Avaya Contact Center Express

Release 5.0

Control Panel User Guide

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Contents

Preface

This section contains the following topics:

Purpose

The purpose of this guide is to provide detailed information about configuring the services and managing the databases in Contact Center Express.

This guide also provides the information about administering Communication Manager from Contact Center Express Control Panel.

Audience

This guide is intended primarily for the administrators in a contact center, who are responsible to configure the Contact Center Express and make the contact center ready for agents to receive voice and multimedia work items from customers.

Administrators should use this guide to learn about the services and options in Control Panel and accordingly set up a contact center.

Related documents

In Contact Center Express Release 5.0 documentation set, the following document is related to the Control Panel application:

Installation and configuration: This document discusses the prerequisites and instructions for installing and configuring the components, such as servers, media stores, gateways, and databases, in Contact Center Express.

Availability

The online help of this guide is integrated with the Control Panel application. Additionally, a soft copy, in .PDF, of this guide is available on the Avaya support Web site: http://support.avaya.com.

Chapter 1: Introduction

In Contact Center Express, you can use Application Management Service (AMS) to monitor and manage all media stores, media gateways, media directors, license directors, and XML Servers.

Using AMS, you can configure and manage servers in real time and add and manage data in the ASMediaStore and ASContact databases.

AMS consists of following components:

- **Application Management Director (AMD).** An application that runs in the Microsoft server environment and collects information about the status of the servers running in Contact Center Express.
- **Control Panel.** A component built using .Net Framework, which connects to AMD to display the state of currently installed services and databases. In Control Panel, you can view and change operation information of the servers that you are currently monitoring and also manage data in the `ASMediaStore` and `ASContact` databases.

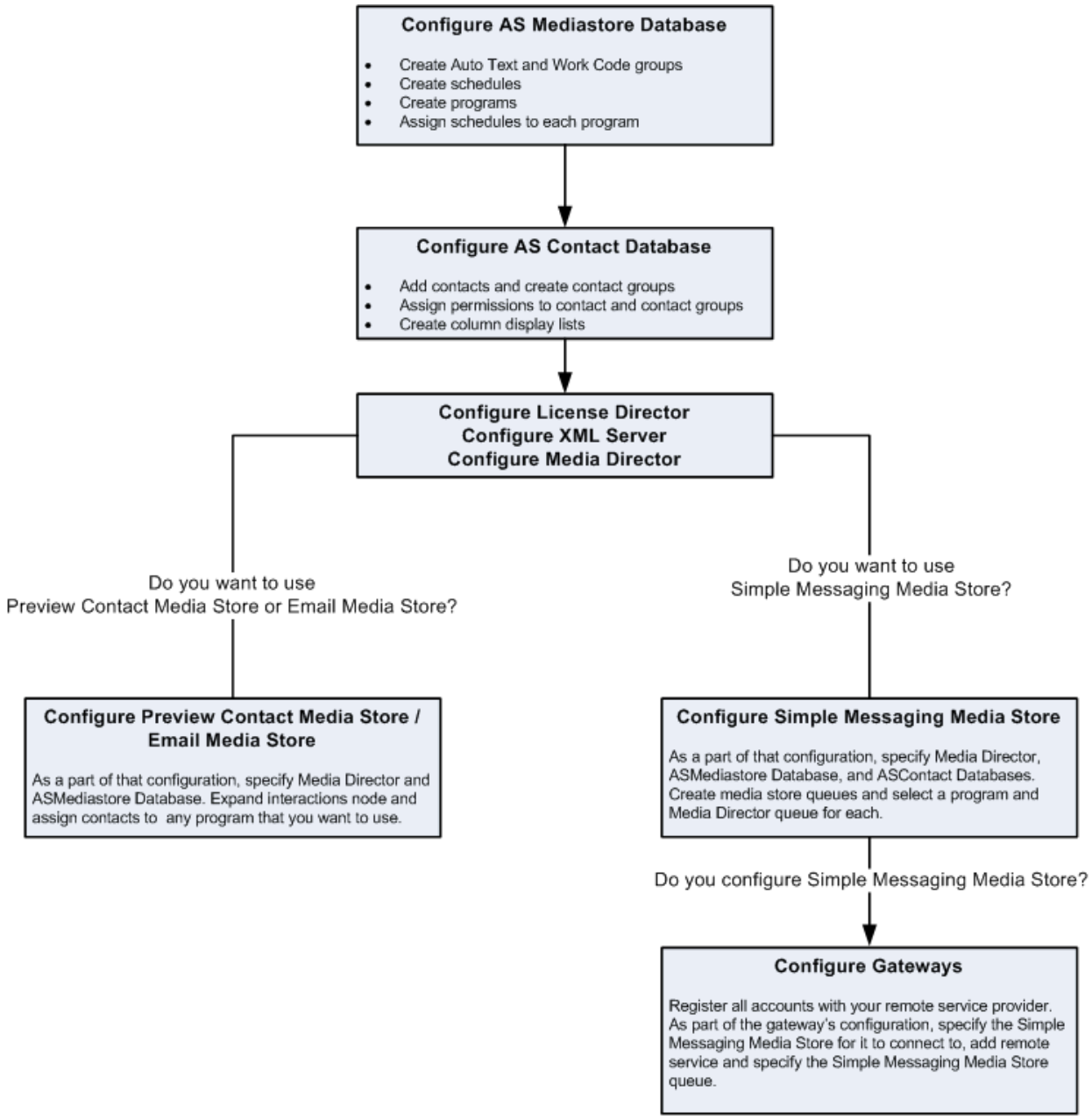
When AMD starts, it connects to all Media Stores and Media Gateways, License Directors, XML Servers, and Media Directors that are running in the network. After successfully connecting with these components, AMD instructs these components to send their configuration and operation information.

When Control Panel connects to AMD through a multicast functionality, a configuration file, or both, it instructs AMD to send the available information. AMD sends this information to Control Panel in the form of XML files. Control Panel accurately analyzes these XML files and displays the information in the form of a tree structure.

This user guide provides information about the configuration and operation of Control Panel in Contact Center Express. For more information on configuring Application Management Director, see *Application Management Service User Guide*.

Process flow of Control Panel

This architectural diagram shows the general process of implementing Contact Center Express using Control Panel.



Chapter 2: Logs in Contact Center Express

Contact Center Express logs error information for each configured service in different log files.

The system stores the logging information using the Avaya Common Logging format. Following is an example of a sample log message for License Director:

```
Apr 10 10:11:06 puccedev92 ASLicenseDirector.exe[1888]: +05:30 2010 400 1 .cce | 0
Status [2732] [T 23] A new client (Key = 7ee6e053-86f2-4484-8921-3ce21e06572a) has
connected to the server from 148.147.170.92:2910. Total clients connected = 2
```

In Control Panel, when you configure a service, there are two options to enable the system to log the information in a log file. You can select one or both options.

- **Classic Logging.** In this traditional logging process Contact Center Express creates a log file for each service in the respective folder of that service. This increases the time to search a log file for a particular service and diagnose the issue.
- **TTrace Logging.** In this new logging process, the system creates log files on a central server called TTrace server. From the TTrace server, you can view and configure the log details in TTrace console.

  TTrace server and TTrace console are the components of Trace System that you can install from the Contact Center Express installer.

  For more information, see the TTrace documentation in the **Documentation** directory of the Contact Center Express installation or on the Avaya Support site: http://support.avaya.com.

This section contains the following topics:

Classic Logging

In Classic Logging, Contact Center Express logs the operation information of each configured service in a separate log file. A new log file is created every day.

The name of the error log file clearly identifies the application and the day of the week, for example, **MonASGUIHost.log**, where,

Mon	The day of the week when the system creates a log file.
ASGUIHost.log	The application extension for which the system creates a log file.

After the file size reaches the limit specified in the configuration, the system archives the log file in the same directory of the log file and creates a new log file.

Note:

If a log file reaches the size limit on the same day that the system creates the file, the system creates the log file copy, in addition to archiving the file. The `.old` extension is added to the existing extension of the copy of log file.

The system stores only one log file in an archive. If a second log file reaches the specified maximum size, the system overwrites the archived log file.

The type of errors and information that the system logs in a log file is determined by the logging level defined in the `.ini` file of the corresponding service in Contact Center Express. For more information on logging levels, see Logging levels on page 12.

In each log file, the system records the selected logging level as well as the date, time, location, and description of every error based on the logging level that you select.

The system saves each error log file in the current working directory of the corresponding service in Contact Center Express.

Contact Center Express Release 5.0 enhances Classic Logging to make it compliant with the Avaya Common Logging format. The log message includes the following fields:

- **Hostname**
- **UTC (Universal Time Coordinator) Offset**
- **Process Name (TAG) and [Process ID]**
- **Log Format**
- **Product Type**
- **Marker Field**

Logging levels

In Contact Center Express, a logging level defines the type of errors or information that the system logs in a log file.

Following are the error logging levels:

- 0 - No error logging takes place

- 1 - Logs fatal, major, minor and trace information
- 2 - Logs fatal, major and minor errors
- 4 - Logs fatal and major errors
- 8 - Logs only fatal errors

Custom log level for Diagnostic Testing

In Control Panel, you can use a custom log level to create log files that do not overwrite each other, every time the maximum file size limit is reached. You can create this logging level by adding 128 to one of the default logging levels and set that value to the **Error Log Level** parameter in the configuration file.

CAUTION:
To prevent creating multiple log files that consume disk space, use this error log level only when you perform diagnostic testing.

For example, in the configuration file, if you specify Error Log Level=129 (1+128), the new error log files that are created contain information related to fatal, major, minor, and trace errors.

Each new log filename is unique, based on the date in year, month and day format and time in hours, minutes, and seconds format.

For example, in the log file name **YYYYMMDDHHMMSSASMediaDirector.log**:

YYYY = Year	MM = Month	DD = Day
HH = Hour	MM = Minute	SS = Seconds

TTrace logging

In TTrace logging, the system creates log files on a central server from where you can access these log files and view the details of each log file. The type of information and errors that the system stores in a log file depends on the logging level that you set in TTrace Console. For more information, see Logging levels on page 12.

You can use TTrace logging only after you install the TTrace system from the Contact Center Express installation package. The TTrace system consists of the following components:

- TTrace server
- TTrace console
- TTrace config

- TTrace Log2Zip

You can use these components to perform the TTrace logging functions:

For more information about logging mechanism of TTrace server, see the TTrace documentation in the **Documentation** directory of the Contact Center Express installation or on the Avaya Support site: http://support.avaya.com.

TTrace server

In Contact Center Express, TTrace server acts as a central server to store log files of all the services.

For each service that you configure in Contact Center Express, the system creates a separate log file on the TTrace server and adds the logging information to the corresponding log file. Each new log file name is unique, based on the date in year, month, and day format, and the name of the service for which the system creates a log.

Following is the syntax in which the system creates a log file name.
`<YYYY>_<MM>_<DD>_tt_<service_name@server_name>.<file_extension>`

For example, `2010_04_19_tt_[ASLicenseDirector@puccedev92].log`.

Note:
When installing the Trace system, you must specify the IP address of the TTrace server and the port number to access the TTrace server. The default port number is 10400.

TTrace Console

In Contact Center Express, **TTrace Console** is a tool that you use to view the logged information for each service that you have configured.

The user interface (UI) of the TTrace Console contains a left pane and a right pane.

In the left pane, the system displays a list of services that you have configured and that are running. In the same pane, you can also select logging levels.

In the right pane, the system displays the logged messages for a service that you select in the left pane.

To open TTrace Console, click **Start** > **All Programs** > **Avaya Contact Center Express** > **Server** > **Trace System** > **Console**.

For more information about TTrace Console, see the **Customer Interaction Express** product documentation on the Avaya Support site: http://support.avaya.com.

TTrace Config

In Contact Center Express, you can use the TTrace Config tool to configure TTrace logging. For detailed information on TTrace Config tool, see the *TTrace Installation Guide*.

In this tool, you can update the **Directory for logfiles** field by specifying a directory on the TTrace server. The system saves the TTrace log file in the specified directory.

You can also use this tool, you can configure the Trace system to send an e-mail to a configured e-mail ID, when the system logs a particular type of alarm on the TTrace server.

Note:
You can also use the default configuration file `tt_srv_cce.xml` to understand the settings and modify the values as per your requirements. This .XML file is provided with the TTrace installation.

Configuring e-mail

To configure e-mail:

Important:
If you are using the default tt_srv_cce.xml file that is provided with the Contact Center Express installation, you need to modify only the **Mailserver Host**, **From**, and **To System** fields.

1. Open the TTrace Config tool.
2. Click the **Emails** button on the main toolbar.
3. In the **Mailserver Host** field, enter the host name of the mail server.
4. In the **Sendcommand** field, enter the command using the buttons provided below this field.

   You should modify the value in this field only when you do not want to use **`SMTPSEND`** command.

   Important:
   If you are using the default value, ensure that the virus scanner or any other security software on the system does not prevent the SMTPSEND command to connect with the SMTP port 25.

   CAUTION:
   You must be very careful when you modify the value in this field. Read the *TTrace Installation Guide* before modifying the value in this field.
5. In the **From** field, enter the e-mail address from which you want to send an e-mail.
6. In the **To System** field, enter the e-mail address to which you want to send an e-mail.

7. From the **Templates** lists, select a default e-mail template.

   Click the **Add** button to add a new e-mail template. For more information on e-mail template, see *TTrace Installation Guide*.

8. Click the **Save** button on the toolbar to save the settings.

   The system saves the settings in the form of .XML file on the system where you have installed Trace system.

Configuring Logscan

To configure LogScan:

1. Open the TTrace Config tool.
2. Click the **LogScan** button on the main toolbar.
3. Click **Add**.
4. In the **Subject** field, enter the subject of a scan.

   The value in this field indicates the designation of the log scan.

5. In the **Type** field, select **System** or **Custom** as the type of log scan.

   Note:
   When you import a configuration file, the system overwrites all the system type log scans and do not overwrite the customer type log scans.

6. In the **Processname** field, enter the name of the process for which you want to perform the log scan.

   You can enter multiple processes by separating them with a comma. You can also enter * to include all the processes.

7. Click the **Standard** to add the standard scanning expression in the **Scantext** field.
8. Click **Regular Expression** to create a scanning expression and add it in the **Scantext** field.
9. Click the button next to the **using template** field to select an e-mail template.
10. In the **Comment** field, enter the comments for a log scan.
11. Click **OK** to add the log scan.
12. Click the **Save** button on the toolbar to save the settings.

    The system saves the settings in the form of .XML file on the system where you have installed Trace system.

TTrace Log2Zip

Log2Zip is an archiving tool in the Trace system that archives log files from the TTrace server. For archiving, you can specify the start and end date to archive log files created between the selected start and end date.

You can select particular services to enable the system to archive the log files only for select services.

Note:
To archive the log files, you must manually run the Log2Zip tool.

Creating archive of log files

To create an archive of TTrace log files:

1. From the Windows Start menu, click **Start** > **All Programs** > **Avaya Contact Center Express** > **Server** > **Trace System** > **Log2Zip**.
2. Click the **Begin** field to select a start date.
3. Click the **End** field to select an end date.
4. (Optional) Click **Today** to select the current date.

   The system archives log files that are created on the current day.
5. Click the button next to the **Save as** field and select a file name for an archive.
6. Select the **Archive Dr. Watson Logfile** check box to include the Dr. Watson log file in an archive.
7. From the **Archive content** list, select the services whose log files you want to archive.
8. Click **Archive** to create an archive file with the specified name.

Error Logging

Important:
In Contact Center Express, the configuration file for each service stores the default error logging information. Whenever you select any service in Control Panel, the system reads the configuration file of the respective service and displays the error logging options, such as level, size, and file name of error logging options according to the values specified in the configuration file. Therefore, configure error logging options only when you want to change the default values.

Configuring error logging

To configure error logging:

1. In the **Error Logging** section:
   a. Click the **Level** field and select a required logging level.

      For more information, see Logging levels on page 12.

   b. Click the **Classic Logging** check box.

      Use this option to enable the system to create log files in a working directory of the selected service. For more information, see Classic Logging on page 11.

      1. In the **Path** field, enter the path to store the log file.

         By default, the system stores a log file to the working directory of Control Panel.

      2. In the **Size** field, enter the maximum size for a log file, in KB.

         After the maximum limit, the system archives the log file and creates a new log file.

      3. In the **Extension** field, enter the extension for a log file.

   c. Select the **TTrace Logging** check box.

      This enables the system to create log files on a TTrace server that you have configured. For more information, see TTrace logging on page 13.

      1. In the **TTrace Host**, enter the TTrace server address.

         The system creates log files on this server.

      2. In the **Port No** field, enter the port number to access the TTrace server.

         Default: 10400. Maximum limit: 65535.

   Important:
   In the **Port No** field if you enter a value, which is beyond the maximum limit, the system displays an error message and resets the **Port No** field to a valid port number, which is within the supported limit.

2. Right-click anywhere on the respective tab and select **Save and Close** to save the information.

   The system updates the respective configuration file with the updated values of logging options.

Chapter 3: Services configuration

The Control Panel interface is designed to help administrators to quickly find a service and configure the options of the selected service.

The left pane of the interface lists all the installed services in Contact Center Express and the right pane displays the options for the selected service.

When Control Panel starts, it connects to AMD, which further connects to all the media stores, media directors, License Directors, and XML Servers running in Contact Center Express. Control Panel collects the configuration information from AMD and displays the information according to the services listed in a tree structure.

When you install any service and view the summary of it in Control Panel for the first time, Control Panel displays the status of that service as **Running**. If you do not see the status of a service as Running, you must start that service through the **Services** option in Windows. Once AMD updates the information about a service, you can start and stop that service from Control Panel.

In Control Panel, you can also configure Avaya Aura™ Communication Manager to select objects, such as the agents, stations, Vector Directory Numbers (VDNs) from Communication Manager that are configured for Contact Center Express.

To configure Communication Manager in Control Panel, you must configure the Communication Manager Administration (CMAdmin) plug-in correctly. For more information, see Communication Manager Administration on page 105.

To start Control Panel:

1. Click the **Start** button on the Windows Task bar and select **Programs** > **Avaya Contact Center Express** > **Desktop** > **Contact Center Express Control Panel**.

This section discusses about configuring the following services:

Communication Manager administration

In Control Panel, you can configure the Communication Manager administration plug-in to select the objects, such as agents, stations, VDNs in the services.

Use the button, which is provided next to the field for the corresponding object, to select an object that is available in Communication Manager. The system displays a dialog box to select from the available objects. You can either select a single object or multiple objects. The dialog box only shows the objects that are available in Communication Manager.

For example, if the VDN list field in the VDN Group configuration contains 7100-7500 and the VDNs available in Communication Manager are 7100, 7104-7110, and 7120, the dialog box when you click the button for VDN list shows the VDNs that are available in Communication Manager. Also, if you click OK without making any changes, the system changes values in the VDN list field with the values available in Communication Manager, that is 7100,7104-7110,7120.

Security Warning Banner

Using the Security Warning Banner feature, you can configure a security warning for a system where you have installed Control Panel.

In a security warning, you can configure a message to inform the user of the system about using Contact Center Express application, especially Control Panel.

The system displays this security warning every time you log into the system.

Configuring Security Banner

To configure Security Banner:

1. In Control Panel, click **Tools** > **Options**.
2. In the **Options** dialog box, click the **Security Banner** tab.
3. Select the **Enable Security Banner** check box.

   This enables the text fields in the **Security Banner** section.
4. In the **Legal Notice Caption** field, enter a title for a security warning.

   The system displays the specified text in the title bar of the security warning message window.
5. In the **Legal Notice Text** field, enter a security warning message.
6. Click **OK**.

   Whenever you try to log in to the system, the system displays this security warning message. Click **OK** on the security warning message window to proceed.

Call Recording

Agents can use the call recording feature in Contact Center Express to record their conversations with customers.

In Control Panel, you can view the summary of the call recording service and configure the controllers for call recording.

Important:
Before you configure call recording in Control Panel, you must install the Avaya Contact Recorder (ACR) and configure the recording ports on the Call Recording server. For more information on ACR, see documentation on the Avaya Support Web site: http://support.avaya.com/css/Products/P0588.

For more information on how to record a call, see the *Contact Center Express Desktop User Guide*.

Configuring call recording controller

To configure call recording controller:

1. In the left pane of Control Panel, expand the **CallRecording** node in the **Call Recorders** node.
2. Click the **Controller** node.

   In the right pane, the system displays the call recording ports mapped with the agent ports.
3. Right-click the **Controller** node and select **Edit**.
4. In the **Avaya Call Recorder URL Configuration** section, specify the following:
   a. In the **Machine Name or IP Address** field, enter the IP address or host name of the server where you have installed the call recorder.

      For more information on Avaya Contact Recorder (ACR), see documentation on the Avaya Support Web site: http://support.avaya.com/css/Products/P0588.
   b. In the **Port** field, enter the port number to access the call recording for administration.

Note:
You must specify the correct Call Recording server address and port number to enable the **Replay Recording** option in Desktop for agents to replay the recorded calls. You can also specify the server address and port in the `Avaya Call recording service.ini` file of Call Recording Config Service.

5. In the **Controller** section, specify the field values as mentioned in Error Logging on page 17.
6. Right-click anywhere on the **Edit Controller** tab and select **Save and Close** to save the information.
7. Right-click the **CallRecording** node and click **Stop Service**.
8. Check the **Service status** field on the **Summary** tab to see that the system has stopped the CallRecording service.
9. Right-click the **CallRecording** node and click **Start Service**.
10. Check the **Service status** field on the **Summary** tab to see that the system has started the **CallRecording** service.
11. Click the **Controller** node.

    The system displays the recording ports that are available for agents to record a call. Also, the **Avaya Call Recorder URL Configuration** section displays the URL that you have configured for call recorder server.
    a. Click the **Avaya Call Recorder URL Configuration** link.

       The system opens the call recording server administration page in a new browser window.

b. Enter the user name and password.

c. Click **OK** to log into the call recording server.

License Director

In Control Panel, you can configure License Director to fetch licenses from the WebLM server.

License Director checks out all the licenses when the WebLM server starts and releases all the licenses when the WebLM server shuts down.

If the connection between WebLM server and License Director breaks:

- The WebLM server stops receiving new requests from License Director and, after a time-out of 600 seconds, releases all the checked out licenses from the WebLM server.
- License Director fails to send the new request and immediately releases all checked out licenses and tries to check out the licenses again every 30 seconds.

For more information on License Director, see *License Director User Guide*. For more information on WebLM installation and configuration, see WebLM documentation.

Configuring License Director

To configure License Director:

1. In the left pane, right-click the **License Director** node and select **Edit**.
2. In the **Error Logging** section, specify the field values as mentioned in Error Logging on page 17.
3. In the **Master License Director** section, specify the following:
    1. Click the **Master License Director management URL** field to select a location of the master License Director that the system can use when License Director exhausts all the available licenses and need to borrow licenses from the master server.

       Enter the URL in the following format:

       `gtcp://<server_system_name>:29073/ASLicenseDirectorManagement.rem`.
4. In the **WebLM Server** section, specify the following:

1. In the **WebLM server URL** field, enter the URL of the WebLM server.

   License Director uses this WebLM server to fetch the required licenses.

   Enter the URL in the following format:

   `//<WebLM_server_name>:<port_number>/WebLM/LicenseServer`.

   The port_number is the actual port that the system uses to access the WebLM server. Default: `52233`.

Note:

When using WebLM server for licenses:

- If you change the WebLM configuration, you must restart the License Director service. The system displays a dialog box to ask you to restart the service.
- If there are more than one License Directors, you must assign each License Director to a separate WebLM server. You can install the WebLM server on the same system as Control Panel or on a standalone system in the network.
- You cannot add licenses or delete licenses from Control Panel. You have to add the required licenses to the WebLM server using the WebLM server interface. For more information, see WebLM documentation.

2. In the **Renew interval (sec)** field, enter the time interval in seconds.

   After the set time, License Director renews all the WebLM licenses.

   Default: 30 seconds.

   If License Director fails to renew the licenses, it frees or releases all checked out licenses and tries to renew the licenses after 30 seconds.

5. Right-click anywhere on the **Edit License Director** tab and select **Save and Close** to save the information.

Viewing license keys

To view available license keys for a license director:

1. In the left pane of Control Panel, expand the **License Keys** node to display available license keys.

XML Server

The XML server is a link between the Avaya Telephony server, which is Application Enablement Server (AES) and Contact Center Express applications developed in Microsoft .Net.

The XML server communicates with AES to allow AES to pass the call control and call event information to Contact Center Express applications, for example, Desktop, and receive the same information from Desktop.

Configuring XML Server

To configure an XML Server:

1. In the left pane of Control Panel, expand the **XML Servers** node.
2. Right-click the **XML Server** node and select **Edit**.
3. In the **License Director** section, specify the following:
   a. In the **License Director IP** field, enter the IP address of the License Director server that you have configured in Contact Center Express.
   b. In the **License Director port**, enter the port number to access the License Director server.
4. In the **Name Service** section, specify the following:
   a. In the **Name service IP**, enter the IP address of the XML server naming service.
   b. In the **Name service port**, enter the port number to access the XML server naming service.

      After connecting to the specified port, the system displays a list of currently configured XML interfaces. An XML interface is a combination of IP address and port number of an XML server. You can select an XML interface to connect it for the naming service.

      Default port: `29096`.
5. In the **Error Logging** section, specify the field values as mentioned in Error Logging on page 17.
6. Right-click anywhere on the **Edit XML Server** tab and select **Save and Close** to save the information.

Adding Telephony Server on the XML Server

To add a telephony server on the XML server:

1. In the left pane of Control Panel, expand the **XML Server** node.
2. Right-click the **Telephony Servers** node and select **Add Telephony Server**.

   The system displays the **Add Telephony Server** tab.
3. Select the **Enable Telephony Server** check box to connect the XML Server to the telephony server.

4. In the **Friendly name** field, enter a name that you want to display for a telephony server in Control Panel.
5. Click the **Tlink name** field to select the link that the telephony server uses to connect to the Avaya Telephony server and switch.
6. In the **Tlink user name** field, enter the user name required to access the link.
7. In the **Tlink user password** field, enter the password associated with the user name.
8. Click the **XML client IP** field to select the IP address of the currently configured XML interface on an XML Server.
9. In the **XML client port** field, enter the port number of the currently configured XML interface on the XML server.

   XML client uses this IP address and port to open a link to the XML server and connect to the telephony server.

   If you keep the **XML client IP** field blank, the XML server accepts connections on any configured IP address in the operating system of the XML server.

   You can either set the port to any value, such as 0 or 29097, or allow the operating system on the XML server to decide the port from the pool of free ports between 1024 and 5000.

   If the XML server decides the port, the XML client needs to use the naming service to gather information of XML client connection.
10. Select the **Perform agent events challenge** check box to enable the XML Server to request agent events from the Communication Manager.
11. Select the **Perform named licensing challenge** check box to
12. In the **Name service response IP** field, enter the IP address or host name that is returned when the name service requests comes.
13. Right-click anywhere on the **Add Telephony Server** tab and select **Save and Close** to save the information.

Media Director

Media Director acts as an engine that queues multimedia work items before sending them to respective agents for processing. Media Director also stores the locations where work items are to be delivered.

The Desktop in Contact Center Express communicates with Media Director through Media Proxy. Desktop provides the IP address of the Desktop system, the station number, and the agent ID associated with the Desktop system to Media Director.

When a work item has to be delivered, Media Director instructs Desktop how to connect to the correct Media store and where to find the work item.

Media Director uses the phantom call capabilities of a switch to generate a call and queue that call to a specific skill.

Configuring Media Director

To configure Media Director:

1. In the left pane of Control Panel, expand the **Media Directors** node.
2. Right-click the **Media Director** node and select **Edit**.
3. In the **Error Logging** section, specify the field values as mentioned in Error Logging on page 17.
4. In the **XML Server** section, specify the following fields:

Field	Description
Primary IP	The IP address of the primary XML server.
Primary port	The port number to access the primary XML server.
Primary link	The link to connect the primary XML server. Click the button next to the field to retrieve the link.
Secondary IP	The IP address of the secondary XML server.
Secondary port	The port number to access the secondary XML server.
Secondary link	The link to connect the secondary XML server. Click the button next to the field to retrieve the link.

5. In the **License Director** section, enter the values for the following fields:

Field	Description
Primary IP	The IP address of the primary License Director server.
Primary port	The port number to access the primary License Director server.
Secondary IP	The IP address of the secondary License Director server.
Secondary port	The port number to access the secondary License Director server.

6. In the **Master Media Director management URL** field, enter the URL of the master Media Director.
7. Right-click anywhere on the **Edit Media Director** tab and select **Save and Close** to save the information.

Adding a queue to Media Director

To add a queue to the Media Director configuration:

1. In the left pane of Control Panel, expand the **Media Director** node.
2. Right-click the **Queues** node and select **Add Queue**.

   The system displays the **Add Queue** tab.
3. In the **Queue ID** field, enter a unique identifier for a queue.

   Do not include spaces between words. Use an underscore (_) to join words, for example, Queue_1.
4. In the **VDN** field, enter the Vector Director Number (VDN).

Note:
A VDN must be unique for each queue.

Communication Manager dials the VDN to add phantom calls to the skill queue.

For example, VDN = 9830.

Click the button next to this field to select a VDN from the available VDNs in Communication Manager

5. In the **Phantom station DN list** field, enter a phantom station.

Note:
Phantom station must be unique for each queue.

You can enter multiple phantom stations by separating them with a comma. For example, 4500-4509,4510,4511. You can click the button next to this field to select phantom stations configured in Communication Manager.

Communication Manager uses the specified phantom stations as originating points for the phantom calls, in a queue that you specify.

6. In the **Phantom call UUI** field, enter the text that Media Director displays to an agent when Media Director generates a phantom call.

   Default: PHANTOM_CALL. With the default value, the system informs an agent that the call is a phantom call.
7. In the **Maximum queued work items** field, enter the maximum number of work items that you want the system to keep waiting in a queue.

Important:
If the maximum limit exceeds, Media Director returns an error to Media Store.

If you set an invalid value, which is out of the 1 to 100 range or a fractional value, the system sets the default value 10.

Note:
If you want to use the preferred agent functionality of Contact Center Express, Avaya recommends you to set the maximum limit to at least 100.

8. In the **Maximum queued phantom calls** field, enter the maximum number of phantom calls that you want the system to keep in a VDN queue.

   Important:
   If you set an invalid value, which is out of the 1 to 100 range or a fractional value, the system sets the default value 10.

9. Select the **Dial phantom call when no clients** check box to generate phantom calls when there is no Desktop application connected to Media Director.
10. Select the **Enable preferred agent** check box to add work items to a queue of preferred agent that you set in a media store database.

    If you clear this check box, work items are added in the queue of an agent who logs into a skill.
11. Right-click anywhere on the **Add Queue** tab and select **Save and Close** to save the information.
12. Right-click the node for a queue and select **Start Queue**.

Virtual Agent

In Control Panel, you can configure Virtual Agents and specify the station numbers that Virtual Agents can monitor. Each station becomes a virtual agent that receives incoming calls or work items and passes them to a particular worker plug-in for processing.

To filter work items that a worker plug-in can accept, you can create virtual agent groups and specify these groups in the configuration of worker plug-in. After adding virtual agent groups, the worker plug-in accepts work items only from the agents belonging to the configured virtual agent groups.

You can also filter work items for a worker plug-in by specifying the accepted work item types in the configuration of worker plug-in.

Virtual Agent can monitor up to 300 stations.

Configuring Virtual Agent

To configure Virtual Agent:

1. In the left pane of Control Panel, expand the **Virtual Agents** node.

2. Right-click the **Virtual Agent** node and select **Edit**.
3. In the **Media Director** section, specify the following fields:

Field	Description
Media Director	The Media Director server name.
URL	The URL that Email Media Store (EMS) uses to connect to the Media Director server. The system forms this URL using the values that you specify in the **IP**, **Port**, **Channel type**, and **URL** fields.
IP	The IP address of Media Director. The system automatically adds the IP address or host name of the Media Director server when you select a Media Director in the **Media Director** field.
Port	The port number to access the Media Director server.
Channel type	The .Net remoting channel that the multimedia applications in Contact Center Express uses to communicate with each other. Default: gtcp.
URI	The Uniform Resource Identifier (URI) of the remote communication object factory on the Media Director server. Default: RemoteFactory.rem.

4. In the **Error Logging** section, specify the field values as mentioned in Error Logging on page 17.
5. Click the **Enable connection to License Director** check box to enable the connection to the License Director.

   Selecting this check box also enables the fields in the License Director section.
6. In the License Director section, specify the following fields:

Field	Description
Primary IP	The IP address of the primary License Director server.
Primary port	The port number to access the primary License Director server.
Secondary IP	The IP address of the secondary License Director server.
Secondary port	The port number to access the secondary License Director server.

7. In the **Voice Media Stores** section, specify the following fields:

Field	Description
Available media stores on Media Directors	Displays media stores that you have configured and are available.
Media store list	Enter the media stores to receive voice work items when the Virtual Agent does not connect to Media Director.

8. Right-click anywhere on the **Edit Virtual Agent** tab and select **Save and Close** to save the information.

Adding Virtual Agent group

To add a Virtual Agent group:

1. In the left pane of Control Panel, expand the **Virtual Agent** node under the **Virtual Agents** node.
2. Right-click the **Virtual Agent Groups** node and select **Add Virtual Agent Group**.
3. In the **Group name** field, enter the name for an agent group.
4. Click the **Enable virtual agent group** check box to enable the virtual agent group.
5. Select the **Virtual Agent answers the call for voice work item** check box to use Virtual Agent to answer incoming calls.

   Clear this check box if you want Communication Manager to answer an incoming call.

   Note:
   For Communication Manager to answer incoming call, you must enable the **Auto Answer** feature in the switch.
6. Select the **Enable connection to Media Director** check box to use Virtual Agent to process multimedia work items.

   Clear this check box if you are using Virtual Agent only to process the voice work items.
7. Select the **Connect to Media Director when agent logs in** check box to connect Virtual Agent to Media Director when agents logs in to the switch.

   Clear this check box if you want to connect Virtual Agent to Media Director when Media Director starts.

8. Click the **Agent login mode** arrow to select the working mode for an agent.

   Agents are automatically placed in the selected working mode when they log in to Desktop. Agents can select from the Auxiliary, After Call Work, and Available working modes.

   For more information on the work modes, see *Contact Center Express Desktop User Guide*.

9. Click the **Agent available mode** arrow to select a mode for an agent when an agent ends a current call.

   Agents are automatically placed in the selected mode when they log in to Desktop. Agents can select from the Auto-In and Manual-In available modes.

   For more information on these modes, see *Contact Center Express Desktop User Guide*.

10. In the **Alarm** section, specify the following:

Field	Description
Endpoint busy high water percentage(%)	Enter the high water point at which the system generates an alarm.
Alarm on busy high water mark	Select this check box to generate an alarm when the percentage of endpoints specified in the **End Point Busy High Water Percentage** field has reached.
Alarm on all endpoints busy	Select this check box to generate an alarm when all the endpoints in a specific Virtual Agent group are occupied with work.

11. In the **Agent List** section, click the **Add Agent** tab and enter the following field values:
    - **Station DN**. Enter the station number of a Virtual Agent. Click the button next to this field to select stations DNs available in Communication Manager.
    - **Station password**. Enter the password to access the specified station number.
    - **Agent ID**. Enter the agent ID of a Virtual Agent. Click the button next to this field to select agents available in Communication Manager.
    - **Agent password**. Enter the password for the specified agent ID.

    1. Click **OK**.

       The new agent is added in **Agent List**.

    2. In **Agent List**, right-click an agent and select **Edit Agent** to edit the details.

       The system displays details of a selected agent on the **Edit Agent** tab. Click **OK** to save the changes.

3. In **Agent List**, right-click an agent and select **Delete Agent** to delete the selected agent.

12. Right-click anywhere on the **Add Virtual Agent Group** tab and select **Save and Close** to save the information.

Email Media Store

Configuring Email Media Store

To configure Email Media Store:

1. In the left pane of Control Panel, expand the **Email Media Stores** node.
2. Right-click the **Email Media Store** node and select **Edit**.
3. In the **Media Director** section, specify the following fields:

Field	Description
Media Director	The Media Director server name.
URL	The URL that EMS uses to connect to the Media Director server. The system forms this URL using the values that you specify in the IP, Port, Channel type, and URL fields.
IP	The IP address of Media Director. The system automatically adds the IP address or host name of the Media Director server when you select a Media Director in the **Media Director** field.
Port	The port number to access the Media Director server.
Channel type	The .Net remoting channel that the multimedia applications in Contact Center Express use to communicate. Default: gtcp.
URI	The Uniform Resource Identifier (URI) of the remote communication object factory on the Media Director server. Default: RemoteFactory.rem.

4. In the **Error Logging** section, enter the field values as mentioned in Error Logging on page 17.

5. In the **Media Store Database** section, specify the following fields:

Field	Description
Server name	The server name on which you have configured the media store database.
Database name	The database name that you have configured for EMS.
User name	The user name to access the selected database.
Password	The password to access the selected database.
Connection string	The connection string based on the server and database you select.
Test Connection	A button to test if you can connect to the selected database on the selected server.

6. In the **Contact Database** section, specify the following fields:

Field	Description
Server name	The name of a server on which you have configured the ASContact database.
Database name	The name of a database that you have configured for storing contacts.
User name	The user name to access the selected database.
Password	The password to access the selected database.
Connection string	The database connection string based on the server and database you select.
Test Connection	A button to test if you can connect to the selected database on the selected server.

7. Right-click anywhere on the **Edit Email Media Store** tab and select **Save and Close** to save the information.

Adding a queue for Email Media Store

To add a queue for Email Media Store:

1. In the left pane of Control Panel, expand the **Email Media Store** node under **Email Media Stores** node

2. Right-click the **Queues** node and select **Add Queue**.

   The system displays the **Add Queue screen** with the **General** tab open.

3. On the **General** tab, specify the following:

   1. In the **Email program ID** field, enter the program ID of a program that you want this e-mail queue to use.

Note:
EMS uses the program from the ASMediaStore database to which this EMS connects.

   2. In the **Media Director Queue** section, specify the following:

      - **Media Director queue ID for new email.** The queue ID of the Media Director queue that receives new e-mail. The queue ID must match with one of the queue IDs that you set in the configuration of Media Director.

        Click the field link to view the summary of the queues.

      - **Media Director queue ID for return email.** The queue ID of the Media Director queue that receives reply emails from customer. You can also use the queue ID of a queue that you have used for new e-mail. The queue ID must match with one of the queue IDs that you set in the configuration of Media Director.

        Click the field link to view the summary of the queues.

      - **Media Director queue priority for new email.** The priority with which new e-mail conversations to this mailbox are queued in the Media Director. Because the Media Director creates priority lists from objects created by all types of media stores, it is important that this number is set by someone who has an overview of all media stores and the level of importance of all operating mailboxes. There is no limit on the priority number range you can use, but 1-10 is recommended with 1 being the highest. This priority is overridden for individual customers listed in the database's Priority Contact Table (see QueuePriority).

      - **Media Directory queue priority for return email.** The priority with which returning e-mails to this mailbox are queued in the Media Director. This priority is overridden for individual customers listed in the database's Priority Contact Table (see QueuePriority).

      - **Media Director maximum queued items.** The maximum number of e-mail work items that can be queued to the Media Director from this queue. Downloaded mails remains unprocessed by the media store to prevent this number from being exceeded.

   3. In the **Email Storage** section, specify the following:

      - **Email storage path.** The path EMS uses when it saves e-mail files. If this parameter is left blank, the files are stored in the current working directory under a folder named after the queue identifier (see Email Queue Identifier parameter).

- **Email storage type.** A value that controls how e-mail files are organized when they are stored. Valid values are: Flat (the e-mail files are stored in the Email storage path without any sub-structure), Daily (the e-mail files are stored in the sub-folder of the Email storage path, which is created for each day named in the format of 'yyyymmdd'), Weekly (the e-mail files are stored in the sub-folder of the Email storage path, which is created for each week named in the format of 'yyyy' plus letter 'w' in the middle and 'mmdd' of the Monday of this week at the end), and Monthly (the e-mail files are stored in the sub-folder of the Email storage path, which is created for each month named in the format of 'yyyymm').

4. In the **Notification Email Address** section, specify the following:
   - **Administrator email address.** The e-mail address for the administrator of this queue. The administrator is notified of any e-mail or system problems.
   - **Suspended email notification list.** A comma-separated list of e-mail addresses belonging to the supervisor(s) that receives notification when a work item is suspended.
5. In the **Client Side Agent Desktop Preference** section, specify the following:
   - **Disable agent blind copy.** Select this check box to restrict agents entering address in the **Bcc** field of an e-mail that they are replying or forwarding.
   - **Include original email when replying.** Select this check box to enable the media store to include the content of an original e-mail to an e-mail that an agent is replying.
   - **Allow agent editing original email.** Select this check box to allow agents to edit the original e-mail when replying to an e-mail. The system displays the original e-mail in the editable form.

     If you clear this check box, the system splits the reply e-mail window with the reply e-mail at the upper side, and the original e-mail at the lower side in a non-editable form.

     This parameter works only when you select the **Include original email when replying** check box.
   - **Limit agent response to sender.** Select this check box to restrict agents to edit the e-mail addresses when replying to an e-mail.
   - **Allow agent changing the default RE reply email.** Select this check box to allow agents to change the default setting of the **Reply Directly To Customer** check box in an e-mail work item, which is forwarded to a resident expert.

     By default, the **RE reply to customer by default** check box on the **Components** tab controls the settings of this check box.
   - **Force agent to close with completed success.** Select this check box to restrict agents for closing the e-mail work item without providing the completion status. This also removes the close button from the e-mail work item tab.

- **Signature.** Text that is automatically added to the bottom of any e-mail the user replies to or forwards.

4. Click the **Inbound** tab, specify the following:
    1. In the **POP3 Server** section, specify the following:
        - **POP3 server name.** The name or IP address of the e-mail server that provide inbound POP3 services. You must enter the POP3 server name to enable agents to receive e-mails.
        - **POP3 user name.** The user name required for POP3 authentication with the mail server. This parameter represents the POP3 mailbox and cannot be left blank.
        - **POP3 password.** The password associated with the above user name. You must enter the password to enable agents to receive e-mails.

          By default, the Contact Center Express application encrypts this data. For more information, see the Contact Center Express Installation Guide (Configuration Commands).
        - **POP3 server port.** The port number of the mail server that offers inbound POP3 services.
        - **POP3 timeout.** The length of time, in milliseconds, EMS waits for a response from the POP3 server once connected. The default value is 3000 (3 seconds). If it fails to receive a response within the specified time, the media store sends a Major-level error to the error log and attempts to close the connection to the POP3 server by sending a QUIT command. If the quit request also times out, it takes double the time specified in the POP3 timeout parameter for the connection to the POP3 server to be dropped.
        - **Enable POP3 trace.** A setting that allows you to log details about POP3 transactions and diagnose e-mail download problems.

          If you enable POP3 tracing, the log file reaches its maximum size more quickly, and the performance of the EMS may be affected.
    2. In the **Download** section, specify the following:
        - **Mailbox check interval.** The time interval, in seconds, between attempts to connect to the specified mail server and retrieve new mail items. This value has a lower limit of 10. If this value is not present, a default of 60 is used. This parameter works in conjunction with Maximum e-mails downloaded per polling to control the number of queued e-mails.
        - **Maximum emails downloaded per polling.** The maximum number of mail items that can be downloaded during one poll of the mail server. This parameter works in conjunction with Mailbox check interval to control the number of queued e-mails.

- **Maximum emails pending processing.** The maximum number of unprocessed e-mail conversations allowed in this queue. If this number is exceeded, the media store temporarily stops polling the mail server. When the number has dropped below the threshold, polling starts again. If you have one EMS set up in your contact center environment (this means a single queue is receiving e-mail for a single e-mail address), you should use the default value of 0 (infinity). The preferred method of controlling the number of queued e-mails is via the Maximum e-mails downloaded per polling and Mailbox check interval parameters.
- **Temporary download path.** The directory in which e-mails are downloaded from the mail server is stored until pre-processed. If you specify only a folder name, it is saved in the installation folder of the application.
- **Automatically create download path.** Select this check box to create download path for the e-mails.

  If you do not specify a directory in the **Temporary download path** parameter, the system creates a directory in the installation folder of Control Panel, in the **TempDownload_Queuename** format.
- **Poll email when queue closed.** Select this check box to enable EMS to connect the mail server and download new e-mail items that arrives in a queue after the queue closes.

5. Click the **Outbound** tab, specify the following.
   1. In the **SMTP Server** section, enter the values for the following fields:
      - **Email address.** The e-mail address for this mailbox. This address can reference an individual, a department or signal a particular work-related purpose. The e-mail address appears in the From field with any outgoing e-mail.
      - **Reply email address.** The reply e-mail address of a customer for this queue.

        This is the address that system displays to a customer in the **To** field when the customer decides to reply to an agent for an e-mail that an agent replied to the customer.

        This address can be different from the address the customer used to initiate contact in the first e-mail. If you left this parameter blank, the system uses the reply e-mail address of a customer as the reply e-mail address for this mailbox.
      - **SMTP server name.** The name or IP address of the mail server that offers outbound SMTP services. You must enter the SMTP server name to enable agents to send or reply e-mails. If you do not set the SMTP server name, the customer can not receive any auto-responses or e-mails from agents. But, if you set the SMTP server name later, the system sends these auto-responses and e-mails to respective customers.
      - **SMTP user name.** The user name required for SMTP authentication with the mail server.

- **SMTP password.** The password associated with the above user name. By default, the Contact Center Express application encrypts this data. For more information, see the **Configuration Commands** topic in the *Contact Center Express Installation Guide*.

  You must specify the SMTP password to enable the system to send e-mails.

- **SMTP server port.** The port number of the mail server that offers outbound SMTP services.

- **SMTP timeout.** The length of time, in milliseconds, EMS waits for a response from the SMTP mail server once connected. The default value is 3000 (3 seconds). If it fails to receive a response within the specified time, the media store sends a Major-level error to the error log and attempts to close the connection to the mail server by sending a QUIT command. If the quit request also times out, it takes double the time specified in the SMTP time-out parameter for the connection to the mail server to be dropped.

- **Enable SMTP trace.** A setting that allows you to log details about SMTP transactions and diagnose e-mail sending problems.

  If you enable SMTP tracing, the log file reaches its maximum size more quickly, and the performance of the EMS may be affected.

2. In the **Postprocessing** section, specify the following:

   - **Email aliases for replying all.** A comma-separated list of e-mail addresses that deliver e-mail to the queue, and which is removed from any address fields (To, Cc or Bcc) when sending a Reply To All response. You do not need to include the e-mail address defined in the queue's Email address parameter.

6. Click the **Auto Response** tab, specify the following.

   1. In the **Closed Sender Group Auto Response** section, specify the following:

      - **Auto response file.** The name of the text file that contains the body of an e-mail that is automatically sent if this queue is marked as a closed sender group (see the Closed sender group parameter) and a new e-mail is received from a user or domain not in the Allowed Sender Table. If the option to use default auto response template files was selected during installation, the file name ClosedSender.txt appears. EMS automatically searches for the auto response file in `C:\Program Files\Avaya\Contact Center Express\Server\Media Store\Email\Application\Email Auto Responses`. If you want to change the location, specify the full file path along with the auto response file name. For example, `I:\Email Media Store\Email Auto Responses\ClosedSenderGroup.txt`.

        To ensure all language character sets display properly, the .txt file should be saved with Unicode encoding. If the file is saved with ANSI coding, EMS must run in the locale of the language used.

      - **Auto response character set.** The character set used for the body of the auto response message. The default is empty, which means the system uses the default encoding. This is generally **iso-8859-1**.

- **Auto response subject.** The text that appears in the Subject line of the auto response message. The default is "Your email '{0}' is rejected", where {0} is the subject of the inbound e-mail being responded to.
- **Auto response attachments.** A comma-separated list of files that is attached to the e-mail that is sent when a new e-mail is received from a user or domain not in the Allowed Sender Table when this queue is marked as a closed sender group.

2. In the **Denied Sender Auto Response** section, specify the following:

   - **Auto response file.** The name of the text file that contains the body of an e-mail that is automatically sent when a new e-mail is received from a user or domain in the Denied Sender Table. This e-mail is only sent if the EDLNotify parameter is activated against the user in the Denied Sender Table. If the option to use default auto response template files was selected during installation, the file name Denied.txt appears. EMS automatically searches for the auto response file in `C:\Program Files\Avaya\Contact Center Express\Server\Media Store\Email\Application\Email Auto Responses`. If you want to change the location, specify the full file path along with the auto response file name. For example, `I:\Email Media Store\Email Auto Responses\DeniedSender.txt`.

     To ensure all language character sets display properly, the .txt file should be saved with Unicode encoding. If the file is saved with ANSI coding, EMS must run in the locale of the language used.

   - **Auto response character set.** The character set used for the body of the auto response message. The default is empty, which means the system uses the default encoding. This is generally **iso-8859-1**.
   - **Auto response subject.** The text that appears in the Subject line of the auto response message. The default is "Your email '{0}' is denied", where {0} is the subject of the inbound e-mail being responded to.
   - **Auto response attachments.** A comma-separated list of files that is attached to the e-mail that is sent when a new e-mail is received from a user or domain on the Denied Sender Table.

3. In the In **Hours Auto Response** section, specify the following:

   - **Auto response file.** The name of the text file that contains the body of an e-mail that is automatically sent when a new e-mail is received within the operating hours of a queue. The text file should confirm that the e-mail has been received and will be responded to shortly. Emails that are part of an existing e-mail conversation do not generate this auto response. If the option to use default auto response template files was selected during installation, the file name InHours.txt appears. EMS automatically searches for the auto response file in `C:\Program Files\`

`Avaya\Contact Center Express\Server\Media Store\Email\Application\Email Auto Responses`. If you want to change the location, specify the full file path along with the auto response file name. For example, `I:\Email Media Store\Email Auto Responses\DuringOperatingHours.txt`.

To ensure all language character sets display properly, the .txt file should be saved with Unicode encoding. If the file is saved with ANSI coding, Email Media Store must run in the locale of the language used.

- **Auto response character set.** The character set used for the body of the auto response message. The default is empty, which means the system uses the default encoding. This is generally **iso-8859-1**.
- **Auto response subject.** The text that appears in the Subject line of the auto response message. The default is "Your email '{0}' was accepted", where {0} is the subject of the inbound e-mail being responded to.
- **Auto response attachments.** A comma-separated list of files that is attached to the e-mail that is sent when a new e-mail is received inside normal working hours.

4. In the **Out of Hours Auto Response** section, specify the following:

   - **Auto response file.** The name of the text file that contains the body of an e-mail that is automatically sent when a new e-mail is received outside the queue's operating hours. This text could confirm that the e-mail has been received and will be responded to the next day. Emails that are part of an existing e-mail conversation do not generate this auto response. If the option to use default auto response template files was selected during installation, the file name OutHours.txt appears. EMS automatically searches for the auto response file in C:\Program Files\Avaya\Contact Center Express\Server\Media Store\Email\Application\Email Auto Responses. If you want to change the location, specify the full file path along with the auto response file name. For example, I:\Email Media Store\Email Auto Responses\OutsideOperatingHours.txt.

     To ensure all language character sets display properly, the .txt file should be saved with Unicode encoding. If the file is saved with ANSI coding, EMS must run in the locale of the language used.

   - **Auto response character set.** The character set used for the body of the auto response message. The default is empty, which means the system uses the default encoding. This is generally **iso-8859-1**.
   - **Auto response subject.** The text that appears in the Subject line of the auto response message. The default is "Your email '{0}' was accepted", where {0} is the subject of the inbound e-mail being responded to.
   - **Auto response attachments.** A comma-separated list of files that is attached to the e-mail that is sent when a new e-mail is received outside normal working hours.

7. Click the **Components** tab, specify the following.

1. In the **Preprocessing Components** section, select the required preprocessing components by clicking the corresponding check boxes.

   You need to set additional fields for the following components:

   - **Resident Expert Response Pre-processor**. For more information, see Setting Resident Expert Response pre-processor on page 43.
   - **Keyword Based Routing pre-processor**. For more information, see Setting Keyword Based Routing pre-processor on page 43.

2. In the **Postprocessing Components** section, select the required postprocessing components by clicking the corresponding check boxes.

   - For the **Automatic Bcc Post-Processor** field, specify the following:
     - **Queue automatic blind copy addresses**. A comma-separated list of addresses that is always sent as a Bcc copy on reply e-mails from this queue.
   - For the **Auto Footer Text Post-Processor** field, specify the following:
     - **Auto footer text file name**. The name of the file that contains the text that appears at the bottom of every text e-mail that an agent sends. If the option to use default auto response template files was selected during installation, the file name `AutoFooter.txt` appears. EMS automatically searches for the auto response file in `C:\Program Files\Avaya\Contact Center Express\Server\Media Store\Email\Application\Email Auto Responses`. To change the location, specify the full file path along with the auto response file name. For example, `I:\Email Media Store\Email Auto Responses\AutoFooter.txt`.

       To ensure all language character sets display properly, save the .txt file with Unicode encoding. If the file is saved with ANSI coding, EMS must run in the locale of the language used.
     - **Auto footer HTML file name**. The name of the file that contains the text that appears at the bottom of every HTML e-mail that an agent sends. If the option to use default auto response template files was selected during installation, the file name AutoFooter.txt appears. EMS automatically searches for the auto response file in C:\Program Files\Avaya\Contact Center Express\Server\Media Store\Email\Application\Email Auto Responses. To change the location, specify the full file path along with the auto response file name. For example, `I:\Email Media Store\Email Auto Responses\AutoFooter.txt`.
     - **Auto footer character set**. The character set which encodes the auto-footer message. The default is the default encoding of the server.

8. Right-click anywhere on the **Add Queue** tab and select **Save and Close** to save the information.

To save the settings that you have changed for media store and queues in a configuration file, right-click a media store node and select **Commit Change**.

To start a queue, right-click a queue node and select **Start Queue**.

For more information on adding rules, see To add a rule: on page 46.

Setting Resident Expert Response pre-processor

On the **Components** tab, specify the following:

- **RE list.** A comma-separated list of e-mail addresses belonging to the resident experts for this queue.
- **Instructions file name direct to customer.** A file to be attached to an e-mail forwarded to a resident expert, when the resident expert has to reply directly to the customer. EMS automatically searches for the file in its own installation folder. To change the location, specify the full file path along with the file name.
- **Instructions file name return to agent.** The file to be attached to emails forwarded to a resident expert when the expert is expected to reply to the agent. EMS automatically searches for the file in its own installation folder. If you want to change the location, specify the full file path along with the file name.
- **RE footer content file.** The name of the text file that contains the body of the footer that is included in every message forwarded to the resident expert.
- **RE footer character set.** The character set with which the footer text is encoded. The default is the default encoding of the server.
- **RE subject prefix.** The text that prefix the subject of messages forwarded to the resident expert. The default is "Forward To RE:".
- **RE reply to customer by default.** Select this check box to automatically select the **Reply Directly To Customer** check box in an e-mail work item that is forwarded to a resident expert.

  If you clear this check box, the system sends the reply from a resident expert to the Media Director to redistribute that e-mail to the next available agent.
- **RE deliberation interval.** The length of time, in minutes, an e-mail waits in an inbox of the resident expert, without being replied to, before it is sent back to the Media Director for redistribution to the next available agent. The default is 60. If set to 0, the e-mail never returns to the agent queue.

Setting Keyword Based Routing pre-processor

On the **Components** tab, specify the following:

- **For Rule.** Click the field to select a rule that you want to assign to this queue.
- **Route to.** Select **Queue** or **Preferred Agent** to route an e-mail work item to either a queue or to a preferred agent.

- **Queue.** Click this option to select a queue to which you want to route the e-mail work item. The **Queue** field does not display the name of the queue that you are currently editing.
- **Preferred Agent.** Enter the agent ID of the preferred agent to whom you want to route an e-mail work item. Preferred Agent functionality is best efforts routing, and depends on the routing algorithm of Communication Manager.
- **Add.** Click this button to add a rule to this queue.

  Important:
  You must select a rule in the **For Rule** field to enable this button.

  After you add a rule, the system removes that rule from the **For Rule** field.
- **Update.** Click this button to modify a rule that you have added.

  Important:
  You must select a rule in the **Rule List** field to enable this button.

  For more information, see Updating a rule on page 44.
- **Remove.** Click this button to remove a rule.

  Important:
  You must select a rule in the **Rule List** field to enable this button.

  After you remove a rule from the **Rule List** field, the system adds that rule in the **For Rule** field. For more information, see Removing a rule on page 45.
- **Rule List.** A list that display rules assigned to a queue.

  Click the **MoveUP** or **MoveDown** button to change the sequence in which the EMS executes the rules from the **Rule List** field.

  By default, EMS evaluates the rules from top to bottom. When EMS finds a rule that matches the specified condition, it stops matching further rules in the rule list.
- **Rule Details.** A section that displays the information about the keywords that you have included and excluded in a rule, and the fields in an e-mail that the system checks for matching the rule.

Updating a rule

To update a rule:

1. In the **Rule List** field, click the rule that you want to update.
2. In the **Route to** field, select **Queue** or **Preferred Agent** option to route an e-mail work item to either a queue or a preferred agent.
3. Based on the option you select for the **Route to** field, do one of the following:
   - Click the **Queue** field to select a queue.

- In the **Preferred Agent** field, enter the preferred agent ID.

4. Click **Update**.

   The system displays the updated rule in the **Rule List** field and disables the **Update** button.

Removing a rule

To remove a rule:

1. In the **Rule List** field, click the rule that you want to remove.
2. Click **Remove**.

   The system removes the selected rule from the **Rule List** field and disables the **Remove** button.

Keyword Based E-mail Routing

In Control Panel, you can use the keyword based e-mail routing feature to route an incoming e-mail work item to an appropriate queue or a preferred agent, based on the configured keywords or a combination of keywords.

In EMS, you can create a rule by specifying keywords or a combination of keywords and assign that rule to an e-mail queue. When an e-mail work item comes from a customer, EMS analyzes the contents in the e-mail subject, e-mail body, or both based on a rule that you have assigned to an e-mail queue in which the e-mail work item has arrived.

While analyzing the contents of an e-mail, EMS compares a word with all the keywords specified in a rule. EMS ignores the punctuation marks in a word. For example, if an e-mail body contains a word "Citibank" in double quotes, and if a rule has a keyword Citibank without punctuation mark, EMS matches the word with the keyword by ignoring the punctuation marks.

EMS differentiates a word by analyzing the space before and after a word. For example, EMS considers **Citi bank** in an e-mail as two separate words and compare both the words separately with all the keywords.

In Control Panel, you can add a rule in the **Email Media Store** node, and specify the keywords, that you want the system to search in an e-mail subject, an e-mail body, or both. In the **Email Media Store** node, you can also assign a rule to queue. For more information, see To add a queue for Email Media Store: on page 34.

Adding a rule

To add a rule:

1. In the left pane of Control Panel, expand the **Email Media Store** node in the **Email Media Stores** node.
2. Right-click the **Rules** node and select **Add Rule**.
3. In the **Rule Name** section, enter a unique name for the rule.

   Note:
   When giving a name to a rule, ensure the following the points:
   - The rule name is not case sensitive.
   - Do not add any spaces before and after the rule name.
4. In the **Include Words** section:
   1. Enter a keyword in the **Keyword** field.

      Important:
      When you enter a value for a keyword, ensure the following:
      - Enter only alphanumeric value and no spaces or special characters.
      - Enter at least one keyword either in the **Include Words** or **Exclude Words** section.
      - Use different keywords in the **Include Words** and **Exclude Words** sections.
      - Do not add the same keyword using different case. Keywords are not case-sensitive. For example, EMS considers the keyword `Avaya, avaya`, or AVAYA as the same keyword and gives an error when you try to enter them separately.
   2. Select the **OR** or **AND** connection option.

      Based on the selected connection type, the system associates the keyword with other keywords in a keywords list.
   3. Click **Add**.

      The system adds the keyword in the list.
   4. Click **Remove** to remove a selected keyword.
5. In the **Exclude Words** section:
   1. Enter a keyword in the **Keyword** field.
   2. Click **Add**.

      The system adds the keyword in a list.
   3. Click **Remove** to remove a selected keyword.

6. In the **Content Analysis** section, click the **Subject** or **Body** check box to enable the system to search the keywords in an e-mail subject or an e-mail body, or both.

   Note:
   You must select at least one check box.

   At the bottom of the tab, you can view the newly created rule with the applied conditions.

7. Right-click anywhere on the **Add Rule** tab and select **Save and Close** to save the information.

   Note:
   EMS matches the rule only when keywords in the **Include Words** list are present in an e-mail, and keywords in the **Exclude Words** list are not present in an e-mail.

Editing a rule

To edit a rule:

1. In the left pane of Control Panel, expand the **Email Media Store** node in the **Email Media Stores** node.
2. Expand the **Rules** node.
3. Right-click a rule that you want to edit and select **Edit**.

   The system displays the **Edit Rule** window where you can modify the values in the fields. For more information, see To add a rule: on page 46.
4. Right-click anywhere on the **Edit Rule** tab and select **Save and Close** to save the information.

Deleting a rule

To delete a rule:

Important:
Before deleting a rule, ensure the following points:

- Do not try to delete a rule when you are editing a queue to which you have assigned that rule.
- Do not try to delete a rule that you are editing.

1. In the left pane of Control Panel, expand the **Email Media Store** node in the **Email Media Stores** node.
2. Expand the **Rules** node.

3. Right-click a rule that you want to delete and select **Delete Rule**.
4. Click **Yes** to confirm deletion.

   The system deletes the rule from the **Rules** node.

Note:
When you delete a rule, the system automatically removes the association of that rule from all the queues to which it was assigned.

Preview Contact Media Store

Configuring Preview Contact Media Store

To configure a Preview Contact Media Store:

1. In the left pane of Control Panel, expand the **Preview Contact Media Stores** node.
2. Right-click the **Preview Contact Media Store** and select **Edit**.
3. In the **Media Director** section, enter the values for the following fields:

Field	Description
Media Director	The Media Director server name.
URL	The URL that Preview Contact Media Store uses to connect to the Media Director server. The system forms this URL using the values that you specify in the IP, Port, Channel type, and URL fields.
IP	The IP address of Media Director. The system automatically adds the IP address or host name of the Media Director server when you select a Media Director in the **Media Director** field.
Port	The port number to access the Media Director server.

Field	Description
Channel type	The .Net remoting channel that the multimedia applications in Contact Center Express use to communicate with each other. Default: gtcp.
URI	The Uniform Resource Identifier (URI) of the remote communication object factory on the Media Director server. Default: RemoteFactory.rem.

4. Configure the **Error Logging** section as mentioned in Error Logging on page 17.
5. In the **Media Store Database** section, enter the field values as mentioned in the following table:

Field	Description
Server name	The server name on which you have configured the media store database.
Database name	The database name that you have configured for e-mail media store.
User name	The user name to access the selected database.
Password	The password to access the selected database.
Connection string	The connection string, based on the server and database you select.
Test Connection	A button to test the selected database connection.

6. Right-click anywhere on the **Edit Preview Contact Media Store** tab and select **Save and Close** to save the information.

Viewing programs

To view the programs available to this Preview Contact Media Store:

1. In the left pane of Control Panel, expand the **Interactions** node under the **Preview Contact Media Store** node.

   The configured Media Store that is connected to the ASMediaStore database displays programs from the ASMediaStore database and make these programs available to use.

Important:
In the interactions list, you cannot run a program if it is disabled or does not have contacts assigned to it. Exception to this is a program that is designed exclusively for routing Microsoft CRM activities.

Creating a list of interactions

To create a list of interactions or assign a group of contacts to a particular program:

1. In the left pane of Control Panel, expand the **Interactions** node.
2. Right-click a program and select **Load New Interactions**.

   The system displays the **Load Interactions** tab

   1. Click **Browse** to locate the .CSV or Excel file for saved contacts.

      The system matches the column headings from the selected file with the columns in the database and accordingly displays the column headings from the .CSV file in the appropriate fields on the **Load Interactions** tab.

Note:
If you want to display customer contact records as a part of the Preview Contact work item, the Customer ID must match with the Contact ID in the ASContact database.

   2. If a field is displaying incorrect column headings, click the arrow for that particular field and select the appropriate column heading.

Note:
You can send out more than one message by specifying more than one method of contact and media store type.

   3. Click **Start**.

      The system saves the contact list in the ASMediaStore database and displays the details under the **Program** node.

Voice Media Store

Configuring Voice Media Store

The configuration of Voice Media Store (VMS) is similar to the configuration of Email Media Store. To configure VMS, see Configuring Email Media Store on page 33.

Adding XML Server

To add an XML Server:

1. In the left pane of Control Panel, expand the **Voice Media Store** node under the **Voice Media Stores** node.
2. Right-click the **XML Servers** node and select **Add XML Server**.

   The system displays the **Add XML Server** tab.
3. In the **XML Server** section, enter the field values as explained below:
   - **XML Server name.** Enter the XML Server name. The system displays this name as a node in the <cce_panel> tree interface.
   - **Program ID.** Select a program that you want to use for all voice work items that the system generates through monitored stations or VDNs.

Note:
The programs in the drop-down list are stored in the ASMediaStore Database to which VMS is connected.

- **Enable XML Server**. Select the check box to enable the XML server.
- **Primary XML Server IP.** Type the IP address of the XML Server.
- **Primary XML Server port.**
- **Primary link name.** Select the link this application uses to connect to the Telephony Server and switch. Optionally, select a secondary XML Server.
- **Secondary XML Server IP.** Enter the IP address of the XML Server.
- **Secondary XML Server port.**
- **Secondary link name.** Select the link this application uses to connect to the Telephony Server and switch. Optionally, select a secondary XML Server.
- **VDN group list.** Select the VDN groups that VMS monitors.

Note:

If you did not set up the VDN groups earlier, you need to complete this section later.

- **Station list.** Type a list of station numbers that VMS monitors. Separate stations with a comma and use a hyphen to indicate a range.

  Click the button next to this field to select the stations available in Communication Manager.

4. On the **Station Missed Call Mailer** tab, specify the following:

   - **Enable Missed Call Mailer**. Select this check box to enable the system to send missed called mailers.
   - **Email for diverted calls**. Select this check box if you want the system to generate an e-mail for a call that diverts from the monitoring device.

     If you clear this check box, the system generates the e-mail only for the calls that clear while still ringing at the monitored device. Also, the system excludes the calls that diverts from the monitoring device because the calls that diverts from the monitoring device are handled by another system, such as Voicemail.

     By default, this check box is selected.
   - **Contact station ID field**. Select a field from the ASContact database. The system uses the select field to match the configured station. From the ASContact database, you can select a field that matches with the extension number of the phone from which the call has come.
   - **Contact email ID field for To address**. Select a field from the ASContact database that contains the e-mail address to which the system sends the details of missed calls to a station.
   - **Contact email ID field for CC address**. Select a field from the ASContact database that contains the e-mail address to which the system sends a copy of the details of missed calls to a station.
   - **SMTP Server IP**. Enter the IP address or server name of the SMTP server that the system uses to send e-mails for the missed calls.
   - **SMTP Server port**. Enter the port number of the SMTP server.
   - **CC address**. Enter the e-mail address that receives a copy of all the missed call mailers that Voice Media Store sends. The e-mail address that you mention in this field applies to for all e-mails and will be included with the CC address from the contact record. This will be a list separated by semi-colons.
   - **BCC address.** Enter the email address that receives a blind copy of all the missed call mailers that Voice Media Store sends. You can separate the multiple e-mail address by semi-colon.
   - **Email from address.** Enter the e-mail address from which VMS sends missed call mailers.

- **Email reply-to address.** Enter the email address that receives the reply e-mail from a customer.

  Email subject. Enter subject for the missed call mailers.

  Default value is: "Missed Call From %CallingNumber%".

  You can also use the following placeholders in the subject of an e-mail.

  - %CalledNumber% - The number dialed.
  - %CallingNumber% - The calling party number for the call.
  - %CallingName% - The name from the ASContact database associated with the calling number. If this is not available then empty.
  - %CallingNameNumber% - The name from the ASContact database associated with the calling number if this is not available then the calling number.
  - %UUI% - Any UUI that is received with the call.
  - %CollectedDigits% - Any collected digits that are received with the call.
  - %StartDateTime% - The start date and time for the call.
  - %UCID% - The UCID associated with the call.
  - %InteractionID% - The interaction ID of the voice work item
  - %ConversationID% - The conversation ID of the voice work item
- **Email body.** Enter the body for the missed call mailers.

  Default value is: "Call from %CallingNumber% was missed at %StartDateTime% ".

  The e-mail body is in the plain text format. In addition to the placeholders that you can use in the **Email subject** field, you can use the following placeholders:

  - %CalledNumber% - The number dialed.
  - %CallingNumber% - The calling party number for the call.
  - %CallingName% - The name from the ASContact database associated with the calling number. If this is not available then empty.
  - %CallingNameNumber% - The name from the ASContact database associated with the calling number if this is not available then the calling number.
  - %UUI% - Any UUI that is received with the call.
  - %CollectedDigits% - Any collected digits that are received with the call.
  - %StartDateTime% - The start date and time for the call.
  - %UCID% - The UCID associated with the call.
  - %InteractionID% - The interaction ID of the voice work item
  - %ConversationID% - The conversation ID of the voice work item
  - %CR% - A new line in the email body.

5. Right-click anywhere on the **Add XML Server** tab and select **Save and Close** to save the information.

Adding VDN group

To add a VDN group:

1. In the left pane of Control Panel, right-click the **VDN Groups** node under the **Voice Media Store** node and select **Add VDN Group**.

   The system displays the **Add VDN Group** tab.

2. In the **VDN Group** section, enter the following field values:

   - **VDN group name.** Enter a group name for the related VDNs.
   - **VDN list**. Enter the VDN extension numbers that VMS monitors. Separate VDN numbers with a comma and use a hyphen to indicate a range.

     Click the button next to this field to select the VDN numbers configured in Communication Manager.
   - **Program ID.** Select an ID of a program you want to use for work items generated for phone calls that queues to selected VDNs.

   Note:
   This program ID value overrides any other program ID associated with the call, For example, the program ID specified by the XML Server or a previous VDN.

   - **Program ID override.** Clear the check box if you want work items to keep the program ID set by the previous VDN or XML Server. Select the box if you want the program ID to be overridden by the value specified in the Program ID parameter.
   - **Routing VDN group.** Select the check box if you want VMS to register the VDNs in this group for routing operations.

   Note:
   You must select this check box to use the Customer Identification Assistant feature.

3. On the **Private VDNs** tab, select a VDN from the VDN list on the **Private VDN** tab.

   VMS treats this VDN as private and does not record the collected digits and UUI information for the selected VDN.

4. On the **Abandoned Call Assistant** tab, enter the field values as described below:

   - **Enable Abandon Call Assistant.** Select this check box to use the Abandon Call Assistant feature.
   - **Call Preview Contact Media Store URL.** Specify the URL of the Preview Contact Media Store that creates abandoned call work items.

- **Abandoned call Preview Contact program ID.** Select the program that processes the abandoned call work items.
- **Abandoned call suspend offset minutes.** Specify how long, in minutes, you want to suspend an abandoned call work item before it is delivered to an agent. The default is 0.
- **Only identified callers.** Select this check box if you only want to call back callers who have been positively identified in the ASContact Database.
- **Excluded VDNs.** Select the VDNs that does not use the Abandon Call Assistant feature.

Note:
The VDN has to be the last VDN in the delivered sequence.

5. On the **Customer Identification Assistant** tab, enter the values for the following fields:
   - **Enable Customer Identification Assistant.** Select this check box to use the Customer Identification Assistant feature.

Note:
To enable the form, you must register this VDN group for routing operations by selecting the Routing VDN group check box.

- **Skip feature if contact ID populated.** Select this check box if you want to disable this feature for work items that contain the contact ID. The contact ID could be a GUID, an e-mail address, or a customer name.
- **VDN.** Select the VDN in a group that triggers the Customer Identification Assistant feature.
- **First option call data.** Select the first type of data VMS uses when searching for a match in the ASContact Database.
- **First option contact field.** Select the name of the column within ASContact Database that VMS checks for the first match.
- **Second option contact field.** Select the name of the column within ASContact Database that VMS checks for the second match.
- **Third option contact field.** Select the name of the column within ASContact Database that VMS checks for the third match.
- **Success destination.** Enter the VDN or station number to which the calls coming to the VDN are redirected when one of the checks provides a successful match.
- **Failure destination.** Enter the VDN or station number to which the calls coming to the VDN are be redirected when none of the checks provide a successful match.
- **Maximum tries.** Enter the number of times a single call can pass through this feature for checking. Internally, Interaction data for VMS stores the count of the number of times this feature is invoked. The system clears the count when the call is routed to the Success Destination or to the Maximum Tries Exceeded Destination.

- **Maximum tries exceeded destination.** Enter the VDN or station number to which the system redirect the calls if a call passes though the feature for maximum of times specified in the **Maximum Tries** field but fails to match any records in the ASContact database.

Note:
This parameter assumes you have set the Maximum tries parameter to two or more.

6. On the **Customer Requested Callback** tab, specify the following:
   - **Enable Customer Requested Callback.** Select this check box to use the Customer Requested Callback feature.
   - **Callback VDN.** Select the VDN in the group that triggers the creation of a call back work item.
   - **Preview Contact Media Store URL.** Specify the URL of the Preview Contact Media Store that creates call back work items.
   - **Callback Preview Contact program ID.** Select the program that processes call back work items.
   - **Callback suspend offset minutes.** Specify how long, in minutes, you want to suspend a call back call work item before it is delivered to an agent. The default is 0.
   - **Callback first/ second/ third contact.**
   - **Callback notes.**
7. Right-click anywhere on the **Add VDN Group** tab and select **Save and Close** to save the information.

Simple Messaging Media Store

Configuring Simple Messaging Media Store

The configuration of Simple Messaging Media Store (SMMS) is similar to the configuration of Email Media Store. Therefore, to configure SMMS, see Configuring Email Media Store on page 33.

Viewing connected gateways

To view the gateways connected to a Simple Messaging Media Store:

1. In the left pane of Control Panel, expand the **Simple Messaging Media Store** node under the **Simple Messaging Media Stores** node.
2. Expand the **Gateways** node.

Adding queue

To add a queue to the configuration of Simple Messaging Media Stores:

1. In the left pane of Control pane, right-click the **Queues for Media Gateways** node and select **Add Queue**.

   The system displays the **Add Queue** tab.
2. In the right pane, enter the field values as described below:
   - **Queue ID.** A unique identifier for this queue.
   - **Media Director queue.** The identifier of the queue in Media Director that this queue sends simple message conversation requests to.
   - **Queue status.** The operating status of a queue.

     Following are the possible status values:

     – **Open.** The queue is currently open

     – **Closed.** The queue is currently closed

     – **Use Operating Hours.** The queue is open only during the hours specified in a schedule, attached to a program that the queue uses.
   - **Program ID.** The ID of the program you want this queue to use.

Note:
The program must be sourced from the ASMediaStore Database this Simple Messaging Media Store is connected to.

- **Culture.** A locale that a queue uses when sending progress messages to a customer. If you use the standard **en** locale, the system displays messages in English.

  Similarly, you can use the following locales for a queue:

Locale	Language
fr	French
de	German
it	Italian
es	Spanish
es-CO	Spanish Colombian
pt	Portuguese (Brazilian)
ru	Russian
ko	Korean
ja	Japanese
zh-CHT	Traditional Chinese
zh-CHS	Simplified Chinese

  Standard localized strings are retrieved from a set of global (compiled) resource files in Simple Messaging Media Store installation folder.

  In addition, you can define a custom culture. To use a custom culture, you must specify one of the custom cultures defined in the **Globalization** section of this configuration file (for example, fr-CA). The section relating to a particular culture contains the custom language resource identifier and custom format for operating hours.

- **Request validation function.** A type of customer ID validation. This value represents a stored function in the SQL Server database. Values are IsMatchExactAddress or IsMatchOnEmailAddress. If you do not specify the validation or if the validation that you specify does not exist on the SQL Server, the system uses IsMatchExactAddress.
- **Suppress going backwards progress messages.** Select this check box to stop sending progress messages to customers informing them about the location of their call in a queue shifts backward. This happens when a queue receives a high-priority work item from a customer.

- **Seconds before offline interaction expires.** The number of seconds an offline work item that an agent has replied to waits at the agent desktop before expiring. The offline work item can be a work item that is created from a text message.

  The offline work item expires if the agent does not receive a reply from the customer within a specified time. If the customer replies after the specified time limit, the system adds the reply in a database and queued it for the delivery as per the regular queuing process.

- **Offline interaction autoclose.** Select this check box to automatically close an offline work item. The offline work item can be a work item created from a text message, after an agent replies to it.

3. Right-click anywhere on the **Add Queue** tab and select **Save and Close** to save the information.

Viewing existing queue

To view an existing queue:

- Click the node of a queue that you want to view.

  The system displays the queue summary into **General** and **Customer Parameters** sections.

  The **Customer Parameters** section displays information from the media stores configuration file and the ASMediaStore Database. For more information, see the attributes of the program that a queue is using.

Closing a queue

To close a queue:

- Right-click a queue node and select **Close**.

Reopening a queue

To reopen a queue again:

- Right-click a queue node and select **Open**.

Opening or closing a queue based on schedule

To automatically close and open a queue according to its operating hours:

- Right-click a queue node and select **Use Operating Hours**.

Web Chat gateway

Note:
Before configuring the Web Chat gateway, install Web Chat for IIS and create all the accounts required for Simple Messaging Service queues. This gives you remote service IDs and passwords needed to complete this configuration.

After the configuration is complete, instruct your customers to add each account name to the contact list in their instant messenger client.

Configuring Web Chat gateway

The configuration of Web Chat gateway is similar to the configuration of AOL-ICQ Instant Messenger gateway. Therefore, to configure Web Chat gateway, see Configuring AOL-ICQ instant messenger gateway on page 62.

Adding Web Chat remote service

To add Web Chat remote service:

1. In the left pane of Control panel, expand the **Web Chat Gateway** node under the **Web Chat Gateways** node.
2. Right-click the **Remote Services** node and select **Add Web Chat Service**.

   The system displays the **Add Service** tab.
3. On the **General Properties** tab, enter the field values as described below:
   - **Remote service name**. A unique name for this remote service. The name is used for display purposes and can be set to anything. For example, Sales Department.
   - **Remote service type**. Text that identifies the type of remote service within Control Panel.

- **Remote service startup type**. A setting that determines how a remote service starts.

  Use one of the following values:

  – **Automatic**. Remote service starts automatically when the gateway starts.

  – **Manual**. Remote service needs to be started manually.

  – **Disable**. Remote service is disabled.

- **Remote service application management icon**. The directory path of the icon that appears within Contact Center Express Control Panel for this remote service. If you leave the parameter blank, a default icon is used.
- **Remote service ID**. The account registered on Web for this service queue.
- **Remote service password**. The password to log in to the Web service.

Note:
The password must be the same as the User Password that was specified when the Web Chat Web Service was installed. If a password-protected user account was not created during the Web Chat Web Service installation, leave this text box blank.

- **Remote service IP**. The IP address or host name of the web service. The default is localhost.
- **Remote service port**. The port number of the remote service. The default value is 80.
- **Seconds to reconnect to remote service**. How often, in seconds, Web Chat Gateway attempts to reconnect to the remote service. The default value is 60 seconds.

4. On the **Extra Properties** tab, enter the field values as described below:
   - **Remote Service URL**. The URL of the Web chat Web service.
   - **Remote Service URI**. The URI of the Web chat Web service.

     In this case, use `/WebChatService/Service.asmx`.
   - **Use SSL**. If you set this to True, you can use secure **https** connections.
   - **Seconds to Poll Remote Service**. How often, in seconds, Web Chat Gateway polls the ATWebChatExt.dll when the connection is asynchronous. The accepted value range is 1-10 seconds. If the value is outside this range, a default value of 5 is applied. If the connection is synchronous, this parameter is ignored.
   - **Address Type**. A number that defines the address type for this media gateway. This address type is used to help identify the customer in the ASContact Database. The default is 0 (unknown, or identification not required).
5. On the **Channels** tab, specify the following:
   - **Simple Messaging Media Store queue**. The name of the Simple Messaging Media Store queue that receives conversation requests from this service.

- **Simple Messaging Media Store queue priority**. A value that indicates the priority of the work item objects to be queued in Media Director.

  Default priority is 5. Use 1 for the highest-priority. There is no limit for the lower-priority.

- **Add**. Click this button to identify the Simple Messaging Media Store queue that receives conversation requests from this service.

6. Right-click anywhere on the **Add Service** tab and select **Save and Close** to save the information.

AOL-ICQ instant messenger gateway

Note:
Before configuring the AOL-ICQ Instant Messenger gateway, register all the accounts required for Simple Messaging Service queues with your remote service provider. This gives you remote service IDs and passwords needed to complete this configuration.

After the configuration is complete, instruct your customers to add each account name to the contact list in their instant messenger client.

Configuring AOL-ICQ instant messenger gateway

To configure a AOL-ICQ Instant Messenger gateway:

1. In the Simple Messaging Media Store section, specify the field values as mentioned in Configuring Email Media Store on page 33.
2. In the **Error Logging** section, specify the field values as mentioned in Error Logging on page 17.
3. In the **Gateway Details** section, specify the following:
   - **Server instance friendly name**. A description of the instance of the gateway.
   - **Gateway name**. The unique name for this gateway.
   - **Culture**. The culture to be used for messages to customers, who are connecting to the gateway value Standard or Custom defined in SMMS culture name.
   - The default value is empty.
   - **Seconds to reconnect to Simple Messaging Media Store**. The delay, in seconds, before this gateway tries to reconnect with Simple Messaging Media Store.

- **Minutes to close idle session**. The maximum allowed interval, in minutes, for a Session to be Idle. The system closes the session after the specified interval.

  Default value is: 1 minute.

- **Request validation function**. The name of the function to validate customer request. The value represents user defined Stored Function in the SQL server ASContact Database. If you keep this field blank or there is no stored function exist on the SQL server, the system uses the appropriate standard function for AOL-ICQ gateway.

4. Right-click anywhere on the **Edit Gateway** tab and select **Save and Close** to save the information.

Adding AOL or ICQ Instant Messenger remote service

To add AOL or ICQ Instant Messenger remote service:

1. In the left pane of Control panel, expand the **AOL-ICQ Instant Messenger Gateway** node under the **AOLICQ Messenger Gateways** node.
2. Right-click the **Remote Services** node and select **Add AOL Instant Messenger Service** or **Add ICQ Service**.

   The system displays the **Add Service** tab.
3. On the **General Properties** tab, enter the field values as described below:
   - **Remote service name**. A unique name for this remote service.
   - **Remote service type**. Text that identifies the type of remote service within Control Panel.
   - **Remote service startup type**. A setting that determines how a remote service starts.

     Use one of the following values:

     – **Automatic**. Remote service starts automatically when the gateway starts.

     – **Manual**. Remote service needs to be started manually.

     – **Disable**. Remote service is disabled.
   - **Remote service application management icon**. The directory path of the icon that appears within Contact Center Express Control Panel for this remote service. If you leave the parameter blank, a default icon is used.
   - **Remote service ID**. The AOL or ICQ account name registered on AOL or ICQ Instant Messenger for this service queue.

     Do not include spaces or uppercase characters in ID and limit the ID upto 16 characters.
   - **Remote service password**. The password to log in to the AOL or ICQ Instant Messenger service.

- **Remote service nickname**. A user-friendly name for the remote service.

  The system displays this name in the AOL or ICQ Instant Messenger at customer.

  You must enter the nickname exactly same as the Remote service ID, but you can use spaces and uppercase characters.

- **Remote service IP**. The IP address or host name of the AOL or ICQ Instant Messenger service. In this case, use either login.oscar.aol.com or login.icq.com.

- **Remote service port**. The port number of the remote service. Default is 5190.

- **Seconds to reconnect to remote service**. How often, in seconds, AOL-ICQ Instant Messenger Gateway attempts to reconnect to the remote service. Default is 60 seconds.

- **Maximum message size bytes**. The maximum number of bytes that the system can send in a single message before it splits the message into another message.

  WARNING:
  The system can split a word that is at the end of the part message. Avaya recommends to keep the maximum message size to 1024.

- **Autorestart if no interactions**. Select this check box to automatically restart the remote service of this gateway when a critical parameter for this gateway is changed through Control Panel and when there is no any interaction open or after all the open interaction closes.

  If you clear this check box, you must manually restart the remote service of this gateway to enable changing critical parameters in Control Panel.

4. On the **Extra Properties** tab, specify the following:

   - **Goodbye Phrase**. A phrase that closes the instant message conversation when an agent types it in the instant messenger. For example: Goodbye phrase=Goodbye.

5. On the **Channels** tab, specify the following:

   - **Simple Messaging Media Store queue**. The name of the Simple Messaging Media Store queue that receives conversation requests from this service.

   - **Simple Messaging Media Store queue priority**. A value that indicates the priority with which work item objects from this queue are queued in Media Director. Use 1 for the highest-priority work items. There is no lower limit and 5 is the default.

   - **Add**. Click this button to identify the Simple Messaging Media Store queue that receives conversation requests from this service.

6. Right-click anywhere on the **Add Service** tab and select **Save and Close** to save the information.

MSN Messenger gateway

Note:

Before configuring the MSN Instant Messenger gateway, register all the accounts required for Simple Messaging Service queues with your remote service provider. This gives you remote service IDs and passwords needed to complete this configuration.

Registering accounts in MSN Messenger, AOL Instant Messenger and ICQ Instant Messenger is free.

After the configuration is complete, instruct your customers to add each account name to the contact list in their instant messenger client.

Configuring MSN Messenger gateway

The configuration of MSN messenger gateway is similar to the configuration of AOL-ICQ Instant Messenger gateway. To configure a MSN Messenger gateway, see Configuring AOL-ICQ instant messenger gateway on page 62.

Adding MSN Instant Messenger remote service

To add MSN Instant Messenger remote service:

1. In the left pane of Control panel, expand the **MSN Messenger Gateway** node under the **MSN Messenger Gateways** node.
2. Right-click the **Remote Services** node and select **Add MSN Instant Messenger Service**.

   The system displays the **Add Service** tab.
3. On the **General Properties** tab, enter the field values as described below:
4. Use the following parameter descriptions:
   - **Remote service name**. A unique name for this remote service.
   - **Remote service type.** Text that identifies the type of remote service within Contact Center Express Control Panel.
   - **Remote service startup type**. A setting that determines how a remote service starts.

     Use one of the following values:
     - **Automatic**. Remote service starts automatically when the gateway starts.
     - **Manual**. Remote service needs to be started manually.

  - **Disable**. Remote service is disabled.

- **Remote service application management icon**. The directory path of the icon that appears within Contact Center Express Control Panel for this remote service. If you leave the parameter blank, a default icon is used.
- **Remote service ID**. The e-mail address registered on MSN Messenger for this service queue.
- **Remote service password**. The password to log into the MSN Messenger service.
- **Remote service nickname**. A user-friendly name for the remote service.

  The system displays this name in the MSN Messenger at customer.
- **Remote service IP**. The IP address or host name of the MSN Messenger service. In this case, use: messenger.hotmail.com.
- **Remote service port**. The port number of the remote service. Default is 1863.
- **Seconds to reconnect to remote service**. How often, in seconds, MSN Messenger Gateway attempts to reconnect to the remote service. Default value is 60 seconds.
- **Maximum message size bytes**. The maximum number of bytes that can be sent in a single message before the message splits into another message.

WARNING:
A word may be split at the end of a part message. The valid range for this gateway is 128-1664 bytes. The recommended value is 1024.

- **Autorestart if no interactions**. If a critical parameter for this gateway is changed through Control Panel and **Autorestart if no interactions** is selected, the remote service of this gateway restarts (update) immediately if there are no interactions open, or as soon as all open interactions close. If not selected, you must restart the remote service manually to activate critical parameter changes.

5. On the **Extra Properties** tab, enter the field values as described below:
   - **MSN Version**. The MSN protocol versions used by MSN Messenger Gateway. The default is: MSNP9 MSNP8. Do not change the default unless required.
   - **CVR Parameter**. Version information about the client and operation system. The default is: 0x0409 winnt 5.1 i386 MSNMSGR 5.0.0540 MSMSGS. Do not change the default unless required.
6. On the **Channels** tab, specify the following:
   - **Simple Messaging Media Store queue**. The name of the Simple Messaging Media Store queue that receives conversation requests from this service.
   - **Simple Messaging Media Store queue priority**. A value that indicates the priority with which work item objects from this queue are queued in Media Director. Use 1 for the highest-priority work items. There is no lower limit and 5 is the default.
   - **Add**. Click this button to identify the Simple Messaging Media Store queue that receives conversation requests from this service.

7. Right-click anywhere on the **Add Service** tab and select **Save and Close** to save the information.

Short Message Service gateway

Note:

Before configuring the Short Message Service gateway, register all the accounts required for Simple Messaging Service queues with your remote service provider. This gives you remote service IDs and passwords needed to complete this configuration.

There are charges applicable for signing up with an SMS provider and registering SMS accounts.

After the configuration is complete, inform your customers the phone numbers associated with these SMS accounts.

Configuring Short Message Service gateway

The configuration of Short Message Service gateway is similar to the configuration of AOL-ICQ Instant Messenger gateway. To configure a Short Message Service gateway, see Configuring AOL-ICQ instant messenger gateway on page 62.

Adding Short Message Service remote service

To add a Short Message Service remote service:

1. In the left pane of Control panel, expand the **SMS Gateway** node under the **SMS Gateways** node.
2. Right-click the **Remote Services** node and select **Add Short Message Service**.

   The system displays the **Add Service** tab.
3. On the **General Properties** tab, enter the field values as described below:
   - **Remote service name**. A unique name for this remote service.
   - **Remote service type**. Text that identifies the type of remote service within Contact Center Express Control Panel.
   - **Remote service startup type**. A setting that determines how the remote service starts.

     Use one of the following values:

  - **Automatic**. Remote service starts automatically when the gateway starts.
  - **Manual**. Remote service needs to be started manually.
  - **Disable**. Remote service is disabled.
- **Remote service application management icon**. The directory path to the icon that appears within Control Panel for this remote service. If you leave the parameter blank, a default icon is used.
- **Remote service ID**. The account registered on SMS for this service queue.
- **Remote service password**. The password to log into the SMS service.
- **Remote service IP**. The IP address or host name of the SMS service.
- **Remote service port**. The port number of the remote service.
- **Seconds to reconnect to remote service**. How often, in seconds, Short Message Service Gateway attempts to reconnect to the remote service. The default value is 60 seconds.
- **Maximum message size bytes**. The maximum number of bytes that can be sent in a single message before it is split into another message.

WARNING:
A word may be split at the end of a part message. The value you use for this parameter is supplied by your Short Message Service Center provider. It should not exceed 254 bytes. The default is 160.

- **Autorestart if no interactions**. If a critical parameter for this gateway is changed through Control Panel and **Autorestart if no interactions** is selected, the remote service of this gateway restarts (update) immediately if there are no interactions open, or as soon as all open interactions close. If not selected, you must restart the remote service manually to activate critical parameter changes.

4. On the **Extra Properties** tab, specify the following:
   - **Connection Mode**. The mode of connection. Possible values are: Transceiver' and 'Transmitter and Receiver'. Default is Transceiver.
   - **Timeout Interval Seconds**. How long, in seconds, Short Message Service Gateway waits for a reply from the Short Message Service Center before time out. Default is 90.
   - **Enquire Link Interval Seconds**. How often, in seconds, Short Message Service Gateway checks the connection to the Short Message Service Center. Default is 60 seconds.
   - **TON**. The type of phone number the customer should dial to make contact with your contact center. Possible values are: Unknown, International, National, Network_specific, Subscriber_number, Alphanumeric, and Abbreviated. The value you use for this parameter is supplied by your Short Message Service Center provider.
   - **NPI**. The numbering plan indicator of your contact center's phone number. Possible values are: Unknown, ISDN, Data, Telex, Land_Mobile, National, Private, ERMES,

Internet_IP, and WAP_Client_Id. The value you use for this parameter is supplied by your Short Message Service Center provider.

- **Address Range**. The address (or set of addresses) supplied by your Short Message Service Center provider. If your provider did not specify a value, leave this parameter blank.
- **System Type**. The value you use for this parameter is supplied by your Short Message Service Center provider.
- **Maximum number of TXTs per message**. The maximum number of split messages agents can send if their message exceeds the value specified in the Maximum message size bytes field. If the number of split messages exceeds this parameter, only part of the message is sent to the customer. If set to 0, there is no limit on the number of split messages. The default is 2.

5. On the **Channels** tab, specify the following:

   A remote service for SMS Gateway can have addresses with multiple entries, such as phone numbers a customer can call to reach the service. The different remote services can be mapped to different queues.

   - **Channel ID**. A name for this group of channel parameters.
   - **Address**. The phone number customers should call to reach the service this channel belongs to. The value you use for this parameter is supplied by your Short Message Service Center provider.
   - **TON**. The type of phone number belonging to the customer. Possible values are: Unknown, International, National, Network_specific, Subscriber_number, Alphanumeric, and Abbreviated. The value you use for this parameter is supplied by your Short Message Service Center provider.
   - **NPI**. The numbering plan indicator belonging to the customer. Possible values are: Unknown, ISDN, Data, Telex, Land_Mobile, National, Private, ERMES, Internet_IP, and WAP_Client_Id. The value you use for this parameter is supplied by your Short Message Service Center provider.
   - **Simple Messaging Media Store queue**. The name of the Simple Messaging Media Store queue that receives conversation requests from this service.
   - **Simple Messaging Media Store queue priority**. A value that indicates the priority with which work item objects from this queue are queued in Media Director. Use 1 for the highest-priority work items. There is no lower limit and 5 is the default.
   - **Add**. Click this button to identify the Simple Messaging Media Store queues that receives conversation requests from this service.

6. Right-click anywhere on the **Add Service** tab and select **Save and Close** to save the information.

Communicator gateway

Note:

Before configuring the Communicator gateway, register all the accounts required for Simple Messaging Service queues with your remote service provider. This gives you remote service IDs and passwords needed to complete this configuration.

Registering accounts in Communicator is free.

After the configuration is complete, instruct your customers to add each account name to the contact list in their instant messenger client.

Configuring Communicator gateway

The configuration of Communicator gateway is similar to the configuration of AOL-ICQ Instant Messenger gateway. To configure Communicator gateway, see Configuring AOL-ICQ instant messenger gateway on page 62.

Adding Office Communicator remote service

To add Office Communicator remote service:

1. In the left pane of Control panel, expand the **Communicator Gateway** node under the **Communicator Gateways** node.
2. Right-click the **Remote Services** node and select **Add Office Communicator Service**.

   The system displays the **Add Service** tab.
3. On the **General Properties** tab, enter the following field values:
   - **Remote service name.** A unique name for this remote service.
   - **Remote service type.** Text that identifies the type of remote service within Contact Center Express Control Panel.
   - **Remote service startup type.** A setting that determines how the remote service starts.

     Use one of the following values:
     - **Automatic.** Remote service starts automatically when the gateway starts.
     - **Manual.** Remote service needs to be started manually.
     - **Disable.** Remote service is disabled.

- **Remote service application management icon.** The directory path of the icon that appears within Contact Center Express Control Panel for this remote service. If you leave the parameter blank, a default icon is used.
- **Remote service ID.** The e-mail address registered on Office Communicator for this service queue.
- **Remote service password.** The password to log into the Office Communicator service.
- **Remote service nickname.** A meaningful and user-friendly name for the service. This is the name the customer can see in Office Communicator.
- **Remote service IP.** The IP address or host name of the Office Communicator service.
- **Remote service port.** The port number of the remote service. The default port number is 1863.
- **Seconds to reconnect to remote service.** How often, in seconds, Office Communicator gateway attempts to reconnect to the remote service. Default is 60 seconds.
- **Maximum message size bytes.** The maximum number of bytes that can be sent in a single message before it is split into another message. Warning: A word may be split at the end of a part message. The valid range for this gateway is 128-1664 bytes. The recommended value is 1024.
- **Autorestart if no interactions.** If a critical parameter for this gateway is changed through Contact Center Express Control Panel and **Autorestart if no interactions** is selected, the remote service of this gateway restarts (update) immediately if there are no interactions open, or as soon as all open interactions close. If not selected, you must restart the remote service manually to activate critical parameter changes.

4. On the **Extra Properties** tab, enter the field values as described below:
   - **Presence Container ID.** Enter the container ID to publish presence.

     Range: 1000 - 32000. Default: 7000.
   - **SIP Transport Type.** Enter the SIP transport type. Either Transmission Control Protocol (TCP), Transport Layer Security (TLS), or Mutual Transport Layer Security (MTLS).
   - **Certificate.** Enter the certificate in the below format:

     `<Certificate Subject Common Name> (<Certificate Serial Number>)`.

     The value in this field is required if you select **SIP Transport Type** as MTLS.
   - **Authentication Protocol.** Select the authentication protocol for this service. Default: None.
5. On the **Channels** tab, specify the following:
   - **Simple Messaging Media Store queue**. The name of the Simple Messaging Media Store queue that receives conversation requests from this service.

- **Simple Messaging Media Store queue priority.** A value that indicates the priority with which work item objects from this queue are queued in Media Director. Use 1 for the highest-priority work items. There is no lower limit and 5 is the default.
- **Add**. Click this button to add the Simple Messaging Media Store queue that receives conversation requests from this service.

6. Right-click anywhere on the **Add Service** tab and select **Save and Close** to save the information.

GTalk gateway

Note:
Before configuring the GTalk gateway, register all the accounts required for Simple Messaging Service queues with your remote service provider. This gives you remote service IDs and passwords needed to complete this configuration.

Registering accounts in Communicator is free.

After the configuration is complete, instruct your customers to add each account name to the contact list in their instant messenger client.

Configuring GTalk gateway

The configuration of GTalk gateway is similar to the configuration of AOL-ICQ Instant Messenger gateway. To configure GTalk gateway, see Configuring AOL-ICQ instant messenger gateway on page 62.

Adding Google Talk remote service

To add a Google Talk remote service:

1. In the left pane of Control panel, expand the **XMPP Gateway** node under the **XMPP Gateways** node.
2. Right-click the **Remote Services** node and select **Add Google Talk Service**.

   The system displays the **Add Service** tab.
3. On the **General Properties** tab, specify the following:
   - **Remote service name.** A unique name for this remote service.
   - **Remote service type.** Text that identifies the type of remote service within Control Panel.

- **Remote service startup type.** A setting that determines how the remote service starts.

  Use one of the following values:

  – **Automatic.** Remote service starts automatically when the gateway starts.

  – **Manual.** Remote service needs to be started manually.

  – **Disable.** Remote service is disabled.

- **Remote service application management icon.** The directory path of the icon that appears within Control Panel for this remote service.

  If you leave the parameter blank, a default icon is used.

- **Remote service ID.** The e-mail address registered on Google Talk for this service queue.

- **Remote service password.** The password to log into the Google Talk service.

- **Remote service nickname.** A user-friendly name for the service.

  This is the name the customer can see in Google Talk.

- **Remote service IP.** The IP address or host name of the Google Talk service.

- **Remote service port.** The port number of the remote service. The default port number is 1863.

- **Seconds to reconnect to remote service.** How often, in seconds, Google Talk gateway attempts to reconnect to the remote service. Default is 60 seconds.

- **Maximum message size bytes.** The maximum number of bytes that can be sent in a single message before it is split into another message.

  WARNING:
  A word may be split at the end of a part message. The valid range for this gateway is 128-1664 bytes. The recommended value is 1024.

- **Autorestart if no interactions.** If a critical parameter for this gateway is changed through Control Panel and **Autorestart if no interactions** is selected, the remote service of this gateway restarts (update) immediately if there are no interactions open, or as soon as all open interactions close. If not selected, you must restart the remote service manually to activate critical parameter changes.

4. On the **Extra Properties** tab, specify the following:

   - **Remote Service Domain**. Authenticating domain name of the XMPP service that you specify in the **Remote service name** field. You need to provide a value in this field if you want to use a domain different from the domain of the XMPP Service ID. The value in this field is not for the GTalk service.

5. On the **Channels** tab, specify the following:

   - **Simple Messaging Media Store queue**. The name of the Simple Messaging Media Store queue that receives conversation requests from this service.

- **Simple Messaging Media Store queue priority.** A value that indicates the priority with which work item objects from this queue are queued in Media Director. Use 1 for the highest-priority work items. There is no lower limit and 5 is the default.
- **Add**. Click this button to add the Simple Messaging Media Store queue that receives conversation requests from this service.

6. Right-click anywhere on the **Add Service** tab and select **Save and Close** to save the information.

Chat canned messages

In Control Panel, you can configure the canned messages for chat application. The system displays these canned message to customers when they contacts a contact center using a chat application.

You can configure only the following types of canned messages. For more information, see To configure messages in a canned message group: on page 76.

Message Type	Description
WelcomeMorning	Displays this message to a customer when a customer contacts to a contact center in the morning session. The configured morning session starts from 00 AM to 11.59 AM
WelcomeAfternoon	Displays this message to a customer when a customer contacts to a contact center in the afternoon session. The configured afternoon session starts from 12 PM to 05.59 PM
WelcomeEvening	Displays this message to a customer when a customer contacts to a contact center in the evening session. The configured evening session starts from 06 PM to 11.59 AM
GenericProblem	Displays this message to a customer when there is a problem in contact center. For example, a session expires, a connection breaks, an error occurs in a database.
NotOperatingTime	Displays this message to a customer to inform them about the operating time of a contact center.
PositionInQueue	Displays this message to a customer to inform them about their current call position in a queue.

Message Type	Description
EstablishedState	Displays this message to a customer to inform them that their call is delivered to an agent and the customer can start conversation with the agent.
QueueFull	Displays this message to a customer to inform them to call later as the queue is currently full and unable to accept new requests.

In the configuration of few canned messages, you can also use the %%1 variable to display the system information in a message.

For example:

- If you use %%1 in the **WelcomeMorning**, **WelcomeAfternoon**, and **WelcomeEvening** canned messages, the system replaces %%1 with a customer name that the customer enters when initiating a chat.
- If you use %%1 in the **PositionInQueue** message, the system replaces %%1 with a current position of a customer call in a queue. When system updates the position, it sends a new message to a customer with the updated position.

Note:
In Control Panel, the message types are predefined and you can not delete any message type.

You must create a message group in the **Canned Messages** node for a database that you configure for the Media Store. If you want to configure different messages for a single message type, you must create additional message groups and configure the required messages in these groups. For more information, see To create a message group: on page 76.

After you create a canned message group, you must use that group in the configuration of a program in the Media Store database. For more information, see To create a program: on page 88.

You must link this program to a Web chat queue to enable the system to deliver the canned messages to a customer, who contacts an agent using a Chat application.

Important:
If you change the group assigned to a program, you must restart Simple Messaging Media store to reflect changes in the program.

If you change a message in any canned message group, the system reflects the changes after few minutes. You can specify this period in the .ini file of Simple Messaging Media Store.

Creating canned message group

To create a message group:

1. In the left pane of Control Panel, expand a database node for the Media Store database.
2. Right-click the **Canned Messages** node and select **Add CannedMessage Group**.
3. In the **CannedMessages group name** field, enter a group name.
4. Right-click anywhere on the **Add CannedMessage** tab and select **Save and Close** to save the information.

Configuring canned messages

To configure messages in a canned message group:

1. In the left pane of Control Panel, expand the database node for the Media Store database.
2. Expand the **Canned Messages** node.
3. Right-click a canned message group for which you want to configure messages and select **Manage CannedMessages**.
4. In the **CannedMessageName** column, click a message name to which you want add or change the message.
5. In the **CannedMessageValue** column, enter or update the message for the corresponding canned message name.

   The system saves the updated information when you click a message in another row.
6. Repeat the step 4 and step 5 to configure other messages in a selected group.
7. Right-click anywhere on the **Manage CannedMessages** tab and select **Save and Close** to save the information in a database.

Deleting canned message group

To delete a canned message group:

1. In the left pane of Control Panel, expand the database node for the Media Store database.
2. Expand the **Canned Messages** node.
3. Right-click a canned message group that you want to delete and select **Delete a Canned Message Group**.

Note:
If you are deleting a group that is the only group available in the **Canned Messages** node, the system displays an error message that at least one canned messages group must exist.

4. Click **Yes** to confirm the deletion.

Assigning canned message group to a program

To assign a canned message group to a program:

1. In the left pane of Control Panel, expand the **Programs** node for a database that you have configured for Media Store.
2. Right-click a program to which you want to assign a canned message group and select **Edit**.
3. On the **CCE Configuration** tab, click the **CannedMessages list name** field and select a canned message group that you want to assign.

   The system automatically displays the canned messages from the selected group to customers based on a queue to which you have assigned this program.
4. Right-click anywhere on the **Edit CannedMessages** tab and select **Save and Close** to save the information in a database.

Voice Portal Management Server

In Contact Center Express Control Panel, you can configure Voice Portal Management Server (VPMS). After you configure VPMS, you can view and configure features from the Voice Portal application.

Note:
After you open the Voice Portal application in Control Panel, if the Voice Portal system logs out, you must close the Voice Portal Express document window and access the Voice Portal system again.

Configuring Voice Portal Management Server

To configure VPMS:

1. In the left panel of Control Panel, expand the **Voice Portal Management Server** node.
2. Expand the **Voice Portal Config Service** node.

3. Right-click the **Voice Portal Express Setup** node and select **Edit**.
4. In the **Voice Portal server URL** field, enter the URL of the voice portal server that you have configured.
5. In the **User Name** and **Password** fields, enter the user name and password to access the voice portal server.

   When you open Voice portal, the system automatically logs in to Voice Portal using the specified user name and password.

   If you do not enter the user name and password, you need to enter the user name and password when you open the Voice Portal.
6. Right-click anywhere on the **Edit VP Express** tab and select **Save and Close** to save the information in a database.

Accessing Voice Portal

To access Voice Portal:

1. In the left pane of Control Panel, right-click the **Voice Portal Express Setup** node and select **Open**.

   The system opens the Voice Portal application in a new document window. You can access and configure all the features of Voice Portal in this document window.

TTrace Config tool to send automatic e-mail on configurable alarms

In Contact Center Express, you can configure the TTrace Config tool of the Trace system to send an automatic e-mail for a particular type or pattern of alarm that the system logs on the TTrace server.

In Contact Center Express, all servers raise different alarms. The state of each alarm can either be RAISED, UPDATED, or CLEARED. For more information on alarms, see Alarms and notifications on page 129.

Each alarm that the system logs is in any one the following format:

```
Alarm [<digits>]  RAISED <GUID of alarm> "<alarmname>" <alarmseverity> "<appname>"
<?xml version="1.0" …
Alarm [<digits>] UPDATED <GUID of alarm> "<alarmname>" <alarmseverity> "<appname>"
<?xml version="1.0" …
Alarm [<digits>] CLEARED <GUID of alarm> "<alarmname>" <alarmseverity> "<appname>"
<?xml version="1.0" …
```

When a service running in Contact Center Express generates an alarm or notification, the Application Management Director (AMD) collects the alarm or notification and logs it into the log file of AMD on the TTrace server. AMD also sends the logged alarm or notification to Control Panel. For more information logging, see Logs in Contact Center Express on page 11.

When AMD logs an alarm or notification on the TTrace server, the TTrace server sends an e-mail with the alarm or notification details to the configured e-mail ID, based on the pre-defined rules.

To configure automatic e-mail, you need to configure the **Emails** and **LogScan** options in the TTrace Config tool.

Emails

In the configuration of **Emails** option, you need to specify the mail server, e-mail IDs, and e-mail template. For more information, see TTrace Config on page 15.

The e-mail template consists of system variables that the system replaces with actual values before sending an e-mail. You can either use the default e-mail template or create a new e-mail template.

Following is a sample of the e-mail body in an e-mail template:

```
Reported to AMD on Host: %PROCESS_HOST%
LogLine: %LOG_TEXT%

Alarm Operation: %RE_MARK1%
Alarm GUID: %RE_MARK2%
Alarm Name:  %RE_MARK3%
Alarm Level: %RE_MARK4%
App Name: %RE_MARK5%
Alarm as XML: %RE_MARK6%
```

Following is a sample e-mail that the TTrace server to the configured e-mail ID:

```
Reported to AMD on Host: STU111211

LogLine: May 25 16:02:10 STU111211 Debug[5580]: +01:00 2010 356 1 .cce | 0   Alarm
[4888]  RAISED 82e5262a-75d5-4096-86ef-bb4eee0c4668 "TestAlarm" Fatal "applicaiton
name" <?xml version="1.0" encoding="utf-8"?><Alarm><AlarmState>Active</
AlarmState><AlarmCreatedTime>25.05.2010 16:02:09</
AlarmCreatedTime><AlertState>Pending</AlertState> [ …]

Alarm Operation: RAISED

Alarm GUID: 82e5262a-75d5-4096-86ef-bb4eee0c4668

Alarm Name:  TestAlarm

Alarm Level: Fatal

App Name: application name

Alarm as XML: <?xml version="1.0" encoding= [ …]
```

For more information on e-mail template, see the *TTrace Installation Guide*.

LogScan

In the configuration of **LogScan** option, you need to define a Scan, which is a rule that system checks for scanning the log files.

In the Scan, you need to specify the server for which you want to scan the log files and type or pattern of alarms for which you want to send an e-mail. To specify the alarm type or pattern, you can use the pre-defined Regular Expressions.

Following is the default Regular Expression:

```
“^.*?Alarm\s+\[\d+\]\s+(RAISED|UPDATED|CLEARED)\s+(\S+)\s+\"(.*?)\"\s+(\w+)\s+\
"(.*?)\"\s+(.*)”
```

This Regular Expression is included in the `tt_srv_cce.xml` file that is provided in the Trace system installation. The default regular expression scans all the alarms that are generated in Contact Center Express.

Based on this defined scan, the system scans the all log files of the specified server for a particular type or pattern of alarms. Whenever the system finds an alarm that matches the configured Regular Expression, it sends an e-mail, containing the alarm details, to the configured e-mail ID. For more information, see TTrace Config on page 15 and the *TTrace Installation Guide*.

Chapter 4: Database deployment

The Database Deployment and Management Plug-in, which is also known as ASCCEDBDeploymentUtilityPlugin.dll is provided to deploy and manage Contact Center Express databases. The first time you create the database you must use a username and password with SA privileges.

The earlier ASCCEDBDeploymentUtilityPlugin.dll only allowed users to deploy Reports to the MS Reporting Server. It did not provide users with the ability to deploy Contact Center Express databases.

Prior to the updated database deployment functionality provided by this plug-in, the management of database deployment was performed through the AS Maintain Database.bat and Run AS Maintain Database.bat files. These batch files contains the relevant .sql scripts that are provided with the installation packages (for example: Media Stores and ASContact Database).

Note:
The Interaction Data Server database management is currently handled the same way as before. It is not a part of the database deployment and management plug-in solution. Using batch files is a good way but batch files have shortcomings. You can not deploy these batch files to a remote database server.

The Database Deployment and Management Plug-in uses XML files in addition to the same .sql scripts to perform the database creation and upgrading processes. The XML file must be named DatabaseInstructions.xml and these XML files needs to follow a specified schema for well-formedness. The following is the typical XML schema:

```
<?xml version="1.0" encoding="utf-8" ?>
<DatabaseMaintenance>
  <DatabaseDescriptor>
    <DatabaseName> … </DatabaseName>
    <MinimumDatabaseEngineVersion>9</MinimumDatabaseEngineVersion>
    <DatabaseDescription> … </DatabaseDescription>
  </DatabaseDescriptor>
  <DatabaseAction>
    <ActionFileName>TheSQLScriptFileName.sql</ActionFileName>
    <ResultantDatabaseVersion> 1.0.0.0 </ResultantDatabaseVersion>
    <ActionComment> … </ActionComment>
  </DatabaseAction>
```

The plug-in searchs all DatabaseInstructions.xml files available that are well formed from a specified location. The default being *CCE_INSTALL_DIR*\Avaya\Contact Center Express\Desktop\Contact Center Express Control Panel\Databases.

Creating databases

In Control Panel, you can create a new database from the **Database Management** node, the **Contact Database** node, or the **Media Store Database** node.

For more information on the Contact database, see Contact Database on page 97.

For more information on the Media Store database, see Media Store Database on page 85.

To create a new database:

1. In the left pane of Control Panel, right-click the **Database Management** node and select the appropriate option to create either ASContact or ASMSControl database.

   The system displays the **Database Utility - Database Creation Agent** tab.

2. Click the button next to the **Database server name** field to search a network for all the available SQL database servers.

   The system adds all the searched database server names in the **Database server name** field.

3. In the **Database server name** field, enter the server on which you want to create a new database.

4. In the **User name** and **Password** fields, enter the user name and password to access the new database.

   Note:

   You must enter the user name and password of the SA account if you are using SQL authentication.

   You must configure the SQL server for the SQL Server and Windows (mixed mode) authentication and not the Windows only authentication.

5. Click **Create**.

   The system enables this button only when you enter the correct information in all the fields.

6. Check the **Status** field to view the database creation process.

   You can copy the status information for troubleshooting.

Upgrading databases

In Control Panel, you can upgrade an existing database from the **Database Management** node, the **Contact Database node**, or the **Media Store Database** node.

For more information on the Contact database, see Contact Database on page 97.

For more information on the Media Store database, see Media Store Database on page 85.

To upgrade a database:

1. In the left pane of Control Panel, expand either the **Contact Database** or **Media Store Database** node.
2. Right-click a database that you want to upgrade and select **Upgrade Database**.

   The system displays the **Database Utility - Database Upgrade Agent** tab.
3. Click **Upgrade** to start upgrading the database.

   Note:
   The button is enabled only if the selected database requires any upgrade.
4. Check the status to confirm the successful upgrade of the database.

Advanced database management options

In Control Panel, you can view the detailed information about a database that you have configured for Media Store and Contact. You can view the database information by clicking a respective database node in the left pane of Control Panel.

The general information about a database includes the current version of a database engine and a database schema, the current database size, the un-allocated database size, a database connection state.

The information about tables in a database includes the number of rows in a table and the size of each table.

In the database update history, you can view the details about all the updates that are performed on a database.

When you click a database node, the system displays each ASMSData database information in a new tab under the primary ASMSControl database tab.

Chapter 5: Media Store Database

In Contact Center Express, the Media Store database is used to store information related to different media that are used to communicate with customers.

To create or upgrade the Media Store database, see Database deployment on page 81.

This section includes the following topics:

Creating an AutoText group

In Control Panel, you can create different AutoText groups to categorize different AutoText entries that agents can use when processing work items. This helps the agents to easily find the required AutoText entry from the application menu bar.

To create an AutoText group:

1. In the left pane of Control Panel, expand the media store database node in which you want to create AutoText group.
2. Right-click the **AutoText/Work Code** node and select **Add AutoText Group**.

   The system displays the **Add AutoText** tab.
3. In the **AutoText group name** field, enter the name for an AutoText group.
4. Right-click anywhere on the **Add AutoText** tab and select **Save and Close** to save the information.

Adding AutoText entries in an AutoText group

To add AutoText entries in an AutoText group:

1. In the left pane of Control Panel, right-click an AutoText group name and select **Manage AutoText Items**.
2. On the **Manage AutoTexts** tab, enter the topics, keys, and values as mentioned below:
   - **Topic.** This is the name of a group of related AutoText entries or work codes.

     For example, Membership.
   - **Key**. This is the name of the AutoText or work code.

     For example, Join.
   - **Value.** This is the text that the system displays when an agent selects an AutoText key.

     For work codes, the value is a number. For example, 11.

   Note:

   For a unique topic name, you can have several topics with the same key within a particular group. Similarly, for a unique key, you can have several keys with the same topic.

   You can copy and paste data from one AutoText group to another AutoText group, double-click a cell to edit the value of an AutoText entry, and also right-click a cell and select an option to insert a pre-defined variable into the value of an AutoText entry.

   When an agent selects an AutoText menu from Desktop, the AutoText Plug-in scans the value of a selected AutoText for variables and replaces the variables with the actual value. The AutoText plug-in replaces the unknown or missing variables with a space or empty string. For more information about supported variables, see Supported Variables on page 86.
3. Right-click anywhere on the **Manage AutoTexts** tab and select **Save and Close** to save the information.

Supported Variables

In Control Panel, you can use the following variables in the AutoText Plug-in:

Variables	Description
StationDN	The station number of the agent using Contact Center Express Desktop.
StationName	The name configured in Communication Manager for the station of an agent using Contact Center Express Desktop.

Variables	Description
AgentID	The agent ID of an agent who is currently logged into the station using Contact Center Express Desktop. If no agent has logged in, this system displays this variable as blank.
AgentName	The name configured in communication manager for an agent currently logged into the station using Contact Center Express Desktop. If no agent has logged in, this variable shows a blank value.
LoggedInUser	The user name of a person logged into a system that currently runs Contact Center Express Desktop.
MachineName	The name of a system that is currently running Contact Center Express Desktop.
InteractionData	A variable with additional parameters that specify a topic and a key for data. This data is held in the extra data table associated with the currently selected work item. In this variable, the topic parameter is optional. The topic and key parameters are separated by colon. If the key contains a single character, such as as asterisk (*), all the values that matches with the specified topic are inserted. For example: `<%InteractionData:SMMS:Message%>`. In this example, the system processes the queue configuration data associated with a current work item, locates the SMMS topic and a Message key, and inserts the contents of the value into this variable.
ProgramData	A variable with additional parameters that specify a topic and a key for data. This data is part of the queue configuration data associated with a currently selected work item. In this variable, the topic parameter is optional. The topic and key parameters are separated by colon. If the key contains a single character, such as as asterisk (*), all the values that matches with the specified topic are inserted. This functionality of this variable is identical to the **InteractionData** variable, but with a different source of information. For example: `<%ProgramData:SMMS:Message%>`. In this example, the system processes the queue configuration data associated with a current work item, locates the SMMS topic and a Message key, and inserts the contents of the value into this variable.

Variables	Description
Break	Inserts a carriage return line-feed combination into the text at the specified point.
LongDate	Inserts the current date in the Long format. The date is formatted using the desktop locale information.
ShortDate	Inserts the current date is the Short format. The date is formatted using the desktop locale information.
LongTime	Inserts the current time in the Long format. The time is formatted using the desktop locale information.
ShortTime	Inserts the current time in the Short format. The time is formatted using the desktop locale information.
UniversalTime	Inserts the current time converted to Coordinated Universal Time (UTC) format.
Environment	A variable with an additional parameter, which is an environment variable name. AutoText Plug-in retrieves associated value of this variable and insert it into the AutoText entry. The variable name and environment variable name are separated by colon. Example: `<%Environment:USERNAME%>`. The system searches the USERNAME parameter in the system environment.

Creating a program

In Control Panel, you can create programs to perform the database-related activities.

Note:
You can create a separate program to exclusively route Microsoft CRM activities to Desktop agents. For more information, see Step 7 of the procedure to create a program. Similarly, you can create a separate program for outbound calls. For more information, see Outbound Programs for Virtual Agents on page 93.

To create a program:

1. In the left pane of Control Panel, expand the database node to which you want to create a program.

2. Right-click the **Program** node and select **Add Program**.

   The system displays the **Add Program** tab.

3. In the **Program** section, specify the following:
   - **Program ID**. A unique identifier for the program that you are currently creating.
   - **Name**. A common name for your program.
   - **Used by**. The application that uses this program. For example, if you want Preview Contact Media Store to use this program, select the **Preview Contact Media Store** check box.
   - **Description**. A brief description for your program.
   - **Prompt**. A welcome greeting that an agent use while contacting a customer.
4. On the **Configuration** tab, specify the following:
   a. In the **Program Configuration** section, specify the following field values:
      - **AutoText list name**. An identifier for the AutoText group you want agents to view when they work on work items generated through this program.
      - **CannedMessage list name**. A canned message group name from which you want to display the canned messages to customers.
      - **Program access node**. A program is public (allowed or open) or private (denied or closed).

   b. In the **Work Code** section, specify the following:
      - **Use Advanced Work Code style**. Select this check box to select advance work code style. The system disables the Standard work code list name field.
      - **Standard Work Code list name**. A name for the list of standard work codes that you have configured.
      - **Advanced Work code list name**. The identifier of the AutoText group, in this case a group of work codes, that you want agents to view when they work on work items generated through this program.
      - **Default work code**.

   c. In the **Desktop Utility** section, specify the following field values:
      - **Automatically drop phantom call**. Select this check box to put an agent in the pending Auxiliary mode and drop the phantom call as soon as the agent accepts a work item.
      - **Automatic drop reason code**. Enter a reason code that the system uses when an agent enters in the Auxiliary mode.
      - **Agent available on interaction close**. Select a condition based on which you want an agent to be available after the current interaction is closed.
      - **Auto accept non-voice interactions**. Select this check box to automatically accepts all multimedia work items or interaction.

d. In the **Preview Contact Client** section, specify the following field values:

- **Client action**. Select an option that determines the behavior of Desktop when it receives a work item that the program you are configuring generates.
  - **0 - No action**. Contact Center Express Desktop makes the contact information available to the agent. The agent initiates contact when ready.
  - **1 - Preview Contact**. Reserved for future use. If used, this option follows the behavior of 0 - No action.
  - **2 - Initiate Contact**. Desktop displays the contact information to an agent and automatically initiates a call using the dial delay time specified in the **Auto dial delay (seconds)** parameter.
- **Auto dial delay (seconds)**. Enter the number of seconds Desktop waits after an agent receives a work item from a program. After the specified seconds, Desktop automatically dials a first number in the contact details.
- **Client window title**. Enter the text that the system displays on the title bar of a Preview Contact work item window.

5. Click the **CCE Outbound** tab and specify the following field values:
   - **Available for outbound work**. Select an option that determines the state of an agent for an outbound work.
   - **Type of outbound work**. Select a type of an outbound work for an agent.
6. Click the **Customized Configuration** tab to specify additional customer data that the system displays in a work item that agents receives.

   Enter the following values:
   - **Key**. The name of the associated data.
   - **Value**. The value of the associated data.
   - **Topic**. The optional topic to be used as a subgroup.

Note:
You can add the following key value pair that enables the system to correctly identify all the **Microsoft CRM** activities and route them to Contact Center Express Desktop through the MS CRM GUI plug-in.

- **Key**: Work Item Type
- **Value**: 100

7. Right-click anywhere on the tab **Add Program** and select **Save and Close** to save the information.

   The system automatically enables the new program.

   If you create a new program for Preview Contact Media Store, the system displays that program in the **Interactions** list of Preview Contact Media Store, which is connected to the same ASMediaStore database.

   From the Interactions list, you can assign a group of contacts to your program and save the contacts to the ASMediaStore Database. For more information, see Preview Contact Media Store on page 48.

Assigning a schedule to a program

In Control Panel, you can assign a schedule to a program to automatically run the program at a specified schedule. You can also assign more than one schedule to a single program.

After you assign a schedule to a program, the system automatically runs that program either once, daily, or weekly. You can also specify time in a schedule.

Note:
In Contact Center Express, only one instance of a program schedule is active at a time. If the schedules of two programs overlap each other, the schedule that starts first takes the priority and the system ignores the other overlapping schedule.

To assign a schedule to a program:

1. In the left pane of Control Panel, expand a database node for a database that you have configured for Media Store.
2. Right-click the **Program** node and select **Assign Schedule**.
3. Click the **Schedule ID** field and select a schedule you want the program to use.

   For more information on creating a schedule, see Creating a schedule on page 95.
4. Click the **Resume type** field and select a behavior for the program when the program restarts at the selected schedule:
   - **0 - Resume**. The program restarts from the point it stopped, and stops when finished.
   - **1 - Restart**. The program restarts from the beginning and stops when it is finished.
   - **2 - ResumeRestart**. The program restarts from the point it stopped, finishes, and restarts after it finishes.
5. In the **Preview Contact Media Store** section:

a. In the **Media director queue ID**, enter the Media Director queue ID for the Preview Contact work items.

   This is applicable if you want to assign schedule to a program that Preview Contact Media Store is using.

b. In the **Queue priority** field, enter the priority of queuing work items.

6. Right-click anywhere on the **Assign Schedule** tab and select **Save and Close** to save the information.

Customizing multimedia work items by adding work forms

In Contact Center Express, you can add one or more additional work forms to multimedia work items that a program uses. You can access the work forms using the additional tabs that the system displays at the side of the work item.

If you create more than one extra tab for a work item, you can configure the order in which you want the system to display these work forms.

To add a new work form to a multimedia work item:

1. In Control Panel, expand the database node for Media Store.
2. In the database node, expand the **Programs** node and select the program to which you want to add a work form.
3. Expand the selected program node.
4. Right-click the **Forms** node and select **Add Form Controls**.

   The system displays the **Form Designer** tab.
5. In a list box that lists the UI element controls, select the required UI control.
6. On the form, click where you want the system to display the selected UI control.
7. In the properties panel below the UI controls list box:
   a. In the **Text** field, enter the name of selected UI control.
   b. In the **Name** field, enter the text that you want the system to display on the work item tab.
   c. Enter the appropriate values in other fields.
8. Repeat the Step 5 through Step 7 to add all the required UI controls and complete your form.
9. Right-click anywhere on the **Form Designer** tab and select **Save and Close** to save the information.

   The system adds the form in the **Forms** node with a name:

   `Form <order of form creation>`.

To reorder the forms controls:

1. In the Program node, right-click the **Forms** node and select **Reorder Form Controls**.

   The system displays the **Reorder Forms** tab.

2. From the list of forms, select a form you want to move up or down and appropriately click the UP or DOWN arrow.

3. Right-click anywhere on the **Reorder Forms** tab and select **Save and Close** to save the information.

Note:
The order in which you created the forms remains same. The order in which the system displays the forms changes.

Outbound Programs for Virtual Agents

In Contact Center Express, you can use the Virtual Agent service to perform tasks without involving agents. The Virtual Agent service depends on the configuration of worker plug-ins.

You can use the Outbound Worker plug-in to send e-mails or text messages to customers through a group of virtual agents.

You can send bulk e-mails or text messages to customers without involving agents, but only after you configure the following media stores in Control Panel:

- **Preview Contact Media Store**. This media store carries the customer data and the outgoing message to Media Director. For more information on how to create a program that carries customer data and an outgoing message to Media Director, see Creating Outbound Program for Preview Contact Media Store on page 93.
- **Email Media Store**. This media store sends the e-mail message to a customer. For more information on how to create an program that sends an e-mail to a customer, see Creating Outbound Program for Email or Simple Messaging Media Store on page 95.
- **Simple Messaging Media Store**. This media store sends the text message to a customer. For more information on how to create an program that sends the text message to a customer, see Creating Outbound Program for Email or Simple Messaging Media Store on page 95.

After you configure the media stores, the program runs at the scheduled time.

Creating Outbound Program for Preview Contact Media Store

To create a program to send contact data to a virtual agent:

1. In the left pane of Control Panel, expand the database node for the Media Store database.

2. Right-click the **Program** node and select **Add Program**.

   The system displays the **Add Program** tab.

3. In the **Name** field, enter a name for the program.
4. In the **Description** field, enter a brief description for the program.
5. In the **Use by** field, select the **Preview Contact Media Store** check box.
6. On the **CCE Configuration** tab:
   - Click the **Program access mode** arrow and select **Public**.
   - Keep the default values for other fields.
7. Click the **Customized Configuration** tab and add the following key value pairs:
   - For sending automated simple messages:

Key	Value	Topic
Service Name	A remote service name that you want to use. Expand the **Remote Services** node for the gateway that you have configured in Contact Center Express.	Simple Messaging
Outbound Program ID	A program ID of an outbound program that the Simple Messaging Media Store uses to send a message.	Simple Messaging
Message	A message that you want to send to customers.	Simple Messaging

   - For sending automated e-mails:

Key	Value	Topic
Service Name	—	Email
Outbound Program ID	A program ID of an outbound program that the EMS uses to send a message.	Email
Message	A message that you want to send to customers.	Email

8. Right-click anywhere on the **Add Program** tab and select **Save and Close** to save the information.

   The system enables the new program. You can view this program in the Interactions node for the Preview Contact Media Store connected to the ASMediaStore Database.

Creating Outbound Program for Email or Simple Messaging Media Store

To create a program to send automated e-mails or simple messages to a customer:

1. In the left pane of Control Panel, expand the database node for a database that you have configured for Media Store.
2. Right-click the **Program** node and select **Add Program**.

   The system displays the **Add Program** tab.
3. In the **Name** field, enter the name for a program.
4. In the **Description**, enter the brief description for a program.
5. In the **Used by** field, clear the check box, if selected any.
6. On the **CCE Configuration** tab:
   - Click the **Program access mode** arrow and select **Public**.
   - Keep the default values for other fields.
7. Click the **Customized Configuration** tab and add the following key value pairs:

Key	Value	Topic
Service Name		
Outbound Program ID		
Message		

8. Right-click anywhere on the **Add Program** tab and select **Save and Close** to save the information.

Creating a schedule

In Control Panel, you can create a schedule and assign it to a program. The system automatically executes that program at the scheduled date and time.

You can create a schedule that runs daily or weekly or a schedule that runs only once.

In a schedule, you can select the work type, such as Normal or Holiday. The work type determines whether the system runs the schedule on a working day or run the schedule on holidays.

To create a schedule:

1. In the left pane of Control Panel, expand the database node in which you want to create a schedule.
2. Right-click **Schedules** and select **Add Schedule** from the pop-up menu.

   The system displays the **Add Schedule** tab.
3. In the **Schedule** section:
   a. In the **Name** field, enter a name for the new schedule.
   b. Click the **Work type** field and select the type of work that you want to schedule.
4. In the **Schedule Time** section, enter the start and end time for running the schedule.
5. In the **Schedule Type** section, select an option to run the schedule daily, weekly, or only once.
6. In the **Schedule Date** section, enter the start and end date for running the schedule.
7. Right-click anywhere on the **Add Schedule** tab and select **Save and Close** to save the information.

Chapter 6: Contact Database

In Contact Center Express, the `Contact` database stores the contact details of customers who contact the contact center and the people who work in the contact center.

The Contact database, named ASContact, is an SQL-based database. You can use this ASContact database as a directory to store and maintain the contact details of customers and people in a contact center.

The ASContact database offers a wide range of fields or columns to store detailed information of customers. The field structure of the ASContact database is based on the field structure of Microsoft Outlook.

When configuring this database, you can choose the fields that you want to use. To create or upgrade the ASContact database, see Database deployment on page 81.

This section contains the following topics:

Adding a new contact

To add a new contact:

1. In the left pane of Control Panel, expand a database node for the ASContact database.
2. Click the **Contacts** node.

   The system displays the contacts from the ASContact database on the **Summary** tab.
3. Right-click in the contacts list and select **Add Contact**.

   The system displays the **Add Contact** tab.
4. On the **General** tab, specify the following.

   On this tab, you can change the field names for some of the fields. For example, in the **Phone numbers** section, you can click the arrow corresponding to the **Mobile** field and change the field name to **Home**.

Note:
Avaya recommends that you enter detailed information of a contact, such as first name, middle name, last name, e-mail address, and phone numbers. This enables the system to easily find the details of a customer who contacts the contact center.

5. On the **Details** tab, enter the personal and family information of the contact in the appropriate fields.
6. On the main menu bar, click **File** > **Save** to save the contact details.

Note:
On the main menu bar, click **File** > **Save All** to save the updated information on all the open tabs.

For more information on adding contacts, see *Contact Center Express Desktop User Guide*.

Formatting contacts

To use the Smart Dial functionality, you must format the contact phone numbers as described below:

- Do not use Public Switched Telephone Network (PSTN), Subscriber Trunk Dialling (STD), or International Direct Dialling (IDD) access codes in the phone number.

  PSTN is the code required to dial an outside line, STD is the code required to make a national call, and IDD is the code required to make an international call.

- Use either a single space, a hyphen, or parentheses to separate area codes from the local number.

  For example, 3 4770576, 3-4770576, (3) 4770576, or (3)4770576.

- Prefix all country codes with +.

  For example: +64 3 4770576, +64-3-4770576, +64 (3) 4770576 or +64(3)4770576

If you do not want to use the Smart Dial functionality, you must enter phone numbers exactly the way you would dial them, that is, you must include the PSTN, IDD, or STD access codes, the country codes, and the area codes with the phone number.

For example: 14770576, 103 4770576 or 10064 3 4770576.

Contact groups

In the ASContact database, you can create a group of related contacts. This helps an agent to quickly find information of a contact.

You can create different groups depending on the size and structure of the contact center. You can name a group according to a department or work area, or even a person, such as Manager or Administrator, and associate the related contacts to that group. You also add groups inside another group.

Note:
The contacts in a group remain as an individual record in the ASContact database, and the system displays this record in Directory. For more information about viewing Directory, see *Contact Center Express Desktop User Guide*.

In the **Directory** window, the system indicates:

- Each contact in black color with a contact icon and contacts with permissions in bold.
- Each group in blue color with a group icon and groups with permissions in bold.

You can double-click a group name to display the groups and contacts available in that group.

Creating a group of contacts

To create a group of contacts:

1. In the left pane of Control Panel, select the **Contacts** node of the ASContact database.
2. On the **Summary** tab:
   a. Right-click a contact record and select **Manage Group**.

      The system displays the **Group Management** tab.

      The system associates the group to a contact that you select to create a group.
   b. In the **Search target fields** section, click **Search** to display the contacts available in the ASContact database.
   c. In the contact list, right-click the contact or group you want to add in a group and select **Add To Group**.

      The system adds the selected contact in the **Group members** list.
   d. Right-click other contacts that you want to add in a group.
3. On the main menu bar, click **File** > **Save** to save the group.

Deleting a contact from a contact group

To delete a contact from a contact group:

1. In the left pane of Control Panel, select the **Contacts** node of the ASContact database.
2. On the **Summary** tab:

- In the **Group members** list, right-click a contact that you want to delete from the group and select **Delete From Group**.

Column display

In Contact Center Express Control Panel, you can define a column display for the ASContact database. In the column display, you need to add the fields, such as FirstName, LastName to store information about a contact.

Adding a column display

To add a column display:

1. In the left pane of Control Panel, expand a database node of the ASContact database.
2. Expand the **Column Display** node.

   The system displays the default **Standard** column display that is added when you install the ASContact database.
3. Click the **Standard** node to display field details.

   You can modify the **Standard** column display, but you cannot delete the **Standard** column display.
4. Right-click the **Column Display** node and select **Add Column Display**.

   The system displays the **Add Column Display** tab.
5. In the **General** section:
   a. In the **Column display ID** field, enter the unique ID for a new Column Display.
   b. In the **Column display name** field, enter the name of a new Column Display.
6. Right-click anywhere on the **Add Column Display** tab and select **Save and Close** to save the information.

Adding columns to column display

To add columns to a column display:

1. In the left pane of Control Panel, expand a database node for the ASContact database.
2. Expand the **Column Display** node.

3. Right-click a column display to which you want add columns and select **Edit**.

   The system displays the **Edit Column Display** tab.

4. In the **Display field details** section, right-click and select **Add**.

   The system displays the **Add New Column** tab.

5. In the **Column order** field, enter a number that indicates the position of a column.
6. In the **Column name** field, click the predefined column name that you want to use for this column.
7. In the **Display name** field, enter the display name for the column.

   By default, the system displays the default column name. If you want to use a different column name, change the value in this field.

8. Clear the **Use the predefined types** check box to change the default column type associated with your column.
9. In the **Column types** field, select a check box for the column type that you want to associate with your column.

   Important:
   Avaya recommends that you associate correct column type with your column as this association affects how Contact Center Express Desktop interprets data. This association also affects the types of actions an agent can perform using that data.

   Column type association determines whether Desktop searches that column for a contact match when a certain type of work item arrives.

   For example, if you associate the **Email** column type to your column, the system searches the data in a your column when it receives an e-mail work item. If the e-mail address in an incoming e-mail work item matches with the address in your column, the system displays the corresponding contact details in a document window.

10. Right-click anywhere on the **Add New Column** tab and select **Save and Close** to save the information.

    The new column is added in the list of columns that you can view on the **Edit Column Display** tab.

11. Repeat the above procedure to add more columns.

Permissions of a contact or a group of contacts

Contact Center Express assigns an access mode to each program. The access mode is either public, which allows a work item to be sent to a contact center agent, or private, which prevents a work item to be sent to a contact center agent.

In Control Panel, you can use the **Permissions** option to change the permissions for an agent to access a particular program. You can also assign permissions to contact groups.

If the system does not find a contact in the ASContact database, or if the system finds a contact in the ASContact database but without any permissions assigned, the media store checks the access mode of program that a queue, in which a work item is received, uses.

If the system finds a contact in the ASContact database with the permissions assigned, the media store uses these permission settings and overrides any access mode assigned to the program.

For example, if you assign the public access mode to a program and you select **Denied for Public Program** permission type for an agent, the agent does not receive the work items.

Similarly, if you assign the private access mode to a program and you select **Allowed for Private Program** permission type for an agent, the agent receives the work items.

The permissions are applicable only for e-mail and simple messaging work items. You cannot use permissions for preview contact work items.

Assigning permissions to a contact or a contact group

To assign permissions to a contact or a contact group:

1. In the left pane of Control Panel, expand a database node for the ASContact database.
2. Select the **Contacts** node.

   On the **Summary** tab, the system displays the contacts available in the ASContact database.
3. Click **Search** if the contact list is empty.
4. In the Contacts list, select a contact to assign permissions.
5. In the **Permissions and Priorities** section, right-click over the list and select **Add Permission**.

   The system displays the **Add Permission** tab.
6. In the **Permission Management** section, specify the following:
   - **Name.** A user-defined name for a permission
   - **Media Store entity ID.** The program ID, media store server instance, or media store server instance type to which you want to apply the permission.

Note:
You must enter a valid ID. An invalid ID does not save the permission. For example, you can find the valid ID of Media Store on the **Summary** tab of that Media Store.

If you specify a media server instance or media server instance type, the system applies the permission to all the programs that the media store queue uses. Because the permission are applicable for e-mail and simple messaging work items, you must specify the Simple Messaging Media Store or EMS ID.

- **Permission rank.** The order of importance given to a permission. You can give a rank to a permission when you want to assign multiple permissions to a contact.

  The lower number indicates the higher rank.

- **Interaction direction.** A value that determines in what direction the work items are travelling when they receive special priority.

- **Permission type.** A value that indicates whether the system allows or denies an agent to send or receive work items.

  The system does not send the work item to an agent if you assign the `public` access mode to a program and select **0 - Denied for Public Program** as the permission type. This applies to a program that you specify in the **Media Store entity ID** field or a program that Media Store queue, which receives the work item, uses.

  The system sends the work item to an agent if you assign the private program access mode to a program and you select **1 - Allowed for Private Program**.

- **Minimum overall rating (%).** The percentage value that determines how closely the details of an incoming work item must match with a contact in the ASContact Database to activate this permission.

  Values between 0 and 100 are valid.

  If you want an exact match to activate a permission, specify 100.

  If a lower level of identity surety is acceptable, use a lower value.

  For example, if matching an e-mail address at domain level is permissible, which means the incoming contact is a member of a known company, specify 80.

- **Notify denied contacts.** Select this check box to send an automatic notification to a contact informing them that their interaction is denied.

7. In the **Work Item Queue Management** section, specify the following:

Note:
The system enables this section only when a contact is allowed to send work items.

- **Queue priority.** A value that indicates the priority with which the system queues the work items from this contact to Media Director.

- **Preferred agent ID.** The ID of a preferred agent to handle the work items from a contact.

- **New destination ID.** The program ID of a program that you want the work items to use. If you want to use a program different from the program specified in a queue that receives the work item, enter a program ID.

  If you specify a queue priority and preferred agent ID, you must specify the program ID.

8. On the main menu bar, click **File** > **Save** to save the permissions.

Setting Closed Sender Group

When the program access mode is set to **Private**, the queue using that program can receive e-mails only from contacts which are found in the ASContact database and have the permission **Allowed for Private Program**. The contacts with this permission form Allowed Sender Group. The sender gets an in-hours or out-of-office auto-response according to the schedule assigned to the program.

In case an email comes from a contact that does not have permission for private program or is not found in the ASContact database, the sender gets a rejected auto-response saying that *Closed Sender Group is set to true*, and *your email address was not found in the allowed list.*, and the email message is banned.

In place of contacts, the administrator can add a domain for e.g. activetelephony.co.nz, and give permission for this domain.

In that case, e-mails coming from an email address belonging to that domain will be permitted in that queue, and the sender gets an in-hours or out-of-office auto-response according to the schedule assigned to the program.

Setting Denied Sender Group

When a program access mode is set to **Public**, e-mails coming from contacts that are not in the ASContact database or does not have any permission are allowed in the queue using the program, and the sender gets an in-hours or out-of-office auto-response according to the schedule assigned to the program.

A denied sender group can be created by giving the permission **Denied for Public Program** to individual contacts or domains.

The contacts with this permission form a Denied Sender Group. In addition, there is a field **Notify denied contacts**.

In case, if the **Notify denied contacts** check box is selected, the sender receives a Denied auto-response saying that *Your e-mail address was found in the denied list.*

In case, if the **Notify denied contacts** check box not selected, the sender does not get auto-response. In both the cases, the email message is banned.

Chapter 7: Communication Manager Administration

In Contact Center Express Control Panel, Communication Manager administrator is a plug-in that you can use to view and configure Communication Manager components for Contact Center Express.

To view and configure settings, you need to configure the Communication Manager connection by specifying the Communication Manager server details. After you configure the Communication Manager connection, you can view Communication Manager components, such as agent, VDNs, Stations, Skill, and so on.

Configuring a Communication Manager Connection

To configure a Communication Manager connection:

1. In the left pane of Control Panel, click the **Configuration Manager** node and select **Edit connection configuration**.

   The system displays the **Edit Connection Configuration** tab.

2. In the **Description** field, enter the name of the Communication Manager connection.

   This system displays this name in the **Communicator Manager** node.

3. In the **Host** field, enter the host name or IP address of the Communication Manager server.

4. In the **Username** field, enter the user name to access the configured Communication Manager.

5. In the **Password** and **Password Confirmation** fields, enter the password of the specified user name.

6. In the **Pin** and **Pin Confirmation** fields, enter the pin number of the specified user name to access Communication Manager.

Configuring Communication Manager

In Control Panel, the interface for configuring Communication Manager contains the UI controls, such as tabs, panels, lists, and message lines. You can configure Communication Manager by specifying values in these controls.

Following are the UI controls available:

- **Tabs**

  A separate tab is provided for each component that you can configure for Communication Manager. On each tab, you can either create new settings or modify the existing settings.

  You can view the following tabs:

  – Agents
  – Stations
  – Skills
  – VDNs
  – HolidayTables
  – ServiceHoursTables
  – Software Version

- **List**

  On each tab, you can view that displays the objects corresponding to the tab that you select. For example, a list on the **Agents** tab displays all the agents configured in Communication Manager. If you are connected to the Communication Manager server, the list displays the objects from the Communication Manager server. If you click an object in the list, the system displays the details of that object in the right pane.

- **Buttons**

  Following are the buttons that are provided on each tab.

  – **Clear**. Clears the text from the **Filter** text field and removes the filter applied to the list.
  – **Direction**. Changes the direction of the sorted list from ascending to descending and reverse. You can also select a value in the **Sort by** list to sort the list according to the selected option.
  – **New**. Creates a new object. The system displays the fields to specify settings.
  – **Refresh**. Refreshes the information on the selected tab. The objects are reloaded from the Communication Manager server.
  – **Save**. Saves the settings that you change. If an error occurs while saving the changes, the Message line displays the error details and the fields that has an error. For more information, see Message line on page 107. On successful saving, the system flashes the **Buttons** panel with green color.

- **Discard**. Discards the settings that you have changed but not saved.

- **Collapsible panels**

  A panel in which the system displays the details of a selected object. You can view the collapsible panels in the right pane on the selected tab. When you select an object from an objects list, the system displays the details of the selected object in different collapsible panels, such as **General**, **Skills**, and **Advanced**. You can expand or collapse the panels by clicking the arrow on the panel head.

- **Message line**

  A line above the collapsible panels that shows errors and messages. The system displays errors when it detects an invalid data in a field. The message line displays the error description for each invalid data field on a separate line. Also, the fields with invalid data are marked with red border around them. If you click a message line, the system moves the cursor to a field that has an error.

Agents

Use this tab to add or change agent login IDs, skill assignments and advanced settings

List view

The list view shows the agents. The list can sort by Name or Login ID.

Context menu

You can clone, delete or add an agent.

General

You can set the following general settings.

LoginID

Contains the identifier for the Logical Agent.

Name

Enter up to a 27-character string naming the agent. Any alpha-numeric character is valid. Default is blank.

Password

Appears only if both the AAS and AUDIX check boxes are cleared. Enter up to nine digits as the password the Agent must enter upon login. Valid entries are the digits 0 through 9. Enter the minimum number of digits in this field specified by the Minimum Agent-LoginID Password Length field on the Feature-Related System Parameters screen. Default is blank. Values entered in this field are not displayed on the screen.

Confirmation

Appears only if both the AAS and AUDIX check boxes are cleared. Reenter the same password exactly as it was entered in the Password field. Default is blank. Values entered in this field are not displayed on the screen.

Security Code

Enter the 4-digit security code (password) for the Demand Print messages feature. This field can be blank (default).

Skills

If you add or change skills on the Avaya S8XXX Server, the agent must log out and then log in again before the changes take effect.

Number (SN)

Skill Number.

Name

Name of the skill.

Level (SL)

Skill Level. Enter a skill level for each of an agent's assigned skills. 16 priority levels are available. In releases prior to R3V5, level 1 was the primary skill and level 2 was the secondary skill.

Add a Skill

To add a skill, do the following.

1. Select a skill
2. Drag and drop the selected skill to the **Assigned Skills** list box.

   You can also right-click the skill and select **Add** or double-click the skill to add the selected skill to the **Assigned Skills** list box.
3. Select a skill level.

4. Click **Save**.

Delete a Skill

1. Right-click a skill.
2. Click **Delete**.
3. Click **Save**.

Advanced

You can set the following advanced settings.

VoiceMail

You can choose None, AUDIX or AAS.

Port Extension

Appears only if either the AAS or AUDIX check boxes are cleared. Enter the assigned extension for the AAS or AUDIX port. This extension cannot be a VDN or an Agent LoginID. Default is blank.

Direct Agent Skill

Enter the number of the skill used to handle Direct Agent calls. Valid entries are 1 to 99, or blank (default).

COR

Select the Class of Restriction for the agent. Valid entries are 0 to 995. Default is 1.

Auto Answer

When using EAS, the agent's auto answer setting applies to the station where the agent logs in. If the auto answer setting for that station is different, the agent's setting overrides the station's setting. The following entries are valid:

- all - immediately sends all ACD and non ACD calls to the agent. The station is also given a single ring while a non-ACD call is connected. The ringer-off button can be used to prevent the ring when, on the Feature-Related System Parameters screen, the Allow Ringer-off with Auto-Answer field is set to y.
- acd - only ACD split /skill calls and direct agent calls go to auto answer. If this field is acd, non ACD calls terminated to the agent ring audibly.
- none - all calls terminated to this agent receive an audible ringing treatment. This is the default.

- station - auto answer for the agent is controlled by the auto answer field on the Station screen.

Call Handling Preference

When calls are in queue and an agent becomes available, the skill-level setting delivers the highest priority, oldest call waiting for the agent's highest level skill. Other choices are greatest-need and percent-allocation. Greatest-need delivers the oldest, highest priority call waiting for any of the agent's skills. Percent allocation delivers a call from the skill that otherwise deviate most from its administered allocation. Percent-allocation is available only with Avaya Business Advocate software. For more information, see the Avaya Business Advocate User Guide, 07-300653.

ACW Agent Considered Idle

Select y to have agents who are in After Call Work included in the Most-Idle Agent queue. This means that ACW is counted as idle time. Select n to exclude ACW agents from the queue. Valid entries are system (default), no, and yes. The system value indicates that settings assigned on the Feature-Related System Parameters screen apply.

Stations

Use the Station screen to administer individual telephone sets or virtual telephones.

Use this tab to add or change stations.

List view

The list view shows the stations. The list can sort by Extension and Name.

Context menu

You can clone, delete or add (new) a station.

General

You can set the following general settings.

Extension

Enter the extension for the station.

Name

Enter a name for the person associated with this telephone or data module. The system uses the Name field to create the integrated directory.

Type

For each station that you want to add to your system, you must specify the type of telephone in the Type field. This is how you distinguish between the many different types of telephones.

Port

Enter 7 characters to specify a port, or an x. If this extension is registered as an IP endpoint, this field displays sXXXXXX, where XXXXXX is the number of previously registered IP stations. For example, if there are 312 IP sets already registered when you register, your extension would get port s000313.

Valid entries

- 01 to 64

  First and second numbers are the cabinet number
- A to E

  Third character is the carrier
- 01 to 20

  Fourth and fifth characters are the slot number
- 01 to 32

  Sixth and seventh characters are the circuit number

Security Code

Enter the security code required by users for specific system features and functions, including the following: Personal Station Access, Redirection of Calls Coverage Off-Net, Leave Word Calling, Extended Call Forwarding, Station Lock, Message Retrieval, Terminal Self-Administration, and Demand Printing. The required security code length is determined by Minimum Security Code Length.

Display Language

Use this field to specify the language in which information is displayed on stations.

Advanced

You can set the following advanced settings.

TN

Enter the Tenant Partition number.

COR

Select a Class of Restriction (COR) number to select the desired restriction.

COS

Enter the desired Class of Service (COS) number to select allowed features.

Lock Messages

Select to restrict other users from reading or canceling the voice messages or retrieving messages via Voice Message Retrieval.

Skills

The Skills corresponds to the Hunt Groups with appropriate settings.

List view

The list view shows the skills. The list can sort by Group_Number and Group_Name.

Context menu

You can clone, delete or add (new) a skill.

General

You can set the following general settings.

Skill Number

Contains the skill number.

Skill Name

This field identifies the skill.

Valid entries: 27-character

Skill Extension

Select an unused extension number to be assigned to the skill. The field cannot be blank.

Skill Type

The following list shows how calls are handled for each skill type.

- ucd-mia - When ucd-mia or ucd-loa is entered, a call routes to the most-idle agent based on when the agent finished the most recent call (ucd-mia), or the
- ucd-loa - least occupied agent based on agent occupancy (ucd-loa). Enter ucd-mia or ucd-loa if the hunt group has an AUDIX message. One of these entries is required when supporting the Outbound Call Management feature and when the Controlling Adjunct field is asai.
- ead-mia - When ead-mia or ead-loa is entered, a call routes to the available agent with the highest skill level for the call. If two or more agents with equal
- ead-loa - skill levels are available, Communication Manager routes the call to the most-idle agent based on when the agent finished the most recent call ("ead-mia"), or the least occupied agent based on agent occupancy ("ead-loa"). This allows a call to be distributed to an agent best able to handle it if multiple agents are available.
- pad - Enter pad (percent allocation distribution) to select an agent from a group of available agents based on a comparison of the agent's work time in the skill and the agent's target allocation for the skill.
- slm - Enter slm when you want to:
  - compare the current service level for each SLM-administered skill to a user-defined call service level target and identify the skills that are most in need of agent resources to meet their target service level.
  - Identify available agents and assess their overall opportunity cost, and select only those agents whose other skills have the least need for their service at the current time.

Advanced

You can set the following advanced settings.

Queue

Specifies a queue for the skill.

LWC Reception

Defines the destination for Leave Word Calling (LWC) messages left for the skill.

Valid entries

- audix - If LWC is attempted, the messages are stored in AUDIX. The Audix Name field must be filled in too.
- Msa - Messaging Server Adjunct
- Spe - If LWC is attempted, the messages are stored in the system processing element (spe).
- none

Message Center AUDIX Name

Enter the name of the Message Center AUDIX.

Measured

Provides measurement data for the ACD split/skill collected (internal to the switch) for VuStats or BCMS. This measurement data is collected for VuStats and BCMS only if, on the System Parameters Customer-Options (Optional Features) screen, they are y and, on the Hunt Group screen, the ACD field is y.

Valid entries

- internal - If you enter internal in this field and on the CM System Parameters Customer-Options (Optional Features) screen neither the VuStats or BCMS field is y, the system displays the following message:

  <value> cannot be used; assign either BCMS or VuStats first

  Contact your Avaya representative to assist with any changes you want to make on the System Parameters Customer-Options (Optional Features) screen.
- external - Provides measurements made by the Call Management System (external to the server running Communication Manager).
- both - Provides measurements collected both internally and externally.
- none - Measurement reports for this skill are not required.

Stations

Appears if, the ACD field is not selected.

Two list show the assigned stations and the unused stations. You can add or delete a station.

Add a Station

To add a station, do the following.

1. Select a station.
2. Click **Add**.
3. Click **Save**.

Delete a Station

4. Right-click a station.
5. Click **Delete**.
6. Click **Save**.

Advanced

You can set the following advanced settings.

Coverage Path

Enter a coverage path number. This assigns a coverage path for the hunt group. Does not appear if the Vector field is (y).

Valid entries

- 1 to 999 - Enter a coverage path number.
- t1 to t999 - Time of day table
- blank

LWC Reception

Defines the destination for Leave Word Calling (LWC) messages left for the hunt group.

Valid entries

- audix - If LWC is attempted, the messages are stored in AUDIX. The Audix Name field must be filled in too.
- Msa - Messaging Server Adjunct
- Spe - If LWC is attempted, the messages are stored in the system processing element (spe).
- none

Message Center AUDIX Name

Enter the name of the Message Center AUDIX.

Night Service destination

Enter the destination where calls to this split redirects when the split is in the night service mode. Not all features work correctly if this is not a local extension. Does not appear if the Vector field is (y).

Valid entries

- An assigned extension number (can be a VDN extension) - Enter the destination where calls to this split redirects when the split is in the night service mode.
- Attd - An attendant group code.
- blank

Measured

Provides measurement data for the ACD split/skill collected (internal to the switch) for VuStats or BCMS. This measurement data is collected for VuStats and BCMS only if, on the CM System Parameters Customer-Options (Optional Features) screen, they are y and, on the Hunt Group screen, the ACD field is y.

Valid entries

- internal - If you enter internal in this field and on the CM System Parameters Customer-Options (Optional Features) screen neither the VuStats or BCMS field is y, the system displays the following message:

  <value> cannot be used; assign either BCMS or VuStats first

  Contact your Avaya representative to assist with any changes you want to make on the System Parameters Customer-Options (Optional Features) screen.
- external - Provides measurements made by the Call Management System (external to the server running Communication Manager).
- both - Provides measurements collected both internally and externally.
- none - Measurement reports for this hunt group are not required.

Timed ACW Interval (sec)

When a value is entered in this field, an agent in auto-in work mode who receives an ACD call from this hunt group is placed automatically into After Call Work (ACW) when the call drops. Enter the number of seconds the agent should remain in ACW following the call. When the administered time is over, the agent automatically becomes available. Timed ACW cannot be administered if the hunt group is adjunct controlled, is an AUDIX Message Center, or is an auto-available split. The Timed ACW Interval field appears if, the ACD field is (y).

Note:
This field can be overridden by the settings on the VDN Timed ACW Interval field. Coordinate the settings for both fields in setting up delays.

Valid entries

1 to 9999 or The number of seconds the agent should remain in ACW following the blank call.

Redirect on No Answer (rings)

Appears if the ACD field is selected.

Valid entries

- 1 to 20 - Enter the maximum number of rings before a call redirects back to the split/skill, or to the administered VDN.
- blank - Deactivates Redirect on No Answer.

Redirect to VDN

Appears if the ACD field is selected. To redirect a RONA call to a VDN instead of to the split/skill, enter the extension number of the VDN. The administered VDN must be on-premises and must be administered on the system. The VDN can specify a vector that in turns route to an off-premises VDN. You cannot enter an extension in this field if the Redirection on No Answer (rings) field is blank. Direct Agent calls go to the agent's coverage path if it is administered. If not, the calls go to a VDN.

Valid entries

- Assigned VDN or To redirect a RONA call to a VDN instead of to the split/skill, enter the blank extension number of the VDN.

Forced Entry of Stroke Counts or Call Work Codes

Appears when the ACD field is selected

Valid entries

- Selected check box or cleared check box - Selecting check box means either a Stroke Count or Call Work Code must be entered for each call answered by an agent when in the Manual-In mode.

Call Warning Threshold

Appears if the Queue field selected. Enter the number of calls that can be queued before the System flashes the queue status (feature buttons assigned on agents telephones) and the optional Auxiliary Queue Call Warning Threshold lamp assigned to the split/skill. These lamps are lighted steadily when at least one call is in queue and the threshold has not yet been reached

Valid entries

- 1 to 999 and must be less - This field must not be left blank if Calls Warning Port is than or equal to the assigned a port number. queue length or blank

Call Warning Port

Appears if the Queue field selected. Enter the seven-character port number assigned to connect the optional external Auxiliary Queue Call Warning Threshold lamp that flashes when the number of calls in queue has exceeded the queue warning threshold (assigned in Calls Warning Threshold).

This port is assigned to an Analog Line circuit pack or given an x designation if an extension is used. Enter the necessary characters.

Valid entries

- 01 to 03 (DEFINITY CSI) or 1 to 64 (S87XX/S8300 Servers) - First and second characters are the cabinet number
- A to E - Third character is the carrier

- 0 to 20 - Fourth and fifth character are the slot number
- 01 to 04 (Analog TIE trunks) 01 to 31 - Six and seventh characters are the circuit number

Note:
For example, 01A0612 is in cabinet 01, carrier A, slot 06, and circuit number (port) 12.

Call Warning Extension

Appears if the Queue field is selected and when the Calls Warning Port and the Time Warning Port fields are x. An extension is needed when an X is placed in Calls Warning Port. This extension can be used by the Terminal Translation Initialization (TTI) feature to assign a port to this extension from the port itself. Once Calls Warning Port is assigned a valid port (either via TTI or the change hunt-group command), then the extension is removed and considered unassigned.

Valid entries

- Extension - Enter an unassigned extension. This field cannot be blank.

Time Warning Threshold

Appears if the Queue field is selected and when the Calling Warning Port and the Time Warning Port fields are x. Enter the time in seconds that a call can remain in the queue before the system flashes the Queue status lamps (feature buttons assigned members telephones) and the Auxiliary Queue Time Warning lamp assigned to this split/skill.

Valid entries

- 0 to 999 or blank - An entry of 0 provides a warning whenever a call is queued.

Time Warning Port

Appears if the Queue field is selected. Enter the seven-character port number assigned to the Auxiliary Queue Time Warning lamp that flashes when the time entered in Time Warning Threshold has been reached by a call in queue.

Note:
This port is assigned to an Analog Line circuit pack or given an X designation if an extension is used. Enter the necessary characters.

Valid entries

- 01 to 03 (DEFINITY CSI) or 1 to 64 (S87XX/S8300 Servers) - First and second characters are the cabinet number
- A to E - Third character is the carrier 0 to 20 Fourth and fifth character are the slot number
- 01 to 04 (Analog TIE trunks) - Six and seventh characters are the circuit number 01 to 31

  For example, 01A0612 is in cabinet 01, carrier A, slot 06, and circuit number (port) 12.

Time Warning Extension

Appears if the Queue field is selected. An extension is needed when an x is placed in Time Warning Port. This extension can be used by the Terminal Translation Initialization (TTI) feature to assign a port to this extension from the port itself. Once Time Warning Port is assigned a valid port (either via TTI or the change hunt-group command), then the extension is removed and considered unassigned.

Valid entries

- Extension - Enter an unassigned extension. This field cannot be blank.

VDNs

This screen defines vector directory numbers (VDN) for the Call Vectoring feature. A VDN is an extension number used to access a call vector. Each VDN is mapped to one call vector.

List view

The list view shows the VDNs. The list can sort by Extension and Name.

Context menu

You can clone, delete or add (new) a VDN.

General

You can set the following general settings.

Extension

Shows the extension number of the VDN. The extension is a number that starts with a valid first digit and length as defined by the system's dial plan.

Name

It is the name associated with the VDN.

Vector

Specify how to handle calls directed to the Vector Directory Number (VDN). Select a vector.

Skill1

1 to 999 or None. Select the desired Skill numbers in each field (or use None). The default is None.

Skill2

1 to 999 or None. Select the desired Skill numbers in each field (or use None). The default is None.

Skill3

1 to 999 or None. Select the desired Skill numbers in each field (or use None). The default is None.

Advanced

You can set the following advanced settings.

TN

Specifies the Tenant Partition number for this VDN. When Meet-me Conferencing is n, an asterisk (*) appears next to the field name, indicating that this field follows VDN override rules when the system changes the "active" VDN for a call.

Valid entries Usage

- 1 to 100 - For S87XX Series IP-PNC.

COR

Specifies the class of restriction (COR) of the VDN. Valid entries Usage 0 to 995. Select a COR. This field cannot be blank.

Attendant Vectoring

This field indicates if the vector you are defining is an attendant vectoring VDN.

Select to set the vector as an attendant vector. This entry dynamically changes the rest of the screen to eliminate field options available with other types of vectors.

Default. not selected

Meet me Conferencing

This field appears only if, on the System Parameters Customer-Options (Optional Features) screen, the Enhanced Conferencing check box is selected. This field determines if the VDN is a Meet-me Conference VDN.

Note:
If the VDN extension is part of your DID block, external users can access the conference VDN. If the VDN extension is not part of your DID block, only internal callers on the your network (including DCS or QSIG) or remote access callers can access the conference VDN.

Select to enable Meet-me Conference for this VDN. If Meet-me Conference is y, only Extension, Name, Vector Number, Meet-me Conference, COR, and TN fields display and the fields for page 2 change.

Both Attendant Vectoring and Meet-me Conference cannot be enabled at the same time.

If Enhanced Conferencing is y, but no other vectoring options are enabled, only Meet-me Conference vectors can be assigned.

Note:

If the vector for Meet-Me conferencing allows a new party to join a conference immediately, and that party is joining as an H.323 ip trunk user, the caller might not have talk path with the others in the conference. To prevent this, include in the vector a short delay before a new party joins the Meet-Me conference, such as a step to collect digits, a 1-second delay, or play an announcement. Since Meet-Me vectors are always configured with announcements and digit collections, this should rarely be an issue.

Allow VDN Override

This field appears if the Meet-me Conferencing field is n. The Allow VDN Override field allows the system to change the "active" VDN for a call. The "active" VDN is the VDN to be used for parameters associated with the call such as VDN name, skills, tenant number, BSR application, VDN variables, etc.

Note:

The "active" VDN can be specified in some vector commands as a keyword. When a vector step with the keyword "active" is executed, the extension for the call's "active" VDN as defined by VDN override rules is substituted for the keyword when processing the vector command. The keyword "active" can be used as the VDN extension for the goto command "counted-calls" conditional, the goto command "rolling-asa for VDN" conditional, the messaging command mailbox extension, or can be defined as the "vdn" vector variable type assignment. The keyword "latest," (the last VDN routed to), can also be assigned in these same vector commands or variables, but the "latest" VDN is not changed by VDN Override settings.

If selected, this field allows a routed-to VDN (by a route-to number or route-to digits vector command) to become the "active" VDN. The first VDN reached by the call becomes the "active" VDN.

If not selected, the routed-to VDN does not become the active VDN. The parameters of the original VDN are used. This is the default.

Measured

This field appears if the Meet-me Conferencing field is not selected. Used to collect measurement data for this VDN. Data can be collected for reporting by BCMS or CMS.

Note:

On the System Parameters Customer-Options (Optional Features) screen, the BCMS field must be y for the Measured field to be set to internal or both. In addition, the appropriate CMS release must be administered on the Feature-Related System Parameters screen if this field is being changed to external or both.

Valid entries

- Internal - Data is measured internally by BCMS.
- External - Data is measured internally by CMS.
- Both - Data is measured internally by both BCMS and CMS.
- None - Data is not measured. This is the default.

Holiday Tables

Use this screen to define individual holidays or holiday ranges.

List view

The list view shows the holiday tables. The list can sort by Number or Name.

Context menu

You can clear, copy or paste a holiday table.

General

You can set the following general settings.

Number

Display-only field identifying the holiday table number.

Name

Display-only field identifying the name of the table.

Time Frames

You can set the following time frame settings.

Start Month

Usage Enter the starting month of the holiday.

Valid entries 1 to 12.

Start Day

Enter the starting day of the holiday.

Valid entries 1 to 31

Start Hour

Enter the starting hour of the holiday using a 24-hour clock.

Valid entries 0 to 23

Start Minute

Enter the starting minute of the holiday.

Valid entries 0 to 59

End Month

Enter the ending month of the holiday.

Valid entries 1 to 12.

End Day

Enter the ending day of the holiday.

Valid entries 1 to 31

End Hour

Enter the ending hour of the holiday using a 24-hour clock.

Valid entries 0 to 23

End Minute

Enter the ending minute of the holiday.

Valid entries 0 to 59

Description

Enter a phrase to describe the holiday.

ServiceHours Tables

Use this screen to set service hours.

List view

The list view shows the service hours tables. The list can sort by Number or Description.

Context menu

You can clear, copy or paste a service hours table.

General

You can set the following general settings.

Number

Displays the table number that you entered on the command line.

Description

Provides a description for the table. You can enter a 1 to 27-character alphanumeric table name.The default is blank.

Example: Call-ahead Reservations

Use time adjustment for time location

Points to a field on the Locations screen for time zone offset and daylight savings time rule time adjustments.

- The Multiple Locations option must be enabled in order to administer more than one location (locations 2-250).
- You can assign a location to a gateway or to a network region.
- Administer the location where the incoming trunk terminates.

Time Frames

You can set the following time frame settings.

Start/End

Defines the range of office hours for each day of the week. Always make sure that the start time is earlier than the end time.

hour - 0-23

minute - 0-59

The hour range must be within the specified day, from 00:00 (midnight) until 23:59.

If a time range goes past midnight (for example, Friday 19:00 to Saturday 02:00), enter the time in two ranges. Set up the first range as Friday from 19:00 to 23:59 and the second range as Saturday from 00:00 to 01:59.

A time is considered to be in the table from the first second of the start time (for example, 08:00:00). Also, it is still considered to be in the table until the last second of the end time (for example, 17:00:59).

Software Version

The tab Software Version shows the following information.

- Version
- Version On Disk
- Translation Date
- Translation Date On Disk
- Disk Second Copy

The Software Version page also contains following two buttons:

Refresh: Refreshes the software version details

Save Translation: Sends a command to Communication Manager to save the configured data to the disk.

Appendix A: Troubleshooting

This section includes the following troubleshooting topics:

Troubleshooting Communication Manager Admin

This section includes the following problems that can occur when you use the Communication Manager Admin:

Cannot establish SSH connection to Communication Manager

Problem: Cannot establish the SSH connection to Communication Manager from Contact Center Express due to network failure or wrong settings for the host, port, user name, password, or pin.

The system displays the following error message: *Failed to connect to Communication Manager*.

- If the remote host is not connecting due to network failure or wrong host or port settings, the following message appears:

```
[Mon Nov 16 10:53:10.784],Fatal,7540,CM Administration: Exception caught trying to
send command <list agent-loginID >. Exception text:
System.Net.Sockets.SocketException: A connection attempt failed because the connected
party did not properly respond after a period of time, or established connection
failed because connected host has failed to respond 135.124.108.50:5022
```

- If the user name or password is wrong, following message appears:

```
[Mon Nov 16 10:55:18.893],Fatal,5592,CM Administration: Exception caught trying to
send command <list agent-loginID >. Exception text: Auth fail.
```

You can collect more details in the log file by setting the error log level to 1 in the Control Panel configuration.

Solution: Refer the log file of the `ASGUIHost system`.

1. If the log file contains log information related to network failure:
   - Check if the Communication Manager server is properly connected.
   - Check if you have specified correct IP address and port number for the Communication Manager connection.
2. If the log file contains log information related to wrong user name or password:
   - Check if you have specified correct user name and password to connect the Communication Manager server.

Communication Manager displays error message while saving the data

Problem: In Contact Center Express, when you try to save the data while you are configuring Communication Manager, the error message appears in the following format:

***<error message>* (field name; index)**

Where,

- **<error message>** is the message that appears from Communication Manager.
- **field name** is the name of the field that has wrong setting.
- **index** is the line number of the field, if there are multiple lines for any field. Index is always 0 if it is a simple field.

For example:

If a skill is configured for an agent and you forgot to set the Skill Level (SL), the following error message appears:

***Field can not be blank* (SL; 4)**

This error indicates that you have not assigned SL to the skill with index 4 in the **Assigned Skills** list box.

Solution: Reset the SL and try again.

Appendix B: Alarms and notifications

This appendix explains the alarms and notifications that the system generates for all the services configured in Contact Center Express.

When a service running in Contact Center Express generates an alarm or notification, Application Management Director (AMD) collect that alarm or notification and logs it on the TTrace server. AMD also send the same alarm or notification to Control Panel. For more information logging, see Logs in Contact Center Express on page 11.

In Control Panel, the **Alarms and Notifications** node displays all the alarms and notifications. This node contains **Alarms** and **Notifications** as two separate nodes for displaying alarms and notifications separately.

Important:
You cannot configure the **Alarms and Notifications** node in Control Panel. The system generates only predefined alarms and notifications.

When you click an alarm or a notification, the text field at the bottom of the right pane displays details about the selected alarm or notification. These details help you to investigate a problem and resolve it quickly.

The details for a notification include only the description of the notification. The details for an alarm include the description of the alarm, the resolution for the alarm, and the additional data, such as the IP address and port of the server on which the corresponding service is configured.

The additional data for an alarm also contains predefined variables. The system updates these variables in real time to display the current information about a service for which the alarm is sent.

For example, the additional data for the **XML Link Down** alarm that the system generates for Media Director includes the **Last Attempt Date/Time** and **Retry Count** variables. The system keeps updating these variables till the alarm exists.

For more information about the alarms that the system generates for the services in Contact Center Express, see Services that generate alarms and notifications on page 131.

Alarms

You can click the **Alarms** node to view the alarms that are currently active and the alarms that you or the system has resolved. The Alarms node contains the following sub-nodes:

- **Active**. This node displays a list of alarms that the system generates when an abnormal condition occurs in any service running in Contact Center Express. The status of alarms in this node is always Active.

  The name of the **Active** node contains additional information about the count of alarms that are currently active against the total number of alarms.

  Each alarm gives information that helps you to investigate the abnormal condition and resolve the problem quickly.

  The following fields display information about an active alarm:

  - **Alarm Event Name**. The name of the event that generates an alarm.
  - **Alarm Created Date Time**. The date and time when the system generates an alarm.
  - **Alarm Level**. The severity level of an alarm. The predefined severity levels are Fatal, Major, Minor, or Information.
  - **Alarm State**. The state of an alarm. Default: Active.
  - **Alert State.** The alert state of an alarm. The alert state is only an indication that alerts you about an active alarm and allows you to acknowledge it.

    You can change the alert state. For more information, see Changing the alarm alert state on page 130.
  - **Activity Date Time**. The data and time when the system changes the details of an alarm.
  - **Server Instance Name**. The server name that generates an alarm. When you right-click an alarm in the list and select **Select Application**, the system displays the **Summary** window of the service that generates the alarm.
- **Resolved**. This node displays the alarms that the system or you resolve. After an alarm is resolved, the system removes the alarm from the **Active** node and displays it in the **Resolved** node.

  The name of the **Resolved** node contains information about the total number of alarms that the system resolved.

Note:
You cannot delete alarms or notifications from their nodes. The system automatically removes the alarms and notification when the maximum limit reaches.

Changing the alarm alert state

To change the alert state of an alarm:

1. In the left pane of Control Panel, click the **Active** node in the **Alarms** node.
2. In the right pane, select the alarm for which you want to change the alert state.

3. Right-click the selected alarm and click **Set alert state to** > **Alerted** or click **Set alert state to** > **Acknowledged**.

   The **Alert State** field displays the selected alert state.

Notifications

Notifications are indications that inform you about a change of a state, such as a service started or a service stopping.

Note:
State changes are not events that require immediate resolution.

Each notification includes information about a server that has changed state.

The following fields display information about a notification:

- **Notification Name**. The name of the notification.
- **Notification Created Date Time**. The date and time on which the system generates the notification.
- **Server Instance Name**. The name of the server that generates the notification. By right-clicking the notification and selecting **Select Application**, you can view the summary of the application that generates the notification.

When you click a notification, the text field at the bottom of the right pane displays the description of the selected notification. For more information, see Services that generate alarms and notifications on page 131.

Services that generate alarms and notifications

This section discusses the following topics:

License Director

Alarms

This section discusses the following alarms:

WebLM Connection Error

The system raises this alarm when there is a problem in communication between License Director and the WebLM server.

This problem can occur if WebLM server URL is wrong, WebLM server is down, or WebLM server does not have license file or license file is expired. The system clears this alarm when the problem is resolved.

Severity

Major

Alarm description

The current WebLM URL may be invalid or WebLM service is down or WebLM server may not have installed with proper CCE license file.

Resolution

- Check if the WebLM service is up and running with proper license file
- Check if License Director is able to connect with the WebLM server

Additional data

- License Type
- WebLM URL
- Connection Error Reason

License Expired

The system raises this alarm when the WebLM license file expires. This alarm is raised at the time when the license file expires and exists till you install a new license file with proper expiry date.

Severity

Major

Alarm description

The current license has expired.

Resolution

- A new license of the same type must be obtained and installed on the WebLM Server.

Additional data

- Application Name
- License Type
- Expiration Date/Time

License Exhausted

The system raises this alarm when the number of free licenses for a license key reaches to zero. This alarm exists until the number of free licenses is raised above zero.

Applications that continue to request licenses while the count remains at zero will result in the Client failure count being incremented. This will be cleared only when that application license is acquired successfully (say in the first place some licenses are released of same type) or a new license file with more capacity is installed on WebLM.

Severity

Minor

Alarm description

The maximum numbers of license for this application have been issued.

Resolution

- A larger license of the same type should be purchased and installed on the WebLM Server.

Additional data

- Application Name
- License Type
- License Size

Notifications

This section discusses the following notifications:

- Service Started on page 134
- Service Stopping on page 134

Service Started

The system generates this notification when the service for an application starts.

Service Stopping

The system generates this notification when the service for an application is stopping.

Media Director

Alarms

This section discusses the following alarms:

- XML Link Down on page 135
- License Director Link Down on page 135
- No Free Licenses on page 136
- Device Monitor Failure on page 137
- Make Call Failure on page 138

XML Link Down

The system generates this alarm when Media Director is unable to connect to the XML Server that you have configured.

When Media Director files to connect to the XML Server on consecutive attempts, the system updates the following variables in the **Additional data** section of the alarm details:

- **Last Attempt Date/Time**. The last date and time when Media Director tried to connect with the XML Server.
- **Retry Count**. The number of times Media Director tried to contact the XML Server.

Severity

Major

Alarm description

The link to the XML Server cannot be established. No work items can be processed while this link remains down.

Resolution

- Check the configuration of the XML Server and ensure that the service for the XML Server is running.
- Resolve the alarms for the XML Server, if they exists.

Additional data

- XML Server Link Name
- Last Link Error
- Last Attempt Date/Time
- Retry Count

License Director Link Down

The system generates this alarm when Media Director is unable to connect to License Director.

Severity

Major

Alarm description

The connection to License Director has failed and cannot be reestablished.

Resolution

- Check the configuration of the License director and ensure that the service for the License Director is running.
- Resolve the alarms for the License Director, if they exists.

Additional data

- License Director IP Address
- License Director Port
- Last Attempt Date/Time
- Retry Count

No Free Licenses

The system generates this alarm when the system denies an agent who is trying to connect to Media Director because License Director does not have free licenses.

The system keeps this alarm until another agent successfully connects to Media Director.

Note:
The system does not generate this alarm if Media Director is unable to connect to License Director.

When an agent fails to connect to Media Director on consecutive attempts when this alarm exists, the system increment the value in the **Client failure count** variable. In addition, the system updates the **Last occurred date/time** variable in the **Additional data** section of the alarm details.

Severity

Minor

Alarm description

Client connections have been rejected as there are no free licenses on the administered License Director.

Resolution

Ensure that sufficient number of licenses for the required features are available on the WebLM server.

Additional data

- Last Attempt Date/Time
- Client Failure Count

Device Monitor Failure

The system generates this alarm when Media Director fails to monitor a device, such as VDN specified in the configuration of IDS server and VMS. The system generates a separate alarm for each VDN that Media Director fails to monitor.

This alarm for each VDN exists till:

- Media Director successfully monitors that VDN, or
- You remove that VDN from the configuration of VMS using Control Panel, or
- Media Director is unable to connect to the XML Server.

Note:
The system does not generate this alarm if Media Director is unable to connect the XML Server.

When Media Director fails to monitor a specified device on consecutive attempts, the system updates the **Last attempt** and **Retry Count** variables in the **Additional data** section of the alarm details.

Severity

Minor

Alarm description

The attempt to monitor the specified device failed.

Resolution

Ensure that:

- You have specified a correct device.
- The device exists in Communication Manager.
- You have added the device in the Application Enablement Service (AES) security database.

Additional data

- Device
- Last Error Code
- Last Attempt Date/Time
- Retry Count

Make Call Failure

The system generates this alarm when a device, such as VDN that you specify in the configuration of IDS server and VMS, fails to originate the first call. This alarm exists until that VDN successfully originates the first call.

After failure in originating the first call, if the VDN fails to originate a call on consecutive attempts, the system updates the alarm details in Application Management Director (AMD) and for each consecutive failure, updates the **Last Attempt Date/Time** and **Failure Count** variables in the **Additional data** section of the alarm details.

The system generates an alarm for each VDN that fails to originate a call.

Severity

Minor

Alarm description

An attempt to make a call from the specified device failed.

Resolution

Check the configuration of Media Director and Communication Manager.

Additional data

- Make Call Device
- Destination
- Last Error Code
- Last Attempt Date/Time
- Failure Count

Notifications

This section discusses the following notifications:

NotificationServiceStarted

The system generates this notification when the service for an application starts.

NotificationServiceStopping

The system generates this notification when the service for an application is stopping.

Queue Added

The system generates this alert notification when you add a new queue to Media Director using the Control Panel interface.

Additional data

- Media Director Queue Name

Queue Removed

The system generates this alert notification when you remove a queue from Media Director using the Control Panel interface.

Additional data

- Media Director Queue Name

Email Media Store

Alarms

This section discusses the following alarms:

AlarmMediaDirectorLinkDown

The system generates this alarm when EMS is unable to connect to Media Director.

Severity

Major

Resolution

- Resolve the pending alarms for Media Director.
- Check the configuration of Media Director.
- Ensure that the service for Media Director is running.

Additional data

- Media Director URL
- Media Director Name

AlarmDatabaseConnectionDown

The system generates this alarm when EMS is unable to connect with a database that you have configured for Media Store.

The system resolves this alarm only when EMS successfully connects with the database that is configured for Media Store.

Note:
Even after this alarm is cleared, the system does not automatically move this alarm in the **Resolve** node. You need to perform another successful action on the database to move that alarm in the **Resolve** node.

Severity

Major

Resolution

- Check the configuration of databases for Contact and Media Store in EMS.
- Test the database connection using the Control Panel.

Additional data

Database Server Name

AlarmSMTPServerDown

The system generates this alarm when EMS is unable to communicate with the Simple Mail Transfer Protocol (SMTP) server.

Severity

Major

Resolution

Check the configuration of the SMTP server and the corresponding e-mail addresses.

Additional data

SMTP Server Name.

AlarmPop3ServerDown

The system generates this alarm when EMS is unable to communicate with the Post Office Protocol 3 (POP3) server.

Severity

Major

Resolution

- Check the configuration of the POP3 server.
- Check the user name and password for the POP3 mailbox.

Additional data

POP3 Server Name

Notifications

This section discusses the following notifications:

- NotificationServiceStarted on page 142
- NotificationServiceStopping on page 142
- NotificationQueueAdded on page 142
- NotificationQueueRemoved on page 142

NotificationServiceStarted

The system generates this notification when the service for an application starts.

NotificationServiceStopping

The system generates this notification when the service for an application is stopping.

NotificationQueueAdded

The system generates this alert notification when you add a new queue to EMS using the Control Panel interface.

Additional data

- Queue ID
- Queue Name

NotificationQueueRemoved

The system generates this alert notification when you remove a queue from EMS using the Control Panel interface.

Additional data

- Queue ID
- Queue Name

Preview Contact Media Store

Alarms

This section discusses the following alarms:

- AlarmMediaDirectorLinkDown on page 143
- AlarmDatabaseConnectionDown on page 143

AlarmMediaDirectorLinkDown

The system generates this alarm when Preview Contact Media Store is unable to connect with Media Director.

The system resolves this alarm only when Preview Contact Media Store successfully connects with Media Director.

When Preview Contact Media Store fails to connect with Media Director on consecutive attempts, the system updates the **Last Attempt Date/Time** and **Retry Count** variables in the Additional data section of the alarm details.

Severity

Major

Alarm description

The link to the configured Media Director cannot be established. No work items can be processed while this link remains down.

Resolution

- Check the **Service status** field on the **Summary** tab of Media Director to see if Media Director is running.
- Ensure that you have specified the correct URL of Media Director.

Additional data

- Media Director Name
- Media Director URL
- Last Connection Date/Time
- Last Attempt Date/Time
- Retry Count

AlarmDatabaseConnectionDown

The system generates this alarm when Preview Contact Media Store is doing a database activity, such as opening a connection with a database or executing a stored procedure, but is unable to connect with the Media Store database. You can verify this database activity from the log files of Preview Contact Media Store.

The system resolves this alarm only when Preview Contact Media Store successfully connects with the database that is configured for Media Store.

Note:
Even after this alarm is cleared, the system does not automatically move this alarm in the **Resolve** node. You need to perform another successful action on the database to move that alarm in the **Resolve** node.

Severity

Major

Alarm description

The Media Store is unable to connect to the ASMediaStore database. No interactions can be processed while this connection remains down.

Resolution

- Ensure that you have specified the correct value of the connection.
- Ensure that the service for SQL is running on the specified system.

Additional data

- Database Server name
- Last Attempt Date/Time
- Retry Count

Notifications

This section discusses the following notifications:

NotificationServiceStarted

The system generates this notification when the service for an application starts.

NotificationServiceStopping

The system generates this notification when the service for an application is stopping.

NotificationProgramStarted

The system generates this notification when a program in Media Store starts. Before starting, the program can be in stopped mode.

Additional data

- Program ID
- Program Name
- Schedule ID
- Schedule Name
- Schedule Resume Type
- Queue Name
- Current Work Item Count - work to do

NotificationProgramStopped

The system generates this notification when a program in Media Store stops. Before stopping, the program can be in running mode.

Additional data

- Program ID
- Program Name
- Schedule ID
- Schedule Name
- Queue Name
- Processed Work Item Count - work done
- Current Work Item Count - work left to do

NotificationProgramScheduleChanged

The system generates this notification when you change the schedule for a program that is running.

Additional data

- Program ID
- Program Name
- Old Schedule ID

- Old Schedule Name
- New Schedule ID
- New Schedule Name
- Queue Name

Simple Messaging Media Store

Alarms

This section discusses the following alarms:

- AlarmMediaDirectorLinkDown on page 146
- AlarmDatabaseConnectionDown on page 147

AlarmMediaDirectorLinkDown

The system generates this alarm when Simple Messaging Media Store is unable to connect with Media Director.

Severity

Major

Resolution

- Resolve the pending alarms for Media Director.
- Check the configuration of Media Director. For more information, see Configuring Media Director on page 27.
- Ensure that the service for Media Director is running.

Additional data

- Media Director URL
- Media Director Name

AlarmDatabaseConnectionDown

The system generates this alarm when Simple Messaging Media Store is unable to connect with a database that you have configured for Media Store.

The system resolves this alarm only when Simple Messaging Media Store successfully connects with the database that is configured for Media Store.

Note:
Even after this alarm is cleared, the system does not automatically move this alarm in the **Resolve** node. You need to perform another successful action on the database to move that alarm in the **Resolve** node.

Severity

Major

Resolution

In the configuration of Simple Messaging Media Store:

- Check the configuration of the Media Store database.
- Test the connection to the Media Store database.

Additional data

- Database Server Name

Notifications

This section discusses the following notifications:

NotificationServiceStarted

The system generates this notification when the service for an application starts.

NotificationServiceStopping

The system generates this notification when the service for an application is stopping.

NotificationQueueAdded

The system generates this notification when you add a new queue to Simple Messaging Media Store using the Control Panel interface.

Additional data

- Queue ID
- Queue Name

NotificationQueueRemoved

The system generates this notification when you remove a queue from Simple Messaging Media Store using the Control Panel interface.

Additional data

- Queue ID
- Queue Name

AOL Messenger gateway

Alarms

This section discusses the following alarm:

- AlarmSMMSConnectionFailed on page 148

AlarmSMMSConnectionFailed

The system generates this alarm when the AOL Messenger gateway is unable to connect with Simple Messaging Media Store.

Severity

Major

Alarm description

The connection to the Simple Messaging Store has failed and cannot be reestablished.

Resolution

- Resolve the pending alarms for the Simple Messaging Media Store.
- Check the configuration of Simple Messaging Media Store. For more information, see Simple Messaging Media Store on page 56.
- Check the **Service status** field on the **Summary** tab of Simple Messaging Media Store to see if Simple Messaging Media Store is running.

Additional data

- Simple Messaging Store URL.

Notifications

This section discusses the following notifications:

NotificationServiceStarted

The system generates this notification when the service for an application starts.

NotificationServiceStopping

The system generates this notification when the service for an application is stopping.

NotificationRemoteServiceStarted

The system generates this notification when a remote service in the AOL Messenger gateway starts. Before starting, the remote service can be in stopped mode.

Additional data

- Remote Service Name

NotificationRemoteServiceStopped

The system generates this notification when a remote service in AOL Messenger gateway stops. Before stopping, the remote service can be in started mode.

Additional data

- Remote Service Name

Communicator gateway

Alarms

This section discusses the following alarm:

- AlarmSMMSConnectionFailed on page 150

AlarmSMMSConnectionFailed

The system generates this alarm when the Microsoft Office Communicator gateway is unable to connect with Simple Messaging Media Store.

Severity

Major

Alarm description

The connection to the Simple Messaging Store has failed and cannot be reestablished.

Resolution

- Resolve the pending alarms for the Simple Messaging Media Store.
- Check the configuration of Simple Messaging Media Store. For more information, see Simple Messaging Media Store on page 56.
- Check the **Service status** field on the **Summary** tab of Simple Messaging Media Store to see if Simple Messaging Media Store is running.

Additional data

- Simple Messaging Store URL.

Notifications

This section discusses the following notifications:

NotificationServiceStarted

The system generates this notification when the service for an application starts.

NotificationServiceStopping

The system generates this notification when the service for an application is stopping.

NotificationRemoteServiceStarted

The system generates this notification when a remote service in the Communicator gateway starts. Before starting, the remote service can be in stopped mode.

Additional data

- Remote Service Name

NotificationRemoteServiceStopped

The system generates this notification when a remote service in the Communicator gateway stops. Before stopping, the remote service can be in started mode.

Additional data

- Remote Service Name

MSN Messenger gateway

Alarms

This section discusses the following alarm:

- AlarmSMMSConnectionFailed on page 152

AlarmSMMSConnectionFailed

The system generates this alarm when the MSN Messenger gateway is unable to connect with Simple Messaging Media Store.

Severity

Major

Alarm description

The connection to the Simple Messaging Store has failed and cannot be reestablished.

Resolution

- Resolve the pending alarms for the Simple Messaging Media Store.
- Check the configuration of Simple Messaging Media Store. For more information, see Simple Messaging Media Store on page 56.
- Check the **Service status** field on the **Summary** tab of Simple Messaging Media Store to see if Simple Messaging Media Store is running.

Additional data

- Simple Messaging Store URL.

Notifications

This section discusses the following notifications:

- NotificationServiceStarted on page 153
- NotificationServiceStopping on page 153
- NotificationRemoteServiceStarted on page 153

- NotificationRemoteServiceStopped on page 153

NotificationServiceStarted

The system generates this notification when the service for an application starts.

NotificationServiceStopping

The system generates this notification when the service for an application is stopping.

NotificationRemoteServiceStarted

The system generates this notification when a remote service in the MSN Messenger gateway starts. Before starting, the remote service can be in stopped mode.

Additional data

- Remote Service Name

NotificationRemoteServiceStopped

The system generates this notification when a remote service in the MSN Messenger gateway stops. Before stopping, the remote service can be in started mode.

Additional data

- Remote Service Name

SMS gateway

Alarms

This section discusses the following alarm:

- AlarmSMMSConnectionFailed on page 153

AlarmSMMSConnectionFailed

The system generates this alarm when the SMS gateway is unable to connect with Simple Messaging Media Store.

Severity

Major

Alarm description

The connection to the Simple Messaging Store has failed and cannot be reestablished.

Resolution

- Resolve the pending alarms for the Simple Messaging Media Store.
- Check the configuration of Simple Messaging Media Store. For more information, see Simple Messaging Media Store on page 56.
- Check the **Service status** field on the **Summary** tab of Simple Messaging Media Store to see if Simple Messaging Media Store is running.

Additional data

- Simple Messaging Store URL

Notifications

This section discusses the following notifications:

NotificationServiceStarted

The system generates this notification when the service for an application starts.

NotificationServiceStopping

The system generates this notification when the service for an application is stopping.

NotificationRemoteServiceStarted

The system generates this notification when a remote service in the SMS gateway starts. Before starting, the remote service can be in stopped mode.

Additional data

- Remote Service Name

NotificationRemoteServiceStopped

The system generates this notification when a remote service in the SMS gateway stops. Before stopping, the remote service can be in started mode.

Additional data

- Remote Service Name

Web Chat gateway

Alarms

This section discusses the following alarm:

- AlarmSMMSConnectionFailed on page 155

AlarmSMMSConnectionFailed

The system generates this alarm when the Web Chat gateway is unable to connect with Simple Messaging Media Store.

Severity

Major

Alarm description

The connection to the Simple Messaging Store has failed and cannot be reestablished.

Resolution

- Resolve the pending alarms for the Simple Messaging Media Store.
- Check the configuration of Simple Messaging Media Store. For more information, see Simple Messaging Media Store on page 56.
- Check the **Service status** field on the **Summary** tab of Simple Messaging Media Store to see if Simple Messaging Media Store is running.

Additional data

- Simple Messaging Store URL.

Notifications

This section discusses the following notifications:

NotificationServiceStarted

The system generates this notification when the service for an application starts.

NotificationServiceStopping

The system generates this notification when the service for an application is stopping.

NotificationRemoteServiceStarted

The system generates this notification when a remote service in the Web Chat gateway starts. Before starting, the remote service can be in stopped mode.

Additional data

- Remote Service Name

NotificationRemoteServiceStopped

The system generates this notification when a remote service in the Web Chat gateway stops. Before stopping, the remote service can be in started mode.

Additional data

- Remote Service Name

GTalk gateway

Alarms

This section discusses the following alarm:

- AlarmSMMSConnectionFailed on page 157

AlarmSMMSConnectionFailed

The system generates this alarm when the GTalk gateway is unable to connect with Simple Messaging Media Store.

Severity

Major

Alarm description

The connection to the Simple Messaging Store has failed and cannot be reestablished.

Resolution

- Resolve the pending alarms for the Simple Messaging Media Store.
- Check the configuration of Simple Messaging Media Store. For more information, see Simple Messaging Media Store on page 56.
- Check the **Service status** field on the **Summary** tab of Simple Messaging Media Store to see if Simple Messaging Media Store is running.

Additional data

- Simple Messaging Store URL

Notifications

This section discusses the following notifications:

- NotificationServiceStarted on page 158
- NotificationServiceStopping on page 158
- NotificationRemoteServiceStarted on page 158

- NotificationRemoteServiceStopped on page 158

NotificationServiceStarted

The system generates this notification when the service for an application starts.

NotificationServiceStopping

The system generates this notification when the service for an application is stopping.

NotificationRemoteServiceStarted

The system generates this notification when a remote service in the GTalk gateway starts. Before starting, the remote service can be in stopped mode.

Additional data

- Remote Service Name

NotificationRemoteServiceStopped

The system generates this notification when a remote service in the GTalk gateway stops. Before stopping, the remote service can be in started mode.

Additional data

- Remote Service Name

Virtual Agent

Alarms

This section discusses the following alarms:

- License Director Link Down on page 159
- No connection to XML Server on page 159
- All Endpoints Busy on page 160
- Endpoint Busy High Water Mark Reached on page 160
- Can't start ASVirtualMediaClient on page 160

- Virtual Agent without license on page 161
- DMCC Session Failed on page 161
- DMCC Endpoint Monitor Failed on page 162
- DMCC Endpoint Registration Failed on page 162
- Can't initialize remoting service on page 162

License Director Link Down

The system generates this alarm when the Virtual Agent is unable to connect with License Director.

Severity

Major

Alarm description

The link to the License Manager has failed and cannot be reestablished.

Resolution

- Resolve the pending alarms for License Director.
- Check the configuration of License Director. For more information, see Configuring License Director on page 23.
- Check the **Service status** field on the **Summary** tab of License Director to see if the License Director service is running.

No connection to XML Server

The system generates this alarm when Virtual Agent is unable to connect with the XML Server.

Severity

Major

Alarm description

The connection to XML Server was closed.

Resolution

- Resolve the pending alarms for XML Server.
- Check the configuration of Virtual Agent for XML Server settings. For more information, see Configuring Virtual Agent on page 29 and Configuring XML Server on page 25.

- Check the **Service status** field on the **Summary** tab of XML Server to see if the XML Server is running.

All Endpoints Busy

The system generates this alarm when all Virtual Agents are busy.

Severity

Major

Alarm description

All the endpoints configured in the specified group are in use.

Resolution

Add more endpoints to a specified Virtual Agent group.

Endpoint Busy High Water Mark Reached

The system generates this alarm when the high percentage of Virtual Agents are busy. You can specify the high water percentage in the **Endpoint busy high water percentage(%)** field, while configuring the Virtual Agent group.

For more information, see Configuring Virtual Agent on page 29.

Severity

Minor

Alarm description

There are a significant percentage of the endpoints configured in this group in use.

Resolution

Increase the percentage of endpoints for a Virtual Agent group.

Can't start ASVirtualMediaClient

The system generates this alarm when an exception occurred while executing a program.

Severity

Major

Alarm description

Exception stopped execution.

Resolution

- Check exception details.

Virtual Agent without license

The system generates this alarm when the Voice licenses are not available for Virtual Agent.

Severity

Minor

Alarm description

The Virtual Agent has no Voice license. The voice work item will not be retrieved.

Resolution

- Ensure that the Voice licenses are available for Virtual Agent on the WebLM server.

DMCC Session Failed

The Device, Media, and Call Control (DMCC) Worker generates this alarm when the system is unable to establish a DMCC session with Communication Manager and the DMCC Service of AES.

Severity

Major

Alarm description

Can't establish DMCC Session to AES and CM for DMCC Worker.

Resolution

- Check the connection to AES.
- Check the configuration of DMCC to ensure that DMCC service is running on AES.
- Ensure that the DMCC server port used in the configuration of AES is enabled.

DMCC Endpoint Monitor Failed

The DMCC Worker generates this alarm when the system establishes the DMCC Session with with Communication Manager and the DMCC Service of AES but the DMCC service of AES rejects starting the DMCC monitors.

Severity

Major

Alarm description

The monitor attempt for the specified station was unsuccessful.

Resolution

- Check error details to find a reason for DMCC failure.

DMCC Endpoint Registration Failed

The DMCC Worker generates this alarm when the system starts the DMCC monitors but the DMCC service of AES rejects registering the terminal.

Severity

Major

Alarm description

The registration attempt for the specified station was unsuccessful.

Resolution

- Check error details to find the reason for DMCC failure.

Can't initialize remoting service

The system generates this alarm when the system is unable to initialize the remoting service for the Virtual Agent.

Severity

Major

Alarm description

The remoting service could not be set up.

Resolution

- Ensure that the configuration for a remoting service is correct. For more information, see Configuring Virtual Agent on page 29.
- Ensure that you have correct set the permissions for a remoting service.

Additional data

- Exception data

Notifications

This section discusses the following notifications:

License Manager opened connection

The system generates this notification when the service for Virtual Agent connects with License Director.

VA maintaining started

The system generates this notification when the maintaining thread for Virtual Agents starts.

DMCC Session Established

The system generates this notification when a DMCC session correctly establishes with the DMCC service of AES.

DMCC Endpoint Registered

The system generates this notification when the DMCC endpoint successfully registers with the DMCC service of AES.

DMCC Endpoint Monitored

The system generates this notification when the DMCC service of AES successfully monitors the DMCC endpoint.

DMCCGroupAssigned

The system generates this notification when the Virtual Agent management interface assigns a new DMCC group from the currently administered Virtual Agent groups.

DMCCGroupUnAssigned

The system generates this notification when the Virtual Agent management interface removes the assignment of a Virtual Agent group.

DMCCGroupUpdated

The system generates this notification when the Virtual Agent management interface updates the contents of the Virtual Agent group.

Daily Maximum Endpoints Occupied

The system generates this notification to indicate the maximum number of endpoints that are concurrently busy in a Virtual Agent group. The system adds this notification daily, at the end of each day.

XML Server

Alarms

This section discusses the following alarms:

- License Director Link Down on page 166
- Name Service Failed on page 167

TServer Link Down

The system generates this alarm when the XML Server is unable to connect with the AES TServer.

The system resolves this alarm when the XML Server successfully connects with the AES TServer.

When the XML Server consecutively tries to connect with the AES TServer but fails, the system updates the **Last Attempt** and **Retry Count** variable in the **Additional data** section of the alarm details.

The system also sends this alarm for an ACS stream error, where the AES and Communication Manager are unable to connect with each other. In the **Additional data** section of the alarm details, the value in the **Last Error Code** variable displays the server in which the error has occurred.

Severity

Major

Alarm description

The specified link to the Avaya AES server has failed and cannot be reestablished.

Resolution

- Ensure that you have correctly configured the TServer.
- Ensure that the AES server is running.

Additional data

- TServer Link Name
- Last Error Code
- Last Error Description
- Last Attempt Date/Time
- Retry Count

TServer Login Failure

The system generates this alarm when the XML Server connects with the specified AES TServer but the XML Server is unable to login to that TServer.

The system resolves this alarm when the XML Server successfully logs into the AES TServer.

When the XML Server consecutively tries to login to the AES TServer but fails, the system updates the **Last Attempt** and **Retry Count** variables in the **Additional data** section of the alarm details.

Severity

Major

Alarm description

The specified link to the AES server has failed and cannot be reestablished.

Resolution

- Ensure that you have correctly configured the TServer.
- Ensure that the AES server is running.

Additional data

- TServer Link Name
- Last Attempt Date/Time
- Retry Count

License Director Link Down

The system generates this alarm when the XML Server is unable to connect with License Director.

The system resolves this alarm when the XML Server successfully connects with License Director.

Severity

Major

Alarm description

The connection to the License Director has failed and cannot be reestablished.

Resolution

- Resolve pending alarms for the License Director.
- Check the configuration of License Director. For more information, see Configuring License Director on page 23

- Check the **Service status** field on the **Summary** tab of License Director to see if License Director is running.

Additional data

- License Director IP Address
- License Director Port
- Last Attempt Date/Time
- Retry Count

Name Service Failed

The system generates this alarm when the XML Server is unable to open the Name Service port. This happens when you configure a port that another service is using, for example, when you use port 80, which a Web server uses when active.

Severity

Major.

Alarm description

The Name Service is not available.

Resolution

- Check the configuration of XML Server and ensure that the Name Service port that you have specified in the **Name service port** field is not already in use. For more information, see Configuring XML Server on page 25.

Additional data

- Name Service IP Address
- Name Service Port
- Last Attempt Date/Time
- Last Error
- Retry Count

Notifications

This section discusses the following notifications:

- NotificationServiceStarted on page 168

NotificationServiceStarted

The system generates this notification when the service for an application starts.

NotificationServiceStopping

The system generates this notification when the service for an application is stopping.

TServer Link Up

The system generates this notification when the XML Server successfully connects the AES server and it is ready for use.

Additional data

- TServer Link Name

Appendix C: Configuration Files

In addition to the configuration file details of Control Panel, this appendix also contains the configuration file details for the following servers:

Control Panel

To configure control panel:

1. In the Windows explorer, navigate to the *CCE_INSTALL_DIR*\Avaya\Contact Center Express\Desktop\Contact Center Express Control Panel directory.
2. Open the ASGUIHost.ini file for editing.

   Use the following definitions to define your configuration data.

Note:
Do not change section names or parameter names.

Parameter	Definition
General	
Language	The language used on the application interface. The only option currently available is English.
Server Instance ID	A unique identifier for the server application, which is created automatically when it runs for the first time.
Minimize to System Tray	A value that allows you to minimize Contact Center Express Control Panel to the system tray (as opposed to the taskbar) when the application is minimized. True=enabled, False=disabled. The system tray is the area on the right side of the taskbar on the Windows interface used to display the status of the functions, such as speaker volume and modem transmission.
Window Title	The text that displays on the application title bar. The default is: Contact Center Express Control Panel
Window Icon	The name and file path to the icon that displays on the application title bar. If left blank, Contact Center Express Control Panel automatically uses its default icon located in the application's current working folder. In this case: AMC.ico
Product ID	A number that identifies this application. Do not change the default value.
Enable Options Menu	A value that either enables or disables the **Options** menu item in the **Tools** menu.
Enable Slide Tool Window	A value that either enables or disables sliding the tool windows.
Error Logging	

Parameter	Definition
Error Log Level	The value that determines what level of error detail are saved in the error log: • 0=No error logging takes place • 1=Logs fatal, major, minor and trace information • 2=Logs fatal, major and minor errors • 4=Logs fatal and major errors • 8=Logs fatal errors only. There is also another error log level, which enables you to create log files that don't overwrite each other every time the maximum log file size limit is reached. This logging level is designed for diagnostic purposes only and can be achieved by adding 128 to one of the logging level values mentioned above. For example, if you specify Error Log Level=129, new error log files are created for this application that contain fatal, major, minor and trace information.
Error Log File Path	The directory path for saving error log files. By default, this parameter is left blank, which automatically sets the path to the application's current working folder (the same folder as the application executable).
Error Log File Extension	The extension of error log files for this application. Extension refers to part of the file name (usually the name of the application) and the file type extension (for example .log). The application automatically precedes the default extension with the day of the week (for example, Mon, Tue) when it creates its error logs.
Maximum Error Log File Size KB	The maximum amount of information, in KB, that is stored in an error log file before it is archived and a new file is created. The default is 1000. The minimum you can set this to is 100. **Note:** The archive stores only one log file. If a second error log reaches the specified maximum size, it overrides the previously archived file. If, however, the diagnostic testing error log level is selected in **Error Log Level** (this is achieved by adding 128 to any one of the other error log values), a new file with a new name is created every time the maximum log file size limit is reached.

Parameter	Definition
Error Log Mode	A value that indicate the logging mode for Control Panel. Following are the logging modes: 1 - Enables Classic logging 2 - Enables TTrace logging 3 - Enables both the logging Default value is: 3.
Error Log TTrace Host	The host name of the TTrase server.
Error Log TTrace Port	The port number to access the TTrace server.
Error Log use old Log Format	A value that instructs the system to store the log either in the new Avaya Common Logging format or the old logging format.
License Director	
Primary License Director IP	The IP address of the primary License Director through which this application request and release licenses.
Primary License Director Port	The port number of the primary License Director. The default is 29095.
Secondary License Director IP	The IP address of the secondary License Director IP through which this application request and release licenses.
Secondary License Director Port	The port number of the secondary License Director. The default is 29095.
Connect License Director	Reserved for future use. Leave set to False.
Enable Debug Trace	A setting that allows you to debug Contact Center Express Control Panel using tools like DebugView. True=enabled, False=disabled.
Window Layout	
Left Position	The distance, in pixels, of the application from the left side of the screen at startup. The distance is automatically saved in the configuration after it is adjusted within the application.
Top Position	The distance, in pixels, of the application from the top of the screen at startup. The distance is automatically saved in the configuration after it is adjusted within the application.

Parameter	Definition
Window Width	The width, in pixels, of the application's interface. The width is automatically saved in the configuration after it is adjusted within the application.
Window Height	The height, in pixels, of the application's interface. The height is automatically saved in the configuration after it is adjusted within the application.
Maximized	If set to True, the size of the application interface starts in maximized mode. If set to False, it starts in normal mode.
Layout File Folder	The file path to the XML file that stores data about the layout of the windows in your version of Contact Center Express Desktop. The size and positioning of each window (for example, whether it is docked in a fixed position, floating or displayed as a tabbed document) is recorded in a file named ASGUIHostLayout_username.xml. If this parameter is left blank, by default, Desktop locates the file in the same folder where the application executable is present.
Plug In Assembly List	

Parameter	Definition

This section lists all the loadable generic plug-ins. Each entry has the format "Friendly name=Plug-in section name".
 	
The plug-in section name points to (and is the same as) the section in the file that contains configuration data for that plug-in.
 	
For example:
 	
`Application Management Console Section = Application Management Console`
`License Director Manager Section = License Director Manager`
`Media Director Manager Section = Media Director Manager`
`MultiMedia Database Manager Section = MultiMedia Database Manager`
`Email Control Panel Section = Email Control Panel`
`Simple Messaging Control Panel Section = Simple Messaging Control Panel`
`Voice Control Panel Section = Voice Control Panel`
`XML Server Manager Section = XML Server Manager`
`Preview Contact Control Panel Section = Preview Contact Control Panel`
`Simple Messaging Gateway Manager Section = Simple Messaging Gateway Manager`
`Virtual Agent Control Panel Section = Virtual Agent Control Panel`
`Virtual Agent Outbound Worker Section = Virtual Agent Outbound Worker Manager`
`Virtual Agent Web Service Worker Manager Section = Virtual Agent Web Service Worker Manager`
`Save Close Section = Save Close`
`Contact Database Management Section = Contact Database Management`
`RSS Reader Section = RSS Reader`
`Html Editor Provider Section = Html Editor Provider`
`Templates Management Section = Templates Management`
`Alarm And Notification Viewer Section = Alarm And Notification Viewer`
`Database Deployment Utility Plugin Section = Database Deployment Utility Plugin`
`Communication Manager Administration Plugin Section = CMAdminPlugin`
`ASTaskDirectorManagement Plugin Section = ASTaskDirectorManagement Plugin Section`
`ReportingTaskWorkerAdmin Plugin Section = ReportingTaskWorkerAdmin Plugin Section`
`TaskAccess Plugin Section = TaskAccess Plugin Section`
`DMCC Worker Control Panel Section = DMCC Worker Control Panel`
`Voice Portal Express Plugin Section = Voice Portal Plugin`
`CallRecordingControlPanel Section = CallRecordingControlPanel`	

DMCC Worker Control Panel	
Assembly File Name	The name of the plug-in file to be loaded. If the plug-in is not located in the default file path (the same folder as the host application), also specify the file path. For this plug-in, use: `ASDMCCWorkerManagementPlugin.dll`
ASTaskDirectorManagement Plugin Section	

Parameter	Definition
Assembly File Name	The name of the plug-in file to be loaded. If the plug-in is not located in the default file path (the same folder as the host application), also specify the file path. For this plug-in, use: `ASTaskDirectorManagementPlugin.dll`
ReportingTaskWorkerAdmin Plugin Section	
Assembly File Name	The name of the plug-in file to be loaded. If the plug-in is not located in the default file path (the same folder as the host application), also specify the file path. For this plug-in, use: `ReportingTaskWorkerAdminPlugin.dll`
TaskAccess Plugin Section	
Assembly File Name	The name of the plug-in file to be loaded. If the plug-in is not located in the default file path (the same folder as the host application), also specify the file path. For this plug-in, use: `TaskAccessPlugin.dll`
Alarm And Notification Viewer	
Assembly File Name	The name of the plug-in file to be loaded. If the plug-in is not located in the default file path (the same folder as the host application), also specify the file path. For this plug-in, use: `ASAlarmAndNotificationViewerPlugin.dll`
Templates Management	
Assembly File Name	The name of the plug-in file to be loaded. If the plug-in is not located in the default file path (the same folder as the host application), also specify the file path. For this plug-in, use: `ASTemplateManagementPlugin.dll`
Html Editor Provider	
Assembly File Name	The name of the plug-in file to be loaded. If the plug-in is not located in the default file path (the same folder as the host application), also specify the file path. For this plug-in, use: `ASGUIHHtmlEditorProviderPlugin.dll`
Contact Database Management	

Parameter	Definition
Assembly File Name	The name of the plug-in file to be loaded. If the plug-in is not located in the default file path (the same folder as the host application), also specify the file path. For this plug-in, use: `ASContactDatabaseManagementPlugin.dll`
Application Management Console	
Assembly File Name	The name of the plug-in file to be loaded. If the plug-in is not located in the default file path (the same folder as the host application), also specify the file path. For this plug-in, use: `ASApplicationManagementConsolePlugin.dll`
Multicast IP	The IP address that the system uses for multicasting between applications. When an application starts, it joins this multicast address and receive packet information from the Application Management Director. The default is `239.29.9.67`.
Multicast Port	The port number that the system uses for multicasting between applications. The default is 29075.
Enable Multicast	A setting that determines if multicasting is enabled or not. True=enabled, False=disabled.
Application Management Director URL List	A list of URLs for the Application Management Directors set up in your contact center. Items are separated by commas and follow the format: `gtcp://192.168.10.201:29074/ApplicationManagementDirector.rem`.
RSS Reader	
Assembly File Name	The name of the plug-in file to be loaded. If the plug-in is not located in the default file path (the same folder as the host application), also specify the file path. For this plug-in, use: `ASRSSReader.dll`
License Director Manager	
Assembly File Name	The name of the plug-in file to be loaded. If the plug-in is not located in the default file path (the same folder as the host application), also specify the file path. For this plug-in, use: `ASLicenseDirectorManagementPlugin.dll`
Media Director Manager	

Parameter	Definition
Assembly File Name	The name of the plug-in file to be loaded. If the plug-in is not located in the default file path (the same folder as the host application), also specify the file path. For this plug-in, use: `ASMediaDirectorManagementPlugin.dll`
Multimedia Database Manager	
Assembly File Name	The name of the plug-in file to be loaded. If the plug-in is not located in the default file path (the same folder as the host application), also specify the file path. For this plug-in, use: `ASMultimediaDatabaseManagementPlugin.dll`
Email Control Panel	
Assembly File Name	The name of the plug-in file to be loaded. If the plug-in is not located in the default file path (the same folder as the host application), also specify the file path. For this plug-in, use: `ASEmailManagementPlugin.dll`
Simple Messaging Control Panel	
Assembly File Name	The name of the plug-in file to be loaded. If the plug-in is not located in the default file path (the same folder as the host application), also specify the file path. For this plug-in, use: ASSimpleMessagingManagementPlugin.dll
Voice Control Panel	
Assembly File Name	The name of the plug-in file to be loaded. If the plug-in is not located in the default file path (the same folder as the host application), also specify the file path. For this plug-in, use: `ASVoiceManagementPlugin.dll`
Display Call From/To	
XML Server Manager	
Assembly File Name	The name of the plug-in file to be loaded. If the plug-in is not located in the default file path (the same folder as the host application), also specify the file path. For this plug-in, use: `ASXMLServerManagementPlugin.dll`
Preview Contact Control Panel	

Parameter	Definition
Assembly File Name	The name of the plug-in file to be loaded. If the plug-in is not located in the default file path (the same folder as the host application), also specify the file path. For this plug-in, use: `ASPreviewContactManagementPlugin.dll`
Simple Messaging Gateway Manager	
Assembly File Name	The name of the plug-in file to be loaded. If the plug-in is not located in the default file path (the same folder as the host application), also specify the file path. For this plug-in, use: `ASSMGatewayManagementPlugin.dll`
Virtual Agent Control Panel	
Assembly File Name	The name of the plug-in file to be loaded. If the plug-in is not located in the default file path (the same folder as the host application), also specify the file path. For this plug-in, use: `ASVirtualAgentManagementPlugin.dll`
Virtual Agent Web Service Worker Manager	
Assembly File Name	The name of the plug-in file to be loaded. If the plug-in is not located in the default file path (the same folder as the host application), also specify the file path. For this plug-in, use: `ASVAWSWorkerManagementObject.dll`
Virtual Agent Outbound Worker Manager	
Assembly File Name	The name of the plug-in file to be loaded. If the plug-in is not located in the default file path (the same folder as the host application), also specify the file path. For this plug-in, use: `ASOutboundWorkerManagementPlugin.dll`
Save Close	
Assembly File Name	The name of the plug-in file to be loaded. If the plug-in is not located in the default file path (the same folder as the host application), also specify the file path. For this plug-in, use: `ASSaveClosePlugin.dll`
Database Deployment Utility Plugin	

Parameter	Definition
Assembly File Name	The name of the plug-in file to be loaded. If the plug-in is not located in the default file path (the same folder as the host application), also specify the file path. For this plug-in, use: `ASCCEDBDeploymentUtilityPlugin.dll`
CMAdminPlugin	
Assembly File Name	The name of the plug-in file to be loaded. If the plug-in is not located in the default file path (the same folder as the host application), also specify the file path. For this plug-in, use: `CMAdminPlugin.dll`
Voice Portal Plugin	
Assembly File Name	The name of the plug-in file to be loaded. If the plug-in is not located in the default file path (the same folder as the host application), also specify the file path. For this plug-in, use: `Voice Portal Editor.dll`
CallRecordingControlPanel	
Assembly File Name	The name of the plug-in file to be loaded. If the plug-in is not located in the default file path (the same folder as the host application), also specify the file path. For this plug-in, use: `CallRecordingControlPanel.dll`

License Director

To configure license director:

1. In the Windows explorer, navigate to the *`CCE_INSTALL_DIR`*`\Avaya\Contact Center Express\`Server\License Director directory.
2. Open the `ASLicenseDirector.ini` file for editing.

   Use the following definitions to define your configuration data.

Note:
Do not change section names or parameter names.

Parameter	Definition
General	
Server Instance ID	A unique identifier for the server application, which is created automatically when it runs for the first time.
Client Connections IP	The local IP address to which the client connects.
Client Connections Port	The IP port number to which the client connects. Default is `29095`.
XML Transfer Log	If you want License Director to log data for the XML Transfer Server component (for debugging purposes), set this parameter to True. Default is `False`.
Master Server Management Object URL	This parameter is configured through Control Panel. For more information, see Configuring License Director on page 23.
Error Logging See Error Logging on page 17.	
Application Management Service See Application Management Service on page 213.	

XML Server

To configure XML server:

1. In the Windows explorer, navigate to the *`CCE_INSTALL_DIR`*`\Avaya\Contact Center Express\`Server\XML Server directory.
2. Open the `AXMLServer.ini` file for editing.

   Use the following definitions to define your configuration data.

Note:
Do not change section names or parameter names.

Parameter	Definition
General	
Server Instance ID	A unique identifier for the server application, which is created automatically when it runs for the first time.
Application Management Service See Application Management Service on page 213.	
XML Name Service See Configuring XML Server on page 25.	
License Director See Configuring XML Server on page 25.	
Error Logging See Error Logging on page 17.	
Telephony Server 1 See Configuring XML Server on page 25.	

Media Director

To configure Media Director:

1. In the Windows explorer, navigate to the *CCE_INSTALL_DIR*\Avaya\Contact Center Express\Server\Media Director directory.
2. Open the ASMediaDirector.ini file for editing.

   Use the following definitions to define your configuration data.

Note:
Do not change section names or parameter names.

Parameter	Definition
General	
Primary License Director IP	See Configuring Media Director on page 27

Parameter	Definition
Primary License Director Port	See Configuring Media Director on page 27
Secondary License Director IP	See Configuring Media Director on page 27
Secondary License Director Port	See Configuring Media Director on page 27
Enable Telephony Trace Logging	A setting that allows you to log trace information for XML Client telephony operations. True=enabled, False=disabled.
Enable Debug Trace	A setting that allows you to debug Agent using tools like DebugView. True=enabled, False=disabled.
Process Interval Milliseconds	How regularly, in milliseconds, Media Director processes media store work items. The smaller the value, the quicker it processes work items but the more system resource it consumes on the machine it is running on. The valid value range is between 100 and 3000. The default value is 500.
Telephony Operation Delay Milliseconds	The number of milliseconds between each telephony operation that Media Director sends to the Telephony Server. For example, if the value is set to 100 and Media Director needs to make 20 phantom calls to deliver a set of work items, it pauses for 100 milliseconds before making next call. This setting reduces peak pressure on XML Server and the Telephony Server. The smaller the value, the higher load on both servers. The valid value is between 0 and 5000. When 0 is assigned, there is no delay. The default value is 100.
Server Instance ID	A unique identifier for the server application, which is created automatically when it runs for the first time.
Error Logging See Error Logging on page 17.	
Clients	
Maximum Client Connections	The maximum number of inbound client connections that can be active at any one time. If this parameter is 0, there is no limit to the number of supported client connections.
Sponsor Audit Interval Seconds	The time interval, in seconds, the KeepAlive method needs to be called to keep the client connection alive.

Parameter	Definition
Media Stores	
Sponsor Audit Interval Seconds	The time interval, in seconds, the KeepAlive method needs to be called to keep the media store connection alive.
Queues	
Queue Type	The type of queue Media Director uses to distribute calls to available agents. 0=Switch, 1=InternalMI (reserved, not currently supported).
Primary XML Server IP	This parameter is configured via Contact Center Express Control Panel.
Primary XML Server Port	See Configuring Media Director on page 27
Secondary XML Server IP	See Configuring Media Director on page 27
Secondary XML Server Port	See Configuring Media Director on page 27
Primary Link Name	See Configuring Media Director on page 27
Secondary Link Name	See Configuring Media Director on page 27
Phantom Station Busy Interval Minutes	The length of time, in minutes, a station can be busy on a phantom call before the Media Director reuses it to make another phantom call. The server does this if all the stations are busy and the first call in the list exceeds the stated time. When the stations are busy, it indicates that there are no idle stations for the server to use for delivering a new incoming work item Stations could still be flagged as busy after the stated time because of a server fault or too many agents exceeding the expected (average) talk time.
Snapshot Phantom Station Interval Minutes	How regularly, in minutes, the Media Director snapshots (checks) the phantom stations to verify if there are phantom calls on them.
Recycle Phantom Call Interval Minutes.	The length of time, in minutes, a phantom call remains in a queue to a VDN waiting to be answered before it is cleared and redialed. The default value is 60. To disable phantom call recycling, set the value to 0.

Parameter	Definition
Maximum Time To Answer Seconds	The length of time, in seconds, a phantom call rings unanswered on an agent voice station before the phantom call is dropped and sent to another available agent logged into the VDN. This value should not be less than 60 seconds and should be used as a secondary measure to RONA (redirect on no answer). To disable this feature, set the value to 0.
Queue 1 See Configuring Media Director on page 27	
Queue 2 The parameters in [Queue 1] are repeated for each queue you want to configure. The number of queues are not limited but they must be listed in order.	
Application Management Service See Application Management Service on page 213.	

Virtual Agent

To configure Virtual Agent:

1. In the Windows explorer, navigate to the *CCE_INSTALL_DIR*\Avaya\Contact Center Express\Server\Virtual Agent directory.
2. Open the ASVirtualAgent.ini file for editing.

   Use the following definitions to define your configuration data.

Note:
Do not change section names or parameter names.

Parameter	Definition
Service Plug In Host See Service Plug-in Host on page 219.	
Error Logging See Error Logging on page 17.	

Parameter	Definition
Plug In Assembly List This section lists all loadable generic plug-ins. Each entry has the format "Friendly name=Plug-in section name". The plug-in section name points to (and is the same as) the section in the file that contains configuration data for that plug-in.	
Virtual Agent Section	Virtual Agent
Outbound Worker Section	Outbound Worker
Virtual Agent Web Service Worker Section	
DMCC Worker Section	
Server Identifier See Server Identifier on page 219.	
Application Management Service See Application Management Service on page 213.	
Client Connections See Client Connections on page 213.	
License Director See Configuring Virtual Agent on page 29.	
Virtual Agent	
Assembly File Name	The name of the plug-in file to be loaded. If the plug-in is not located in the default file path (the same folder as the host application), also specify the file path. For this plug-in, use: `ASVirtualAgent.dll`
Plugin ID	
Get Outbound Programs Interval Minutes	How often, in minutes, Virtual Agent polls media stores for a list of outbound programs being used by their queues. The minimum value is 5 minutes.
Enable Retrieving Voice Work Item	
Outbound Worker See Configuring Virtual Agent on page 29.	
Media Director See Configuring Virtual Agent on page 29.	

Parameter	Definition
XML Server See Configuring Virtual Agent on page 29.	
Virtual Agent Group A See Configuring Virtual Agent on page 29.	

Email Media Store

To configure Email Media Store (EMS):

1. In the Windows explorer, navigate to the *CCE_INSTALL_DIR*\Avaya\Contact Center Express\Server\Media Stores\Email Media Store directory.
2. Open the ASEmailMediaStore.ini file for editing.

   Use the following definitions to define your configuration data.

Note:
Do not change section names or parameter names.

Parameter	Definition
Service Plug In Host See Service Plug-in Host on page 219.	
Error Logging See Error Logging on page 17.	
Server Identifier See Server Identifier on page 219.	
License Director See Configuring Virtual Agent on page 29.	
Application Management Service See Application Management Service on page 213.	
Client Connections See Client Connections on page 213.	
Media Store	

Parameter	Definition
Media Store Name	A unique name for this media store. This is the name the media store passes to the Media Director.
Media Store URL	The URL used by remoting clients to connect to this media store. The URL must use the following format: `gtcp://FullyQualifiedComputerName:29097/EmailQueueManager.rem`.
Queue Progress Update Interval Seconds	How often, in seconds, the media store fires the QueueProgressUpdate event. This event communicates information about the queue's status and how many work items in the queue are in the established, queued or pending state. The minimum is 10 seconds, the maximum is 3600.
Queue Synchronization Interval Second	
Enable Log Loaded Configuration	If set to True, this parameter creates log files that record what e-mail queues have loaded, and what database and Media Director the EMS is connected to.
Media Director See Configuring Email Media Store on page 33	
Database See Configuring Email Media Store on page 33	
AS Contact Database See Configuring Email Media Store on page 33	
Auto Reply Email Rules This optional section allows you to prevent out-of-office replies queuing to the media store. If the text specified in one of the rules matches that which displays in an incoming e-mail's Subject field, the e-mail is discarded. You can set up as many rules as you require.	

Parameter	Definition
Rule n	The text that appears in any part of the Subject field and cause the e-mail to be discarded. In most cases, the text is that which is set up by default in the company e-mail system. The rule should use regular expression to increase your control over the accuracy of the match. For example, if you want to discard an e-mail which contains 'Auto-reply' at beginning of the subject, use the rule: Rule 1 = ^Auto-reply However, a regular expression is recommended, you can use a normal string of text. For example, if you want to discard an e-mail which contains 'Out of Office' in any part of the subject, use the rule: Rule 1 = Out of Office
Error In Sending Email Rules This optional section allows you to forward e-mails with sent errors to an administrator (the administrator configured for the e-mail queue that received the e-mail). Each rule consists of two parts separated by a comma. If the text before the comma matches that which displays in an incoming e-mail's From field, and the text after the comma matches that which displays in the Subject field, the e-mail is forwarded. You can set up as many rules as you require.	

Parameter	Definition
Rule n	The two pieces of text that appears in any part of the From and Subject fields and cause the e-mail to be forwarded. For example: Rule 1=System Administrator, Undeliverable In most cases, the text is that which is set up by default in the company e-mail system. **Note:** If you have programming expertise, you can use regular expression to increase your control over the accuracy of the match. For example: Rule 1=System Administrator, ^Undeliverable. Currently there are two hard-coded rules that work by default: Rule 10=System Administrator, ^Undeliverable If the From field contains 'System Administrator' and the Subject field starts with 'Undeliverable', the e-mail is forwarded. Rule 20=postmaster@, (delivery).*(failure) If the From field contains 'postmaster@' and the Subject field contains 'delivery' and 'failure', the e-mail is forwarded.
Template	
Template Information File	
Templates Path	
Plug In Assembly List This section lists all loadable generic plug-ins. Each entry has the format "Friendly name=Plug-in section name". The plug-in section name points to (and is the same as) the section in the file that contains configuration data for that plug-in.	
Master	Master
POP3 Receiver	POP3 Receiver
Pre Processors	Pre Processors
Post Processors	Post Processors
SMTP Sender	SMTP Sender
IDS Media Store Plugin	IDS Media Store Plugin

Parameter	Definition
Master	
Plugin ID	A globally unique identifier (GUID) that identifies this plug-in.
Enable Error Logging	A setting that allows you to write plug-in specific error information to the application's error log files. True=enabled, False=disabled.
Assembly File Name	The name of the plug-in file to be loaded. If the plug-in is not located in the default file path (the same folder as the host application), also specify the file path. For this plug-in, use: `ASEmailMediaStore.Master.dll`.
POP3 Receiver	
Plugin ID	A globally unique identifier (GUID) that identifies this plug-in.
Enable Error Logging	A setting that allows you to write plug-in specific error information to the application's error log files. True=enabled, False=disabled.
Assembly File Name	The name of the plug-in file to be loaded. If the plug-in is not located in the default file path (the same folder as the host application), also specify the file path. For this plug-in, use: `ASEmailMediaStore.POP3Receiver.dll`.
Pre Processors	
Plugin ID	A globally unique identifier (GUID) that identifies this plug-in.
Enable Error Logging	A setting that allows you to write plug-in specific error information to the application's error log files. True=enabled, False=disabled.

Parameter	Definition
Assembly File Name	The name of the plug-in file to be loaded. If the plug-in is not located in the default file path (the same folder as the host application), also specify the file path. For this plug-in, use: `ASEmailMediaStore.PreProcessors.dll`.
Preprocessors	A list of components that is applied, in order, to an incoming e-mail to determine how it should be handled. Do not change the default values: `A , ASEmailMediaStore.PreProcessorContactID.dll | B , ASEmailMediaStore.PreProcessorLoopEmail.dll | C , ASEmailMediaStore.PreProcessorUnsupportedEmail.dll | D , ASEmailMediaStore.PreProcessorAutoReply.dll | E , ASEmailMediaStore.PreProcessorErrorInSending.dll | F , ASEmailMediaStore.PreProcessorBinaryEmail.dll | G , ASEmailMediaStore.PreProcessorREResponse.dll | H , ASEmailMediaStore.PreProcessorLastAgentRouting.dll | I , ASEmailMediaStore.PreProcessorValidateContact.dll | J , ASEmailMediaStore.PreProcessorDefault.dll`
Pre Processors	
Plugin ID	A globally unique identifier (GUID) that identifies this plug-in.
Enable Error Logging	A setting that allows you to write plug-in specific error information to the application's error log files. True=enabled, False=disabled.

Parameter	Definition
Assembly File Name	The name of the plug-in file to be loaded. If the plug-in is not located in the default file path (the same folder as the host application), also specify the file path. For this plug-in, use: `ASEmailMediaStore.PostProcessors.dll`.
Postprocessors	A list of components that is applied, in order, to an outgoing e-mail to determine how it should be handled. Do not change the default values: `A , ASEmailMediaStore.PostProcessorAutomaticBcc.dll | B , ASEmailMediaStore.PostProcessorAutoFooterText.dll`
SMTP Sender	
Plugin ID	A globally unique identifier (GUID) that identifies this plug-in.
Enable Error Logging	A setting that allows you to write plug-in specific error information to the application's error log files. True=enabled, False=disabled.
Assembly File Name	The name of the plug-in file to be loaded. If the plug-in is not located in the default file path (the same folder as the host application), also specify the file path. For this plug-in, use: `ASEmailMediaStore.SMTPSender.dll`.
IDS Media Store Plugin	
Plugin ID	An ID automatically created by the plug-in when it first runs. Leave blank.
Enable Error Logging	A setting that allows you to write plug-in specific error information to the application's error log files. True=enabled, False=disabled.

Parameter	Definition
Assembly File Name	The name of the plug-in file to be loaded. If the plug-in is not located in the default file path (the same folder as the media store application), also specify the file path. For this plug-in, use: `ASIDSMediaStorePlugin.dll`
Server Instance Auto Connect Type	If this value is the same as the Server Instance Type specified within Interaction Data Server - Multimedia's configuration, a connection with the Interaction Data Server - Multimedia is automatically established when this application starts up. Typically, you would leave the default value, which is the well-known GUID of Interaction Data Server - Multimedia. **Note:** The automatic connection also relies on multicasting being enabled and the Multicast IP and Multicast Port being the same as those specified within Interaction Data Server - Multimedia's configuration.
Enable Trace	A setting that allows you to send application error information to the debug window. True=enabled, False=disabled.
Enable Multicast	
Local Address	If you leave this parameter blank, the machine's local address is automatically used to establish a connection with Interaction Data Server - Multimedia. If the machine has more than one network card, you can specify the one you want to use.
Multicast IP	The IP address that is used for multicasting between applications. The default is 239.29.9.67.
Multicast Port	The port number that is used for multicasting between applications. The default is 29078.

Parameter	Definition
IDS Multimedia Connections List	
Receive Buffer Length	The maximum number of events that can be saved in the IDS Media Store Plug-in's internal queue. If the connection between the plug-in and the Interaction Data Server - Multimedia is working, the queue is usually empty. If the connection is lost, events sent to the plug-in are retained until the connection is re-established. Default is 20000.

Preview Contact Media Store

To configure Preview Contact Media Store:

1. In the Windows explorer, navigate to the *CCE_INSTALL_DIR*\Avaya\Contact Center Express\Server\Media Stores\Preview Contact Media Store directory.
2. Open the ASPreviewContactMediaStore.ini file for editing.

   Use the following definitions to define your configuration data.

Note:
Do not change section names or parameter names.

Parameter	Definition
General	
Media Store Name	A unique name for this media store. This is the name the media store passes to the Media Director.
Media Store URL	The URL used by remoting clients to connect to this media store. The URL must use the following format: gtcp://FullyQualifiedComputerName:29098/PreviewContact.rem.
QueueProgressUpdate Event Fire Interval Seconds	How often, in seconds, Preview Contact Media Store fires the QueueProgressUpdate event. Default is 10 seconds.

Parameter	Definition
Polling Program Schedule Interval Seconds	
Server Identifier See Server Identifier on page 219.	
Media Director See Configuring Preview Contact Media Store on page 48	
Seconds Before Work Item Expires In Media Director Queue	The length of time, in seconds, Media Director holds work items from this media store. If a queued work item exceeds this interval, it is removed from the queue and the media store is notified so it can be re-sent. If set to 0, work items never expires.
Database See Configuring Preview Contact Media Store on page 48	
Error Logging See Configuring Preview Contact Media Store on page 48	
Application Management Service See Application Management Service on page 213.	
Plug In Assembly List This section lists all loadable generic plug-ins. Each entry has the format "Friendly name=Plug-in section name". The plug-in section name points to (and is the same as) the section in the file that contains configuration data for that plug-in. For example: IDS Media Store Plugin = IDS Media Store Plugin ;MS CRM Svc Plugin = MS CRM Svc Plugin To enable the MS CRM Svc Plugin, remove the semicolon.	
IDS Media Store Plugin See IDS Media Store Plugin on page 216	
Microsoft Dynamics CRM Svc Plugin The following plug-in allows you to to deliver Microsoft CRM activities (task, e-mail, fax, letter, phone call, campaign response, appointment or service) to a public Microsoft CRM queue, which Contact Center Express Desktop can then collect and distribute to call center agents. For a more information on how to integrate Microsoft CRM, refer to the Contact Center Express Desktop User Guide.	

Parameter	Definition
Assembly File Name	The following plug-in allows you to deliver Microsoft CRM activities (task, e-mail, fax, letter, phone call, campaign response, appointment or service) to a public Microsoft CRM queue, which Contact Center Express Desktop can then collect and distribute to call center agents. For a more information on how to integrate Microsoft CRM, refer to the Contact Center Express Desktop User Guide.
Enable Error Logging	A setting that allows you to write plug-in specific error information to the application's error log files. True=enabled, False=disabled.
Microsoft Dynamics CRM Login User Name	The user name for logging into Microsoft CRM Webservices.
Microsoft Dynamics CRM Login User Password	The password associated with the above user name.
Microsoft Dynamics CRM Domain Name	THe URL of the Microsoft CRM CrmService. The default is: http://YourMSCRMServer/mscrmservices/2006/crmservice.asmx.
Microsoft Dynamics CRM Web Service Reconnect Interval	When the connection to the Microsoft CRM Web Service has failed, this value determines, how often, in seconds, MS CRM Svc Plug-in waits before attempting to reconnect to it. The default is 300.
Microsoft Dynamics CRM Public Queues Workflowed Via CCE	The name of the public queue that the MS CRM Svc plug-in checks for new activities and the name of the Contact Center Express program ID it uses. The parameter takes the format MS CRM Public Queues Workflowed Via CCE=MSCRMPublicQueueName:CCEPreviewContactProgramId **Note:** If you want to work flow Microsoft CRM activities via two or more public queues, separate the values with a comma. For example, MS CRM Public Queues Workflowed Via CCE=MSCRMPublicQueueName:CCEPreviewContactProgramId, MSCRMPublicQueueName:CCEPreviewContactProgramId

Parameter	Definition
Microsoft Dynamics CRM Public Queues Check Interval	How often, in seconds, the MS CRM Svc plug-in checks Microsoft CRM public queues for new activities to distribute to call center agents. The default is 300.
Service Restart Synchronization Wait Interval	If Preview Contact Media Store has to restart when Microsoft CRM work items have already been created but not yet delivered to agents, this parameter determines how long, in seconds, the MS CRM Svc plug-in waits for the media store to tell it how many items remain in the ASMediaStore Database. After this interval, the plug-in start checking the Microsoft CRM public queue again for activities. If it ignores any activities for which Microsoft CRM work items already exist. The default is 300. **Note:** It is preferable that the number of work items that can queue inside Media Director is larger than the number of Microsoft CRM work items that can remain in the ASMediaStore Database) if Preview Contact Media Store shuts down. The recommended (see "Configure Media Director" on page 67) setting is 100 or more.

Voice Media Store

To configure Voice Media Store:

1. In the Windows explorer, navigate to the *CCE_INSTALL_DIR*\Avaya\Contact Center Express\Server\Media Stores\Voice Media Store directory.
2. Open the ASVoiceMediaStore.ini file for editing.

   Use the following definitions to define your configuration data.

Note:
Do not change section names or parameter names.

Parameter	Description
Service Plug In Host See Service Plug-in Host on page 219.	
Error Logging See Voice Media Store on page 51.	
Plug In Assembly List This section lists all loadable generic plug-ins. Each entry has the format "Friendly name=Plug-in section name". The plug-in section name points to (and is the same as) the section in the file that contains configuration data for that plug-in. For example: Voice Media Store Plug In = Voice Media Store IDS Media Store Plugin = IDS Media Store Plugin	
Voice Media Store	
Assembly File Name	The name of the plug-in file to be loaded. If the plug-in is not located in the default file path (the same folder as the host application), also specify the file path. For this plug-in, use: ASVoiceMediaStore.dll
Media Store URL	The URL used by remoting clients to connect to this media store. The URL must use the following format: `gtcp://FullyQualifiedComputerName:29072/Voice.rem`.
IDS Media Store Plugin See IDS Media Store Plugin on page 216.	
Server Identifier See Server Identifier on page 219.	
Application Management Service See Application Management Service on page 213.	
Client Connections See Client Connections on page 213.	
Media Director See Voice Media Store on page 51.	
Database See Voice Media Store on page 51.	

Parameter	Description
XML Server See Voice Media Store on page 51.	
VDN Group1 See Voice Media Store on page 51.	
License Director See License Director on page 217.	

Simple Messaging Media Store

To configure Simple Messaging Media Store:

1. In the Windows explorer, navigate to the *CCE_INSTALL_DIR*\Avaya\Contact Center Express\Server\Media Stores\Simple Messaging Media Store directory.
2. Open the ASSimpleMessagingMediaStore.ini file for editing.

   Use the following definitions to define your configuration data.

Note:
Do not change section names or parameter names.

Parameter	Description
Startup	
Version	The version of this configuration file. Version information is made up of the following values: Major version, minor version, build number and revision number.
Error Logging See Error Logging on page 17.	
Server Identifier See Server Identifier on page 219.	

Parameter	Description
Globalization Default Culture. The locale used by the Simple Messaging Media Store when it sends system messages to the agent. If you use the 'en' locale, messages appear in English, likewise 'fr' defaults to French, 'de' to German, 'it' to Italian, 'es' to Spanish, 'es-CO' to Spanish Colombian, 'pt' to Portuguese (Brazilian), 'ru' to Russian, 'ko' to Korean, 'ja' to Japanese, 'zh-CHT' to Traditional Chinese, and 'zh-CHS' to Simplified Chinese. **Note:** This remaining part of this section contains a list of custom cultures you want to set up for use by Simple Messaging Media Store queues. You can create as many custom cultures as you like. Each culture has its own section of configuration details, so the specified culture name must match the section heading.	
Culture 1.	A name for the custom culture to be used by one (or more) Simple Messaging Media Store queues. It is highly recommended that you start the custom culture name with the standard .net culture name, for example 'fr', and end it with something meaningful. In the following example, we have used a further language identifier as the suffix: Culture 1=fr-CA.
fr-CA	
Custom Language	The custom language resource identifier for your custom culture. The identifier has the format xx-XX-xx. You can find the identifier from the custom language resource files, which follow the format: ASResource.<custom culture id>.resx. If your resource file is ASResorce.fr-CA-CCE.resx, you would use Custom Language=fr-CA-CCE.
Media Director See Simple Messaging Media Store on page 56.	
Database See Simple Messaging Media Store on page 56.	
Simple Messaging Media Store	
Administrator	The e-mail address of the administrator you want customers to contact should there be an issue. This address is added to Message for Contact Administrator progress message via the %1 placeholder.
Media Store Name	A unique name for this media store. This is the name the media store passes to the Media Director.

Parameter	Description
Simple Messaging Media Store Remote Factory URI	The URI (Uniform Resource Identifier) of the remote communication object factory on the Simple Messaging Media Store. In this case, the URI is SMMSRemoteFactory.rem
Media Client Service URL	The URL used by remoting clients to connect to this media store. The URL must use the following format: `channeltype://fullyqualifiedcomputername:port/uri`. If the entry is empty, a default URL is automatically created: `gtcp://fullyqualifiedlocalcomputername:29085/MediaClientSvc.rem`
Simple Messaging Master Plugin URL	The URL for connecting Simple Messaging Plug-in to Simple Messaging Media Store. The URL must use the following format: channeltype:// fullyqualifiedcomputername:port/uri. If the entry is empty, a default URL is automatically created: gtcp:// fullyqualifiedlocalcomputername:29085/ SMMSMasterPlugin.rem
Seconds to Reconnect to Media Director	The length of time, in seconds, the media store waits before trying to reconnect to the Media Director after it fails the first time.
Seconds to Keep Simple Messaging Object Alive	How regularly, in seconds, the gateway instructs the Simple Messaging Media Store to keep the message communication object, ASSimpleMessageObj alive.
Seconds to Keep Work Item Alive	How regularly, in seconds, the client application instructs the Simple Messaging Media Store to keep the conversation request work item alive.
Seconds Before Work Item Expires in Media Director Queue	The length of time, in seconds, Media Director holds work items from this media store. If a queued work item exceeds this interval, it is removed from the queue and the media store is notified so it can be re-sent. If set to 0, work items never expires.

Parameter	Description
Minutes to Check AutoText Version	How often, in minutes, Simple Messaging Media Store checks the database to see if information in every specified AutoText group (see each gateway queue below) has changed. If the version number of the AutoText group has changed, signifying an update, the updated information is sent to Contact Center Express Desktop for the agent to use.
Seconds to Update Queue Progress	How often, in seconds, the media store communicates information about the queue's status and how many work items in the queue are in the established, queued or pending state. The minimum is 10 seconds, the maximum is 3600.
Autorestart If No Queued Items	If a critical parameter for this media store is changed via Contact Center Express Control Panel and Autorestart If No Queued Items is set to True, the media store restarts (update) immediately when there are no queued or delivered items in the Media Director. If set to False, you must restart the media store manually to activate critical parameter changes.
Queues for Media Gateway A list of queues you want to set up within Simple Messaging Media Store to receive simple message conversation requests from Contact Center Express media gateways. You can create as many queues as you like. Each queue has its own section of configuration details, so the specified queue name must match the section heading.	
Queue 1	A user-defined name for a media gateway queue. For example: Queue 1=Sales
Application Management Service See Application Management Service on page 213.	

Parameter	Description
Plugin Assembly List This section lists all loadable generic plug-ins. Each entry has the format "Friendly name=Plug-in section name". The plug-in section name points to (and is the same as) the section in the file that contains configuration data for that plug-in. For example: Master Plugin = Master Plugin IDS Plugin = IDS Media Store Plugin	
Master Plugin This compulsory plug-in acts as a communication channel for all other plug-ins, for example, the IDS Media Store Plugin.	
Plugin ID	An ID automatically created by the plug-in when it first runs. Leave blank.
Enable Error Logging	A setting that allows you to write plug-in specific error information to the application's error log files. True=enabled, False=disabled.
Assembly Log Name	The name used for error logging to indicate the specific assembly. For this plug-in, use: Simple Messaging Master Plugin.
Assembly File Name	The name of the plug-in file to be loaded. If the plug-in is not located in the default file path (the same folder as the host application), also specify the file path. For this plug-in, use: `ASSimpleMessagingMasterPlugin.dll`.
IDS Media Store Plugin See IDS Media Store Plugin on page 216.	
AS Contact Database See Simple Messaging Media Store on page 56.	
Sales	
Queue Status	See Simple Messaging Media Store on page 56

Parameter	Description
Queue Privacy	See Simple Messaging Media Store on page 56
Media Director Queue	See Simple Messaging Media Store on page 56
Program ID	See Simple Messaging Media Store on page 56
Request Validation Function	See Simple Messaging Media Store on page 56
Culture	See Simple Messaging Media Store on page 56 What language is used to send progress messages to your customers is controlled by the locales defined within your simple messaging applications. Those applications are given a locale priority ranking. If a culture is not defined in the highest priority application, the locale is sought from the next application in the rank. The order of precedence is: 1. The culture defined within the web chat browser (only if running Web Chat Gateway). 2. The culture defined within the gateway's configuration. 3. The culture defined within Simple Messaging Media Store's configuration for the specific queue. 4. The culture defined within Simple Messaging Media Store's configuration for the media store itself. **Note:** The media store always used this locale to send system messages to the agent. The culture defined within the operating system of the system running Simple Messaging Media Store.
Seconds Before Offline Interaction Expires	See Simple Messaging Media Store on page 56

Parameter	Description
Offline Interaction Autoclose	See Simple Messaging Media Store on page 56
Supress Going Backwards Progress Messages	See Simple Messaging Media Store on page 56
Number of Next Schedules to Display	If a customer makes contact outside queue hours, the value you enter here controls how many upcoming open-hour schedules are presented to the customer. For example, if you enter 3, the open and close times for the next three schedules are displayed, along with the out-of-hours progress message. **Note:** The system displays more schedules if the number of Days to Display Next Schedules includes more schedules. Default is 7.
Days to Display Next Schedules	If a customer makes contact outside queue hours, the value you enter here controls how many days of open-hour schedules are presented to the customer. For example, if you enter 5, the open and close times for all schedules that run over the next five days are displayed. **Note:** The system displays more schedules if the Number of Next Schedules to Display specifies more than there are within Days to Display Next Schedules. Default is 7.

AOL-ICQ Instant Messenger Gateway

To configure AOL-ICQ Instant Messenger Gateway:

1. In the Windows explorer, navigate to the *CCE_INSTALL_DIR*\Avaya\Contact Center Express\Server\Media Gateways\AOL-ICQ Instant Messenger Gateway directory.

2. Open the `ASAimGateway.ini` file for editing.

   Use the following definitions to define your configuration data.

Note:
Do not change section names or parameter names.

Parameter	Description
Startup	
Version	The version of this configuration file. Version information is made up of the following values: Major version, minor version, build number and revision number.
Server Identifier See Server Identifier on page 219.	
Error Logging See Error Logging on page 17.	
Gateway See Configuring AOL-ICQ instant messenger gateway on page 62.	
Simple Messaging Media Store See Simple Messaging Media Store on page 219.	
Remote Services See Configuring AOL-ICQ instant messenger gateway on page 62.	
Culture See Configuring AOL-ICQ instant messenger gateway on page 62.	
Progress Messages See Gateway Progress Messages on page 216.	
Application Management Service See Application Management Service on page 213.	

MSN Instant Messenger

To configure MSN Instant Messenger:

1. In the Windows explorer, navigate to the *`CCE_INSTALL_DIR`*`\Avaya\Contact Center Express\Server\Media Gateways\MSN Messenger Gateway` directory.

2. Open the `ASMsnMessengerGateway.ini` file for editing.

   Use the following definitions to define your configuration data.

Note:
Do not change section names or parameter names.

Parameter	Description
Startup	
Version	The version of this configuration file. Version information is made up of the following values: Major version, minor version, build number and revision number.
Server Identifier See Server Identifier on page 219.	
Error Logging See Error Logging on page 17.	
Gateway See MSN Messenger gateway on page 65.	
Simple Messaging Media Store See Simple Messaging Media Store on page 219.	
Remote Services See MSN Messenger gateway on page 65.	
Culture See MSN Messenger gateway on page 65.	
Progress Messages See Gateway Progress Messages on page 216.	
Application Management Service See Application Management Service on page 213.	
MSN Messenger Default Service See MSN Messenger gateway on page 65.	

Short Message Service Gateway

To configure Short Message Service Gateway:

1. In the Windows explorer, navigate to the *CCE_INSTALL_DIR*\Avaya\Contact Center Express\Server\Media Gateways\SMS Gateway directory.
2. Open the ASSmsGateway.ini file for editing.

   Use the following definitions to define your configuration data.

Note:
Do not change section names or parameter names.

Parameter	Description
Startup	
Version	The version of this configuration file. Version information is made up of the following values: Major version, minor version, build number and revision number.
Server Identifier See Server Identifier on page 219.	
Error Logging See Error Logging on page 17.	
Gateway See Configuring Short Message Service gateway on page 67.	
Simple Messaging Media Store See Simple Messaging Media Store on page 219.	
Remote Services See Configuring Short Message Service gateway on page 67.	
Culture See Configuring Short Message Service gateway on page 67.	
Progress Messages See Gateway Progress Messages on page 216.	
Application Management Service See Application Management Service on page 213.	

Web Chat Gateway

To configure Web Chat Gateway:

1. In the Windows explorer, navigate to the *CCE_INSTALL_DIR*\Avaya\Contact Center Express\Server\Media Gateways\Web Chat Gateway directory.
2. Open the ASWebChatGateway.ini file for editing.

   Use the following definitions to define your configuration data.

Note:
Do not change section names or parameter names.

Parameter	Description
Startup	
Version	The version of this configuration file. Version information is made up of the following values: Major version, minor version, build number and revision number.
Server Identifier See Server Identifier on page 219.	
Error Logging See Error Logging on page 17.	
Gateway See Configuring Web Chat gateway on page 60.	
Simple Messaging Media Store See Simple Messaging Media Store on page 219.	
Remote Services See Configuring Web Chat gateway on page 60.	
Culture See Configuring Web Chat gateway on page 60.	
Progress Messages See Gateway Progress Messages on page 216.	
Application Management Service See Application Management Service on page 213.	

Communicator Gateway

To configure Communicator Gateway:

1. In the Windows explorer, navigate to the *CCE_INSTALL_DIR*\Avaya\Contact Center Express\Server\Media Gateways\Communicator Gateway directory.
2. Open the ASCommunicatorGateway.ini file for editing.

   Use the following definitions to define your configuration data.

Note:
Do not change section names or parameter names.

Parameter	Description
Startup	
Version	The version of this configuration file. Version information is made up of the following values: Major version, minor version, build number and revision number.
Server Identifier See Server Identifier on page 219.	
Error Logging See Error Logging on page 17.	
Gateway See Configuring Communicator gateway on page 70.	
Simple Messaging Media Store See Simple Messaging Media Store on page 219.	
Remote Services See Configuring Communicator gateway on page 70.	
Culture See Configuring Communicator gateway on page 70.	
Progress Messages See Gateway Progress Messages on page 216.	
Application Management Service See Application Management Service on page 213.	

GTalk Gateway

To configure GTalk Gateway:

1. In the Windows explorer, navigate to the *CCE_INSTALL_DIR*\Avaya\Contact Center Express\Server\Media Gateways\XMPP Gateway directory.
2. Open the ASXmppGateway.ini file for editing.

   Use the following definitions to define your configuration data.

Note:
Do not change section names or parameter names.

Parameter	Description
Startup	
Version	The version of this configuration file. Version information is made up of the following values: Major version, minor version, build number and revision number.
Server Identifier See Server Identifier on page 219.	
Error Logging See Error Logging on page 17.	
Gateway See GTalk gateway on page 72.	
Simple Messaging Media Store See Simple Messaging Media Store on page 219.	
Remote Services See GTalk gateway on page 72.	
Culture See GTalk gateway on page 72.	
Progress Messages See Gateway Progress Messages on page 216.	
Application Management Service See Application Management Service on page 213.	

Appendix D: Common Configurable Components

Application Management Service

Multicast IP. The IP address that is used for multicasting between applications. When an application starts, it joins this multicast address and receive packet information from the Application Management Director. The default is `239.29.9.67`.

Multicast Port. The port number that is used for multicasting between applications. The default is `29075`.

Enable Multicast. A value that determines whether multicasting is used to locate the Application Management Director or not.

Application Management Director URL List. If multicasting is disabled, these URLs are used to find the Application Management Directors set up in your contact center. Items are separated by commas and follow the format: `IP address:port number`, `IP address:port number`.

Management Object URL. The URL used by Contact Center Express Control Panel to connect to the remoting management object. The URL must use the following format: channeltype:// fullyqualifiedcomputername:port/uri. If the entry is empty, a default URL is automatically created.

Client Connections

IP Address. The local IP address for accepting incoming client connections.

IP Port. The local IP port for accepting incoming client connections.

Allow Multicast. A value that determines whether multicasting of the connection information is enabled or not. True=enabled, False=disabled.

Enable Trace. A value that determines whether information is logged to the log file. True=enabled, False=disabled.

Broadcast Interval In Seconds. How often, in seconds, connection information is multicasted.

Multicast IP. The IP address that is used for multicasting the connection information. The default is 239.29.9.67.

Multicast Port. The port number that is used for multicasting the connection information.

Receive Buffer Length. The buffer size for incoming messages. The default is 20000.

Contact Database

Server name. The name of the server on which the database is located.

Database name. The name of the database. This is automatically named ASContact when the database script is run.

User name. The user name required to gain access to the database. This is automatically named ASContact when the database script is run.

Password. The password associated with the above user name. By default this is CCEUser0 before encryption. For encryption information, see the Contact Center Express Installation Guide (Configuration Commands).

Connection string. An ADO connection string built from the previous four parameters and used for database connectivity. This string is empty until the service is run the first time, at which point a default connection string with the following format is automatically created: Data Source=LocalComputerName;Initial Catalog=ASContact;User ID=ASContact;Password=CCEUser0;

If you modify any of the four database parameters, the change is automatically viewed in the connection string. When you save (commit) the changes, the entire string is automatically encrypted into the configuration file.

Note:
If you modify the connection string through the configuration file of media store and add additional 'non-standard' elements, you can view the string in Contact Center Express Control Panel but you cannot edit it. If you try to edit the string, it automatically reverts to its default structure and values.

Error Logging

Level. The value that determines what level of error detail are saved in the error log: 0=No error logging takes place, 1=Logs fatal, major, minor and trace information, 2=Logs fatal, major and minor errors, 4=Logs fatal and major errors, 8=Logs fatal errors only.

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

Path. The directory path for saving error log files. By default, this parameter is left blank, which automatically sets the path to the application's current working folder (the same folder as the application executable).

Size (KB). The maximum amount of information, in kilobytes, that is stored in an error log file before it is archived and a new file is created. The default is 1000. The minimum you can set this to is 100.

Note:
The archive stores only one log file. If a second error log reaches the specified maximum size, it overrides the previously archived file. If, however, the diagnostic testing error log level is selected in Level (this is achieved by adding 128 to any one of the other error log values), a new file with a new name is created every time the maximum log file size limit is reached.

Extension. The extension of error log files for this application. Extension refers to part of the file name (usually the name of the application) and the file type extension (for example, .log). The application automatically precedes the default extension with the day of the week (for example, Mon, Tue) when it creates its error logs.

Gateway Details

Server instance friendly name. Any name you want to display for this application within Contact Center Express Control Panel.

Gateway name. A unique name used by Simple Messaging Media Store to identify this instance of Web Chat Gateway.

Culture. The locale used by the gateway to define character sets, date and time formats, currency formats etc. If you use an 'en' locale, the Language parameter defaults to English, likewise 'fr' defaults to French, 'de' to German, 'it' to Italian, 'es' to Spanish, 'es-CO' to Spanish Colombian, 'pt' to Portuguese (Brazilian), 'ru' to Russian, 'ko' to Korean, 'ja' to Japanese, 'zh-CHT' to Traditional Chinese, and 'zh-CHS' Simplified Chinese. This does not affect the language of the work item conversation.

Seconds to reconnect to Simple Messaging Media Store. How often, in seconds, Web Chat gateway attempts to reconnect to the Simple Messaging Media Store. The default value is 60 seconds.

Minutes to close idle session. The acceptable length of time, in minutes, a conversation can be idle before it is closed. The default value is 3 minutes.

Request validation function. The type of customer ID validation. This value represents a stored function in the SQL Server database. Values are IsMatchExactAddress or IsMatchOnEmailAddress. If no validation is specified or the specified validation does not exist on the SQL Server, IsMatchExactAddress is automatically used.

Gateway Proxy Settings

If you enable authorization for the Web Chat Gateway, select the Basic option for MSN Messenger Gateway, AOL-ICQ Instant Messenger Gateway and Short Message Service Gateway, and Integrated for Web Chat Gateway.

Note:
Web Chat Gateway can not connect to the remote service using proxy server if authorization is disabled on the gateway and required on the proxy.

Gateway Progress Messages

This section allows you to customize the messages sent from Web Chat Gateway to users. You can use any of the languages supported by Avaya Contact Center Express.

Message for SMMS Server Offline. The message sent when Simple Messaging Media Store is not available. For example: Message for SMMS Server Offline=Sorry, the service is temporarily offline due to a technical problem. Please try again later.

Message for Generic Problem Starting Session. The message sent when there is a problem starting the conversation. For example: Message for Generic Problem Starting Session=A technical problem prevents us starting a conversation now. Please try again later.

IDS Media Store Plugin

Plugin ID. An ID automatically created by the plug-in when it first runs. Leave blank.

Assembly File Name. The name of the plug-in file to be loaded. If the plug-in is not located in the default file path (the same folder as the media store application), also specify the file path. For this plug-in, use: ASIDSMediaStorePlugin.dll

Server Instance Auto Connect Type. If this value is the same as the Server Instance Type specified within Interaction Data Server - Multimedia's configuration, a connection with the Interaction Data Server - Multimedia is automatically established when this application starts up. Typically, you would leave the default value, which is the well-known GUID of Interaction Data Server - Multimedia.

Note:
The automatic connection also relies on multicasting being enabled and the Multicast IP and Multicast Port being the same as those specified within Interaction Data Server - Multimedia's configuration.

Local Address. If you leave this parameter blank, the machine's local address is automatically used to establish a connection with Interaction Data Server - Multimedia. If the machine has more than one network card, you can specify the one you want to use.

Multicast Group Address. The IP address that is used for multicasting between applications. The default is 239.29.9.67.

Multicast Group Port. The port number that is used for multicasting between applications. The default is 29078.

Receive Buffer Length. The maximum number of events that can be saved in the IDS Media Store Plug-in's internal queue. If the connection between the plug-in and the Interaction Data Server - Multimedia is working, the queue is usually empty. If the connection is lost, events sent to the plug-in are retained until the connection is re-established. The default is `20000`.

Enable Trace. A setting that allows you to send application error information to the debug window. True=enabled, False=disabled.

Enable Error Logging. A setting that allows you to write plug-in specific error information to the application's error log files. True=enabled, False=disabled.

Media Director

Media Director. A drop-down list box that allows you to easily select a running Media Director for the media store to connect to. Once selected, the service's details automatically appear in the URL, IP, Port, Channel type and URI fields. To view Media Director details inside Contact Center Express Control Panel, click the Media Director link.

The URL must follow the following format:

`channeltype://fullyqualifiedcomputername:port/uri`.

If the entry is empty, a default URL is automatically created:

`gtcp://fullyqualifiedlocalcomputername:29087/RemoteFactory.rem`

License Director

Primary IP. The IP address of the primary License Director through which this application request and release licenses.

Primary port. The port number of the primary License Director. The default is `29095`.

Secondary IP. The IP address of the secondary License Director through which this application request and release licenses.

Secondary port. The port number of the secondary License Director. The default is `29095`.

Media Store

Media Store. A drop-down list box that allows you to easily select a running Simple Messaging Media Store for the gateway to connect to. Once selected, the service's details automatically appear in the URL, IP, Port, Channel type and URI fields. To view media store details inside Contact Center Express Control Panel, click the media store link.

The URL must follow the following format:

`channeltype://fullyqualifiedcomputername:port/uri`.

If the entry is empty, a default URL is automatically created:

`gtcp://fullyqualifiedlocalcomputername:29085/SMMSRemoteFactory.rem`.

Media Store Database

Server name. The name of the server on which the database is located.

Database name. The name of the database. This is automatically named ASMediaStore when the database script is run.

User name. The user name required to gain access to the database. This is automatically named ASMediaStore when the database script is run.

Password. The password associated with the above user name. By default this is CCEUser0 before encryption. For encryption information, see the Contact Center Express Installation Guide (Configuration Commands).

Connection string. An ADO connection string built from the previous four parameters and used for database connectivity. This string is empty until the service is run the first time, at which point a default connection string with the following format is automatically created: Data Source=LocalComputerName;Initial Catalog=ASMediaStore;User ID=ASMediaStore;Password=CCEUser0;

If you modify any of the four database parameters, the change is automatically viewed in the connection string. When you save (commit) the changes, the entire string is automatically encrypted into the configuration file.

Note:
If you modify the connection string through the configuration file of media store and add additional 'non-standard' elements, you can view the string in Control Panel but you cannot edit it. If you try to edit the string, it automatically reverts to its default structure and values.

Server Identifier

Server Instance Friendly Name. Any name you want to display for this application within Contact Center Express Control Panel. If you leave this parameter blank, the application node text automatically takes the format `<application name>@<server name>`.

Server Instance ID. A unique identifier for the server application, which is created automatically when it runs for the first time.

Server Instance Type. An ID used by other applications to determine what type of component they are communicating with.

Service Plug-in Host

Service Display Name. The text that displays for this service under the Name column of the Microsoft Windows Services screen.

Service Command Line. Leave this parameter blank. By default, Service Host Plug-in takes its configuration data from the same working folder that contains the application executable.

Service Description. The text that displays for this service under the Description column of the Microsoft Windows Services screen.

Service Startup State. A value that determines the state of the service when it is installed. 0=Disabled, 1=Manual, 2=Automatic.

Simple Messaging Media Store

Simple Messaging Media Store URL. The URL for connecting to the Simple Messaging Media Store. If this parameter is empty, the next three parameters are used to form the URL.

Simple Messaging Media Store IP. The IP address of the Simple Messaging Media Store.

Simple Messaging Media Store Port. The port number of the Simple Messaging Media Store. The default value is 29085.

Simple Messaging Media Store Remote Factory URI. The URI (Uniform Resource Identifier) of the remote communication object factory on the Simple Messaging Media Store. In this case, the URI is SMMSRemoteFactory.rem.

XML Server

Primary IP. The IP address of the primary XML Server.

Primary port. The IP port number of the primary XML Server. By connecting to this port, clients get a list of currently configured XML interfaces (IP address/port number combinations) they can connect to for service. The naming service default port is 29096.

Secondary IP. The IP address of the secondary XML Server.

Secondary port. The IP port number of the secondary XML Server.

Primary link. The name of the primary link this application uses to connect to the Telephony Server and switch.

Secondary link. The name of the secondary link this application uses to connect to the Telephony Server and switch.

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