blank otherwise
Template: <default>	As indicated, substitute <default> with the template name that you want to assign to the user. Enter `Y` or `Yes` in this column against the user name to assign the template. There can be multiple columns corresponding to the templates created in Central Management. However, make sure that the template names exactly match those created in Central Management.

Caution:

Do not delete or overwrite the header row of the CSV file when you add data to the file.

Use the following steps to import user data stored in the CSV file. Make sure that the data and structure of the CSV file complies to the guidelines given above.

1. Click **Import Users** from the Central Management navigation menu.
2. In the **File** field, enter the CSV file path or locate the CSV file by clicking **Browse**.
3. Click **Import** to import users listed in the CSV file.

Next steps

You can view the imported users on the **Manage Users** page.

Adding users in Central Management

Prerequisites

All users to be imported or added to Central Management must exist in the Active Directory database.

1. Click **Manage Users** on the Central Management navigation menu.
2. Click **Add User**. This shows the **User Detail** tab.
3. On the **Details** tab, enter user details in the **Username**, **First Name**, **Last Name**, and **Email** fields.

   Username, **First Name**, and **Last Name** are mandatory fields and must not be left blank. The mandatory fields are marked with an asterisk.

   Note:

   If you click **Save** at this stage, the system saves the user details without a role assigned to the user.

4. To assign user roles, select any of the following check boxes. You can select multiple check boxes to assign multiple roles to the user. Refer to Central Management roles on page 18 to know more about user roles.

   - **one-X Agent**
   - **one-X Agent Supervisor**
   - **Web Administrator**

   After selecting any one of the one-X Agent roles, the **Profiles assigned** tab is displayed. If **one-X Agent Supervisor** role is selected, **one-X Agent** role automatically gets assigned to the user and **My Team** tab is displayed. However, for **Web Administrator** the **Profiles assigned** tab is not displayed.

5. To assign user groups:
   a. Click the **Group membership** tab.
   b. Select a group from the **Group name** list.
   c. Click **Add**.
      The user gets assigned to the selected group. Repeat this step to assign multiple user groups.
6. If the **one-X Agent Supervisor** role is assigned to the user, the **My Team** tab is displayed. Click the **My Team** tab to view the members of the user group assigned to the user. The following group details are displayed in columns on the **My Team** tab:

- **Group member** — displaying the group member names
- **Groups** — displaying the group or groups that each member is assigned to.
- **Email** — email of each group member
- **Username** — user name of each group member

You can sort the **Group member**, **Email**, and **Username** column in ascending and descending order and the corresponding details get aligned accordingly. You can click **First**, **Prev**, **Next**, and **Last** links to navigate in the list of team members if there is a long list of team member names added to a group.

7. To assign user profiles:
   a. Click the **Profiles assigned** tab.
   b. Select a profile from the **Profile name** list. Parent and child profiles are listed in a cascading manner. Child profiles appear indented under the parent profile names.
   c. Click **Add**.

      Repeat this step to assign multiple profiles to the user. A user cannot log on to Avaya one-X Agent unless a profile assigned to the user.

      Note:
      If this user is a hot-desking user, any location data in the assigned profile (logon extension and password) gets overwritten with the location data at which the user logs on.

   d. To customize user profile for the selected user, click the **Profile settings** link in **Edit** column of the **Profiles assigned** tab. This shows the profile editor screen where you can customize the assigned profile for the selected user. To edit the profile, refer to the procedure described under Editing Templates.
8. Click the **Agent Permissions** tab and set appropriate permissions based on the information in the following table. The permissions are divided into **Agent Permissions** and **General Settings**.

Options	Description
Agent Permissions	The section lists the access permissions that you can control. Users can access various features based on the settings selected in this section.
Use Instant Messaging (IM)	Allows users to send instant messages only to contacts in their contact list.
IM contacts not in their contact list	Allows users to send instant messages to contacts outside their contact list.
Can use Soft TTY	Allows users to use soft TTY service to communicate.

Options	Description
Allow Desktop sharing	Allows user to share desktop during an active call.
Window size	Sets the window size of the desktop sharing window. You can select from the following sizes: • **Actual size** • **Full screen** • **25%** • **50%** This option remains disabled if **Allow Desktop sharing** is not selected.
General Settings	The section lists the settings for actions that Central Management must perform when a user logs out from a system.
Delete agent settings from desktop on exit	Deletes the agent settings from the machine that the user had last logged on.
Time between client configuration saves	Sets the time that must elapse before agent settings are deleted from the system that the user had last logged on.

9. Click **Save** to add the user to Central Management.

Next steps

1. Check whether the added user appears in the user list on the **Manage Users** page.
2. Click on the user's name from the user list to view **User Details**.

Related topics:

Editing user details on page 16
Filtering users on page 17
Activating and deactivating a user on page 18
Central Management roles on page 18

Editing user details

Prerequisites

The user must be an administrator or a supervisor to be able to edit user details.

You can edit the following user details:

- All details entered on **Details** tab of the **User Detail** tab.
- User groups assigned on **Group membership** tab.
- User profile assigned on **Profiles assigned** tab.
- User permissions assigned on **Agent permissions** tab.

1. Click **Manage Users** on the Central Management navigation menu.
2. From the user list, select the user's name in the **Name** column for whom you want to make changes in the user details. You can user the **Filter** to filter the required user. This shows the **User Detail** tab with the user name.
3. On the **User Detail** page, perform the following steps:
   a. To edit user's name, user name, and e-mail address, click **Details** tab and make the necessary changes.
   b. To assign or remove groups, use the buttons in **Add/Remove** column of the **Group membership** tab to assign or remove groups for the selected user.
   c. To assign or remove profile, use the buttons in **Add/Remove** column of the **Profiles assigned** tab to assign or remove profiles for the selected user.
   d. To customize user profile for the selected user, click the **Profile settings** link in **Edit** column of the **Profiles assigned** tab. This shows the profile editor screen where you can customize the assigned profile for the selected user.
   e. To make changes in permissions, click the **Agent permissions** tab to change the appropriate settings.
4. After you have made all the changes, click **Save**. The changes are saved to Central Management server.

   Note:
   Roles and templates assigned to the users via a group cannot be removed if the user still continues to be a member of the group. To remove roles and templates, you need to first remove the user from the group and then remove the user role or template from the user.

Next steps

1. Check whether the changes appear for the user on the **Manage Users** page.
2. Click on the user's name from the user list to view **User Details**.

Filtering users

Avaya one-X Agent Central Management provides a quick filtering option to find users from the Central Management user list. You can filter users by their names, by roles, or by their active state.

1. Click **Manage Users** on the Central Management navigation menu. This shows the manage users page with the user list.
2. To filter by name, enter all or part of the user's First name, Last name, or Username in the **Filter** box. The user list gets filtered based on the text entered.
3. To filter by role, select any one of the following roles from the list, which otherwise shows **No roles filtered**. The list gets filtered based on the role selected from the list.
    - **one-X Agent**
    - **one-X Agent Supervisor**
    - **Web Administrator**
4. To filter by name and role, enter the user's first or last name in the **Filter** box and select an appropriate role from the list. The user list gets filtered based on both name and role.
5. To filter by the active state, simply select one of the following list items from the **All users** list box. By default, only activated users are displayed.
    - **Only activated users**
    - **Only deactivated users**
    - **All users**

Activating and deactivating a user

Prerequisites

User must be present on Central Management.

Deactivating a user simply prevents users from accessing Central Management and Avaya one-X Agent. An agents get an `Operation Failed` message when the agent tries to log on to Avaya one-X Agent. When deactivated, all configurations still remain attached to the user.

On activating, the user is able to login using the previously saved configuration data.

1. Click **Manage Users** on the Central Management navigation menu.
   This displays the list of users administered on Central Management.
2. Depending on whether you want to activate or deactivate a user, select one of the following steps:
   - To deactivate a user, clear the **Active** check box corresponding to the user's name.
   - To activate a user, select the **Active** check box corresponding to the user's name.

Central Management roles

The following user roles can be assigned to users administered in Central Management. The following table describes the privileges and restrictions for each role assigned through Central Management.

Role	Privileges
one-X Agent	This role is assigned to contact center users of Avaya one-X Agent. Users assigned with this role have the following rights and restrictions: • Use all the privileges assigned through Central Management but cannot edit them. • Edit their own agent settings on the Avaya one-X Agent UI if they have been flagged as editable from Central Management. Users assigned with this role do not have access to Central Management UI.

one-X Agent Supervisor	This role is assigned to supervisors responsible for handling contact center clients or accounts and supervising one or more groups or agents. If this role is assigned, the one-X Agent role automatically gets assigned to the user. Users assigned with this role can access Central Management. The following are the rights and restrictions for this role: • Use and edit all Central Management settings. • Monitor agent performance through Avaya one-X Agent UI.
Web Administrator	This role is assigned to administrators who need to perform the administrative tasks pertaining to Central Management such as importing and managing location data, and troubleshooting, in case of an occurrence of any technical issue. Although administrators have all the privileges on Central Management, they do not have access to Avaya one-X Agent since they are not the intended end users.

User groups in Central Management

A user group in Central Management is a collection of users having either the same role or handling the same business area. You can create a group and assign roles and templates to the group. These roles and templates get automatically applied to the users assigned to the group. This saves the effort required to individually assign user roles and templates to users.

You can create, edit, delete, and filter groups using Central Management.

Related topics:

Creating user groups on page 19
Editing user groups on page 21
Deleting groups on page 22
Filtering groups on page 22

Creating user groups

1. Click **Manage Groups** on the Central Management navigation menu.
2. Click **Add Group** on the **Manage Groups** page. This shows the **Group Detail** tab with the following tabs:

a. **Group details** tab

b. **Roles** tab

c. **Members** tab

3. On the **Group details** tab, perform the following steps:

   a. Enter a name for the group in **Group name**. This field is mandatory and is marked with an asterisk.

   b. Assign a supervisor from the **Group supervisor** list. Assigning a supervisor is optional and you can skip this step.

      If you assign a supervisor at this step, all the group members appear in the **My Team** list of the supervisor.

   c. Click **Add/Remove Members** to add group members. This shows the user list in a new Add/Remove Members window with check boxes next to each user.

      You can user the **Filter** on the Add/Remove Members window to find required users users. You can filter the user list based on any one or more of the following conditions:

      • Name

      • Role

      • Member/Non-group member

   d. Select the check box to add the respective user to the group. Once the check box is selected, a message indicating the user is added to the members list is displayed. You can add multiple members at the same time.

      To remove users from the list, you can clear the check box against the respective user.

4. On the **Roles** tab, select the user roles that you want to assign to the group members. You can assign multiple roles to the group. These roles are added to any other roles already assigned to the members.

   If you select **one-X Agent** or **one-X Agent Supervisor** role, the **Templates** tab gets added. **Templates** tab does not appear if you are creating a group with **Web Administrator** role.

5. On the **Templates** tab, perform the following steps:

   a. Select a template from the **Template name** list and click **Add** from the **Add/Remove** column. The template gets assigned to the group and appears in the row below.

   b. To view the template settings of the assigned template, click the **Template settings** link corresponding to the assigned template in the view column. This shows a new window where you can view the template settings. To edit the template, refer to Central Management templates on page 27.

6. On the **Members** tab, you can see the members added to the group. You can use **Add/Remove members** link to add or remove group members.
7. Click **Save** to save the group with the given name and assigned details.

Next steps

Check the **Manage Groups** page to see if the added group is shown in the groups list with its assigned attributes.

Editing user groups

You can change the following group details:

- Group name and supervisor.
- User roles assigned to the group.
- Add or remove group members

Perform the following steps to make the necessary changes in the group details:

1. Click **Manage Groups** on the Central Management navigation menu. This shows the group list on the **Manage Groups** page.
2. Select the group for which you want to make changes from the **Group** column. This shows the **Group Detail** tab with the group name displaying details of the selected group.
3. To make changes to the group name and change supervisor, make the relevant changes on the **Group Details** tab.
4. To make changes in assigned roles to the selected group, select the appropriate check box on the **Roles** tab.
5. On the **Templates** tab, perform the following steps:
   a. To change the template assigned to your selected group, select the appropriate template from the **Template name** list and click **Add** in the **Add/Remove** column.
   b. To delete an assigned template, click the corresponding delete button on the **Templates** tab.
   c. To view the template settings, click the corresponding **Template setting** link. This displays a read-only view of template settings in a new window.
6. To add or remove group members, select the **Members** tab and click the **Add/Remove Members** link. This shows the user list in a new window with check boxes against each user.

7. Select the check boxes against users you want to add to your list and clear for the users that you want to remove from the list, and click **Close** to close the window. The selected users get added to your group.
8. To save the changes made to the group settings, click **Save**

Next steps

Select the updated group on **Manage Groups** page and verify whether all settings are updated.

Deleting groups

1. Click the **Manage Groups** on the Central Management navigation menu. This shows the **Manage Groups** page with list of all groups.
2. Select the group you want to delete from the group list.
3. Click the **Delete** button from the **Delete** column. This deletes the selected group.

Note:

- Deleting a group does not: delete the users or roles from the server.
- The roles assigned to users do not get removed after you delete a group. These have to be removed for individual user after the group is deleted.

Filtering groups

You can filter groups by entering a group name, selecting a user role, or using a combination of both group name and user role.

1. Click **Manage Groups** from the Central Management navigation menu. This shows the **Manage Groups** page.
2. To filter groups by name, enter the group name in the **Filter** box. The group list gets sorted based on the text entered.

3. To filter groups by role, select a user role from the **Filter** list box. The group list gets filtered based on the user roles.
4. To filter groups based on both group name and user role, enter the group name in the **Filter** box and select a user role from the list. The group list gets filtered with groups that satisfy both the conditions.

Chapter 4: Administering templates and settings

Location data in Central Management

Location data enables agents to hot-desk. When hot-desking, agents can logon to Avaya one-X Agent client from any desk or location and retrieve their profiles containing their customized settings and user data. Using Avaya one-X Agent Central Management, you can predefine location data for desktops that you know may be used for hot-desking. For each desktop, you specify a *Host Name*, *Extension*, *Password*, and *Call Server address*. When an agent is authenticated successfully at user log in from a desktop identified as a hot-desk, the Avaya one-X Agent desktop client updates the **Extension** and **Password** fields on the Login window with the telephone settings at the new desk. The agent can begin work immediately after assuming full configuration and saved data. At log out, all user data is stored back to the central server.

Related topics:

Importing location data on page 25
Editing location data on page 26
Filtering location data on page 26

Importing location data

Prerequisites

You must first create a CSV file that contains the following data. You can download a sample CSV file from **Import Location Data** page for reference.

1. Host Name — This is one of the following:
   - A fully qualified domain name (FQDN)
   - IP address
2. Extension — The extension number of the endpoint associated with the host
3. Password — The password for the extension
4. Call Server address — The IP address of the call server

Save the CSV file locally and perform the following steps to import location data into Central Management.

1. Click **Import Location Data** on the Central Management navigation menu.
2. Click **Browse** and locate the CSV file that contains the location data or copy the CSV file path in the **File** field.
3. Click **Import** to import the location data.

Next steps

1. Click **Manage Location Data** and check whether the location data appears on the **Manage Location Data** page.
2. If data is not correctly imported or if an error message is shown, check the CSV file for the order in which data was saved.

Editing location data

Prerequisites

To change a location, the location must be first administered on Central Management

1. Click **Manage Location Data** on the Central Management navigation menu. This shows the **Manage Location data** page that lists all the administered locations.
2. To edit the location data, directly make the necessary changes in the list.
3. Click **Apply** to save the changes.

Filtering location data

The location data is filtered based on all the location data fields displayed on the Location Data page.

1. Log on to Central Management and click **Manage Location Data** on the navigation menu. This shows **Manage Location Data** page with the list of administered locations.
2. Enter the keywords in the **Filter** box. The location data list gets filtered based on the keywords entered. The filtered results are shown in a list.

Central Management templates

A template is a collection of user settings. Templates are created to save time and effort spent in user configuration. You, as administrator, can create a template and assign it to an individual Avaya one-X Agent user or a user group. After a template is assigned to a user or a user group, it becomes a profile and the settings saved in the template get applied to the individual users or user groups.

You can restrict users from changing all or specific profile settings. You can create parent and child templates based on the business requirement and expertise. Changes made to a parent template are automatically inherited by the Child template. However, changes made by agents to editable fields override any values specified in a template including inherited changes.

For example, if you create a template containing a value that is not optimal for an agent, the agent may override it in the agent profile by editing that value on the desktop. That change is saved back to Central Management in the respective agent's profile. This allows the agent to edit fields that have not been set as read only, but still take advantage of all the other settings that you have configured. The fields that can be set as read only are provided with a check box adjacent to each field. Absence of a check box means none of the fields can be set as read only and the settings can be edited by Avaya one-X Agent client user. For some configurations, only an **All on this page** check box is available, which sets all the fields for that page as read only. Marking fields as read only must be done carefully in order to avoid causing inconvenience to the Avaya one-X Agent client user when the user requires to use various features of Avaya one-X Agent client.

You can edit templates that are already assigned to users. The templates are saved immediately but are only effective at the next successful logon. The changed settings get downloaded with other settings when the user subsequently logs on to the application. Similarly, the profile changes made by the user become effective at the next successful log on.

Tip:

A **Reset** button is also displayed next to the **Save** button on all the configuration panels discussed in this section. The **Reset** button clears all the entries you type in the data fields. However, this is not described in any of the subsequent configuration procedures.

Related topics:

Creating templates on page 28
Configuring telephony login settings on page 28
Configuring agent login settings on page 29
Configuring IM login settings on page 29
Viewing phone numbers on page 30
Configuring work handling settings on page 30
Configuring audio greetings on page 31
Configuring screen pop settings on page 32
Configuring launch applications on page 33
Configuring the directory settings on page 34
Configuring work log settings on page 34

Configuring voice mail integration on page 35
Codes on page 35
Configuring event logging on page 37
Configuring Outlook contacts on page 38
Configuring dialing rules on page 38
Configuring touch tone shortcuts on page 39
Configuring IM alerting and greetings for agents on page 39
Configuring IM responses on page 40
Configuring TTY-General on page 41
Configuring TTY-Abbreviations on page 42
Configuring the incoming call handling settings on page 43
Configuring basic video permissions on page 43
Configuring video-advanced settings on page 44
Configuring agent user interface settings on page 44

Creating templates

Follow this procedure to create both parent and child templates. Central Management comes with a default template from which you can create other parent or child templates. The procedures for configuring the template are explained separately. While creating a child template, make sure you click **Add** beside the template you want to inherit.

1. Click the **Manage Templates** from the navigation menu of Central Management to view the **Manage Templates** page with a table of already created templates. If you have logged on for the first time, only the default template is seen.
2. Click the **Add** button to add a new template. This shows the **Template Detail** tab and appears as a child template of the default template.
3. Enter the template name in **Template name** box.
4. Click **Save** to save the new template in the template list.

Next steps

Refer to the configuration procedures for **Agent** and **System** settings.

Configuring telephony login settings

Perform these steps after you select the template to configure and the **Template Detail** page is displayed. The system displays a **Revert** icon next to the each field, once you change the field value. If clicked, the **Revert** icon resets the original field value.

1. Click **Login-Telephony** menu of Template Detail. This shows the **Login-Telephony** page.
2. Enter the **Welcome Message** text.

   The **Welcome Message** text is displayed on the Welcome window of Avaya one-X Agent client.
3. Select the appropriate check boxes and enter appropriate values in the relevant fields. Refer to the Telephony Login panel field descriptions on page 51 to enter the appropriate values.
4. To make a field or group of fields read only for the Avaya one-X Agent client users, select the appropriate read only check box.
5. Click **Save** to save the configuration.

Related topics:

Telephony Login panel field descriptions on page 51

Configuring agent login settings

Perform these steps after you select the template to configure and the **Template Detail** page is displayed. The system displays a **Revert** icon next to the each field, once you change the field value. If clicked, the **Revert** icon resets the original field value.

1. Click **Login-Agent** menu of **Template Detail**. This shows the **Login-Agent** page.
2. Select the appropriate check boxes and enter appropriate values in the relevant fields. Refer to the Agent Login panel field descriptions on page 53 to enter the appropriate values.
3. Click **Save** to save the configuration.

Related topics:

Agent Login panel field descriptions on page 53

Configuring IM login settings

Perform these steps after you select the template to configure and the **Template Detail** page is displayed. The system displays a **Revert** icon next to the each field, once you change the field value. If clicked, the **Revert** icon resets the original field value.

1. Click **Login-IM** menu of **Template Detail**. This shows the **Login-IM** page.
2. Select the appropriate check boxes and enter appropriate values in the relevant fields. Refer to the IM login field descriptions on page 53 to enter the appropriate values.
3. To make a field or group of fields read only for the Avaya one-X Agent client users, select the appropriate read only check box.
4. Click **Save** to save the configuration.

Related topics:

IM login field descriptions on page 53

Viewing phone numbers

Prerequisites

Agent must have added additional phone numbers, to be able to view the numbers on this page.

You can only view the phone numbers that the agent has set to be used as **Other Phone** for receiving calls.

1. Click the **Phone Numbers** menu of Template Detail. This displays the **Phone numbers** panel.
2. You can view the various phone numbers that the agent has added to be used as **Other Phone**.
3. Select a phone number from list and you can view its **Phone name** and **Phone number** in the boxes below the list.

Configuring work handling settings

This configuration sets how calls are received at Avaya one-X Agent client.

1. Click **Work Handling** menu on Template Detail. This displays the **Work Handling** panel.
2. Select the appropriate options to set the required work handling behavior. Refer to the Work Handling panel field descriptions on page 54 to select the correct options.
3. To make a field or group of fields read only for the Avaya one-X Agent client users, select the appropriate read only check box.
4. Click **Save** to save the configuration.

Related topics:

Work Handling panel field descriptions on page 54

Configuring audio greetings

Agents can play a prerecorded audio greeting on an incoming call. These greetings may be recorded as standard responses for specific clients or skills for which this template is developed. Greeting triggers are configured to play specific audio greetings on receiving calls from specific numbers, VDNs, or Prompted Digits.

Prerequisites

Agent must have added at least one greeting to be able to configure greetings.

1. Click **Audio Greetings** menu on Template Detail. This displays the **Audio Greetings** panel.
2. Click **Add Audio Greeting** to add a new audio greeting. This adds a blank audio greeting in the box below.
3. Select the audio greeting and enter its name in **Name** field and its description in the **Description** field.
4. Select the appropriate options to set the required audio greeting responses. Refer to the Greeting Triggers panel field description to set the correct options.
5. To make a field or group of fields read only for the Avaya one-X Agent client users, select the appropriate read only check box.
6. Click **Save** to save the configuration.

Related topics:

Audio Greetings panel field descriptions on page 55

Configuring screen pop settings

Screen pops are applications, Web pages, or information displayed to the agent when a call is received from a specific client. Screen pops can be displayed to the agent at a specified stage of the call, for example while ringing, when answered, when missed or when released. You can also set screen pops to be displayed for outbound calls. Screen pops are triggered for incoming and outgoing calls for specific numbers and VDNs.

1. Click the **Screen Pop** menu of Template Detail. This displays the **Screen Pop** panel.
2. Click **Add Screen Pop**. This creates a new untitled screen pop in the box below the **Add Screen Pop** button.
3. Click the newly added screen pop and select **Enable selected Screen Pop for this profile** to enable the screen pop for the current template.
4. Enter a name to the screen pop in the **Screen pop name** box.
5. In the **Address or URL of program** field, perform one of the following steps:
   - To open a remote application containing reference to a Web application as a screen pop, type a valid Web address. For example, *http:// www.mycompany.com/data?tel*
   - To use a windows application as a screen pop, specify a valid directory path of a windows application. For example, type `C:\Program Files \Adobe \Acrobat 7.0\Acrobat\Acrobat.exe`.
6. In the **Command line parameters** field, add the parameter value from those mentioned above. Each call may contain a called name (%n), number (%m), prompted digits (%p), VDN (%v), UUI (%u), Start time (%s), or Date (%d). For example, `http:// www.mycompany.com/data?tel=%v.`

   Refer to the Screen Pops panel field descriptions for more information.
7. To indicate when the application must trigger the screen pop for inbound calls, select one of the following choices from **Inbound call is**:
   - **Ringing**
   - **Answered**
   - **Missed**
   - **Released**
8. To indicate when the application must trigger the screen pop for outbound calls, select one of the following choices from **Outbound call is**:
   - **Connected**
   - **Released**

9. If you want the screen pop to start when an incoming calls appears on a specific VDN, select **Trigger only when VDN is** and enter a VDN in the text box.

   Caution:
   Avoid creating VDNs more than 15 characters long on Communication Manager, as this may cause the VDN to match with multiple VDNs

10. To make a field or group of fields read only for the Avaya one-X Agent client users, select the appropriate read only check box.
11. Click **Save** to save the configuration.

Related topics:

Screen Pops panel field descriptions

Configuring launch applications

You can set the applications that an agent can launch from the **Launch Application** icon on Avaya one-X Agent client interface. These applications can be vital for the accounts or skills for which this template is created.

Important:
While specifying application path, make sure the applications are stored at the specified location uniformly across all Avaya one-X Agent client systems.

1. Click **Launch Applications** menu of Template Detail. This displays the **Launch Applications** panel.
2. Click **Add Application**. This adds an untitled application item in the box below.
3. Select the untitled application item and enter its name in **Application name** field.
4. Enter the application file/folder path or URL in **File, folder, or URL to launch** field.
5. Enter information about the application that would be launched in **Description** field.
6. Optionally, perform the following steps:
   a. To enter additional parameters for the third-party application to be launched from the client interface, enter additional values at the command line in the **Parameter to pass** field.
   b. To assign a default directory to execute a launch item from the client interface, enter the default directory path in the **Default Directory** field.

7. To make **Add Applications** as read only for the agent, select the check box adjacent to **Add Applications**.
8. Click **Save** to save the configuration.

Configuring the directory settings

Public Directory provides access to corporate or public directory services. It functions as a Lightweight Directory Access Protocol client (LDAPv2 or LDAPv3). You must first create and configure the service with Avaya one-X Agent to be able to import or search a contact in the public directory (LDAP).

Perform these steps after you select the template to configure and the **Template Detail** page is displayed. The system displays a **Revert** icon next to the each field, once you change the field value. If clicked, the **Revert** icon resets the original field value.

1. Click **Directory** menu of the Template Detail page. This shows the Directory panel.
2. Click the **Add Directory** button on the Directory panel. This adds a directory item on the Directory panel.
3. Enter an appropriate directory name and appropriate values in the relevant fields. Refer to the Directory panel field descriptions on page 56 to enter the appropriate values.
4. To make the **Add Directory** option read only for the agent, select the check box adjacent to **Add Directory** field.
5. Click **Save** to save the configuration.

Related topics:

Directory panel field descriptions on page 56

Configuring work log settings

You can configure which work logs need to be saved (calls, IM interactions, and TTY interactions), and which transcripts of these interactions.

Prerequisites

The Presence Services must be a part of server installation for the contact center.

1. Click **Work Log** menu of Template Detail. This displays the **Work Log** panel.
2. Select the appropriate check boxes to store the required logs. Refer to the Work Log panel field descriptions on page 58 to select the appropriate options.
3. To make a field or group of fields read only for the Avaya one-X Agent client users, select the appropriate read only check box.
4. Click **Save** to save the configuration.

Related topics:

Work Log panel field descriptions on page 58

Configuring voice mail integration

You can integrate voice mail support with the template. The voice mail system becomes available to all the users who are assigned to the template and can send and receive voice mails.

Prerequisites

The voice mail service is available to only those users whose extensions are registered with the voice mailing service.

The voice mail messages can be integrated with a telephone, an application, or a Web browser.

1. Click the **Voice Mail Integration** menu of Template Detail. This displays the **Voice Mail Integration** panel.
2. Select the appropriate options and enter appropriate values in the fields on the **Voice Mail Integration** panel.

   Refer to the **Voice Mail Integration** panel field description for information on the panel fields.
3. To mark all fields as read only for the agent, select the **All on this page check box**.
4. Click **Save** to save the configuration.

Related topics:

Voice Mail Integration panel field descriptions on page 59

Codes

Codes defined in Central Management appear as reason codes on the Avaya one-X Agent client interface. Codes are numbers assigned to various reasons for which agents cannot

attend calls. You can create codes and assign reasons for which agent cannot attend calls. These codes and reasons must be created under four basic code categories described in the following table:

Code	Description
Auxiliary	Agents select codes from this category if they were not able to attend calls due to reasons that were not related to work or handling calls. For example, agents may be away to attend team meetings, trainings, or for lunch and other miscellaneous activities. You must make sure that you create codes for all obvious and practical reasons for which agents need to stay in auxiliary status.
Logout	Agents select **Logout** codes to provide reasons for logging out of the system. For example, agent may log out for end of shift, change of desks, medical emergency, and so on. While creating **Logout** codes, you must anticipate the reasons for which a **Logout** code might be used and create codes accordingly.
Work	Agents select **Work** codes to perform call-related activities. This includes follow-up work, working on commitments made to the customer on the call, writing mails, and so on. While creating **Work** reason codes, make sure you create codes for most of the common tasks that agents perform after attending calls at your contact center.
Supervisor	Supervisors select codes from this category to assign reasons at the supervisor level. You must anticipate supervisor activities while creating these codes and associated reasons.

You can create child code groups under each of this basic code category and each child group can have multiple child groups or codes. Make sure you assign a unique code to each child group that you create.

In Central Management, you can import codes from a CSV file. You can download prescribed CSV from the reason code example link on the Codes page. You can store the file locally and create codes and assign reasons under the relevant categories.

Subsequently, you can export the existing codes in CSV format, edit the file if required and then again import it to update the existing ones.

Please read the CSV file column descriptions on the Codes page and create codes accordingly. It is important that you create correct parent child groups and codes so that agents get the correct code in the relevant category.

Related topics:

Importing codes on page 37

Importing codes

Prerequisites

You must have a configured CSV file containing all the reason codes that you want to import and attach to the current template.

The codes imported using this procedure are attached to the template and become available to all users of this template. The codes are downloaded to the Avaya one-X Agent client when an agent using this template logs on to Avaya one-X Agent.

1. Click the **Codes** menu of Template Detail.
   This displays the **Codes** panel. Please read the instructions provided on the Codes panel before proceeding to the next steps.
2. Click **Browse** and locate the CSV file you want to import.
   After selecting the CSV file, the path of the CSV file is displayed in the **File** field.
3. Click **Import**.
   The CSV file gets imported and the imported codes are counted and displayed under **Reason Code Counts**.

   Note:
   If you view a template that has inherited codes from another template, the **Codes imported for this template** shows the number of inherited codes.
4. Click **Save** to save the configuration.

Configuring event logging

Configure event logging to record event logs of various levels for Avaya one-X Agent application.

Prerequisites

Make sure you know the various logging levels and the remote host address where the logs must be lodged.

1. Click the **Event Logging** menu of Template Detail. This displays the **Event Logging** panel.
2. Select the appropriate **Logging level** and **Appender** from the lists. Refer to the Event Logging panel field descriptions on page 59 for more information.

3. Enter the host name or IP address in **Remote host for central logging** field for central logging of event logs.
4. To make all fields read only for the agent, select the **All on this page** check box.
5. Click **Save** to save the configuration.

Related topics:

Event Logging panel field descriptions on page 59

Configuring Outlook contacts

Configuring outlook settings enables agents, assigned with this template, to add contacts from their Microsoft Outlook contact list. Agents can add the Outlook contacts to their respective contact lists and communicate using various features of Avaya one-X Agent client.

Prerequisites

Make sure you obtain all the required credentials and location addresses to configure Outlook contacts.

1. Click **Outlook Contacts** menu of Template Detail. This displays the **Outlook Contacts** panel.
2. Enter the Microsoft Outlook exchange server address in the **Exchange Server Address** field.
3. Enter the **User Name** and **Password** for the exchange server in the relevant fields.
4. Enter the server domain name in the **Domain** field.
5. Enter time in seconds in **Timeout** field. This time sets the time interval after which a search for a contact must expire.
6. Click **Save** to save the configuration.

Configuring dialing rules

Perform these steps after you select the template to configure and **Template Detail** tab is displayed. A revert icon appears after changing the field value. If clicked, the revert icon reverts to the original value.

1. Click **Dialing Rules** menu of **Template Detail**. This shows the **Dialing Rules** page.
2. Select the appropriate check boxes and enter appropriate values in the relevant fields. Refer the dialing rules field descriptions to enter the appropriate values.
3. To make all fields read only for the user, select the **All on this page** check box.
4. Click **Save** to save the configuration.

Related topics:

Dialing Rules field descriptions on page 61

Configuring touch tone shortcuts

The touch tone shortcuts created for this template become available to the agents using this template. The Touch Tone Shortcuts are available to the agents on their Dialpad window.

1. Click the **Touch Tone Shortcuts** menu of Template Detail. This displays the **Touch Tone Shortcuts** panel.
2. Click the **Add Shortcut** link.
   This adds an untitled shortcut on the **Touch Tone Shortcuts** panel.
3. Select the untitled shortcut and enter its title in the **Name** field.
4. Enter the associated telephone number in the **Number** field.
5. Repeat steps 2 through 4 to create multiple Touch Tone Shortcuts.
6. To mark all fields as read only for the agent, select the **All on this page** check box.
7. Click **Save** to save the configuration.
   Refer to the **Touch Tone Shortcuts** panel field descriptions for more information on the panel fields.

Related topics:

Touch Tone Shortcuts panel field descriptions on page 62

Configuring IM alerting and greetings for agents

You can configure a text message that is sent as a greeting message when an agent begins an IM session. This can be a standard greeting used for a particular skill or client for whom this template is designed. Conversely, you can also view the various greeting messages that

agents have set if the field is kept editable for the agent. Moreover, you can set how the agent should be alerted for an incoming IM request.

Prerequisites

The Presence Services must be a part of server installation for the contact center.

1. Click **IM-Settings** menu of Template Detail. This displays the **Instant Messaging — Alerts and Greetings** panel.
2. Select the appropriate check box based on the field descriptions below:

Options	Description
Display main window	Displays the Avaya one-X Agent main application window with an incoming IM request.
Display IM window	Displays the IM window with the incoming message.
Flash icon	Flashes the Avaya one-X Agent icon on the task bar for an incoming IM request.
Greeting	Configures an automated greeting response for the template. When an IM interaction starts, an automated configured in this field is sent from the agents system.
Show IM status as Away	Sets the agent's IM status to **Away** after the time interval specified in this field.

3. Enter the greeting text in the **Greeting** box.
4. To make a field or group of fields read only for the Avaya one-X Agent client users, select the appropriate read only check box.
5. Click **Save** to save the configuration.

Configuring IM responses

The text messages configured as IM responses serve as ready-made text responses that agents can send in response to IM requests. The responses can be customized for specific skills or clients for whom this template is created. Conversely, you can also view the responses that agents have set if the field is kept editable for the agent.

Prerequisites

The Presence Services must be a part of server installation for the contact center.

1. Click **IM-Responses** menu of Template Detail. This displays the **Instant Messaging — Responses** panel.
2. Click **Add response**. This adds a blank response in the text box below.
3. Select the blank response and enter the response text in **Response** box.
4. To make a field or group of fields read only for the Avaya one-X Agent client users, select the appropriate read only check box.
5. Click **Save** to save the configuration..

Configuring TTY-General

Configuration of this panel sets the incoming TTY call appearance for agents assigned to this template.

1. Click the **TTY-General** menu of Template Detail. This displays the **TTY** panel.
2. Enter the greeting text followed by the abbreviation GA in the **Greeting** field.
3. To make the Avaya one-X Agent client display the TTY button on every call, select the **Always show TTY button in voice interaction** check box.
4. To invoke the TTY window for every incoming call to the agent, select the **Show TTY window on every voice call** check box.
5. To invoke the TTY only for calls that come from specified numbers configured on the panel or by the agent, select **Show TTY window when a call comes for a number** check box.
6. To add TTY numbers that will automatically invoke the TTY button when a call comes from them:
   a. Click the **Add Phone Number** button.
      This adds a ‘new entry’ on the TTY panel.
   b. Select the ‘new entry’ and type a telephone number in the **Phone number** field.
   c. Select the ‘new entry’ field and the number gets added on the TTY panel list.
   d. Repeat steps a through c to add multiple TTY numbers.

7. To make a field or group of fields read only for the Avaya one-X Agent client users, select the appropriate read only check box.
8. Click **Save** to save the configuration.

Example

Next steps

Configuring TTY-Abbreviations

Central Management provides a set of preset abbreviations that are commonly used in a TTY interaction. These abbreviations are configured by default to all templates that provide TTY interaction ability. Since the abbreviations are a standard for a TTY interaction, you cannot edit the standard abbreviations.

The abbreviations are displayed in rectangular boxes on the TTY window. The abbreviation details can be viewed by clicking the abbreviation box. The box expands to display all the abbreviation details on the TTY window.

1. Click the **TTY-Abbreviations** menu of Template Detail. This displays the **TTY Abbreviations** panel.
2. To add a new abbreviation, click **Add TTY abbreviation** button.
   This adds a blank ‘new entry’ to the abbreviations list.
3. Select the blank ‘new entry’ and configure the following details:
   a. Enter the abbreviation in the **Short Key** field.
   b. Enter the meaning of that abbreviation in the **Meaning** box.
      This must be the meaning of the new abbreviation and not necessarily the expansion of the abbreviation.
   c. Enter the expansion of the abbreviation in the **Literal Meaning** field.
   d. If you have any additional information, enter it in the **Description** field.
   e. Repeat step 3 to add multiple abbreviations.
4. To make all fields read only for the user, select the **All on this page** check box.
5. Click **Save** to save the configuration.

Example

Next steps

Configuring the incoming call handling settings

You can control how a call must be transferred, how participants must be added to a conference, or whether an active call should be put on hold when the agent switches between two or more calls. You can also control how the agent must be alerted about an incoming call.

1. Click **Call Handling** menu of Template Detail. This displays the **Call Handling** panel.
2. Select the appropriate check boxes based on how you want the agents to handle calls. Refer to Call Handling panel field descriptions on page 63 to set the appropriate settings.
3. To make a field or group of fields read only for the Avaya one-X Agent client users, select the appropriate read only check box.
4. Click **Save** to save the configuration.

Related topics:

Call Handling panel field descriptions on page 63

Configuring basic video permissions

You can configure the basic permissions such as whether to enable or disable agents from using the video calls. Moreover, you can set the default behavior of the video window for the agents making or receiving a call.

Prerequisites

Contact centers must be equipped with the necessary hardware in order to use these configured settings.

1. Click the **Video-Basic** menu of Template Detail. This displays the **Video-Basic** panel.
2. Select the appropriate check boxes based on the following descriptions:

Options	Description
Enable video calls	Enables the video call feature on Avaya one-X Agent client application.
Broadcast video automatically	Starts video broadcasting immediately after the agent accepts a call.

Options	Description
Close video window automatically	Closes the video window immediately after the agent ends a video call.
Open video window automatically on login	Opens the video window in preview mode on agent login.
Allow playing video file	Enables agent to share a video file on the video session.

3. To make a field or group of fields read only for the Avaya one-X Agent client users, select the appropriate read only check box.
4. Click **Save** to save the configuration.

Configuring video-advanced settings

Configurations set for Video Advanced settings optimize the video quality when an agent performs a video interaction. The configuration set for this template become available to all agents assigned with this template.

1. Click the **Video-Advanced** menu of Template Detail. This displays the **Video-Advanced** panel.
2. Select the appropriate options and enter appropriate values in the fields on the **Video-Advanced** panel.

   Refer to the **Video Advanced** panel field descriptions for information on the panel fields.
3. To mark all fields as read only for the agent, select the **All on this page** check box.
4. Click **Save** to save the configuration.

Related topics:

Video Advanced tab field descriptions

Configuring agent user interface settings

You can configure the Avaya one-X Agent client appearance for the agent.

1. Click the **User Interface** menu of Template Detail. This displays the **User Interface** panel.
2. Select the appropriate check boxes to configure the Avaya one-X Agent client appearance. Refer to the User Interface panel field descriptions on page 65 to select the appropriate options.
3. Enter the number of work log entries that the Work Log window must display in **Number of entries per screen** box.
4. To make all fields as read only for the agent, select the **All on this page** check box.
5. Click **Save** to save the configuration.

Related topics:

User Interface panel field descriptions on page 65

Contact lists

A contact list is a collection of contacts grouped under one label. You can create any number of contact lists in Central Management. Contact lists are used to add a group of related contacts to one or more agents' or supervisors' contact list, saving the time required to add each contact individually.

Contact lists are prepared based on the business type, account, or any other category in which you can classify the contacts list members. It stores the name, telephone numbers, and address of each contact and you can mark the contact as favorite and set the speed dial number. Once assigned to a template, the contact lists appear in the **Contact List** column against the template name on the Manage Templates page of Central Management. You can move your mouse pointer in the **Contact List** column against the template name to see all the contact list assigned to the template in the tool tip text. Similarly, all the users assigned with the same template can view the contacts in the Contact List window of Avaya one-X Agent application for all users assigned with that template.

Related topics:

Adding a contact list on page 46
Attaching contact list to templates on page 48
Filtering and sorting the contact list table on page 49
Detaching contact list from a template on page 49

Adding a contact list

1. Click the **Manage Contact Lists** menu of Central Management. This shows the Manage Contact Lists page.
2. On the Manage Contact Lists page, click **Create contact list** link. This shows the Contact List Details page with the following tabs:
   - **Contact list details** tab
   - **Members** tab
   - **Templates** tab
3. On the **Contact list details** tab, enter the list name in **Contact list name** box.
   This field is mandatory.
4. Click **Apply**. The new contact list is created and is displayed in the **Contact list column** on the Manage Contact Lists page.

Related topics:

Adding members to contact list on page 46
Editing contact list member details on page 47
Deleting contact list members on page 48

Adding members to contact list

1. Click the **Manage Contact Lists** menu of the Central Management navigation menu. This shows the Manage Contact Lists page.
2. Click the contact list name to which you want to add members. This shows the Contact List Details page with the following tabs:
   - **Contact list details** tab
   - **Members** tab
   - **Templates** tab
3. Click the **Members** tab, click the **Add contact list member** link. This displays the Contact Details window.
4. Enter the appropriate contact details on the Contact Details window.
   The **Last name (or Company)** field is mandatory while adding a contact.
5. To save the contact to agent favorites, select the **Favorites** check box.

6. To save the contact to the agent speed dial list, select the **Speed Dial** check box and select the appropriate number check box.
7. Click **Save** on the Contact Details window. The new member is displayed in the member list of the **Members** tab.
8. On the **Templates** tab, perform the following steps:
   a. Select a template from the **Template name** list and click **Add** from the **Add/ Remove** column. The template gets assigned to the group and appears in the row below.
   b. To view the template settings of the assigned template, click the **Template settings** link corresponding to the assigned template in the view column. This shows a new window where you can view the template settings. To edit the template, refer to Central Management templates on page 27.
9. Click **Apply** to save the updates to the contact list.

Related topics:

Contact Details dialog box field descriptions on page 64

Editing contact list member details

1. Click the **Manage Contact Lists** menu of Central Management. This shows the Manage Contact Lists page.
2. Click the contact list name to which you want to add members. This shows the Contact List Details page with the following tabs:
   - **Contact list details** tab
   - **Members** tab
   - **Templates** tab
3. Click the **Members** tab.
4. From the member list, click on the member name for whom you want to make changes. The member details are displayed in the Contact Details window.
5. Make the necessary changes and click **Save** on the Contact Details window. The updates are saved for the member.
6. Click **Apply** to save the updates to the contact list.

Related topics:

Contact Details dialog box field descriptions on page 64

Deleting contact list members

1. Click the **Manage Contact Lists** menu of Central Management. This shows the Manage Contact Lists page.
2. Click the contact list name to which you want to add members. This shows the Contact List Details page with the following tabs:
    - **Contact list details** tab
    - **Members** tab
    - **Templates** tab
3. Click the **Members** tab. The **Members** tab displays a member list.
4. To delete a member from the contact list, click the **Delete** button present in the same row against the member name in the **Delete** column.

Attaching contact list to templates

Prerequisites

You must create templates before creating contact lists so that contact lists can be assigned to the already created templates.

A contact list attached to a parent template gets automatically inherited by the child templates. Moreover, the users or user groups assigned with the same parent or child template can see the contact list attached to the template in their respective **Contact List** window of their client interface.

1. Click the **Manage Contact Lists** menu of Central Management. This shows the Manage Contact Lists page.
2. Click the contact list name to which you want to add members. This shows the Contact List Details page with the following tabs:
    - **Contact list details** tab
    - **Members** tab
    - **Templates** tab
3. Open the **Templates** tab.
4. On the **Templates** tab, select a template from the **Template name** list and click **Add**. The contact list gets attached to the selected template and the template gets listed below the **Template name** list box.

Note:

- **Template settings** link: This link allows you to view the template settings to which the contact list is attached. The template settings are displayed in a separate popup window; however, you cannot edit them in the popup window.
- **Manage Templates** link: This link opens the Manage Templates page where you can check the template hierarchy and know which templates will inherit the contact list apart from the one that you have attached.

5. Click **Apply** to save the updates.

   The attached contact list is displayed in the **Contact lists** column against the template name on the Manage Templates page. If the contact list names exceed the column width, you can move your mouse in the **Contact lists** column against the template name to view the contact list names in the tool tip.

Filtering and sorting the contact list table

The contact list table can be filtered based on the contact list name and sorted by name or date modified in the ascending and descending order.

1. Click the **Manage Contact Lists** menu of Central Management. This shows the Manage Contact Lists page.
2. To filter the contact list by name, type the key words in the **Filter** box. The list gets filtered based on the text you enter.
3. To sort the list, perform one of the following steps:
   - To sort by contact list name, click **Contact list name** column header. The list toggles between alphabetical ascending and descending order.
   - To sort by date, click **Last modified** column header. The list toggles between date-wise ascending and descending order,

Detaching contact list from a template

The detached contact list gets removed from all parent templates and user groups associated with the template.

1. Click the **Manage Contact Lists** menu of Central Management. This shows the Manage Contact Lists page.
2. Click the contact list name to which you want to add members. This shows the Contact List Details page with the following tabs:
    - **Contact list details** tab
    - **Members** tab
    - **Templates** tab
3. Open the **Templates** tab.
4. Click the delete button against the template name in the **Delete** column. The template gets removed from the group.

Chapter 5: Central Management configuration field descriptions

Telephony Login panel field descriptions

The Telephony Login panel provides the following controls:

Name	Description
Enable automatic connection to Communication Manager	Registers the telephone extension with Communication Manager automatically using the previous successful registration. If cleared, prompts to provide settings at each login.
Extension	Registers the extension number in conjunction with Avaya one-X Agent.
Password	Registers the numeric password associated with the specified extension number.
Save password during sign in	Saves the password on signing in with the associated extension number.
Server Address	Sets the IP address or fully qualified domain name (FQDN) of the Communication Manager to which the extension must connect to perform all call control signaling for Avaya one-X Agent.
License Type	Sets one of the following license types: • **Agent** • **Non-agent** • **Basic** • **Supervisor** Selecting the **License Type** decides which features will be available on logging on to Avaya one-X Agent. The features available are described in the subsequent table. Simply selecting the **Supervisor** license does not enable the supervisor features. The user credentials get authenticated from Central Management and Communication Manager before enabling the supervisor features.

Name	Description
Place and receive calls using	Sets the telephone line to register the telephone settings with Communication Manager. Depending upon the location, telephone set, and access network, select one of the following settings: • **My Computer**: To register agent personal computer as a phone with the Communication Manager. • **Desk Phone**: To register the office desk phone to register with the Communication Manager. • **Other Phone**: To register the user-defined telephone settings with Communication Manager.
Telephone at	Appears only on Avaya one-X Agent client UI if **Other Phone** is selected from **Place and receive call using** list. The telephone can be an analog telephone, a cellular telephone, or an extension on a local or remote switch. **Note:** The **Telephone At** field appears during a log in sequence. The system uses the number as a temporary sign in and does not store the phone number in the Phone Numbers panel in the System Settings.

Features available for various license types:

Feature	Non-Agent	Agent	Supervisor	Basic
ACD	No	Yes	Yes	Yes
Telephony	Yes	Yes	Yes	Yes
Video	Yes	Yes	Yes	Yes
IM/Presence	Yes	Yes	Yes	No
TTY (works only in My Computer mode)	Yes	Yes	Yes	No
Desktop Sharing	Yes	Yes	Yes	No
Supervisor (feature)	No	No	Yes	No

Related topics:

Configuring telephony login settings on page 28

Agent Login panel field descriptions

The Agent Login panel contains the following controls:

Name	Description
Automatically sign into the ACD server	Registers the agent extension with the ACD server automatically with the previous successful registration through Communication Manager.
Agent	Sets the agent extension number.
Password	Sets the numeric password associated with the specified agent extension number.
Save agent password during sign in	Saves the password associated with the agent extension number. This saves the effort to enter the password again at the next sign in.
Default Agent State upon ACD connection	Sets the default agent state after successful connection with the ACD service. You can set the default agent state to: • **Ready** — for immediate availability after the ACD connection. • **Auxiliary** — to allows setting up workspace and adjust the application preferences immediately after the ACD connection.

Related topics:

Configuring agent login settings on page 29

IM login field descriptions

The IM-Login panel provides the following settings:

Name	Description
Enable IM Login	Select this check box to allow agent to use the Instant Messaging and Presence Services features.
Automatically connect to IM Server	Select this check box to allow agent to connect automatically to the Presence Services server.

Name	Description
User ID	Enter the user name registered on the IM server.
Password	Enter the IM password.
Domain	Enter the domain name of the IM server.
Remember password for next login	Select this check box enable agent's profile to save agent's IM credentials.
IM Server Address	Enter the IP address of IM server.

Related topics:

Configuring IM login settings on page 29

Work Handling panel field descriptions

The Work Handling panel contains the following controls:

Name	Description
Work Completion for ACD calls	
Auto-Complete	Resets the application to its original state.
Allow Follow-Up	Allows agent to perform follow-up tasks. This also enables agent to specify follow-up time, with an option of extending the follow-up task time.
Timed Follow-Up	Sets the time for the follow-up tasks. The time can be specified in seconds under **Time Period**.
Allow extending Follow-Up	Enables agent to extend the time specified for follow-up tasks.
Transitions to Ready State	
Auto-Ready	Transitions the agent to ready state automatically after the work item is completed.
Manual-Ready	Transitions the agent to an Aux state after the work item is completed. The Aux state is specified in **With Aux Code**.
With Aux Code	Sets the Aux state for **Manual-Ready** transition state. This field remains disabled if **Auto-Ready** is selected.
Work Items	
Auto-Accept	Calls are accepted automatically.

Name	Description
	Note: This is not related to **CM Auto Answer Support Required** displayed on the Login window. However, the functionality is the same.
Manual-Accept	Allows agent to manually accept calls.
Communication Manager Ready Mode	
Auto In	Automatically completes all work items.
Manual In	Allows agent to manually complete all work items.

Related topics:

Configuring work handling settings on page 30

Audio Greetings panel field descriptions

Name	Description
Add Audio Greeting	Use the **Add Audio Greeting** list to add and select appropriate greetings to playback. **Note:** Before assigning the greeting, ensure that you have at least one greeting in the Add Audio Greeting list..
Name	Add the audio greeting name.
Description	Enter a brief description about the audio greeting.
Auto play	Use the **Auto Play** drop-down field to choose an appropriate greeting trigger for an incoming call. You can set the system to trigger the greetings automatically in any of the following scenarios: • Select the **Do not autoplay** option if you do not want the system to play the greeting automatically. You will have to manually choose to play the greeting from the greetings menu on the main window. • Select the **When agent is in ready mode** option if you want the system to play the greeting for incoming calls when your agent status is set as **Ready**.

Name	Description
	• Select the **When agent is logged in** option if you want the system to play the greeting for incoming calls when you have logged in an agent. • Select the **For all incoming call** if you want the system to play the greeting for all incoming calls including direct calls.
Match ANI Digits	Selecting the **Match ANI Digits** check box plays the agent greeting if the ANI digit specified in the field (to the right of this check box) matches the telephone number for an incoming call. Use the **Match Criteria** field in conjunction with **Match ANI Digits** option to specify the location in the ANI digits from where you want to find the digits. For example, if you set the **Match Criteria** field to **From Right** option, the digits specified in the **Match ANI Digits** field must match the last digits in the ANI number to play an agent greeting.
Match VDN Digits	Selecting the **Match VDN Digits** check box plays the agent greeting if the VDN digit specified in the field (to the right of this check box) matches the telephone number for an incoming call. Use the **Match Criteria** field in conjunction with **Match VDN Digits** option to specify the location in the VDN digits from where you want to find the digits. For example, if you select the set the **Match Criteria** field to **From Left** option, the digits specified in the **Match VDN Digits** field must match the first digits in the VDN number to play an agent greeting.
Match Prompted Digits	Selecting the **Match Prompted Digits** check box plays the agent greeting if the prompted digit specified in the field (to the right of this check box), during vector processing, match digits in the associated field. Use the **Match Criteria** field in conjunction with **Match Prompted Digits** option to specify the location in the Prompted Digits from where you want to find the digits. For example, if you select the set the **Match Criteria** field to **Anywhere** option, the digits specified in the **Match Prompted Digits** field must match anywhere in the prompted digits to play an agent greeting.

Related topics:

Configuring audio greetings on page 31

Directory panel field descriptions

The Directory panel allows you to define and configure a directory. If you are unsure of the settings for your Public Directory server, contact your system administrator. Configuring Public Directory server allows you to communicate with Public Directory users using Avaya one-X Agent. You can add Public Directory contacts to your contact list and communicate with them

using the various Avaya one-X Agent features. Since Avaya one-X Agent supports direct interaction with Microsoft Office Communicator (MOC), you can also add relevant IM addresses and directly communicate with Public Directory users using MOC.

The Directory panel provides the following controls:

Name	Description
Directory Name	The **Directory Name** list box displays a list of directories that are available for configuration. You can rename the directory name by which you want to identify the public directory server.
Server Address	Use the **Server Address** field to enter the network domain or the IP address of the public directory server.
Server Port	Use the **Server Port** field to enter the port number of the server.
User Name	This **User Name** field is optional. Use the **User Name** field if the public directory server requires authorization.
Password	Use the **Password** field to enter the password for the associated user name specified in the **User Name** field.
Search Root	Use the **Search Root** field to enter an LDAP format string representing an information type. For example, ou=people, o=mycompany.com specifies that information under the organization unit of “people” within the organization of “mycompany.com” is used for the search. Refer to the documentation for your LDAP system and company database configuration for more information on Base DN or Search Root strings.
Time Out	Use the **Time Out** field to specify the time out interval in seconds for the search to expire. For example, enter `200`.
Max Entry	Use the **Max Entry** field to enter a maximum entry to return. For example, enter `200`.
Bind Option	The Bind Options drop-down field allows you to choose the LDAP service type. You can choose any one of the following options: • **Simple Bind**: Use the **Simple Bind** option if you want to interface the directory service with an LDAPv2 server. • **Active Directory GSS Bind**: Use the **Active Directory GSS Bind** option if you

Name	Description
	want to interface the directory service with an LDAPv3 server.

Button	Description
Add	Clicking **Add** creates an untitled directory in the **Directory Name** list.
Remove	Clicking **Remove** deletes the selected directory from the **Directory Name** list.

Related topics:

Configuring the directory settings on page 34

Work Log panel field descriptions

The Work Log panel provides the following controls:

Name	Description
Log incoming calls	Records all incoming calls in the Work Log window.
Log Outgoing Calls	Records all outgoing calls in the Work Log window.
Log Incoming IMs	Records all incoming IM interactions in the Work Log window.
Log Outgoing IMs	Records all outgoing IM interactions in the Work Log window.
Log Incoming TTYs	Records all incoming TTY interactions in the Work Log window.
Log Outgoing TTYs	Records all outgoing TTY interactions in the Work Log window.
Save Transcripts	Saves the transcript of the respective interaction. The transcripts can be viewed from the Work Log window.
Days to keep contact records in history	Sets the number of days you want the system to keep the records in the Work Log window.

Related topics:

Configuring work log settings on page 34

Voice Mail Integration panel field descriptions

Name	Description
Enable message access	Select the **Enable message access** check box to allow agents to access voice mail messages. When this option is checked, you can select the required behavior when the **Voice Message Indicator** is clicked.
When Voice Message Indicator is clicked	Specify the action the Avaya one-X Agent client must perform when an agent clicks the voice message icon on the Avaya one-X Agent interface. • **Dial this number**: Enter the telephone number or the extension that the Avaya one-X Agent client must dial when the agent tries to access the voice mail. • **Start this application**: Specify the executable file location of the application that should start when an agent attempts to access the voice mail. This application must have the agent extension configured so that the agent can listen to voice mails from this application. • **Open Web page**: Specify the Web page URL to open when the agent tries to access their voice mail. The agent extension must be configured on this Web application so that the agent can access voice mails from this Web application.

Related topics:

Configuring voice mail integration on page 35

Event Logging panel field descriptions

Use the Event Logging panel to configure the event logs for Avaya one-X Agent.

The Event Logging panel contains the following controls:

Name	Description
Logging level	Avaya one-X Agent offers four different types of logging levels. These log levels are applicable to the oneXAgent.log files: • **DEBUG**: The DEBUG level logging records informational, error messages warning messages, and debug messages. **Note:** Avaya does not recommend enabling the DEBUG level logging as there is a possible potential performance issue relating to the workstation especially when under-load of other applications, except for troubleshooting a specific issue that is not apparent in the INFO level logs. • **INFO**: The INFO level logging records informational, error messages and warning messages. • **WARNING**: The WARNING level logging includes errors and warnings. • **ERROR**: The ERROR level records only errors.
Appender	• **LocalLogging_AvayaFormat**: Follows Avaya specific logging specifications. The format is logging parser friendly but less user friendly. It also sends logs to the local “Log Files” directory. • **LocalLogging_GeneralFormat**: Produces easy-to-read logs that are more user friendly. The format sends logs to the local Log Files directory. • **CentralLogging**: Sends logs to central server. Administrator need to provide the central logging server name or IP Address. This format is also parser friendly.
Remote Host for Central Logging	You can specify the remote host IP address for central logging.

Related topics:

Configuring event logging on page 37

Dialing Rules field descriptions

The Dialing Rules panel contains the following controls:

Name	Description
Number to dial to access an outside line	Sets the number required to access the Communication Manager. **Note:** In the context of Communication Manager, it is referred as the Automatic Route Selection (ARS) access code.
Your Country Code	Sets the country code to access the Communication Manager. For example, type `1` to access the Communication Manager from the United States, type `61` to access the Communication Manager from Australia, type `44` to access the Communication Manager from Great Britain, and type `91` to access the Communication Manager from India.
Your Area/City Code	Sets the three-digit area or a a city code for dialing a location of the Communication Manager.
Number to dial for long distance calls	Sets the area or city code for dialing a location of the Communication Manager for long distance calls.
Number to dial for international calls	Sets the number required to access an outside line for dialing a location of the Communication Manager.
Length for internal extension calls	Sets the length of the number to dial for internal extension calls. For example, if an internal extension consist of five digits, enter `5`. When you assign the length of the internal extension number, Avaya one-X Agent treats the dialed number consisting of the specified number of digits as an internal extension. **Note:** The Communication Manager may have multiple length extension numbers, for example, if your company supports internal extensions comprising of three-digit, five-digit, and seven-digit extensions, enter `3, 5, 7`. You must use a comma to separate the values.

Name	Description
Length of national phone numbers including City/ Area code	Sets the length of the number for internal extension calls. This number should also include the code used to identify a city or an area. **Note:** Some countries support variable national phone numbers. You can enter each of the valid telephone number as a comma-separated list. For example, you can type variable national phone numbers for countries that support multiple lengths as `10,11,12`.
Include area/city code when making a local call	Makes the system display the actual telephone number, including the area and city code, that the system dials after dialing the number.
Display confirmation window before dialing a number	Makes the system display a confirmation message after a the call connection is established.

Related topics:

Configuring dialing rules on page 38

Touch Tone Shortcuts panel field descriptions

Name	Description
Name	This field represents the name given to each telephone number configured as a Touch Tone Shortcut You may rename the telephone names by clicking on the corresponding names.
Number	Use this field to specify the telephone number to the touch tone shortcuts panel. The telephone number can be an extension number or an analog telephone number.

Button	Description
Add	Clicking **Add** creates an 'Untitled' shortcut in the Touch Tone Shortcuts panel.
Remove	Clicking **Remove** deletes the selected item from the Touch Tone Shortcuts panel.

Related topics:

Configuring touch tone shortcuts on page 39

Call Handling panel field descriptions

The Call Handling panel allows you to enable or disable call settings. The Call Handling panel provides the following controls:

Name	Description
Consultive Transfer	Enable **Consultive Transfer** to consult the caller before transferring the call. **Note:** You cannot transfer a call directly when you enable this option.
Consultive Conference	Enable **Consultive Conference** to consult the second caller before you add the first caller to the conference. Otherwise, System will ask you to place the call on hold before transferring or conferencing calls. **Note:** You cannot conference a call directly when you enable this option.
Auto Hold	Enable **Auto Hold** to put a live call on hold automatically before transferring or conferencing calls. Otherwise, you must manually place the call on hold before transferring or conferencing calls.
Incoming Calls	Use one or all the following options to set the incoming call notifications. • **Bring main window to front**: Enable **Bring main window to front** to bring the Window to the foreground and activate the window for a ringing call. • **Flash icon**: Enable **Flash icon** to view the call flashing in the task bar when the system recognizes an alerting call.

Related topics:

Configuring the incoming call handling settings on page 43

Contact Details dialog box field descriptions

The Contact Details dialog box provides the following controls.

Mandatory fields are marked with an asterisk (*) mark.

Name	Description
Favorite	Selecting the **Favorite** check box will save the contact to the favorite list.
Speed Dial	Selecting the **Speed Dial** check box will store the contact in the Speed Dial list. This introduces check boxes against the **Work**, **Mobile**, **Home**, and **IM** fields.
First Name	Use the **First Name** field to enter the first name of the contact.
Last Name (or Company)	Use the **Last Name** field to enter the last name of the contact. You can also enter name of an organization where you have a contact number but no specific person to contact.
Work	Use the **Work** field to enter the office telephone number of the contact. The system uses the work phone as a default phone. Enable the check box against this field to include the work number in the speed dial list.
Mobile	Use the **Mobile** field to enter the mobile number of the contact. Enable the check box against this field to include the mobile number in the speed dial list.
Home	Use the **Home** field to enter the home telephone number of the contact. Enable the check box against this field to include the home number in the speed dial list.
Email	Use the **Email** field to enter an e-mail address of the contact.
IM	Use the **IM** field to enter the SIP address of the IM contact. You must select the corresponding check box to enable this the IM option for the contact. Enable the check box against this field to include the IM as the speed dial option.
Company	Use the **Company** field to enter the name of the company.
Address 1	Use the **Address 1** field to enter the contact's company address.
Address 2	Use the **Address 2** field to enter complete the contact's company address. This is an optional field.
City	Use the **City** field to enter the city name.
State	Use the **State** field to enter the state name.

Name	Description
Zip	Use the **Zip** field to enter the zip code.

Icon	Name	Description
	Call	Selecting the check box enables you to make voice calls to the telephone and clearing the check box selection disables you from making voice calls.

Related topics:

Adding members to contact list on page 46
Editing contact list member details on page 47

User Interface panel field descriptions

The User Interface panel contains the following controls to manage the Avaya one-X Agent GUI:

Name	Description
Always display the main window on top	Enable the **Always display the main window on top** option if you want the application interface to appear in the foreground of desktop windows in front of all other windows applications.
Display tooltips	Enable the **Display tooltips** option if you want to view tooltips when you place the mouse pointer over the various UI objects.
Display letters on Dialpad	Enable the **Display letters on Dialpad** option if you want to view letters on the dial pad that correspond to the numbers on the number pad of a telephone.
Display shortcut icon in system tray	Enable the **Display shortcut icon in system tray** option if you wan to view the Avaya one-X Agent icon in the System Tray of the windows taskbar.
Save window positions	Enable the **Save window positions** option if you want to save the previous position of the main and the secondary windows on your personal computer. **Note:** This does not save the positions of configuration dialog boxes or other errors or warnings or status dialog box messages.

Name	Description
Show Phone Display	Enable the **Show Phone Display** option to view call related and non-call related information at the bottom of the Work List window. The phone display panel shows information from sources, such as, VuStats or call-prompting digits.
Buttons Toolbar	Enable the **Button Toolbar** option to view the favorite buttons at the top of the Work List window. These buttons provide quick-access to options including Release, Manual In, Auto In, After Call, Aux Work, Assist, Work Code, Last Number.
Number of entries per screen	Set the number of records or entries to be displayed on the Contact List and Work Log windows.

Related topics:

Configuring agent user interface settings on page 44

Chapter 6: Troubleshooting Central Management

Internal server error when starting Avaya one-X Agent Central Management UI

If JBoss is started and the Avaya one-X Agent Central Management tables are not created, ensure that you have created the databases “camdb” and “jboss” with owner “camuser” and password “camuser” before deploying the Avaya one-X Agent Central Management. The log file pgstartup.log found at `/var/lib/pgsql` can be used to check if errors were logged during an attempt at table creation.

403 error from Central Management

If you start the Avaya one-X Agent Central Management UI and get a 403 unauthorized error, ensure the user you are trying to log in, is in both the Avaya one-X Agent Central Management database and Active Directory database, and has a role authorizing the user to get the requested resource.

Central Management unavailable message

Once you deploy the Avaya one-X Agent Central Management application and start the Web UI, you get the following message:

```
Temporarily Unavailable The server is temporarily unable to service
your request due to maintenance downtime or capacity problems. Please
try again later.
```

Try accessing the Central Management server with a standard Web browser instead of the desktop client.

https://<hostname>/oneXAgentCM/client/login?protocol=1.4

The following is an example of what you see after entering the user name and password, you see following information:

```
Timestamp: 2009-08-10T06:02:56.763Z
Remote address: 135.27.66.163
Remote host: ozcfegan-a0.auslabs.avaya.com
Username: craft
```

Hot-desking feature not working

If the hot-desking feature is not working for a valid Avaya one-X Agent user with a known profile and corresponding location details on the Manage Locations page of the Avaya one-X Agent Central Management UI, check the users proxy settings.

If you are working in an environment that has a Web proxy, ensure it is NOT used for traffic going to the Avaya one-X Agent Central Management server. To do this, set an exception in the **Proxy Server** settings of Internet Explorer. Go to the menu **Tools** > **Internet Options** > **Connections** > **Lan Settings** > **Advanced** and make sure that hostname of the Avaya one-X Agent Central Management appears in the **Exceptions** list.

Go to the menu **Tools** > **Options** > **Network** > **Lan Settings** > **Advanced** and make sure that hostname of the Avaya one-X Agent Central Management appears in the **Exceptions** list.

Use the following procedure for Mozilla Firefox:

1. Click **Tools** > **Options** .
2. On Options window, click **Network** tab.
3. Click **Settings**.
4. Make sure that Central Management hostname appears in the **No Proxy for** list.

No agent profile on desktop

If the Avaya one-X Agent client has no profile assigned at start up, an error is displayed. Ensure the Avaya one-X Agent user has been assigned a profile on the Manage Users page, on the Avaya one-X Agent Central Management UI.

No connection between Central Management and JBoss and Postgres

To determine whether the connection between CAM/JBoss and Postgres is broken or not working properly, you can review the logs. The logs contain errors about not being able to write to the database.

Central Management does not work after installation

Reinstall Central Management and ensure all prerequisite software are in place.

Appendix A: Backup and restore data

Backing up Central Management configuration and administration data

Avaya one-X Agent Central Management stores all of its data in a Postgres database called *camdb*. This database may be backed up by the administrator using the provided script:

/opt/Avaya/OneXAgentCM/bin/oxacmbackup.sh

The script requires no arguments to run. It can be executed from the command line using the commands:

```
cd /opt/Avaya/OneXAgentCM/bin
./oxacmbackup.sh
```

Example

```
cd /opt/Avaya/OneXAgentCM/bin
./oxacmbackup.sh

Starting backup of the One-X Agent CM Database Output file: /opt/
Avaya/OneXAgentCM/OneXAgentCM-backup-2009-10-10-19-03.dump

ls -l /opt/Avaya/OneXAgentCM/OneXAgentCM-
backup-2009-10-10-19-03.dump

-rw-r--r-- 1 root root 534016 Oct 10 19:04 /opt/Avaya/OneXAgentCM/
OneXAgentCM-backup-2009-10-10-19-03.dump
```

Restoring Central Management configuration and administration backup data

Avaya one-X Agent Central Management provides a matching restore script, to reinstate the database contents of previous backups. This script may be run by the administrator using the following commands:

```
cd /opt/Avaya/OneXAgentCM/bin
./oxacmrestore.sh <backup file name>
```

Example

```
./oxacmrestore.sh /opt/Avaya/OneXAgentCM/OneXAgentCM-
backup-2009-10-10-19-48.dump

Note: The restore operation will delete all current data!

Do you want to proceed: [Y/N] Y

Restoring the database

Restore complete
```

Index

Numerics

403 error 67

A

adding a contact list 46
adding codes 37
adding contact list to template 48
adding members to contact list 46
adding users 13
agent login panel 53
attaching contact list to template 48

B

backing up configuration data 71
backup administration data 71
backup data 71
basic authentication
  for telephony only 25
browser support 5
browser versions supported 5

C

call handling panel 63
call handling settings 43
Central Management does not work 69
Central Management introduction 5
Central Management roles 18
central management templates 27
Central Management unavailable 67
change
  group roles 21
  group templates 21
  user group 16
  user group name 21
  user name 16
  user profile 16
changing location data 26
codes
  auxiliary 36
  logout 36
configuring
  agent login settings 29
  dialing rules 38
  directory settings 34
  IM login settings 29
  telephony login settings 28
configuring basic video settings 43
configuring event logging 37
configuring greeting triggers 31
configuring IM 40
configuring IM responses 40
configuring launch applications 33
configuring Outlook contacts 38
configuring screen pops 32
configuring UI appearance 45
configuring work handling 31
contact details
  dialog box 64
contact lists 45
contact log 58
contact log panel 58
creating a new contact list 46
creating new templates 28
creating new users 13
creating templates 28
creating users 13

D

deactivation 18
deleting contact list members 48
deleting groups 22
deleting user groups 22
detach contact list from template 49
dialing rules panel 61
directory 57
directory panel 57

E

edit contact list member details 47
editing location data 26
editing user groups 21
event logging panel 60

F

field descriptions
  IM panel 53
filtering contact list 49
filtering location data 26
filtering user groups 22

filtering users
by name 17
by name and role 17
by role 17

G

going about client configuration 8
greeting triggers 31
groups 19

H

help 6
hot-desking not working 68

I

IM alerting 40
IM greetings 40
IM responses 40
importing
location data 25
importing users 11
integrating voice mail 35
internal server error while starting 67
introducing Central Management 5

L

legal notices 2
log in to Central Management 7
log off 7
log on to Central Management 7
log out 7
login 53
login panel 51
logout 36

N

no agent profile on desktop 68
no connection 68
notices, legal 2

R

reason codes 36
remove contact list from a template 49
removing contact list members 48
restore administration data 71
restore backup 71
restore configuration data 71
roles 18

S

setting call handling features 43
signing in to Central Management 7
supported browsers 5

T

telephony tab 51
templates 27
touch tone shortcuts 39
touch tone shortcuts panel 62
TTY general 41
TTY-abbreviations 42

U

user activation 18
user groups 19
creating 19
user interface panel 65
using Central Management 8

V

video settings 43
video-advanced 44
view phone numbers 30
viewing other phone numbers 30
voice mail 59
voice mail configuration 35
voice mail integration field descriptions 59

W

work 36
work handling 54
work handling panel 54
work handling settings 31
work log 58
work log panel 58
work log settings 34