AVAYA

Avaya Aura® Contact Center Administration–Client Administration

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Contents

Chapter 1: New in this release

The following sections detail what is new in *Avaya Aura® Contact Center Manager Administration – Client Administration* (NN44400-611) for Release 6.2.

Navigation

Features

See the following sections for information about feature changes.

Agent Greeting

Avaya Aura® Contact Center Release 6.2 introduces Agent Greeting as a feature in SIP-enabled Contact Centers. (Contact Center continues to support the legacy Agent Greeting product on an AML-based systems.) Agents can use this feature to greet customers who call a Contact Center. This feature ensures that agents can get a break between each call and ensures that the customer is greeted with the same voice quality on each call regardless of when, in the agent's day, the call is answered. Agent Greeting gives an agent some time to prepare for the call. Agents can record their greeting message, and automatically play the message each time a caller calls in to the Contact Center. Agents can also customize the greeting specific to the time of day, for example, morning, afternoon, or evening.

Agent Templates and Agent Profiles

Avaya Aura® Agent Desktop supports voice contacts from Call Center Elite. Agent profiles support voice configurations for agents on Call Center Elite. In order to use Agent profiles, configure Contact Center Multimedia to work with Call Center Elite. You can enable the Call Center Elite environment on the Agent Desktop when you add the Contact Center Multimedia (CCMM) Server to the Contact Center Manager Administration.

The default template contain basic settings for agents. Agent templates inherit properties from the default template. You can change the default properties, providing the flexibility of having specialized settings for each individual agent.

Assigning a template to an agent creates that particular agent profile. You can then customize profiles based on agent requirements and the changes made to a profile are specific to an agent. When an agent logs into the Agent Desktop, the agent's profile determines the settings that are applied to the Agent Desktop.

Templates inherit properties from their parent templates. Inheritance in templates follows a tree structure. Agent Desktop supports up to five levels of inheritance from the default template.

You can assign multiple profiles to agents and then select a preferred profile for an agent. The agent logs into the Agent Desktop using the preferred profile which determines the settings that are applied to the Agent Desktop.

For more information about Agent Templates, see Agent templates and agent profiles on page 45.

Call Center Elite integration

Avaya Aura® Contact Center Release 6.2 offers a multimedia complement to an Avaya Aura® Call Center Elite voice-based contact center. Adding Avaya Aura® Contact Center multimedia capabilities to an Avaya Aura® Call Center Elite contact center increases the number of communication channels with customers, offers more flexibility, and is cost-effective. Multimedia-enabled agents are more productive, responsive, mobile and more cost effective compared to voice-only agents.

For more information about how to integrate Call Center Elite, see Adding a server on page 23.

Call Routing Enhancement

Avaya Aura® Contact Center includes three call routing enhancements. The Enhanced Expected Wait Time enhancement provides a more accurate measure of wait time in the Expected Wait Time (EWT) script intrinsic. You can select the existing NES EWT or the Enhanced EWT in Global Settings.

The Service Level Routing (SLR) and Service Level Management (SLM) enhancements reduce the wait time that a caller experiences. These enhancements allow Contact Center administrators to easily set and meet the service level thresholds on skillsets. These enhancements are similar to the Business Advocate product used with Avaya Call Center Elite.

Service Level Routing is an enhanced routing strategy. It minimizes the number of callers that experience a wait time that exceeds the target for the skillset. It considers the Target Service Level threshold for the skillset when selecting the next queued contact to route to an available agent.

Service Level Management (SLM) reduces callers wait time further by automatically assigning standby priority skillsets to reserved agents which makes them available for pending contacts. This skillset assignment is activated when the skillset Expected Wait Time (EWT) exceeds its Target Service Level (TSL). When the skillset EWT falls below its TSL, the skillset is removed from the reserved agent. The administrator can assign the agents to the standby skillset with SLM enabled. These agents do not appear on the Real-Time Display (RTD). In a normal routing situation, these agents do not receive any calls on their standby skillsets, even if they are idle. However, SLM routes calls to the agent only on a call-by-call basis, and the agent skillset assignment does not change.

For more information, see Skillsets on page 139 and Configuring global settings on page 97.

Historical reporting against standby CCMS

Avaya Aura® Contact Center Release 6.2 allows you to record and create historical reports based on data on the Standby Server. Using data on the standby server minimizes the disruption on the active server during report generation.

You can configure this option in the Global Settings window. To configure the option, High Availability must be configured in your Contact Center, and the Shadowing process is enabled.

If the standby server goes down, then historical reporting statistics are taken from the primary server automatically.

For more information, see Configuring global settings on page 97.

Graphical historical reports

Avaya Aura® Contact Center Release 6.2 contains new historical reports. Contact Type and Skillset historical reports are graphical. In the Historical Reporting section of the Contact Center Manager Administration application, you can configure single-site and networked reports.

A legend below each graphical report shows the information presented in the graph compared to thresholds. If no historical statistics are available, the graph shows no information for the time reported.

For more information about the historical reports, see *Avaya Aura® Contact Center Performance Management* (NN44400-710).

Categorized filters

All Real-Time reports in Contact Center Manager Administration use filters to allow you to quickly choose the information to display. The filters are grouped by Available and Filters for selection.

Communication Manager Server reporting

In Avaya Aura® Contact Center Release 6.2, you can now report on agents configured on the Communication Manager Server. To include agents on the Communication Manager Server and Multimedia agents you can add the server and agent configuration to the Contact Center Manager Server.

For more information on configuring the agents, see Agents on page 191.

Other

See the following sections for information about other changes.

- Restructured Contact Center Manager Administration content on page 14

Restructured Contact Center Manager Administration content

The Contact Center Manager Administration (CCMA) conceptual and procedural content in this book is now restructured to provide improved conceptual context to the CCMA procedures.

Chapter 2: Introduction

Avaya Aura® Contact Center Manager Administration – Client Administration (NN44400-611) contains the procedures required to use the Contact Center Manager Administration application.

Prerequisites

- Read *Avaya Aura® Contact Center Overview* (NN44400-111).
- Read *Avaya Aura® Contact Center Fundamentals* (NN44400-110).
- Install the Avaya Aura® Contact Center Release 6.2 software. For more information, see *Avaya Aura® Contact Center Installation* (NN44400-311).
- Commission the Contact Center servers and clients. For more information, see *Avaya Aura® Contact Center Commissioning* (NN44400-312).

Navigation

Related resources

Support

Visit the Avaya Support website at http://support.avaya.com for the most up-to-date documentation, product notices, and knowledge articles. On the Avaya Support website at http://support.avaya.com, search for notices, release notes, downloads, user guides, and resolutions to issues. Use the Web service request system to create a service request. Chat with live agents to help answer questions. If an issue requires additional expertise, agents can quickly connect you to a support team.

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Avaya Mentor is an Avaya-run channel on YouTube that includes technical content on how to install, configure, and troubleshoot Avaya products.

Visit http://www.youtube.com/AvayaMentor and do one of the following:

- Enter a key word or key words in the Search channel to search for a specific product or topic.
- Click the name of a playlist to scroll through the posted videos.

Chapter 3: Contact Center Manager Administration client operation

This section describes the procedures to operate the Contact Center Manager Administration (CCMA) client.

Prerequisites

- Ensure you have a user name and password to access Contact Center Manager Administration.

Navigation

Downloading the most recent documentation to the Contact Center Manager Administration server

Before you begin

- Download Adobe Acrobat Reader on the client to open the documents from the Contact Center Manager Administration server.

About this task

Because customer documentation is updated regularly, you must download the most recent versions of the documents from the Avaya support site to the Documentation folder to ensure that you have the most up-to-date information.

Download the documentation related to the Contact Center Manager Administration server directly through the Help menu. You must copy the guides to the Documentation folder on the Contact Center Manager Administration server.

Procedure

1. Start your Web browser.
2. Browse to www.avaya.com/support.
3. In the appropriate boxes, type your Avaya user name and password.
4. Press **Enter** .
5. Click **Customer Contact** .
6. Click Contact Center Manager Server.
7. Locate the **Documentation** banner and click **Show All**.
8. Under **Filter These Results**, from the **All Releases** list, select Release 6.2.
9. Click **Apply Filters**.
10. Select the documents that you can access from Contact Center Manager Administration.
    - Contact Center Manager Administration-Client Administration.pdf
    - Contact Center Fundamentals.pdf
    - Contact Center Performance Management.pdf
    - Contact Center Performance Management Data Dictionary.pdf
    - Contact Center Configuration-Orchestration Designer Application Development.pdf
11. Copy the documents to the document folder on the Contact Center Manager Administration server:

<INSTALLDIR>:Avaya\Contact Center\Manager Administration\Apps\documentation\guides

12. Change the names of the downloaded files to match the file names listed in step 10 on page 18.

Variable definitions

Name	Description
<INSTALLDIR>	The Contact Center Manager Administration installation drive. The installer chooses the location during installation.

Logging on to Contact Center Manager Administration for the first time

Before you begin

- Install Contact Center Manager Administration server. See *Avaya Aura® Contact Center Installation* (NN44400-311).
- Commission Contact Center Manager Administration server. See *Avaya Aura® Contact Center Commissioning* (NN44400-312).

About this task

Log on to Configuration to configure and administer your Contact Center Manager Server (CCMS).

If you log on to Contact Center Manager Administration for the first time, you must log on as the default administrator, webadmin. For security reasons, Avaya highly recommends that you change the default password when you first log on to the application. Contact Center Manager Administration user passwords can contain only English characters and special characters.

If you have a High Availability campus co-resident solution, Avaya recommends that you log on to the CCMA Web client using the managed name or managed IP address of the co-resident CCMS and CCMA server. If an active application or server fails, the CCMA client Web browser continues to use the managed name or managed IP address and you can continue working without interruption.

Procedure

1. Start Internet Explorer.

2. In the **Address** box, type the URL of the Contact Center Manager Administrationserver. The default URL is `http://<server name>`, where *<server name>* is the computer name of the CCMA server.

   If your site does not use the default port for Internet Information Services (IIS), the URL of the Contact Center Manager Administrationserver is `http://<server name>:<port number>`, where *<server name>* is the computer name of the CCMA server, and *<port number>* is the port for the Contact Center Manager Administration site in IIS. For example, `http://ccma:81`.

   Important:

   Do not type the IP address of the Contact Center Manager Administration server in the Address box. Using the IP address results in problems with Scripting, Historical Reporting and other configuration items in the Contact Center Manager Administration application.

3. Press **Enter**.
4. In the main logon window, in the **User ID** box, type the user name.
5. In the **Password** box, type the password.
6. Click **Login**.

Logging off Contact Center Manager Administration

About this task

Log off Contact Center Manager Administration to close the CCMA application.

Procedure

On the Contact Center Manager Administration Launchpad, click **Logout**.

Opening the Connection Status window

Before you begin

- Log on to Contact Center Manager Administration. See Logging on to Contact Center Manager Administration for the first time on page 19.

About this task

Open the Connection Status window to display a list of servers currently administered by CCMA, along with the local time and connection status of each server.

Procedure

1. On the CCMA launchpad, click a component.
2. From the **Status** menu, choose **Connection Status**.
   A green dot beside the server indicates that it is online and operational. A red dot indicates that the server is off-line or not responding.
3. In the CCM Server Connection Status window, click **Refresh** to refresh the status and local time of all the Contact Center Manager Servers listed.
4. Click **Close**.

Using the Audit Trail

Before you begin

- Log on to Contact Center Manager Administration. See Logging on to Contact Center Manager Administration for the first time on page 19.

About this task

Use the Audit Trail to view a list of actions performed in Contact Center Management, Access and Partition Management, Historical Reporting, Scripting, and Configuration, as well as the user ID of the person who made the changes.

You can monitor when a user logs on or logs off of Contact Center Manager Administration and when a user initiates a manual site synchronization on the NCC server.

Procedure

On the Contact Center Manager Administration Launchpad, click **Audit Trail**.

Configuring the size of the Audit Trail

Before you begin

- Log on to Contact Center Manager Administration application. See Logging on to Contact Center Manager Administration for the first time on page 19.

About this task

Configure the size of the Audit Trail to configure the number of stored Audit Trail events.

By default, the number of events stored is 1000, but can be increased to a maximum of 10 000. However, the more events you store, the longer it takes to retrieve the event information and display it online.

Procedure

1. On the CCMA launchpad, click **Audit Trail**.
2. On the Audit Trail page, from the **Administration** menu, choose **Edit Database Size**.
3. In the Change Audit Trail Preferences window, in the **Maximum number of events stored** box, type the maximum number of events to store in the database.
4. Click **Submit**.
5. Click **OK**.

Chapter 4: System configuration and management

This chapter provides procedures to manage and configure your system.

Navigation

Adding a server

Before you begin

- Obtain a user ID and password with administrative privileges for the Contact Center Manager Administration client application. Only an administrator can add a server.
- Know the computer name of the server to add.
- Change the default server password in the Contact Center Manager Server Utility.
- To add a Contact Center Manager Server, know the logon ID. This logon ID corresponds to a user account created using the Contact Center Manager Server Utility.
- To add a Communication Control Toolkit server, add a Contact Center Manager Server with Open Queue enabled. Know the Communication Control Toolkit Tomcat Web site port number.
- To add a Predictive Outbound server, you must have a user name and password for that server.
- To add an Avaya Aura® Communication Manager (CM), you must obtain the name, IP address and server id for the CM server.
- Log on to Contact Center Manager Administration. For more information, see Logging on to Contact Center Manager Administration for the first time on page 19.

About this task

Add a server to Contact Center Manager Administration to administer the server from the Contact Center Manager Administration client application. You can add multiple Contact Center Manager Server, Communication Control Toolkit, Contact Center Multimedia (including Call Center Elite applications), Avaya Aura® Communication Manager, and Predictive Outbound servers.

Procedure

1. On the Launchpad, click **Configuration**.
2. From the **Server** menu, choose **Add Server**.
3. In the right pane, in the **Server Name** box, type the computer name of the server.
4. Press **Tab**. The server IP address automatically appears in the IP Address box and the system automatically assigns a display name that is the same as the server name.
5. To use a different display name, in the **Display Name** box type the name of the Contact Center server as you want it to appear in the system tree in Contact Center Manager Administration.
6. To add a Contact Center Manager Server, in the **Login ID** box, type your logon ID for the server.
7. To add a Contact Center Multimedia server, in the **Login ID** box, type `mmReport`.
8. To add a Communication Manager server, in the **Communication Manager server ID** box, type the unique server ID for your Communication Manager.
9. In the **Password** box, type your password.
10. From the **Type** list, select one of the following server types:
    - To add a Contact Center Manager Server, select **CCMS**.
    - To add a Contact Center Multimedia server, select **CCMM**.
    - To add a Predictive Outbound server, select **CCPR**.
    - To add a Communication Control Toolkit server, select **CCT**.
    - To add a Communication Manager server, select **CM**.
    - For all other server types, select **Other**.
11. If you select CCMS, CCMM, CM, or CCPR, proceed to step 15 on page 25.
12. If you select Other, in the **DSN Prefix** box, type the DSN prefix for the server.
13. If you select CCT, in the **CCT Website: Port Number** box, type the port number of the Communication Control Toolkit server website.
14. If you select CCT, from the **Associated CCMS Servers** list, select the Contact Center Manager Server with which to associate this Communication Control Toolkit server.

15. If you select CCMM, you can select the **Elite Environment** check box to enable the Contact Center integration with Call Center Elite.
16. Click **Submit**.
17. In the left pane, expand the server name to access it.

Important:

The Contact Center Manager Server logon ID and password that you specify when you configure a new server in Contact Center Manager Administration must match an existing login ID and password on the Contact Center Manager Server. Therefore, if you or another administrator uses the Server Utility to change a server logon ID or password that you already entered in Contact Center Manager Administration, you must update the information in the Configuration component of Contact Center Manager Administration to match the new logon information.

Variable definitions

Name	Description
Login ID	For Contact Center Multimedia, the Login ID corresponds to the user account that runs historical reports in Contact Center Manager Administration. This user is configured in the Multimedia database and has access to data within that database. The Login ID is always mmReport.
Password	For Contact Center Multimedia, the default password is mmRep. To change this password, use the Contact Center Multimedia Administrator.
Communication Manager server ID	The unique server ID for the Communication Manager.
DSN prefix	For server types CCMS, CCMM, and CCPR, the default DSN prefix is CCMS, CCMM, and CCPR, respectively. For these server types, the DSN prefix is read-only.
Associated CCMS Servers	For server types that you can associate with a Contact Center Manager Server, lists the available Contact Center Manager Servers. Select a Contact Center Manager Server with which to associate this server.

Name	Description
CCT Website: Port Number	For the CCT server type, the default port number is 8081. Change this value if you change the port number on the Communication Control Toolkit server Tomcat configuration files.
CCT Website: URL	For the CCT server type, this box displays the URL for the Communication Control Toolkit server administration Web page. This is for information only.
Elite Environment	Select the check box to enable the Contact Center integration with Call Center Elite on the Contact Center Multimedia server.

Associating servers to a Contact Center Manager Server

Before you begin

- Add the server to Contact Center Manager Administration. See Adding a server on page 23.

About this task

Associate Contact Center Multimedia or Predictive Outbound servers with a Contact Center Manager Server to enable reporting for that server. Associate Avaya Aura® Communication Manager with a Contact Center Manager Server to support Avaya Aura® agents.

Procedure

1. On the Launchpad, click **Configuration**.
2. In the left pane, right-click the Contact Center Manager Server to associate with a reporting server.
3. Choose **Server** > **Edit Properties**.
   The properties for the Contact Center Manager Server appear in the right pane.
4. To associate reporting server, in the **Associated Reporting Server** list, select the reporting servers with which to associate this CCMS server.

   Important:

   Associate only one of each server type with a Contact Center Manager Server. If you attempt to associate more than one of the same server type with a Contact Center Manager Server, an error message indicates that you can select only one associated reporting server of that type.

5. To associate one or more Communication Managers, in the **Associated Communication Manager servers** list, select the servers with which to associate this CCMS server.
6. Click **Submit** to save your changes.

Deleting a server

Before you begin

- Log on to Contact Center Manager Administration with administrative privileges.

About this task

Use this procedure to delete a server from Contact Center Manager Administration. You must have administrative privileges to delete a server.

Procedure

1. On the Launchpad, click **Configuration**.
2. In the left pane, select the server to delete.
3. From the **Server** menu, choose **Delete Server**.
   You can also right-click the server to delete, and select **Delete Server** from the shortcut menu.
4. Click **OK** to delete the server from the system tree.

Refreshing your servers

Before you begin

- Log on to Contact Center Manager Administration with administrative privileges.

About this task

Refresh your servers after you:

- upgrade the Contact Center Manager Server
- enable a Contact Center Manager Server feature (for example Networking or Open Queue)
- accept a new license file on the Contact Center Manager Server

- change the sysadmin password on the Contact Center Manager Server
- apply a service pack (SP) to the Contact Center Manager Administration server or to the Contact Center Manager Server

Procedure

1. On the Launchpad, click **Configuration**.
2. In the left pane, select the server to refresh.
3. From the **Server** menu, choose **Refresh Server,** or right-click on the server, and choose **Refresh Server**.

   OR

   To refresh all servers, click **Refresh All Servers**.
4. In the confirmation window, click **Yes**.
   A message box appears stating that you must refresh all browsers attached to Contact Center Manager Administration. If a Contact Center Manager Server feature changes, that change is reflected in the browsers only when you refresh them.
5. Click **Yes** to refresh the server.
   After the Refresh or Refresh All is complete, Contact Center Manager Administration displays a message informing you that the operation was successful.

Editing a server

Before you begin

- Log on to Contact Center Manager Administration with administrative privileges.

About this task

Edit server properties, such as display name, server name, or IP address.

Procedure

1. On the Launchpad, click **Configuration**.
2. In the left pane, select the server to edit.
3. From the **Server** menu, choose **Edit Properties**.
   You can also right-click the server and select **Edit Properties**.
4. Make the required changes. You can edit the following information:
   - Display Name for the server

- Login ID for the server in Contact Center Manager Server
- Password for the server in Contact Center Manager Server
- Server Name
- IP Address
- Server Type
- Associated Servers
- CM server ID for the Avaya Aura®Communication Manager

5. Click **Submit**.

Part I: Contact Center Configuration

Chapter 5: Contact Center Configuration fundamentals

Use the Contact Center Manager Administration Configuration component to configure and administer Contact Center Manager Server. Before you can configure the server, you must add a server to the system tree.

Perform the following tasks using the Configuration component:

- Add, configure, and delete Contact Center Manager Server servers.
- Add, configure, and delete resources using one of the following methods:
    - individually using the Web-based user interface
    - using the Configuration Tool spreadsheets to upload and download bulk data

You must log on to Contact Center Manager Administration as an administrator to add and configure servers, and to upload and download data using the Configuration Tool spreadsheets.

Use the Configuration component to configure the following resource types:

- activity codes
- agent greetings
- agent templates
- call presentation classes
- Call Recording and Quality Monitoring server details
- controlled directory numbers (CDN)
- contact types
- dialed number identification services (DNIS)
- formulas
- global settings
- historical statistics
- IVR ACD-DNs
- Media Servers
- Media Services and routes
- multiplicity presentation classes
- networking communication parameters

- phone displays
- phones and voice ports
- real-time statistics
- routes
- skillsets
- threshold classes

Chapter 6: Contact Center Configuration

The Contact Center Manager Administration (CCMA) server hosts the server application for configuring Avaya Aura® Contact Center. Use the Contact Center Manager Administration application to configure servers, agents, supervisors, skillsets, route points, and many other tools for routing contacts to agents.

Use the Configuration component to configure and administer Contact Center Manager Server.

For information about configuring a Network Control Center server, see *Avaya Aura® Contact Center Server Administration* (NN44400-610).

Prerequisites to configuration

- Ensure that you have administrative privileges in the Contact Center Manager Administration application.

Navigation

Logging on to Contact Center Manager Administration for Configuration

Before you begin

- Ensure you have administrator privileges.
- Before you can log on to the CCMA client application for the first time, you must configure the settings for Internet Explorer. For more information about configuring Internet Explorer for Contact Center Manager Administration, see *Avaya Aura® Contact Center Commissioning* (NN44400-312).
- Know the user ID and password to log on to the CCMA.

About this task

The Contact Center Manager Administration (CCMA) server hosts the server application for configuring Avaya Aura® Contact Center. Use the CCMA client to access the CCMA server and configure servers, agents, supervisors, skillsets, route points, and for other tools for routing contacts to agents.

If you have a High Availability campus co-resident solution Avaya recommends that you log on to the CCMA Web client using the managed name or managed IP address of the co-resident CCMS and CCMA server. If an active application or server fails, the CCMA client Web browser continues to use the managed name or managed IP address and you can continue working without interruption.

Use this procedure to log on to CCMA to view, add, change, and delete items from the CCMA database.

Procedure

1. Start Internet Explorer.
2. In the **Address** box, type the URL of the Contact Center Manager Administration server. The default URL is `http://<server name>`; *<server name>* is the computer name of the CCMA server.

   If your site does not use the default port for Internet Information Services (IIS), the URL of the Contact Center Manager Administration server is `http://<server_name>:<port>`; *<port>* is the port for the Contact Center Manager Administration site in IIS (for example, `http://ccma:81`).

   > **Important:**
   >
   > Do not type the IP address in the Address box. Using the IP address results in problems with Scripting, Historical Reporting, Configuration, Contact Center Management, and Access and Partition Management.

3. In the **User ID** box, type your user ID.
4. In the **Password** box, type your password.
5. Click **Login**.

Chapter 7: Activity codes

An activity code is a number that an agent can enter on a phone to track the time spent on specific activities or service areas, or to track Not Ready reasons. Agents can enter up to three activity codes during a single contact. If the agent enters no activity code, the activity code for the contact is the system default activity code.

- System default activity code—If an agent enters no activity code while working on the contact, the system uses the system default activity code.
- Skillset default activity code—If an agent presses the activity code key twice during a contact without entering an activity code, the system uses the skillset default activity code.

A default activity code is assigned to a contact if the contact is not queued to a skillset and if no other activity code is assigned.

Navigation

- Configuring activity codes on page 37
- Editing an activity code on page 39
- Deleting an activity code on page 40

Configuring activity codes

Before you begin

- Log on to Contact Center Manager Administration. For more information, see Logging on to Contact Center Manager Administration on page 35.
- Open the Configuration component.

About this task

Configure activity codes for agents to enter on their phone to track the amount of time spent on specific activities or service areas or to track Not Ready reasons. Agents can enter up to three activity codes during a single contact. If the agent enters no activity code, the contact defaults to the system default activity code.

You cannot overwrite the following default activity codes:

- activity code 0000 (Not_Ready_Pull_Mode_Default_Code)
- activity code 000 (Not_Ready_Default_Reason_Code)
- activity code 00 (Skillset_Default_Activity_Code)
- activity code 0 (System_Default_Activity_Code)

A default activity code is assigned to a contact if the contact is not queued to a skillset and if no other activity code is assigned.

You add Not Ready reason codes in the same way as you add activity codes, except you must use a different range of numbers to distinguish the Not Ready reason codes from the other activity codes.

Procedure

1. In the system tree, expand the server on which you want to add the activity code. The server shows its resources.
2. Select the **Activity Codes** folder.
3. In the right pane, in the **Activity Codes** table, in **Name** box, type the name of the new activity code.
4. In the **Number** box, type the activity code number.
5. In the **Display Name** box, type name of the new activity code as you want it to appear in reports.
6. Click any other row to save your changes.

Variable definitions

Name	Description
Name	The name assigned to the activity code. Valid values: 30-character maximum (no special characters)
Number	The number assigned to the activity code. This is the number that agents enter on their phones to assign this activity code to a contact. Valid values: 32-digit maximum Communication Server 2x00/DMS valid values: exactly 3 digits long

Name	Description
	Important: You cannot change the activity code number once you save the activity code. To change the activity code number, delete the activity code, and create a new activity code.
Display Name	The description corresponding to the Not Ready Reason code. This description appears in custom private real-time displays when agents press the Not Ready key and then enter a Not Ready Reason Code on their phone. Some examples of Not Ready Reason descriptions are Lunch and Break. Valid values: maximum 30 characters

Editing an activity code

Before you begin

- Log on to Contact Center Manager Administration. For more information, see Logging on to Contact Center Manager Administration for Configuration on page 35.
- Open the Configuration component.
- Configure at least one activity code. See Configuring activity codes on page 37.

About this task

Edit an activity code to change the name or display name of an activity code. You cannot change the activity code number. To change an activity code number, you must delete the activity code, and then create a new activity code with the new number.

Procedure

1. In the left pane, expand the server containing the activity code to change.
   The server shows its resources.
2. Select the **Activity Codes** folder.
3. In the right pane, highlight the activity code name to change.
4. In **Name** box, type the new name.
5. Click any other row in the table to save your changes.

Deleting an activity code

Before you begin

- Log on to Contact Center Manager Administration. For more information, see Logging on to Contact Center Manager Administration for Configuration on page 35.
- Open the Configuration component.
- Configure at least one activity code. See Configuring activity codes on page 37.

About this task

Delete an activity code that you no longer require.

Procedure

1. In the system tree, expand the server containing the activity code to delete.
   The server shows its resources.
2. Select the **Activity Codes** folder.
3. In the right pane, highlight the activity code to delete.
4. Press **Delete**.
5. On the **Confirm Delete** message box, click **Yes**.

Chapter 8: Agent greeting

The Agent Greeting feature allows agents to pre-record greetings. The system plays the greeting automatically when an agent answers a call.

Agent greeting provides the following additional benefits:

- The agent greeting is consistent for all callers.
- The agent has time to prepare for the call.
- The agent can customize the greeting according to the time of the day. For example, agent can customize the greetings to play at specific times during morning, afternoon or evening.

Navigation

Configuring Agent Greeting

Before you begin

- Log on to Contact Center Manager Administration. For more information, see Logging on to Contact Center Manager Administration for Configuration on page 35.
- Open the Configuration component.

About this task

Configure Agent Greeting for the greeting to play automatically when an agent answers a call.

Procedure

1. In the system tree, expand the server on which to configure Agent Greeting.
2. In the left pane, click **Agent Greeting**.
3. Under **General Settings**, select the options which you require.
4. Under **Time of Day Settings**, select the options which you require.

5. Click **Submit**.

Variable definitions

Name	Description
Agent Greeting enabled	Select if Agent Greeting is licensed in your system. ⚠ **Warning:** If you enable Agent Greeting while an agent is logged onto Contact Center, the agent must log off and log on again to play the greeting.
Mute agent on greeting playback	Select to automatically mute the agent while the greeting plays.
No greeting warning tone	The caller hears a beep if the greeting tone is not enabled.
Allow an agent to interrupt the greeting	Select to allow an agent to terminate the greeting to speak directly to the caller.
Maximum allowed greeting length	The maximum length of the greeting. Valid values: 12-30 seconds
Agent greeting record number	This is the number of the route on the PABX that routes to the Agent Greeting on the Avaya Media Server. See *Avaya Aura® Contact Center Commissioning* (NN44400-312).
Prompt language	Lists the languages from which you can choose a language for the prompt. Agents hear the selected language when they dial into the recording application.
Enable time of day greetings	Select to enable or disable the playback of time of day greetings.
Morning start time	Select to specify the time for morning greeting to play.
Afternoon start time	Select to specify the time for afternoon greeting to play.
Evening start time	Select to specify the time for evening greeting to play.

Name	Description
Playback position	Select to specify if the time of the day greeting is played before or after the main greeting.

Deleting agent greetings

About this task

If you are using Agent Greetings in a SIP-contact center and you have assigned individual greetings for agents and agent/supervisors, you must manually delete associated greetings if you delete the agent or agent/supervisor from the AMS.Contact Center Manager Administration.

Procedure

1. Log on to Element Manager.
2. Open **Tools** > **Media Management**.
3. Select the CCMS address to open it.
4. Select the ID of the agent/supervisor you want to delete.
5. Click **Delete**.
6. In the confirmation message box, click **Confirm**.

Chapter 9: Agent templates and agent profiles

Avaya Aura® Agent Desktop supports voice contacts from Call Center Elite. Agent profiles support voice configurations for agents on Call Center Elite. In order to use Agent profiles, configure Contact Center Multimedia to work with Call Center Elite. You can enable the Call Center Elite environment on the Agent Desktop when you add the Contact Center Multimedia (CCMM) Server to the Contact Center Manager Administration. For Call Center Elite, you must configure default work reasons, default Not Ready codes, and logout actions for an agent.

The default template contains basic settings for agents. Agent templates inherit properties from the default template. You can change the default properties, providing the flexibility of specialized settings for each individual agent.

Assigning a template to an agent creates that particular agent profile. You can then customize profiles based on agent requirements and the changes made to a profile are specific to an agent. When an agent logs on to the Agent Desktop, the agent profile determines the settings on the Agent Desktop.

Templates inherit properties from their parent templates. Inheritance in templates follows a tree structure. Agent Desktop supports up to five levels of inheritance from the default template.

Templates inherit changes you make in their parent templates and this includes any changes that a parent inherits from its parent. Changes you make in the parent template as well as changes you make in the templates above the immediate parent template, apply to all the child templates when these properties are unchanged in any template. However, if you change a property in a template, then changes made to the same property in the parent templates do not apply to the child templates. See Procedure job aid: Editing an agent profile on page 54 for more information on inheritance.

You can change properties in both agent templates and agent profiles. The system flags the properties you change with an icon, which allows you to see where the child template differs from its parent. Click the icon allows you to change the property back to the value set in the parent template.

You can assign multiple profiles to agents and then select one preferred profile for an agent. The agent logs on to the Agent Desktop using the preferred profile.

Navigation

- Editing an agent template on page 50
- Deleting an agent template on page 51
- Adding an agent profile on page 52
- Editing an agent profile on page 53
- Removing agent profiles on page 57

Adding templates

Before you begin

- Configure Contact Center Multimedia to work with Call Center Elite.
- Log on to Contact Center Manager Administration. For more information, see Logging on to Contact Center Manager Administration for Configuration on page 35.
- Open the Configuration component.

About this task

Inheritance in templates follows a tree structure. To create a new template, select a template from which it inherits its properties.

Procedure

1. On the Launchpad, click **Configuration**.
2. From the **Server** menu, expand a Contact Center Multimedia server.
3. In the left pane, select **Multimedia Templates**.
4. On the Multimedia Templates configuration page, in the right pane, select the template from which you want to create the child template.
5. Click the **Add Child** button.
6. On the New Template configuration page, in the **Template** box, type the name of the template.
7. Click **Submit**.
8. Optional: Change the default properties.
9. Click **Submit and Close**.
   The Multimedia Templates page appears.

Variable definitions

Name	Description
Login - Telephony	
Extension	The extension number that appears in the Extension box.
Password	The password for the extension.
Server Address	The address of the Communication Manager.
License Type	The Contact Center license type.
Place and receive calls using	The usage mode on Agent Desktop to place and receive calls. You can set this to My Computer, Deskphone or Other Phone. **Note:** Phone number(s) must be added to agent profile before option to place and receive calls using Other Phone can be set.
Allow agent to enter number	Select to allow an agent to enter and switch to alternate phone numbers.
Login - Agent	
Enable ACD Login	Enable the agent to log on to an ACD.
Automatically sign into the ACD server	Select to automatically sign an agent on to the ACD server.
Agent	The user name of the agent for logging on to the ACD server.
Password	The password of the agent for logging on to the ACD server
Phone Numbers	The list of other phone numbers that an agent can use to log on to the ACD server, for example, a mobile telephone number. You can only add the phone numbers in a profile.
Work Handling **Note:** The work handling items in the profile must match the agent and station configuration.	
Auto Answer	Select to automatically answer all the contacts.
Manual Answer	Select to allow the agent to answer the contacts presented.
Screen Pops	

Name	Description
Note: To avoid multiple screen pops in agent profiles, ensure that you do not create screen pops that have duplicate triggers to the screen pops inherited from a parent template.	
Name	The name of the application that automatically starts on client machines when they receive a call. For information about creating screen pops, see Creating a screen pop on page 49.
Address path or URL of program	The path of the application that automatically starts on client machines when they receive a call.
Command Line Parameters	Parameters you pass to the application specified in Address path or URL of program. Contact Center passes these parameters as plain text.
Trigger on one of Trigger only when VDN is	Select the trigger of the screen pop. For information about creating screen pops, see Creating a screen pop on page 49.
Reason Codes You can associate Call Center Elite reason codes with a Contact Center activity code. There are three types of reason codes: • Work • Not Ready • Logout Select a reason code and fill out fields associated with that reason code. **Note:** You can configure reason codes in the default template only.	
Create grouping Appears only when you create a reason code for the first time. It creates the root group in the list of codes. **Note:** Once clicked, the Create Grouping button does not appear again, whether you create a code or not.	
Default Reason Code A list of reason codes derived from default reason codes for a Call Center Elite voice call.	
New Code	Adds a new code under the root reason code.
Name	The name of the reason code.
Code	The code number of the reason code.
Associated Activity Code	The Call Center Elite reason code associated with a Contact Center activity code.

Name	Description
New Group	Adds a new group under the root reason code.
Group	The name of the group under the root reason code.

Creating a screen pop

About this task

Administrators can create a screen pop in an agent template to configure application shortcuts and intrinsics for agents using Agent Desktop. You can define multiple screen pops for a single template.

A child template inherits and implements all screen pops defined in the parent template. You can only view inherited screen pops: you cannot change or remove them.

Configure your screen pops so that agents do not receive multiple screen pops, unless that is the required business outcome. Use the lowest level template to configure screen pops to avoid inheriting duplicate screen pops from a parent template.

Procedure

1. On the Launchpad, click **Configuration**.
2. From the **Server** menu, expand a Contact Center Multimedia server.
3. In the left pane, select **Multimedia Templates**.
4. On the Multimedia Templates configuration page, select the template on which you want to configure a screen pop.
5. Click **Edit**.
6. On the Template Configuration page, select **Screen Pops**.
7. Click **New**.
8. Complete the details for your screen pop including the Name, Address path or URL, and the trigger.
9. Click **Submit**.
10. Click **Submit and Close** to make the change to the template.

Variable definitions

Name	Description
Name	A descriptive name for the screen pop. This name appears in the template list of screen pops.
Address path or URL of program	The path to the program to execute. This path and executable must be valid on each desktop operating system used by the agents who have a template with this screen pop.
Command Line Parameters	Specify parameters to pass to the application specified in **Address path or URL of program**. Contact Center passes these parameters as plain text. You can enter the following variables which represent the call data that Agent Desktop receives from Call Center Elite: • %n: caller name • %m: number • %p: prompted digits • %v: VDN • %u: UUI • %s: Start Time • %d: date
Trigger on one of	Select Ringing to trigger the screen pop when the call starts ringing on the agent set. Select Answered to trigger a screen pop when the agent answers the call.
Trigger only when VDN is	Specify a VDN to trigger this screen pop only when the agent receives a call from the specified VDN.

Editing an agent template

Before you begin

- Log on to Contact Center Manager Administration. For more information, see Logging on to Contact Center Manager Administration for Configuration on page 35.
- Open the Configuration component.

About this task

You can edit the properties in a template according to the requirements of your Contact Center.

Procedure

1. On the Launchpad, click **Configuration**.
2. From the **Server** menu, choose a Contact Center Multimedia server.
3. In the left pane, select **Multimedia Templates**.
4. In the right pane of the Multimedia Templates configuration page, select the template that you want to edit.
5. Click the **Edit** button.
6. From the panel of the Template configuration page, select the option that you want to change.
7. Change the properties as required.
   A Revert to Parent icon appears beside the changed property.
8. Click **Submit** to save the changes and change any other options as required.
9. Click **Submit and Close**.
   The Multimedia Templates page appears.

Deleting an agent template

Before you begin

- Log on to Contact Center Manager Administration. For more information, see Logging on to Contact Center Manager Administration for Configuration on page 35.
- Open the Configuration component.
- Ensure you have deleted both the agent profiles that use this template and the child templates of this template.

Important:

You cannot delete the default template or a template assigned to an agent.

About this task

You can delete an agent template if you no longer require that particular template.

Procedure

1. On the Launchpad, click **Configuration**.

2. From the **Server** menu, choose a Contact Center Multimedia server.
3. In the left pane, select **Multimedia Templates**.
4. In the right pane of the Multimedia Templates configuration page, select the template you want to delete.
5. Click **Delete**.

Adding an agent profile

Before you begin

- Log on to Contact Center Manager Administration. For more information, see Logging on to Contact Center Manager Administration for Management on page 174.
- Open the Management component.
- Ensure that you create a template to use for creating agent profiles.

About this task

Assigning a template to an agent creates that agent's profile. You can customize agent profiles based on individual agent requirements, and the changes made to a profile are specific to an agent. Inheritance in profiles also follows a tree structure and works the same way as inheritance in templates.

You can assign multiple templates to agents and then select a preferred profile for an agent. The agent logs on to the Agent Desktop using the preferred profile.

Procedure

1. On the Launchpad, click **Contact Center Management**.
2. From the **Server** menu, expand a Contact Center Manager Server that contains the agent to whom you want to assign the profile.
3. In the left pane, right-click the agent and select **Manage Agent Profiles**.
4. On the Agent Profiles page, under **Available Profiles**, click the **Add** link beside the profile that you want to assign to the agent.
   The profile moves under Assigned Profiles.
5. Under **Assigned Profiles**, choose the **Preferred** profile.
6. Click **Submit**.

Procedure job aid: Adding an agent profile

This procedure describes the process of adding an agent profile.

Example of adding an agent profile

About this task

This example demonstrates how to assign templates to an agent to create their profile and then select a preferred profile for the agent to use at the time of logging on to the Agent Desktop.

Procedure

1. Log on to Contact Center Manager Administration.
2. On the Launchpad, click **Contact Center Management**.
3. From the **Server** menu, expand a Contact Center Manager Server that contains Agent A to whom you want to assign a profile.
4. In the left pane, right-click Agent A and select **Manage Agent Profiles**.
   The profile page for Agent A appears in the right pane. AgentProfile, ChildAgentProfile1 and ChildProfile2 appear under Available Profiles and default appears under Assigned Profiles.
5. Under **Available Profiles**, click the **Add** link beside AgentProfile, ChildAgentProfile1 and ChildAgentProfile2, to assign all the profiles to Agent A.
6. Under **Assigned Profiles**, select ChildAgentProfile1 as the preferred profile. Agent A uses this profile when logging on to the Agent Desktop.
7. Click **Submit** to save the changes.

Editing an agent profile

Before you begin

- Log on to Contact Center Manager Administration. For more information, see Logging on to Contact Center Manager Administration for Management on page 174.

Important:

You can edit only those profiles that are assigned to the agent.

- Open the Management component.

About this task

You can edit the properties of the agent profiles according to the requirements of your Contact Center.

Procedure

1. On the Launchpad, click **Contact Center Management**.
2. From the **Server** menu, expand a Contact Center Manager Server server that contains the agent, whose profile you want to edit.
3. In the left pane, right-click the agent and select **Manage Agent Profiles**.
4. Under **Assigned Profiles**, click the profile that you want to edit.
5. From the panel in the Template configuration page, select the option that you want to change.
6. Change the properties as required.
   A Revert to Parent icon appears beside the changed property.
7. Click **Submit** to save the changes and select another option from the panel, if required.
8. Click **Submit and Close**.
   The Agent Profiles page appears.

Procedure job aid: Editing an agent profile

The example demonstrates the following:

- Inheriting properties from the parents' profile to the child profiles.
- Overriding parent properties in the child profile. If you change a property in a child profile and then change the same property in the parent profile, the property in the child profile remains unchanged.
- Reverting properties in the child profiles back to the parent profile.

Example of editing an agent profile

About this task

This example demonstrates how to edit properties of an agent profile according to the requirements of your Contact Center.

Procedure

1. Log on to Contact Center Manager Administration.
2. On the Launchpad, click **Contact Center Management**.
3. From the **Server** menu, expand a Contact Center Manager Server server that contains Agent A whose profile you want to edit.
4. In the left pane, right-click Agent A and select **Manage Agent Profiles**.
   The profile page for Agent A appears in the right pane. Default, AgentProfile, ChildAgentProfile1, and ChildAgentProfile2 are present under Assigned profiles. AgentProfile inherits properties from default, ChildAgentProfile1 inherits properties from AgentProfile and ChildAgentProfile2 inherits properties from ChildAgentProfile1.
5. Under **Assigned Profiles**, click the AgentProfile profile for Agent A, to edit this profile.
6. From the panel of the Template Configuration page, select the **Login - Telephony** option.
   The properties for this option appear.
7. Change the **Extension** property to defaultExtension.
   A Revert to Parent icon appears beside the Extension property.
8. Click **Submit and Close**.
9. Under **Assigned Profiles**, click the ChildAgentProfile1 profile for Agent A, to view the inheritance of the parent profile properties by the child profiles.
10. From the panel of the Template configuration page, select the **Login - Telephony** option.
    The properties for this option appear. You can see that the Extension property is set to defaultExtension based on the parent AgentProfile profile. The inheritance from the parent profile to the child profile is demonstrated when the Extension property for ChildProfile2 is also set to defaultExtension based on the property set in the AgentProfile profile.
11. Click **Cancel**.
12. Under **Assigned Profiles**, click the ChildAgentProfile1 profile for Agent A, to edit this profile.
13. From the panel in the Template configuration page, select the **Login - Telephony** option.

14. Change the **Server Address** property to default_Server_Property.
    A Revert to Parent icon appears beside the Server Address property.
15. Click **Submit and Close**.
16. Under **Assigned Profiles**, click the AgentProfile profile for Agent A, to edit this profile.
17. From the panel of the Template configuration page, select the **Login - Telephony** option.
    The properties for this option appear.
18. Change the **Server Address** property to CCMM_Server.
    A Revert to Parent icon appears beside the Server Address property.
19. Click **Submit and Close**.
    The Agent Profiles page appears.
20. Under **Assigned Profiles**, click the ChildAgentProfile1 profile for Agent A, to view the overriding of the parent template properties by the child template properties.
21. From the panel of the Template Configuration page, select the **Login - Telephony** option.
    The properties for this option appear. You can see that the Server property is set to default_Server_Property and has not changed according to the property set in the parent AgentProfile profile. The Server property for ChildProfile2 is also set to default_Server_Property based on the property set in the parent ChildProfile1 profile and not according to the property set in the AgentProfile.
22. Click **Cancel**.
23. Under **Assigned Profiles**, click the ChildAgentProfile1 profile for Agent A, to edit this profile and revert the **Server Address** property back to the parent property.
24. From the panel of the Template configuration page, select the **Login - Telephony** option.
25. Click the **Revert to Parent** icon beside the Server Address property.
    The property reverts to CCMM_Server, which is the property set in the parent AgentProfile profile and the Revert to Parent icon disappears.
26. Click **Submit and Close**.
27. Under **Assigned Profiles**, click the ChildAgentProfile2 profile for Agent A, to view reverting of properties back to the parent profile.
28. From the panel of the Template configuration page, select the **Login - Telephony** option.
    The properties for this option appear. You can see that the Server Address property is set to CCMM_Server based on the property set in the AgentProfile.
29. Click **Cancel**.
    The Agent Profiles page appears.

Removing agent profiles

Before you begin

- Log on to Contact Center Manager Administration. For more information, see Logging on to Contact Center Manager Administration for Management on page 174.
- Open the Management component.

About this task

You can remove an agent profile, if the agent no longer uses that profile.

Procedure

1. On the Launchpad, click **Contact Center Management**.
2. From the **Server** menu, choose a Contact Center Manager Server server that contains the agent, whose profile you want to delete.
3. In the left pane, right-click the agent, whose profile you want to remove and select **Manage Agent Profiles**.
4. Under **Assigned Profiles**, click the **Remove** link beside the profile that you want to remove.
5. Click **Submit**.

Chapter 10: Call presentation classes

A call presentation class is a collection of preferences that determines how contacts are presented to an agent. A call presentation class specifies whether a break time between contacts is permitted, whether an agent can place DN calls on hold for incoming ACD calls, and whether an agent phone displays that the agent is reserved for a network call.

Navigation

Creating a call presentation class

Before you begin

- Log on to Contact Center Manager Administration. For more information, see Logging on to Contact Center Manager Administration for Configuration on page 35.
- Open the Configuration component.

> **Important:**
> In a SIP-enabled Contact Center, Call Force Delay is not supported for Instant Message contacts, and Let Call Ring is not supported for voice or Instant Message contacts.

About this task

Create a call presentation class to determine how contacts are presented to an agent's phone. You can choose the following presentation methods:

- Automatically answer the contact at the agent's phone.
- Return the contact to the queue if the contact is not answered within a specified period.
- Allow the contact to ring at the agent's phone until it is answered or abandoned.

In addition, you can choose whether to present contacts to agents when they are busy on a DN call, and whether to allow the agent time to wrap up a contact after it ends.

Warning:

If you make changes to a call presentation class, the status of all agents assigned to the call presentation class is changed to Not Ready.

Procedure

1. In the system tree, expand the server on which to add the call presentation class. The server shows its resources.
2. Select the **Call Presentation Classes** folder.
3. In the right pane, in the **Name** box, type the name of the call presentation class as it appears in reports.
4. From the **Presentation Option** list, select the one of the following call presentation options:
   - Return to Queue
   - Call Force Delay
   - Let Call Ring
5. If you select the **Call Force Delay** presentation option, in the **Call Force Delay Timer** box, type the number of seconds after which the contact is automatically answered at the agent's phone and proceed to step 8 on page 60.

   Note:

   In a SIP-enabled contact center, you can configure the Call Force Answer Zip Tone feature. If this is configured in a contact center where the Agent’s phone ringer is disabled, in order to reduce customer wait time, Avaya recommends setting the Call Force Delay Timer to zero seconds.
6. In the **Return to Queue After N Seconds** box, type the time after which the contact returns to the queue if not answered.
7. From the **After Return to Queue, Make Phoneset** list, select the mode in which the phone is placed after the contact returns to the queue.
8. In the **After Call, Break for N Seconds** box, type the amount of time that the agent is in break state after a call ends.
9. Select the **Answer by Placing DN Call on Hold** check box so that agents can place DN calls on hold to answer Contact Center Manager Server calls. This check box is disabled on a SIP-enabled server.
10. Select the **Agent Reserved for Network Call** check box to display the message “Reserved” on the agent's phone when the server reserves the agent for a network call.
11. Click any other row in the grid to submit your changes and to save the call presentation class.

Variable definitions

Name	Description
Name	The name assigned to the call presentation class. Valid values: 30-character maximum (no special characters, no spaces)
Presentation Option	Select one of the following call presentation options for the call presentation class: • Call Force Delay—Choose this option to force a call on an agent if the agent does not answer the call within the specified amount of time. If you select this option, you must specify the time delay in seconds in the Call Force Delay Timer box. Call Force Delay is not supported for Instant Message contacts in a SIP-enabled Contact Center. • Return to Queue—Choose this option to return a call to the queue if the agent does not answer the call within the specified amount of time. Valid values: 30–second maximum • Let Call Ring—Choose this option to let the call ring at the phone until the agent answers the call. Let Call Ring is not supported for voice or Instant Message contacts in a SIP-enabled Contact Center.
Call Force Delay Timer	If you select Call Force Delay from the Presentation Option list, in the Call Force Delay Timer box, type the time delay in seconds. **Note:** In a SIP-enabled contact center, you can configure the Call Force Answer Zip Tone feature. If this is configured in a contact center where the Agent's phone ringer is disabled, in order to reduce customer wait time, Avaya recommends setting the Call Force Delay Timer to zero seconds.
Return to Queue After N Seconds	If you select Return To Queue from the Presentation Option list, in the Return To

Name	Description
	Queue After N Seconds box, type the wait interval in seconds. If you do not select Return to Queue as the presentation option, the value is N/A.
After Return to Queue, Make Phoneset	If you select Return To Queue from the Presentation Option list, from the After Return To Queue, Make Phoneset list, select one of the following values: • Logout • Not Ready • N/A
After Call, Break for N Seconds	The amount of time, in seconds, that an agent is in break state at the end of a call and before the next call. The agent can use this time to complete processing related to the finished call. This applies to Contact Center calls only (not to DN calls). It is supported on both SIP-enabled and AML-based Contact Centers. Valid values: 0–300 (seconds)
Answer By Placing DN Call On Hold	This field is not applicable on a SIP-enabled server. Select this check box so that agents can place DN calls on hold to answer an incoming call. If you select this option, calls are presented to agents when they place the DN call on hold and signal to the PABX that they are waiting for a call. However, calls are not automatically answered. Agents must press the ACD key on the telephone or be in Ready state on the Agent Desktop to receive the CDN call. If, through the Agent Desktop Display, an agent sees that a call is waiting while active on a DN call, the agent can place the DN call on hold and press the dark In-Calls key to return to the idle agent queue. The In-Calls key stays dark until a call is presented. If you do not select the Answer By Placing DN Call On Hold check box, calls are not presented to an agent while the agent has a DN call on hold.
Agent Reserved for Network Call	Select this check box to display the message *Reserved* on the agent's phone when the

Name	Description
	server reserves the agent for a network call.

Deleting a call presentation class

Before you begin

- Log on to Contact Center Manager Administration. For more information, see Logging on to Contact Center Manager Administration for Configuration on page 35.
- Open the Configuration component.
- Ensure that the call presentation class is not assigned to an agent.

About this task

Delete a call presentation class that is no longer required to save room in your database.

Procedure

1. In the left pane, expand the server from which to delete the call presentation class.
2. Select the **Call Presentation Classes** folder.
3. In the right pane, in the table, highlight the row containing the call presentation class to delete.
4. Press **Delete**.
5. On the **Confirm Delete** message box, click **Yes** to delete the call presentation class.

Creating a multiplicity presentation class

Before you begin

- Log on to Contact Center Manager Administration. For more information, see Logging on to Contact Center Manager Administration for Configuration on page 35.
- Open the Configuration component.

About this task

Create a multiplicity presentation class (MPC) to determine how an agent using Avaya Aura® Agent Desktop can work with multiple contacts at one time. Use a multiplicity presentation class to specify the following:

- which contact types to present to the agents
- the maximum number of active contacts an agent has at one time by contact type or skillsets
- whether voice contacts can interrupt Multimedia contacts
- whether Multimedia contacts are presented while agent is on a voice call

Procedure

1. In the system tree, expand the server on which to add the multiplicity presentation class.
   The server shows its resources.
2. Select the **Multiplicity Presentation Classes** folder.
3. In the right pane, click **Create New**.
4. In the **Name** box, type the name of the new multiplicity presentation class.
5. From the **Value** list, select the maximum number of contacts that an agent using this MPC is allowed to have active at one time.
6. In the **Delay** box, type a delay in seconds that occurs between each contact presented to the agent.
7. To allow agents using this MPC to receive multimedia contacts while they are active on voice contacts, select **Agent will remain in a Ready state when a voice call is answered**.
8. To allow agents using this MPC to receive voice contacts while they have active multimedia contacts, select **Agent will remain in a Ready state when a multimedia contact is answered**.
9. Select **Place active contact on hold when voice call becomes active** to set the active multimedia contact on hold when the agent accepts a presenting voice contact.
10. In the **Assigned Contact Types** list, use the **Value** list for each contact type to specify the maximum number of contacts from each contact type that the agent can have active at one time.
11. Click **Unassigned Skillsets**.
12. Use the **Skillset name** search fields to search for a specific list of skillsets.OR Click **List All** to list all the skillsets configured in the Contact Center.
13. Check the **Assign** check box for any skillset that you want to assign to this MPC.
    You can only assign skillsets if the corresponding contact type has a zero value in its **Value** list in **Assigned Contact Types**.

14. Click **Submit**.
    The skillset becomes available in the Assigned Skillsets list, with the default value of 1.
15. In the **Assigned Skillsets** list, use the **Value** list for each skillset to specify the maximum number of contacts from that skillset that the agent can have active at one time.
16. Click **Submit** to submit your changes and to save the multiplicity call presentation class.

Variable definitions

Name	Description
Name	The name assigned to the multiplicity presentation class. Valid value: 30-character maximum (no special characters or spaces)
Value	Select the maximum number of contacts that an agent can keep active at one time on Agent Desktop. When the agent reaches this limit, the Contact Center does not present any more contacts to them until the agent closes a contact.
Delay	The time that the Contact Center waits between sending contacts to the agent. This prevents the agent from receiving multiple simultaneous contacts. If an agent configured with this MPC also has a call presentation class with a value for After Call Break for N Seconds, Contact Center Manager Server uses the greater of the two values between contacts. Valid values: 10-300
Agent will remain in a Ready state when a voice call is answered	Select to allow the agent to receive multimedia contacts while they are on a voice call.
Agent will remain in a Ready state when a multimedia contact is answered	Select to allow the agent to receive a voice call while they are working on a Multimedia contact.
Place active contact on hold when voice call becomes active	Select to set the active multimedia contact on hold when the agent accepts a presenting

Name	Description
	voice call, allowing the agent to focus on the voice contact.
Assigned Contact Types	List the contact types that you can include in the multiplicity presentation class.
Assigned Contact Types–Value	Select the maximum number of contacts of this contact type that the agent can have active on Agent Desktop. These lists automatically have a maximum value equal to the number set in the Value field. The cumulative total of the values you select for all contact types does not impact the overall maximum number of contacts as set in the Value field.
Assigned Skillsets	Display skillsets selected for this multiplicity presentation class.
Assigned Skillsets –Value	Select the maximum number of contacts from this skillset that the agent can have active on Agent Desktop. These lists automatically have a maximum value equal to the number set in the Value field. The cumulative total of the values you select for all contact types does not impact the overall maximum number of contacts as set in the Value field.
Unassigned Skillsets	Allows you to search for and select skillsets to assign to this multiplicity presentation class. You can select skillsets only if there is a zero value for their corresponding contact type in the Assigned Contact Types list. The skillsets you select appear in the Assigned Skillset list when you click Submit.
Skillset name	The drop down list allows you to specify a search option. The text box allows you to specify the text for which to search the CCMS skillsets.
Search	Initiate a search of the CCMS skillset list using the criteria in the Skillset Name fields. Matching skillsets display in a list below. You can only select skillsets if there is a zero value for their corresponding contact type in the Assigned Contact Types list.

Name	Description
List All	Display the complete CCMS skillset list. You can only select skillsets if there is a zero value for their corresponding contact type in the Assigned Contact Types list.
Delete	Delete the selected multiplicity presentation class. You can delete only an updated or completed multiplicity presentation class.
Create New	Create a new multiplicity presentation class.
Submit	Save changes to the selected multiplicity presentation class.

Deleting a multiplicity presentation class

Before you begin

- Log on to Contact Center Manager Administration. For more information, see Logging on to Contact Center Manager Administration for Configuration on page 35.
- Open the Configuration component.
- Ensure that the multiplicity presentation class is not assigned to an agent.

About this task

Delete a multiplicity presentation class that is no longer required to save room in your database.

Procedure

1. In the left pane, expand the server from which to delete the multiplicity presentation class.
2. Select the **Multiplicity Presentation Classes** folder.
3. In the right pane, in the **MPC List** list, select the multiplicity presentation class to delete.
4. Press **Delete**.
5. On the **Confirm Delete** message box, click **Yes** to delete the multiplicity presentation class.

Chapter 11: Contact Recording and Quality Monitoring server details

Contact Recording and Quality Monitoring (CRQM) management applies to the following types of servers:

- Contact Recording
- Quality Monitoring
- Viewer
- Archiver

Use the Configuration component to associate the CRQM servers with a specific Contact Center Manager Server. After you configure this association, users can navigate from Contact Center Manager Administration to the Web-based management tools for the CRQM servers.

Navigation

Configuring Contact Recording and Quality Monitoring URLs

Before you begin

- Log on to Contact Center Manager Administration. For more information, see Logging on to Contact Center Manager Administration for Configuration on page 35.
- Open the Configuration component.

About this task

Configure Contact Recording and Quality Monitoring (CRQM) URLs to allow users to access the CRQM management tools from the Contact Center Manager Administration Launchpad.

Procedure

1. In the left pane, expand the server under which to configure a CRQM server.

2. Select the **Call Recording and Quality Monitoring** folder.
3. In the right pane, if you are adding an Avaya Contact Recording server, click the **Call Recording** heading.
4. Complete the details for the Call Recording server.
5. If you are adding an Avaya Quality Monitoring server, click the **Quality Monitoring** heading.
6. Complete the details for the Quality Monitoring server.
7. If you are adding an Avaya Viewer server, click the **Viewer** heading.
8. Complete the details for the Viewer server.
9. If you are adding an Avaya Archiver server, click the **Archiver** heading.
10. Complete the details for the Archiver server.
11. Click **Submit**.

Chapter 12: Controlled directory numbers

To queue contacts to the PABX and to send messages to the Contact Center Manager Server regarding these contacts, use a controlled directory number (CDN) (Route Point). To ensure that the Contact Center Manager Server can track when contacts terminate at a CDN (Route Point), you must first add a CDN (Route Point) at the PABX, then add the corresponding information at the server, and then acquire the CDN (Route Point).

Navigation

Configuring and acquiring a CDN (route point)

Before you begin

- Log on to Contact Center Manager Administration. For more information, see Logging on to Contact Center Manager Administration for Configuration on page 35.
- Open the Configuration component.
- Configure the CDN (Route Point) on the PABX.
- To use the CDN (Route Point) for MCDN Network calls, the server must have Network Skills Based Routing enabled and must be connected to an Avaya Communication Server 1000.
- To use the CDN (Route Point) for DNIS Network calls, the server must have Universal Networking enabled.

About this task

Configure and acquire the CDN (route point) on the Contact Center Manager Server to enable the system to track contacts terminated on it.

Procedure

1. In the left pane, expand the Contact Center Manager Server to which to add the CDN (Route Point).
2. Select the **CDNs (Route Points)** folder.
3. In the right pane, in the **Name** box, type the name of the CDN (Route Point) as you want it to appear in reports.
4. In the **Number** box, type the CDN (Route Point) number. This number must match the number configured on the PABX.
5. From the **Call Type** list, select whether you want to use the CDN (Route Point) for Local, MCDN Network, or DNIS Network calls.
6. Click any other row of the table to add the CDN (Route Point).
   Not Acquired appears in the Status column.
7. Select the **Acquired?** check box for the CDN (Route Point).
8. Click any other row of the table to acquire the CDN (Route Point).
9. Click **Refresh Status** to view the current status.

Variable definitions

Name	Description
Name	The name of the CDN (Route Point) as you want it to appear in reports. Valid value: 30-character maximum (no special characters)
Number	The number assigned to the CDN (Route Point). This is the number passed to the PABX in requests to acquire or deacquire the CDN (Route Point). This number must match the number configured at the PABX. **Important:** You cannot change a saved CDN (Route Point) number. You must delete the CDN and then recreate it. Valid values: 7-digit maximum
Call Type	**Important:** This box is applicable only if the networking option is enabled.

Name	Description
	From the Call Type list, select Local, MCDN Network or DNIS Network. To use the CDN (Route Point) for network calls, select a network option. To use the CDN (Route Point) for local calls, select a local option.
Acquired?	**Important:** You must configure the CDN (Route Point) on the PABX and add it on Contact Center Manager Server before you can acquire it. Select the Acquired? check box to acquire or deacquire the CDN (Route Point) and then click Refresh Status to refresh the Status column. If the acquisition is successful, Acquired appears in the Status column. When you successfully deacquire the CDN (Route Point), Not Acquired appears in the Status column.
Status	The Status column displays the acquisition status of the CDN (Route Point) or Open Queue CDN (Route Point). When you deacquire the CDN (Route Point), the value Not Acquired appears in this column. Valid values: • Not Acquired • Acquire Pending • Acquired • Acquire Failed • Deacquire Failed • Deacquire Pending The data is read-only.
Refresh Status	Click Refresh Status to refresh the status of the resources that you acquire or deacquire. The current status appears in the Status column.

Configuring and acquiring an Open Queue CDN (route point)

Before you begin

- Log on to Contact Center Manager Administration. For more information, see Logging on to Contact Center Manager Administration for Configuration on page 35.
- Open the Configuration component.
- To use the CDN (Route Point) for network calls, ensure that Universal Networking is enabled.

About this task

Complete this procedure to configure and acquire an Open Queue CDN (route point).

If you add an Open Queue CDN (route point) you do not need to configure the CDN (route point) on the PABX.

Procedure

1. In the left pane, expand the Contact Center Manager Server to which to add the Open Queue CDN (Route Point).
2. Select the **CDNs (Route Points)** folder.
3. In the right pane, select the **OpenQueue** tab.
4. In the **Name** box, type the name of the Open Queue CDN (Route Point) as you want it to appear in reports.
5. From the **Call Type** list select one of the following.
   - Select **Open Queue Local** to use the CDN (Route Point) for local calls.
   - Select **Open Queue Network** to use the CDN (Route Point) for network calls.
6. Click any other row of the table to add the Open Queue CDN (Route Point). Not Acquired appears in the Status column.
7. Select the **Acquired?** check box for the Open Queue CDN (Route Point).
8. Click any other row of the table to acquire the Open Queue CDN (Route Point).
9. Click **Refresh Status** to view the current status.

Variable definitions

Name	Description
Name	The name of the CDN (Route Point) as you want it to appear in reports. Valid value: 30-character maximum (no special characters)
Call Type	This box is applicable only if the networking option is enabled. Select Open Queue Network or Open Queue Local. To use the CDN (Route Point) for network calls, select a network option. To use the CDN (Route Point) for local calls, select a local option.
Acquired?	**Important:** You must configure the CDN (Route Point) on the PABX and add it on Contact Center Manager Server before you can acquire it. Select the Acquired? check box to acquire or deacquire the CDN (Route Point) and then click Refresh Status to refresh the Status column. If the acquisition is successful, Acquired appears in the Status column. When you successfully deacquire the CDN (Route Point), Not Acquired appears in the Status column.
Status	The Status column displays the acquisition status of the CDN (Route Point) or Open Queue CDN (Route Point). When you deacquire the CDN (Route Point), the value Not Acquired appears in this column. Valid values: • Not Acquired • Acquire Pending • Acquired • Acquire Failed

Name	Description
	• Deacquire Failed • Deacquire Pending The data is read-only.
Refresh Status	Refresh the status of the resources that you acquire or deacquire. The current status appears in the Status column.

Configuring and acquiring a CDN (route point) Landing Pad

Before you begin

- Log on to Contact Center Manager Administration. For more information, see Logging on to Contact Center Manager Administration for Configuration on page 35.
- Open the Configuration component.
- Configure the CDN (route point) Landing Pad on the PABX.

About this task

Complete this procedure to configure and acquire a CDN (Route Point) landing pad on the server.

Procedure

1. In the left pane, expand the Contact Center Manager Server to which to add the Landing Pad CDN (Route Point).
2. Select the **CDNs (Route Points)** folder.
3. In the **CDNs (Route Points)** window, select the **Landing Pads** tab.
4. In **Name** box, type a name for the CDN (Route Point) Landing Pad.
5. In the **Number** box, type the number for the CDN (Route Point) Landing Pad. This number must match the number configured on the PABX.
6. Click any other row in the grid to add the CDN (Route Point) Landing Pad. Not Acquired appears in the Status column.
7. For SIP Contact Centers, you must configure the Landing Pad URI. This field is only present for SIP Contact Centers. In the **URI** box, type the value for the Universal Resource Indicator (URI) of the CDN (Route Point) on the SIP server.
8. Select the **Acquired?** check box for the CDN (Route Point) Landing Pad.
9. Click any other row of the table to acquire the CDN (Route Point) Landing Pad.

10. Click **Refresh Status** to view the current status.

Variable definitions

Name	Description
Name	The name of the CDN (Route Point) as you want it to appear in reports. Valid value: 30-character maximum (no special characters)
Number	The number assigned to the CDN (Route Point). This is the number passed to the PABX in requests to acquire or deacquire the CDN (Route Point). This number must match the number configured at the PABX. **Important:** You cannot change a saved CDN (Route Point) number. You must delete the CDN and then recreate it. • Valid values: 7-digit maximumCommunication Server 1000/ Meridian 1—7-digit maximum • Communication Server 2x00/DMS—exactly 10 digits long • SIP/OCS—15-digit maximum
URI	The URI box is only present for SIP connected Contact Centers. The Universal Resource Identifier (URI) of the CDN (Route Point) on the Avaya Media Server. The URI must equate to the fully qualified SIP address for the CDN (Route Point). Valid values: maximum 255 characters, including numbers, English characters, /, \, ?, &, periods, '@' symbol, underscores, and dashes. This field is mandatory. You cannot modify the URI of a saved CDN (Route Point). The URI must be unique to URIs currently assigned to other CDNs, DNISs, or agents.

Name	Description
Acquired?	**Important:** You must configure the CDN (Route Point) on the PABX and add it on Contact Center Manager Server before you can acquire it. Select the Acquired? check box to acquire or deacquire the CDN (Route Point) and then click Refresh Status to refresh the Status column. If the acquisition is successful, Acquired appears in the Status column. When you successfully deacquire the CDN (Route Point), Not Acquired appears in the Status column.
Status	The Status column displays the acquisition status of the CDN (Route Point) or Open Queue CDN (Route Point). When you deacquire the CDN (Route Point), the value Not Acquired appears in this column. Valid values: • Not Acquired • Acquire Pending • Acquired • Acquire Failed • Deacquire Failed • Deacquire Pending The data is read-only.
Refresh Status	Refresh the status of the resources that you acquire or deacquire. The current status appears in the Status column.

Configuring and acquiring a SIP CDN (route point)

Before you begin

- Log on to Contact Center Manager Administration. For more information, see Logging on to Contact Center Manager Administration for Configuration on page 35.
- Open the Configuration component.
- To use the CDN (Route Point) for network calls, you must enable networking.

About this task

Complete this procedure to configure Contact Center SIP termination addresses.

Procedure

1. In the left pane, expand the SIP-enabled Contact Center Manager Server to which to add the CDN (Route Point).
2. Select the **CDNs (Route Points)** folder.
3. In the right pane, in the **Name** box, type the name of the CDN (Route Point) as you want it to appear in reports.
4. In the **Number** box, type the CDN (Route Point) number.
5. In the **URI** box, type the type in a value for the Universal Resource Indicator (URI) of the CDN (Route Point) on the SIP server.
6. From the **Call Type** list, select **Local**.
7. Click any other row of the table to add the CDN (Route Point).
   Not Acquired appears in the Status column.
8. Select the **Acquired?** check box for the CDN (Route Point) Landing Pad.
9. Click any other row of the table to acquire the CDN (Route Point) Landing Pad.
10. Click **Refresh Status** to view the current status.

Variable definitions

Name	Description
Name	The name of the CDN (Route Point) as you want it to appear in reports. Valid values: Any freeform string that describes the route point, type, or function

Name	Description
	(for example, IM_sales for an IM route point that handles sales)
Number	The number assigned to the CDN (Route Point). This is the number passed to the PABX in requests to acquire or deacquire the CDN (Route Point). This number must match the number configured at the PABX. **Important:** You cannot change a saved CDN (Route Point) number. You must delete the CDN and then recreate it. Valid values: 15-digit maximum
URI	The Universal Resource Identifier (URI) of the CDN (Route Point) on the Avaya Media Server. The URI must equate to the fully qualified SIP address for the CDN (Route Point). Valid values: maximum 255 characters, including numbers, English characters, /, \, ?, &, periods, '@' symbol, underscores, and dashes. This field is mandatory. You cannot modify the URI of a saved CDN (Route Point). The URI must be unique to URIs currently assigned to other CDNs, DNISs, or agents.
Call Type	**Important:** This box is applicable only if the networking option is enabled. Select Local, MCDN Network or DNIS Network. To use the CDN (Route Point) for network calls, select a network option. To use the CDN (Route Point) for local calls, select a local option.
Acquired?	**Important:** You must configure the CDN (Route Point) on the PABX and add it on Contact Center Manager Server before you can acquire it. Select the Acquired? check box to acquire or deacquire the CDN (Route Point) and then click Refresh Status to refresh the Status column.

Name	Description
	If the acquisition is successful, Acquired appears in the Status column. When you successfully deacquire the CDN (Route Point), Not Acquired appears in the Status column.
Status	The Status column displays the acquisition status of the CDN (Route Point) or Open Queue CDN (Route Point). When you deacquire the CDN (Route Point), the value Not Acquired appears in this column. Valid values: • Not Acquired • Acquire Pending • Acquired • Acquire Failed • Deacquire Failed • Deacquire Pending The data is read-only.
Refresh Status	Click Refresh Status to refresh the status of the resources that you acquire or deacquire. The current status appears in the Status column.

Deacquiring a CDN (route point)

Before you begin

- Log on to Contact Center Manager Administration. For more information, see Logging on to Contact Center Manager Administration for Configuration on page 35.
- Open the Configuration component.

About this task

Deacquire a CDN (route point) to stop the system from tracking calls terminated on it. Before you can delete a CDN (route point), you must deacquire it.

Procedure

1. In the left pane, expand the Contact Center Manager Server that contains the CDN (Route Point) to deacquire.

2. Select the **CDNs (Route Points)** folder.
3. In the right pane, select the applicable tab.
   For example, to deacquire an Open Queue CDN (Route Point) select the OpenQueue tab. There is no tab to select if you delete a SIP CDN (Route Point).
4. Clear the **Acquired?** check box for the CDN (Route Point) to deacquire.
5. Click any other row in the table to deacquire the CDN (Route Point).
   The status appears in the Status column.
6. To view the current status, click **Refresh Status**.

Deleting a CDN (route point)

Before you begin

- Log on to Contact Center Manager Administration. For more information, see Logging on to Contact Center Manager Administration for Configuration on page 35.
- Open the Configuration component.
- Deacquire the CDN. See Deacquiring a CDN (route point) on page 81.

About this task

When you delete a CDN (Route Point) from the Contact Center Manager Server, the CDN (Route Point) does not delete from the PABX.

Procedure

1. In the left pane, expand the Contact Center Manager Server that contains the CDN (Route Point) to delete.
2. Select the **CDNs (Route Points)** folder.
3. In the right pane, select the applicable tab.
   For example, to delete an Open Queue CDN (Route Point) select the OpenQueue tab. There is no tab to select if you delete a SIP CDN (Route Point).
4. Select the CDN (Route Point) to delete.
5. Press **Delete**.
6. In the **Confirm Delete** message box, click **Yes** to delete the CDN (Route Point) from the server.

Chapter 13: Contact types

Contact types are the media types by which (inbound) contacts arrive into a contact center and by which a contact center sends (outbound) contacts.

A contact type determines how a contact center handles contacts. An example is e-mail: when a contact center customer sends an e-mail message, the contact center receives the message, and routes the message according to various e-mail-specific rules. If required, an agent with e-mail ability processes the e-mail message.

The following table lists the default contact types.

Table 1: Contact types

Default contact type	Skillset prefix	Description	Supported on
Voice	—	Default Voice Contact Type	Open Queue-enabled Contact Center Manager Server SIP-enabled Contact Center Manager Server
E-mail	EM_	Default CCMM e-mail Contact Type	Open Queue-enabled Contact Center Manager Server
Fax message	FX_	Default CCMM Fax message Contact Type	Open Queue-enabled Contact Center Manager Server SIP-enabled Contact Center Manager Server
Scanned Document message	SD_	Default CCMM Scanned Document message Contact Type	Open Queue-enabled Contact Center Manager Server SIP-enabled Contact Center Manager Server
SMS Text message	SM_	Default CCMM SMS Text message Contact Type	Open Queue-enabled Contact Center Manager Server SIP-enabled Contact Center Manager Server
Voice Mail message	VM_	Default CCMM Voice Mail message Contact Type	Open Queue-enabled Contact Center Manager Server SIP-enabled Contact Center Manager Server
Web_Communications	WC_	Default CCMM Web communication Contact Type	Open Queue-enabled Contact Center Manager Server

Default contact type	Skillset prefix	Description	Supported on
Outbound	OB_	Default CCMM Outbound Contact Type	Open Queue-enabled Contact Center Manager Server
IM	IM_	Default IM Contact Type	SIP-enabled Contact Center Manager Server
Predictive_Outbound	PR_	Default Predictive Outbound Contact Type	Open Queue-enabled Contact Center Manager Server
OpenQ	OQ_	Default Open Queue Contact Type	Open Queue-enabled Contact Center Manager Server

Navigation

- Editing a contact type on page 84

Editing a contact type

Before you begin

- Log on to Contact Center Manager Administration. For more information, see Logging on to Contact Center Manager Administration for Configuration on page 35.
- Open the Configuration component.
- Note the following:
  - You cannot delete a default contact type.
  - You cannot edit the contact type name or the skillset prefix.
  - You cannot edit a contact type if a skillset or an agent is associated with it.

About this task

Edit a contact type to change the description of the contact type or to change the default skillset assigned to that contact type.

Procedure

1. In the left pane, expand the server on which to edit the contact type.
2. Select the **Contact Types** folder.
3. In the right pane, select the Contact Type to edit.
4. To sort the contact types, click a column header.

For example, if you click the Name column header, the contact types are sorted alphabetically according to Contact Type name.

5. From the **Default Skillset** list, select a new default skillset, and then press Tab.
6. In the **Description** box, type a new description for the contact type.
7. Click any other row in the grid to save your changes.

Variable definitions

Name	Description
Name	The name of the contact type. **Important:** You cannot modify contact type names.
Skillset Prefix	The prefix that identifies the default skillset that handles contacts of this contact type. There is no skillset prefix for the default contact type, voice. Skillsets without a skillset prefix default to the voice contact type. Valid value: 3-character maximum, the last of which must be an underscore (_) (no special characters, must be unique) **Important:** You cannot modify a skillset prefix for a default contact type
Default Skillset	Select the skillset to which contacts route for processing when they are not handled in a script. Valid values: 30-character maximum, no special characters allowed. **Important:** This field is optional and must be unique. You must first configure the default skillset in Contact Center Manager Administration. The default skillset must have the same skillset prefix as the contact type.
Description	The description for the contact type.

Name	Description
	Valid value: Maximum 60 characters (optional, can be updated, special characters are allowed)

Chapter 14: Dialed number identification services

A dialed number identification service (DNIS) is an optional service that allows Contact Center Manager Server to identify the phone number dialed by the incoming caller. An agent can receive calls from customers calling in to different DNISs and, if the DNIS appears on the phone display, can prepare a response according to the DNIS.

Navigation

Configuring a DNIS

Before you begin

- Configure the CDN, ACD-DN, or supplementary DN on the PABX.
- Log on to Contact Center Manager Administration. For more information, see Logging on to Contact Center Manager Administration for Configuration on page 35.
- Open the Configuration component.

About this task

A Dialed Number Identification Service (DNIS) is a method by which the system recognizes the phone number that a caller dials. Agents can receive contacts from customers calling in on different DNISs and customize their response according to the DNIS that appears on the phone display. Based on the DNIS, the system can direct contacts to a controlled CDN and supply different treatments.

You cannot modify a saved DNIS. You can delete a saved DNIS and add a new DNIS.

Procedure

1. In the left pane, expand the server on which to add the DNIS.
2. Select the **DNISs** folder.

3. In the right pane, select the **Local** tab.
4. In **Name** box, type the name of the new DNIS as you want it to appear in reports.
5. In the **Number** box, type the DNIS number.
6. If you add a DNIS on a SIP-enabled server, in the **URI** box, type a URI for the DNIS, and then press **Tab**. Otherwise, proceed to the next step.

   Important:

   The URI must be unique to URIs currently assigned to other DNISs, CDNs, or agents and must not begin with SIP.
7. In the **Service Level Threshold** box, type the time in seconds within which all contacts coming in on this DNIS must be answered or abandoned. The threshold value is used for historical reporting.
8. In the **Description** box, type the description of the DNIS. For example, type the DNIS prefix. You can use the description to sort, filter, and group individual DNIS numbers in user-created, custom historical reports.
9. Click any other row in the grid to save the DNIS.

Variable definitions

Name	Description
Name	The name of the DNIS as you want it to appear in reports. Valid values: 30-character maximum (no special characters)
Number	The number assigned to the DNIS. This is the directory number at which the contact arrives at the PABX. **Important:** You cannot change a saved DNIS. You must delete the DNIS and then recreate it. Valid values: 31-digit maximum. Avaya recommends that you enter only 30 digits, as callers can use the pound sign (#) as a delimiter, and this counts towards the 31-digit limit.
URI	For SIP-enabled servers only.

Name	Description
	In the URI box, type the Universal Resource Identifier (URI) of the DNIS on the SIP-enabled server. Valid values: maximum 255 characters, including numbers, English characters, /, \, ?, &, periods, '@' symbol, underscores, and dashes. This field is mandatory. Once you save the URI, you cannot modify it. The URI must be unique to URIs assigned to other DNISs, CDNs, or agents and must not begin with SIP.
Service Level Threshold	Not applicable for DNIS Landing Pads. The service level threshold assigned to the DNIS. This is the time, in seconds, in which all contacts coming through on this DNIS are to be answered or abandoned. Valid values: 4-digit maximum
Description	The description of the DNIS number. For example, type a DNIS prefix, such as 1-800. You can use this description to sort, to filter and to group individual DNIS numbers in user-created custom reports. Valid values: maximum 16 characters

Configuring a DNIS landing pad

Before you begin

- Ensure that the CDN, ACD-DN, or supplementary DN is configured on the PABX.
- Log on to Contact Center Manager Administration. For more information, see Logging on to Contact Center Manager Administration for Configuration on page 35.
- Open the Configuration component.

About this task

Configure DNIS Landing Pads for routing calls between sites when you have Universal Networking enabled.

A Landing Pad identifies the call that is sent to a target site. The target site reserves a Landing Pad for the call ID at the source site. The source site then requests the PABX to send the call to the Landing Pad. When the call arrives on the Landing Pad at the target site, the Contact Center Manager Server maps the call to the original call ID at the source to determine to which agent to present the call. Landing Pads can be either CDNs or DNISs. For information about

CDN Landing Pads, see Configuring and acquiring a CDN (Route Point) Landing Pad on page 76.

Procedure

1. In the left pane, expand the server on which to add the DNIS Landing Pad.
2. Select the **DNISs** folder.
3. In the DNISs window, select the **Landing Pads** tab.
4. In **Name** box, type the name of the new DNIS.
5. In the **Number** box, type the DNIS number. This number must match the number configured on the PABX.
6. Optionally, in the **Description** box, type a description for the DNIS Landing Pad.
7. Click any other row in the grid to save your changes

Variable definitions

Name	Description
Name	The name of the DNIS as you want it to appear in reports. Valid values: 30-character maximum (no special characters)
Number	The number assigned to the DNIS. This is the directory number at which the contact arrives at the PABX. **Important:** You cannot change a saved DNIS. You must delete the DNIS and then recreate it. Valid values: 31-digit maximum. Avaya recommends that you enter only 30 digits, as callers can use the pound sign (#) as a delimiter, and this counts towards the 31-digit limit.
Description	The description of the DNIS number. For example, type a DNIS prefix, such as 1-800. You can use this description to sort, to filter and to group individual DNIS numbers in user-created custom reports. Valid values: maximum 16 characters

Chapter 15: Formulas

Use the Formulas window to create custom real-time statistics fields by combining existing statistics fields with mathematical operators. You can save these custom statistics fields as formulas and use them in your private Real-Time Reporting displays. For example, you can create a custom formula to calculate the service level.

Navigation

- Creating a custom formula on page 91
- Editing or viewing formulas on page 94

Creating a custom formula

Before you begin

- Log on to Contact Center Manager Administration. For more information, see Logging on to Contact Center Manager Administration for Configuration on page 35.
- Open the Configuration component.
- Ensure that you are familiar with the available real-time statistics fields. For more information, see *Avaya Aura® Contact Center Performance Management* (NN44400-710).

About this task

Create a custom formula to create custom real-time statistics fields by combining existing statistics fields with mathematical operators. You can then save these custom statistics fields as formulas and use the formulas in your private Real-Time Reporting displays.

Procedure

1. In the left pane, expand the server on which to create the formula.
2. Select the **Formulas** folder.
3. In the right pane, in the **Available Formulas** box, type the name of the new formula, and then press Tab.

4. From the **Statistics Group** list, select the statistics group that contains the statistics field to include in your formula.
5. Press **Tab** or **Enter** to display the **Formula Editor**.
6. In the Formula Editor, in the **Comment** box, type information about the formula (optional).
7. From the **Variables** list, select the variable to use in the formula.

   Important:

   When you select a variable, it appears in the Formula box with a percent symbol (%) preceding it. The percent symbol identifies it as a variable; it is not a mathematical operator.
8. From the numeric keypad, select any numeric input to apply to the formula.
9. After you select a mathematical operator, you can select another variable to add to the formula. For example a formula for service level is Calls Answered – Calls Answered Aft Threshold / Calls Answered. The formula can be up to 250 characters.
10. To use the higher or lower of two values in your formula, click **Max** or **Min**.
11. After you finish creating the formula, click **Save**.
12. Click **Close** to return to the Formulas window.

Variable definitions

Name	Description
Available Formulas	Type a name for the custom formula and then press Tab to select the Statistics Group for the formula. To edit an existing formula, double-click the formula name in the Available Formulas column. The Formula Editor appears, listing the Formula components.
Statistics Group	Select the statistic group for the formula. Statistics groups are sets of related statistics defined in the database, such as agent statistics or skillset statistics. After you select the statistics group, press Enter or Tab. The Formula Editor appears, in which you can create your custom formula.
Formula Name	The name of the formula, as you entered it in the Available Formulas box in the Formulas

Name	Description
	window. You can change formula name in the Formula Editor.
Comment	Type any additional information about your custom formula.
Formula	The variables and mathematical operators that you choose for your custom formula. You can add new variables and operators, or edit the existing ones.
Variables	The existing statistics fields that you can combine to create custom formulas. After you create a formula, you can apply it to your private Real-Time Reporting displays to control the type of data that you see. From the Variables list, select the variables to add to your custom formula. After you select a variable, you must choose a mathematical operator (/, *, -, or +) before you can select another variable, or before you can enter any numeric values. When you select a variable, it appears in the Formula box with a percent symbol (%) preceding it. The percent symbol identifies it as a variable; it is not a mathematical operator.
Numeric keypad	**Important:** After each variable, you must select a mathematical operator before you can select another variable. • Back Space — Removes the last item that you enter in your formula. To remove more items, you must click C to clear the entire formula. • C — Clears the entire formula from the Formula box. • / — Divides the variables in the formula. • * — Multiplies the variables in the formula. • - — Subtracts the variables in the formula.

Name	Description
	• + — Adds the variables in the formula. • , — Separates the Max and Min variables in the formula.
Max and Min	Use the Max and Min buttons to use the higher of two values (Max), or the lower of two values (Min) in your formula. When you click Max or Min, a set of brackets appears in the Formula box. In these brackets, add the two values to compare, separated by a comma. The format must be as follows: Max[a,b], where a can be one variable, or two variables separated by an operator, and b can be one variable, or two variables separated by an operator. For example, if you specify Max[Agent_Available+Agent_Not_Ready, Agent_In_Service +Agent_On_This_Skillset_Call], the system calculates the values for Agent_Available +Agent_Not_Ready and for Agent_In_Service +Agent_On_This_Skillset_Call, and uses the higher of the two values in the formula. If you use Min in this example, the system calculates the lower of the two values.
Save	Save changes you make in the Formula Editor.
Close	Exit the Formula Editor.

Editing or viewing formulas

Before you begin

• Create at least one custom formula. See Creating a custom formula on page 91.

About this task

You cannot edit standard formulas; you can edit only custom formulas.

Procedure

1. In the left pane, expand the server containing the formula you want to edit.

2. Select the **Formulas** folder.
3. In the right pane, in the **Available Formulas** column, double-click the name of the formula to edit.
4. In the Formula Editor, you can modify the formula name, the formula comment, and the formula.
5. To add a new variable to an existing formula, you must click an operator (/, *, −, +) to add it to the end of the formula, and then select the new variable from the **Variables** list.
6. To delete elements from the formula, in the **Formula** box, select the elements, and then press **Delete**.
7. After you finish your changes, click **Save** to save the formula.
8. Click **Close** to close the Formula Editor.

Chapter 16: Global settings

In the Global Settings window, you can configure the global values on the Contact Center Manager Server, which include Agent Order preference, default RAN route, default IVR DN, Expected Wait Time algorithm, Broadcast Ports and default timer, and where the historical reporting statistics are gathered.

Navigation

- Configuring global settings on page 97

Configuring global settings

Before you begin

- Log on to Contact Center Manager Administration. For more information, see Logging on to Contact Center Manager Administration for Configuration on page 35.
- Open the Configuration component.

About this task

In the Global Settings window, you can set the global values on the Contact Center Manager Server, which include Agent Order preference, default RAN route, default IVR DN, Expected Wait Time algorithm, Broadcast Ports and default timer, and the server designated for historical statistical data.

Procedure

1. In the left pane, expand the Contact Center Manager Server on which to configure global settings.
2. Select the **Global Settings** folder.
3. Configure the global settings for your system based on the fields listed in the Global Settings window.
4. Click **Submit**.

Variable definitions

Name	Description
Agent Order Preference	Choose how to present contacts to agents based on their idle time. Valid values: • Longest total time in idle state since login—Choose this option to present contacts to the agent who accumulated the most idle time since logging on. • Longest time in idle state since last status change—Choose this option to present contacts to the agent who accumulated the most idle time since the last status change for that agent (this is the system default setting). • Longest total time since last CDN/ACD call—Choose this option to present contacts to the agent with the longest elapsed time since handling a CDN/ACD call. **Important:** The system does not reset the timer when the agent switches to the Not Ready state.
Default Ran Route (CS1000 only) Default DN (SIP only)	The default treatment DN to use when a script contains voice processing commands. The Default Ran Route box does not explicitly state a treatment DN. Valid values: maximum 3 digits
Maximum Ports with Queuing for Broadcast (CS1000 only)	The total number of IVR ports that can be user-controlled for broadcast at any time. Valid values: 191 maximum
Broadcast Voice Port Wait Timer (CS1000 only)	The number of seconds the system waits for a voice port to become available.
Default Access IVR DN (CS1000 only)	Select the default DN to use in the event that a script contains voice processing commands that can take an IVR ACD-DN as a parameter, but does not explicitly state an IVR ACD-DN. Valid values: 7-digit maximum IVR DN, followed by the name of the default IVR DN (for example, 999, Default_IVRQ)

Name	Description
Caller Enter Data Delimiter (CS2000 only)	For the Communication Server 2x00/DMS switch only, in the Caller Entered Data Delimiter box, type the character that the system uses to separate different types of data that callers enter during an IVR session. The IVR system prompts callers to press this character after they enter information on their telephone keypad. For example, “Enter your account number followed by the number sign” means that the Caller Entered Data Delimiter is a number sign (#). This field is mandatory and can be modified. Valid values: one character
Media Server Selection Algorithm (SIP only)	The selection algorithm for determining the next Media Server to handle a treatment request from Contact Center Manager Server scripting (read-only). This box only applies to a SIP-enabled Contact Center.
Expected Wait time (EWT) Algorithm (CS1000, SIP)	Select either NES EWT or Enhanced EWT as required. Valid values: • NES EWT—This is a legacy algorithm for calculating the expected wait time using real data available in the system. (Actual wait time of previously serviced contacts.) • Enhanced EWT—This is a new algorithm, which is more accurate than the NES EWT. This also uses actual wait time data available in the system.
Enable historical reporting against the standby CCMS	Select to enable historical report statistics to be gathered from the Standby CCMS server specified in the Address box. The check box is available if High Availability is configured and shadowing is operational in your Contact Center. The IP address in the Standby Server Address box must be the actual IP address of the standby server, not the managed IP address. If the standby server goes down, then historical reporting statistics are taken from the primary server automatically.

Chapter 17: Historical statistics

To use the Historical Reporting component, you must first collect historical statistics. You can configure the following historical statistics collection options:

- the general system parameter values, such as the number of skillsets
- the type of call flow, agent, and IVR historical statistics to collect
- the applications for which call-by-call data is collected
- the length of time that historical statistics are stored on Contact Center Manager Server

You can calculate the amount of disk space required to run your selected configuration, and you can specify the first business day of the week.

These statistics are used to generate tabular and graphical historical reports. For more information about historical reporting, see *Avaya Aura® Contact Center Performance Management* (NN44400-710).

You can also designate the Standby Server to record historical data for the historical reports to reduce the load on the primary servers. For more information, see Configuring global settings on page 97.

Integrated Reporting

An integrated report simplifies the comparison of reports on call statistics data by combining data from the Avaya Media Server/CCMS servers (Avaya Media Server/CSR report) and Multimedia/CCMS servers. Combined reporting views are available for:

- CCMM—CSR Statistics
- Avaya Media Server—CSR Statistics

You can use the Reporting Creation Wizard in Contact Center Manager Administration to create reports, and use Historical reporting to run an ad-hoc or scheduled report.

Navigation

- Configuring Historical statistics on page 102

Configuring Historical statistics

Before you begin

- Log on to Contact Center Manager Administration. For more information, see Logging on to Contact Center Manager Administration for Configuration on page 35.
- Open the Configuration component.

About this task

Configure Historical statistics to configure the following collection options:

- the general system parameter values, such as the number of skillsets
- the type of call flow, agent, and IVR historical statistics to be collected
- the applications for which call-by-call data is collected
- the length of time that historical statistics store on Contact Center Manager Server

Procedure

1. In the left pane, expand the server on which to configure historical statistics.
   The server shows its resources.
2. Select the **Historical Statistics** folder.
3. In the right-pane, enter your configuration data in the following tables:
   - Parameters table—For each parameter, type the value to configure, ensuring that the value is less than or equal to the purchased value, and greater than or equal to the measured value. When choosing a value, remember to allow for future growth.
   - Collect the following statistics table—For each statistic type, in the Collect column, select the check box beside the statistics to collect, or clear the check box beside the statistics not to collect.
   - Call-by-Call table—For each application, from the Statistics Collection Method list, select the type of contacts for which to collect call-by-call statistics.
   - Duration table—For each type of statistic, enter the amount of time the statistic is stored on the server.

4. From the **Business week starts** list, select the day on which to start accumulating weekly statistics.
5. Click **Calculate** to determine if sufficient disk space exists for the selected historical statistics collection configuration. The Call-by-Call Database and System Database Required boxes display the disk space requirements for the selected configuration. The Call-by-Call Database and the System Database Actual boxes display the available disk space.

   Important:

   If the disk space required is greater than the disk space available, you must lower the number of days the data is stored, or you must change the number of estimated contacts per hour until sufficient disk space exists for your configuration.
6. Click **Submit** to save your changes.

Chapter 18: IVR ACD-DNs

An IVR ACD-DN is a queue to which voice-processing contacts are directed. Each IVR ACD-DN must have dedicated voice ports to provide voice-processing treatment for various contact types. An IVR ACD-DN must be acquired for both integrated and non-integrated systems.

IVR ACD-DNs do not apply when you configure a SIP-enabled Contact Center Manager Server.

Navigation

Configuring and acquiring an IVR ACD-DN

Before you begin

- Configure the IVR ACD-DN on the PABX.
- Each IVR ACD-DN must have dedicated voice ports to provide voice-processing treatment for different contact types.
- You cannot modify a saved IVR ACD-DN. You can delete a saved IVR ACD-DN and add a new IVR ACD-DN.
- Log on to Contact Center Manager Administration. For more information, see Logging on to Contact Center Manager Administration for Configuration on page 35.
- Open the Configuration component.

About this task

Configure and acquire an IVR ACD-DN to configure a queue to which voice-processing contacts are directed.

To include GIVE IVR elements in your scripts, you must configure IVR ACD-DNs.

IVR ACD-DNs do not apply if you configure a SIP-enabled server.

Procedure

1. In the left pane, expand the Contact Center Manager Server on which to configure the IVR ACD-DN.

2. Select the **IVR ACD-DNs** folder.
3. In the **IVR ACD-DNs** window, in the **Name** box, type the name of the IVR ACD-DN as you want it to appear in reports.
4. In the **Number** box, type the IVR ACD-DN number. This number must match the number configured on the PABX.
5. From the **Threshold Class** list, select the threshold class for the IVR ACD-DN.
6. Click any other row of the table to add the IVR ACD-DN.
   Not Acquired appears in the Status column.
7. Select the **Acquired?** check box for the IVR ACD-DN.
8. Click any other row in the table to save your changes.
9. Click **Refresh Status** to view the current status.

Variable definitions

Name	Description
Name	The name assigned to the IVR ACD-DN. If you add an AAEP IVR ACD-DN, it must contain the AAEP_ prefix in its name. For example, AAEP_180000. Valid values: 30-character maximum (no special characters)
Number	The number of the IVR ACD-DN that is passed to the Avaya Communication Server 1000 PABX to acquire or deacquire the IVR ACD-DN. You cannot change an IVR ACD-DN number once you save it. You must delete the IVR ACD-DN number and then recreate it. Valid values: 7-digit maximum
Threshold Class	The name of the threshold class assigned to this IVR ACD-DN. Valid values: 30-character maximum (no spaces or special characters)
Acquired?	Select the Acquired? check box to acquire the IVR ACD-DN. Clear the Acquired? check box to deacquire the IVR ACD-DN. After you select or clear the Acquired? check box, click Refresh Status to refresh the Status box.

Name	Description
Status	The status of the acquisition of the IVR ACD-DN. Valid values: Not Acquired, Acquire Pending, Acquired, Acquire Failed, Deacquire Failed, and Deacquire Pending
Refresh Status	Refresh the status of the resources that you acquire or deacquire. The current status appears in the Status column.

Chapter 19: Media servers

Avaya Aura® Contact Center uses Avaya Media Server media processing capabilities to support Conferencing, announcements and dialogs. Each Avaya Media Server in a Contact Center is configured in Contact Center Manager Administration as a Media Server and assigned to handle conference, announcement, and dialog or external dialog. In SIP-enabled Contact Centers Avaya Media Server provides some default media for standard ringback and busy tones. Contact Center uses these default tones with SIP-based phone calls. Additional media for recorded announcements (RAN) and music on hold must be provisioned in order for Avaya Media Server to provide meaningful media to the customer.

In the Media Servers window, you can configure the Media Servers for a SIP-enabled Contact Center. The configured media services are available when you configure media services and routes. Avaya Media Server provides the media servers for a SIP-enabled Contact Center.

Navigation

- Adding a media server on page 109

Adding a media server

Before you begin

- Log on to Contact Center Manager Administration. For more information, see Logging on to Contact Center Manager Administration for Configuration on page 35.
- Open the Configuration component.

About this task

Add a Media Server to configure the Avaya Media Server for a SIP-enabled Contact Center.

Avaya Aura® Contact Center uses Avaya Media Server media processing capabilities to support Conferencing, announcements and dialogs. Configure each Avaya Media Server in a Contact Center as a Media Server. Avaya Aura® Contact Center uses Avaya Voice Portal (AVP), or Avaya Aura® Experience Portal (AAEP) media processing capabilities to support external IVR dialogs.

Procedure

1. In the left pane, expand the server to which to add a Media Server.

The server expands to show its resources.

2. Select the **Media Servers** folder.
3. In the right pane, in the **Name** box, type the Avaya Media Server name.

   Avaya recommends that you use the Avaya Media Server network name.
4. In the **IP address/FQDN** box, type the IP address or the fully qualified domain name (FQDN) of the Avaya Media Server, Avaya Voice Portal, or Avaya Aura® Experience Portal.
5. In the **Port Number** box, type the port number for the Avaya Media Server server.

   Important:

   The port number must match the Avaya Media Server port number. The default is 5060, but if your Avaya Media Server is installed co-resident with CCMS, your Avaya Media Server port number is 5070.
6. From the **Transport** list, select the transport type.

   The default transport type is UDP. Select this transport type for the Avaya Media Server.
7. Click any other row in the grid to save your changes.
8. If you add an Avaya Media Server as a Media Server, and if you are using WebLM, you must restart the Contact Center License Manager service, then afterwards restart the Avaya Media Server you just added.

Chapter 20: Media services and routes

In the Media Services and Routes window, you can configure the media services to which calls are routed from within a script to receive media treatments. The Media Services and Routes window applies only to SIP-enabled contact centers. Media services are treated as SIP addresses.

The contact center invokes the following media services throughout the lifetime of a call:

- Conversation Space service
- Treatments service
- Announcements service for recorded announcements (RAN)
- Announcements service for music (supports audio-only files)
- Integrated Voice Response (IVR) service
- Multimedia treatments service
- External dialog media server

Each media service has a unique SIP address.

Navigation

Adding a media service

Before you begin

- You must configure the default SIP addresses for the default media services using the Contact Center Manager Server Utility.
- Log on to Contact Center Manager Administration. For more information, see Logging on to Contact Center Manager Administration for Configuration on page 35.

- Open the Configuration component.
- Add an Avaya Media Server. See Adding a Media Server on page 109.

About this task

Avaya Aura® Contact Center uses Avaya Media Server media processing capabilities to support Conferencing, announcements and dialogs. Configure each Avaya Media Server in a Contact Center as a Media Server and assign each Avaya Media Server to handle conference, announcement and dialogs.

You can configure Media Services to which contacts are routed from within a script to receive various media treatments. Media Services are, in effect, SIP addresses.

Note that you cannot modify or delete the following default Media Services:

- DIALOG (service for IVR and default voiceXML services)
- XDIALOG
- ANNC (service for RAN, Music, and Tones)
- CONF (service for conference)

Procedure

1. In the left pane, select the SIP-enabled server on which to add the Media Server. The server expands to show its resources.
2. Select the **Media Services and Routes** folder.
3. In the right pane, in the **Service Name** box, type a name for the media service.
4. In the **Treatment Address** box, type a treatment address.
5. Click any other row in the table to save the changes.

Variable definitions

Name	Description
Service Name	The name for the media service. There are three standard Media Services: dialog, announcement and conference. You cannot delete these Media Services.
Treatment Address	The address for routing contacts to a particular treatment. The address can be up to 255 characters.
Use Proxy Server	If you select the Use Proxy Server check box, the Contact Center Manager Server routes all contacts through the proxy server. When

Name	Description
	selected, the Available Media Servers box is disabled. When using a proxy server no other routing options exist.
Available Media Servers list	The list of Media Servers configured in the Media Servers window.
Selected Media Servers	A subset of the Media Servers configured previously. This is the list of servers that are considered in a routing decision.
Rank arrow	Use the Rank arrow buttons to change the order of the Media Servers.
Submit	Save your changes.

Associating routes to a media service

Before you begin

- Log on to Contact Center Manager Administration. For more information, see Logging on to Contact Center Manager Administration for Configuration on page 35.
- Open the Configuration component.
- Add at least one Avaya Media Server (route). See Adding a Media Server on page 109.

About this task

Complete this procedure to associate a route to a media service.

Procedure

1. In the left pane, select a SIP-enabled server.
   The server expands to show its resources.
2. Select the **Media Services and Routes** folder.
3. On the **Media Services & Routes** table, select a media service.
4. From the **Available Media Servers** list, select a route to associate with the selected media service.
5. To associate a media service with the proxy address, select the **Use Proxy Server** check box and proceed to step 8 on page 114.
6. Click the right arrow (**>**).
   The route moves to the Selected Media Servers list.
7. To select all Avaya Media Servers from the **Available Media Servers** list, click the double right arrow (**>>**).

8. Repeat step 4 on page 113 to step 7 on page 113 until you select all of the routes to associate with the selected media service.
9. Use the up and down **Rank** arrows to order the selected routes.

Removing routes from a media service

Before you begin

- Log on to Contact Center Manager Administration. For more information, see Logging on to Contact Center Manager Administration for Configuration on page 35.
- Open the Configuration component.

About this task

Complete this procedure to remove routes from a media service.

Procedure

1. In the left pane, expand the SIP-enabled server from which to remove a route from a media service.
   The server expands to show its resources.
2. Select the **Media Services and Routes** folder.
3. On the **Media Services & Routes** table, select a media service.
   The Avaya Media Servers associated with that media service appear in the Selected Media Servers list.
4. Click the left arrow (**<**).
   The route moves to the Available Media Servers list.
5. To select all Media Servers from the **Selected Media Servers** list, click the double left arrow (**<<**).

Deleting a media service

Before you begin

- Log on to Contact Center Manager Administration. For more information, see Logging on to Contact Center Manager Administration for Configuration on page 35.
- Open the Configuration component.
- Remove any routes associated to the media service. See Removing routes from a media service on page 114.

About this task

Complete this procedure to delete a media service.

Procedure

1. In the left pane, select the SIP-enabled Contact Center Manager Server on which to delete the media service.
2. Select the **Media Services and Routes** folder.
3. In the right pane, select the media service to delete.
4. Press **Delete**.
5. In the message box that appears asking you to confirm your choice, click **OK**.

Chapter 21: Multiplicity presentation classes

A multiplicity presentation class is a collection of preferences that determines the number and types of contacts that Contact Center Manager Server presents to a multiplicity-enabled agent. A multiplicity presentation class specifies the minimum time between contacts being presented on Avaya Aura® Agent Desktop, the skillsets or types of Multimedia contacts, and the number of concurrent contacts the agent can receive.

Note:

You cannot select Voice or Voice Mail contact types when creating a Multiplicity Presentation Class (MPC). By default, each MPC has one Voice and one Voice Mail contact type.

Navigation

- Creating a multiplicity presentation class on page 63
- Deleting a multiplicity presentation class on page 67

Creating a multiplicity presentation class

Before you begin

- Log on to Contact Center Manager Administration. For more information, see Logging on to Contact Center Manager Administration for Configuration on page 35.
- Open the Configuration component.

About this task

Create a multiplicity presentation class (MPC) to determine how an agent using Avaya Aura® Agent Desktop can work with multiple contacts at one time. Use a multiplicity presentation class to specify the following:

- which contact types to present to the agents
- the maximum number of active contacts an agent has at one time by contact type or skillsets

- whether voice contacts can interrupt Multimedia contacts
- whether Multimedia contacts are presented while agent is on a voice call

Procedure

1. In the system tree, expand the server on which to add the multiplicity presentation class.
   The server shows its resources.
2. Select the **Multiplicity Presentation Classes** folder.
3. In the right pane, click **Create New**.
4. In the **Name** box, type the name of the new multiplicity presentation class.
5. From the **Value** list, select the maximum number of contacts that an agent using this MPC is allowed to have active at one time.
6. In the **Delay** box, type a delay in seconds that occurs between each contact presented to the agent.
7. To allow agents using this MPC to receive multimedia contacts while they are active on voice contacts, select **Agent will remain in a Ready state when a voice call is answered**.
8. To allow agents using this MPC to receive voice contacts while they have active multimedia contacts, select **Agent will remain in a Ready state when a multimedia contact is answered**.
9. Select **Place active contact on hold when voice call becomes active** to set the active multimedia contact on hold when the agent accepts a presenting voice contact.
10. In the **Assigned Contact Types** list, use the **Value** list for each contact type to specify the maximum number of contacts from each contact type that the agent can have active at one time.
11. Click **Unassigned Skillsets**.
12. Use the **Skillset name** search fields to search for a specific list of skillsets.OR Click **List All** to list all the skillsets configured in the Contact Center.
13. Check the **Assign** check box for any skillset that you want to assign to this MPC. You can only assign skillsets if the corresponding contact type has a zero value in its **Value** list in **Assigned Contact Types**.
14. Click **Submit**.
    The skillset becomes available in the Assigned Skillsets list, with the default value of 1.
15. In the **Assigned Skillsets** list, use the **Value** list for each skillset to specify the maximum number of contacts from that skillset that the agent can have active at one time.

16. Click **Submit** to submit your changes and to save the multiplicity call presentation class.

Variable definitions

Name	Description
Name	The name assigned to the multiplicity presentation class. Valid value: 30-character maximum (no special characters or spaces)
Value	Select the maximum number of contacts that an agent can keep active at one time on Agent Desktop. When the agent reaches this limit, the Contact Center does not present any more contacts to them until the agent closes a contact.
Delay	The time that the Contact Center waits between sending contacts to the agent. This prevents the agent from receiving multiple simultaneous contacts. If an agent configured with this MPC also has a call presentation class with a value for After Call Break for N Seconds, Contact Center Manager Server uses the greater of the two values between contacts. Valid values: 10-300
Agent will remain in a Ready state when a voice call is answered	Select to allow the agent to receive multimedia contacts while they are on a voice call.
Agent will remain in a Ready state when a multimedia contact is answered	Select to allow the agent to receive a voice call while they are working on a Multimedia contact.
Place active contact on hold when voice call becomes active	Select to set the active multimedia contact on hold when the agent accepts a presenting voice call, allowing the agent to focus on the voice contact.
Assigned Contact Types	List the contact types that you can include in the multiplicity presentation class.
Assigned Contact Types–Value	Select the maximum number of contacts of this contact type that the agent can have active on Agent Desktop.

Name	Description
	These lists automatically have a maximum value equal to the number set in the Value field. The cumulative total of the values you select for all contact types does not impact the overall maximum number of contacts as set in the Value field.
Assigned Skillsets	Display skillsets selected for this multiplicity presentation class.
Assigned Skillsets –Value	Select the maximum number of contacts from this skillset that the agent can have active on Agent Desktop. These lists automatically have a maximum value equal to the number set in the Value field. The cumulative total of the values you select for all contact types does not impact the overall maximum number of contacts as set in the Value field.
Unassigned Skillsets	Allows you to search for and select skillsets to assign to this multiplicity presentation class. You can select skillsets only if there is a zero value for their corresponding contact type in the Assigned Contact Types list. The skillsets you select appear in the Assigned Skillset list when you click Submit.
Skillset name	The drop down list allows you to specify a search option. The text box allows you to specify the text for which to search the CCMS skillsets.
Search	Initiate a search of the CCMS skillset list using the criteria in the Skillset Name fields. Matching skillsets display in a list below. You can only select skillsets if there is a zero value for their corresponding contact type in the Assigned Contact Types list.
List All	Display the complete CCMS skillset list. You can only select skillsets if there is a zero value for their corresponding contact type in the Assigned Contact Types list.
Delete	Delete the selected multiplicity presentation class.

Name	Description
	You can delete only an updated or completed multiplicity presentation class.
Create New	Create a new multiplicity presentation class.
Submit	Save changes to the selected multiplicity presentation class.

Deleting a multiplicity presentation class

Before you begin

- Log on to Contact Center Manager Administration. For more information, see Logging on to Contact Center Manager Administration for Configuration on page 35.
- Open the Configuration component.
- Ensure that the multiplicity presentation class is not assigned to an agent.

About this task

Delete a multiplicity presentation class that is no longer required to save room in your database.

Procedure

1. In the left pane, expand the server from which to delete the multiplicity presentation class.
2. Select the **Multiplicity Presentation Classes** folder.
3. In the right pane, in the **MPC List** list, select the multiplicity presentation class to delete.
4. Press **Delete**.
5. On the **Confirm Delete** message box, click **Yes** to delete the multiplicity presentation class.

Chapter 22: Networking communication parameters

In the Networking Communication Parameters window, you can view or modify the networking communication parameters for any site in the network. You must configure the following network communication parameters on each server in the network:

- the number that your PABX dials to route a contact to that server
- the number of times your server tries to queue contacts to the site after a route attempt fails, and the number of seconds between retries
- the duration for which an agent at the site is reserved to answer a contact routed from your server
- the amount of time your server waits for a reply from the remote sites, if routing is based on longest idle agent or average speed of answer
- the Landing Pad type, if the server has Universal Networking enabled

For more information about configuring networking communication parameters, see *Avaya Aura® Contact Center Server Administration* (NN44400-610).

Chapter 23: Phoneset displays

You can customize the phone LCD displays so that all phones of a specific type display information the same way. For example, if you configure the display for a 1 × 16 alphanumeric phone, then all phones of that type use the same custom display.

You can create custom labels that help define the information appearing on the phone display. For example, if you customize the phone display by making the skillset name appear you can create a custom label called SKILLSET, and place the label on the display directly before the skillset name field.

The Phoneset displays feature is not supported on a SIP-enabled Contact Center. You cannot configure display information such as the agent skillset on a phone in a SIP Contact Center configuration. You can display the skillset name on the Agent Desktop.

Navigation

Configuring a phone display

Before you begin

- Configure the phone type on the Avaya Communication Server 1000 PABX.
- Log on to Contact Center Manager Administration. For more information, see Logging on to Contact Center Manager Administration for Configuration on page 35.
- Open the Configuration component.

About this task

Configure a phone display to customize the LCD displays on phones.

Procedure

1. In the left pane, expand the Contact Center Manager Server on which to configure a phone display.
2. Select the **Phoneset Displays** folder.
3. In the right pane, select the phone type to configure.

4. Use a drag-and-drop action to move the configuration labels to the desired place in the row at the bottom of the window.
5. If you want to create a custom label to appear on the phone display before the configuration label, in the **Label** box, type a name for the label (for example, SKILLSET).

   Important:

   Label names cannot contain special characters.
6. Click the pencil and paper icon beside the label box to generate the label.
   The custom label appears above the Label box.
7. Use a drag-and-drop action to move the custom label to the desired place in the display row at the bottom of the window.

   Important:

   If your custom label is too long for the display, you cannot place it in the display row. In this case, click in the Label box and retype the label. Click the pencil and paper icon again to update your custom label. Use a drag-and-drop action to move the new label to the desired place in the display row at the bottom of the window.
8. Drag the corresponding configuration label (for example, the skillset label) and drop it in the display row directly after the custom label.
9. Click **Submit** to save your changes.

Chapter 24: Phonesets and voice ports

In the Phonesets and Voice Ports window, you can add and acquire each phone that an agent or supervisor uses to log on to the system. After Contact Center Manager Server acquires a phone, the Avaya Communication Server 1000 PABX sends messages about the phone to the system.

The following phoneset information applies to the CS1000 PABX only. For phoneset information for the Communication Server 2x00 telephony switch, see the Phonesets window. Voice ports are not applicable for the CS2x00 telephony switch. Phonesets and voice ports do not apply when you configure a SIP server.

Only supervisors are associated with a specific phone. Agents are dynamically assigned a position ID, while supervisors are associated with a specific phone and position ID.

Navigation

Configuring and acquiring a phone or voice port

Before you begin

- Configure the phone on the PABX.
- Log on to Contact Center Manager Administration. For more information, see Logging on to Contact Center Manager Administration for Configuration on page 35.
- Open the Configuration component.

About this task

Configure and acquire each phone that an agent or supervisor uses to log on to the system.

You cannot modify a saved phone or voice port. You can delete a saved phone or voice port and you can add a new phone or voice port. For example, you cannot change a voice port to a phone, or a phone to a voice port. You must delete the voice port or phone and add a new phone or voice port.

Procedure

1. In the left pane, expand the Contact Center Manager Server to which to add the phone or voice port.
2. Select the **Phonesets and Voice Ports** folder.
3. In the right pane, in the **Name** box, type the name of the phone or voice port as you want it to appear in reports.
4. From the **Type** list, select the one of the following terminal types:
    - Voice Port
    - Not Voice Port
5. In the **Address** box, type the address of the phone or the voice port on the telephony server.

    Important:

    You must delete the leading zeros or the TN acquire fails.
6. For access voice ports only, in the **Channel** box, type the channel number.
7. Click any other row of the table to add the phone or the voice port.
    Not Acquired appears in the Status column.
8. Select the **Acquired?** check box.
9. Click any other row in the table to acquire or deacquire the phone or voice port.
10. Click **Refresh Status** to view the current status.

Variable definitions

Name	Description
Name	The name assigned to the phone or voice port. Valid values: 30-character maximum (no special characters)
Type	The terminal type. Valid values: • Voice Port—for voice services only (for example, Avaya CallPilot™ Voice Ports). Users are logged in automatically. • Not Voice Port—are actual phones that the agent or supervisor logs into. After the system acquires a non-voice port, the value in this box automatically changes

Name	Description
	to either Agent, Supervisor, or Error, based on the port address you enter for the phone. If an agent logs on to the port address, then the Type is Agent. Likewise, if a supervisor logs on to the port address, the Type is Supervisor. If the Type is Error, then the submitted port address does not exist on the server. **Important:** You cannot change the voice port type after you configure it. To change the voice port type, you must delete the corresponding phone and create a new voice port, or delete the voice port and create a new phone.
Address	The address of the voice port or phone on the telephony server. Valid values: Loop, Shelf, Card, Unit (for example, 4-0-0-1)
Channel	The channel number of the access voice port. This number must match the Class number shown in the Channel Allocation Table window of the Avaya CallPilot™ system, where the access port is defined. For non-access voice ports, this box is blank. Valid range: 0–8999 Valid value: 4-digit maximum **Important:** You cannot change the voice port channel after the voice port has been configured. To change the voice port channel, you must delete the corresponding phone, create a new phone (as a voice port), and configure the voice port with the correct channel number.
IVR Name	The IVR queue associated with the voice port. Valid values: read-only box
Acquired?	Select the Acquired? check box to acquire phone or voice port. Clear the Acquired? check box to deacquire the phone or voice port.

Name	Description
	After you select or clear the Acquired? check box, click Refresh Status to refresh the Status box.
Status	The status of the acquisition of the phone/ voice port. Valid values: Not Acquired, Acquire Pending, Acquired, Acquire Failed, Deacquire Failed, and Deacquire Pending
Refresh Status	Refresh the status of the resources that you acquire or deacquire. The current status appears in the Status column.

Chapter 25: Real-time statistics

The Contact Center Manager Administration Real-Time Reporting displays provide up-to-date statistics for your Contact Center and its resources. With access to statistics that update in real time, such as the number of contacts waiting to be answered, the number of agents assigned to each skillset, and the number of abandoned calls, you can view changes in contact activity as they occur.

To use the Real-Time Reporting feature, you must first configure Contact Center Manager Server to collect the types of statistics to see in the Real-Time Reporting displays. You can configure the following seven types of real-time statistics:

- skillset statistics (mandatory)
- nodal statistics (mandatory)
- application statistics
- IVR statistics
- route statistics
- agent statistics
- network statistics

For each type of real-time statistics you must indicate the viewing mode (moving window or interval-to-date). The interval-to-date settings that you choose start immediately and apply to all real-time displays at all sites on your network that use the interval-to-date mode.

For more information about the Real-Time Reporting feature, see *Avaya Aura® Contact Center Performance Management* (NN44400-710).

Navigation

- Configuring real-time statistics collection on page 132

Configuring real-time statistics collection

Before you begin

- Log on to Contact Center Manager Administration. For more information, see Logging on to Contact Center Manager Administration for Configuration on page 35.
- Open the Configuration component.

About this task

Configure real-time statistics collection to provide information for real-time displays with access to statistics that update in real time. You can configure the following types of real-time statistics:

- skillset statistics (mandatory)
- nodal statistics (mandatory)
- application statistics
- IVR statistics
- route statistics
- agent statistics
- network statistics

For each of these real-time statistics, you must indicate the viewing mode (moving window or interval-to-date). The interval-to-date settings that you choose start immediately and apply to all real-time displays at all sites on your network that use the interval-to-date mode.

When you configure the interval-to-date real time statistics display, there are two required fields: Data Collection Interval and One of the intervals starts at.

The interval statistics reset after the Data Collection Interval. The One of the intervals starts at option is used to synchronize the initial interval. For example, if you configure the real-time data at 1 p.m. on April 2, and the Data Collection Interval is 15 hours, and the One of the intervals starts at 8 a.m., the real time statistics are reset and the system starts collecting interval data at 11 p. m. (0800 + 1500). The statistics are next reset at 2 p.m. (15 hours later) on April 3. The statistics do not reset at 8 a.m. on April 3 unless you designate an appropriate interval.

Procedure

1. In the left pane, expand the server on which to configure the real-time statistics.
2. In the right pane, select the viewing mode for the following statistics:
    - Skillset Statistics—You must select a viewing mode value for this statistic. The system automatically collects this statistic because it is required for intrinsics in writing scripts.
    - Nodal—You must select a viewing mode for this statistic. The system automatically collects this statistic because it is required for intrinsics in writing scripts.
    - Application Statistics—Optional
    - IVR Statistics—Optional
    - Route Statistics—Optional
    - Agent Statistics—Optional
    - Network Statistics—Optional
3. In the **Data Collection Interval** boxes, type the interval duration to use in the interval-to-date data collection mode.
4. In the **One of the intervals starts at** box, type the start time for statistics collection in the interval-to-date collection mode.
   The system calculates and synchronizes the days remaining intervals based on the time that you specify. Your changes take effect immediately.
5. Click **Submit** to save your changes.

Chapter 26: Routes

Routes defined in Contact Center Manager Administration differ depending on the type of PABX to which the Contact Center is attached.

On a SIP-enabled Contact Center (using either an Avaya Aura® Unified Communications platform or a SIP-enabled Avaya Communication Server 1000), a route links announcements and music provided by the Avaya Media Server to the RAN block configured in a Orchestration Designer script.

The Route Name is a string that must be identical to the announcement (WAV) file name or music content group (for example, classical, jazz, easy listening) stored on the Avaya Media Server. For announcements the Route Name must be identical to the announcement (WAV) file name under the locale content group on the Avaya Media Server.

The OD script uses the Route Number mapping to invoke this file for playback. This configuration allows the announcement file name and music content group to appear on the generated RAN and MUSIC reports.

On a legacy AML-based PABX, a route defines a group of trunks. Each trunk carries either incoming or outgoing calls to the PABX. To create All Trunks Busy (ATB) reports, you must acquire at least one route. Before you can create a route, you must configure it on the Avaya Communication Server 1000, and add the threshold class that is assigned to it in Contact Center Manager Server.

Navigation

- Configuring and acquiring routes on page 135

Configuring and acquiring routes

Before you begin

- Ensure that you are connected to a PABX (Avaya Aura® Unified Communications platform or Avaya Communication Server 1000).
- If using AML, configure the route on the PABX.
- Log on to Contact Center Manager Administration. For more information, see Logging on to Contact Center Manager Administration for Configuration on page 35.
- Open the Configuration component.

About this task

Use this procedure to:

- Create Recorded Announcement (RAN) routes for SIP-enabled Contact Centers that have either an Avaya Communication Server 1000 or an Avaya Aura® Unified Communications platform.
- Configure and acquire routes to define groups of trunks that carry either incoming or outgoing contacts to an AML-based Avaya Communication Server 1000 PABX.

On a SIP-enabled Contact Center, the Route Name must be identical to the announcement file name or music content group configured on the Avaya Media Server. The Route Number can be arbitrary (though it must be unique) and the RAN block in the Orchestration Designer uses this number to identify the file to play. See *Avaya Aura® Contact Center Configuration – Orchestration Designer Application Development* (NN44400-510).

You cannot modify a saved route. You can delete a saved route and add a new route.

Procedure

1. In the left pane, expand the server to which to add the route.
2. Select the **Routes** folder.
3. In the right pane, in the **Name** box, type the name of the route as you want it to appear in reports.
4. In the **Number** box, type the route number. For an AML-based PABX, this number must match the number configured on the PABX.
5. From the **Threshold Class** list, select the threshold class assigned to this route.
6. Click any other row of the table to add the route.
   Not Acquired appears in the Status column.

Variable definitions

Name	Description
Name	The name assigned to the route. On a SIP-enabled Contact Center, the Route Name is a string which must be identical to the announcement filename or music content group configured on the Avaya Media Server. For announcements the Route Name must be identical to the announcement (WAV) file name under the locale content group on the Avaya Media Server.

Name	Description
	Valid value: 30-character maximum (no special characters)
Number	The number of the route. You cannot change a route number once you save it; you can only delete it and create a new one. On a SIP-enabled Contact Center the value is arbitrary but must be unique. On a legacy AML-enabled Contact Center the route must match the route number configured on the PABX. Valid value: 3-digit maximum; External route: 1–511
Threshold Class	The name of the threshold class assigned to this route. Valid values: 30-character maximum (no spaces or special characters)
Acquired?	Select the Acquired? check box to acquire the route. Clear the Acquired? check box to deacquire the route. After you select or clear the Acquired check box, click Refresh Status to refresh the Status box.
Status	The status of the route acquisition. Valid values: Not Acquired, Acquire Pending, Acquired, Acquire Failed, Deacquire Failed, and Deacquire Pending
Refresh Status	Refresh the status of the resources that you acquire or deacquire. The current status appears in the Status column.

Chapter 27: Skillsets

A skillset is a group of abilities necessary to answer a specific type of contact. Skillsets are the basic building blocks of skill-based routing.

Skill-based routing

Skill-based routing uses skillsets to match callers with the agents who can best meet their needs.

Out of service skillsets

Skillsets automatically go out of service when all agents log off or manually, or when a supervisor or an administrator changes the Out Of Service Mode in the Skillsets window of the Configuration component.

Two out of service modes are available:

- Transition mode: Transition mode means that agents can answer queued contacts but the skillset accepts no new incoming contacts. New contacts receive night service treatments defined in the script or the default skillset. You must initiate Transition mode manually by selecting Transition from the Out of Service Mode list in the Skillset window of the Configuration component. After all existing queued contacts for a skillset in Transition mode are answered or abandoned, the skillset automatically enters into Night mode. A skillset manually placed in Transition mode that goes into Night mode remains in this state until it is cancelled by selecting N/A from the Out of Service Mode list.
- Night mode: Night mode means that the agents in a particular skillset no longer answer queued contacts and the skillset accepts no new contacts. New contacts or queued contacts receive treatments defined in the script or the default skillset. You can initiate Night mode manually in the Skillset window of the Configuration component, or automatically if all agents belonging to that skillset log off. When you manually place a skillset in Night mode, the skillset remains in this state until you cancel the state by selecting N/A from the Out of Service Mode list in the Skillset window of the Configuration component. Canceling Night mode returns the skillset to In-service mode.

Contacts in queue

Contact Center Manager Server must determine the following to present contacts:

- If multiple agents are available, to which agent does it present the contact?
- If multiple contacts are waiting, which contact does it present first?

Agent selection

If two agents are available to answer an incoming contact, Contact Center Manager Server presents the contact to the agent with the highest priority level for the skillset to which the contact is queued. A supervisor bases the priority level of a skillset on the agent's skill level for that particular skillset. You typically assign a higher priority level to a skillset assigned to an agent with a higher skill level, and assign a lower priority level to a skillset assigned to an agent with a lower skill level. Priority levels range from 1 to 48, with 1 being the highest priority.

To use the enhanced Service Level Routing and Service Level Management, you can set a target service level and assign a standby priority to an agent. When the target service level is achieved, an agent with the highest standby priority is able to handle the contact. Standby priority levels range from 1 to 48, with 1 being the highest priority.

If more than one agent has the same priority, the server presents the contact to the agent with the longest idle time. Your administrator can configure the Agent Order Preference setting in the Global Settings area of the Configuration component of Contact Center Manager Server to base idle time on one of the following:

- longest total time in Idle state since logon
- longest time in Idle state since last status change
- longest total time since last CDN/ACD call or contact

Contact selection

If two contacts are waiting in a skillset queue when an agent for that skillset becomes available, Contact Center Manager Server uses the following criteria (in the order shown) to determine which contact to present first:

- Call priority—This is a numeric value assigned in a script that defines the relative importance of a contact. All priority 1 contacts are always answered before contacts of priority 2 or greater.
- Call source preference (networking environment only)—The server determines the presentation order of contacts within the same priority by first checking the call source preference, and then checking the call age preference. The administrator determines which contacts—local or network—receive preference, or the administrator can choose not to prioritize contacts based on source. If the administrator sets the call source preference to none, the server does not consider the call source when presenting contacts and, instead, passes directly to the call age preference.
- Call age preference—The administrator specifies incoming contact position in the pending request queue based on the age of the contact. For each skillset, the administrator can specify Oldest or First in Queue as the call age preference. The two age preferences differ as follows:
    - Oldest—Each contact enters the queue according to the time elapsed since entering the Master script for Contact Center Manager Administration. When the contact enters the pending request queue, the time associated with the age of the contact starts when the contact enters the Master script. The older the contact is, the further toward the front of the queue the contact is inserted. The system orders queue requests in a front-to-back sequence.
    - First in Queue—Represents the age of the contact since it was queued to the skillset. For First in Queue order, the contact enters at the back of the queue, regardless of its age relation to other contacts. For example, if a contact was queued 10 seconds ago, its First in Queue age is 10 seconds. Any contact entering the queue after this contact enters at the back of the queue and is considered the youngest contact in the queue. The time associated with the age of the contact starts when it enters the pending request queue.

Example

The following example outlines how Contact Center Manager Server uses a combination of call priority, call source preference, and call age preference to present calls in the queue to agents.

In this example, the call source preference is network. Three contacts are waiting in the queue:

- A priority 2 local contact waiting in the queue for 1 minute
- A priority 3 local contact waiting in the queue for 3 minutes
- A priority 3 network contact waiting in the queue for 2 minutes

Because call priority is the first consideration when routing contacts, Contact Center Manager Server presents the priority 2 contact first, even though it was in the queue for the least amount of time.

Then, because call source preference is the second consideration when routing contacts, the server presents the network priority 3 contact next, even though it was in the queue for less time than the local priority 3 contact. Finally, the server presents the local priority 3 contact.

If the administrator does not set the call source preference, the only two criteria for routing contacts are call priority and call age preference. Therefore, in this example, the priority 2 contact is presented first, followed by the priority 3 local contact that was in the queue for 3 minutes, and lastly the priority 3 network contact that waits for 2 minutes.

To queue to a default skillset

Your administrator can define a default skillset. Any contacts not queued by the end of script execution automatically queue to this skillset.

In the Avaya Communication Server 1000 PABX environment, your administrator can create a separate default skillset for each media type. For example, Best Air defined Bookings as the default voice skillset. Voice contacts not queued by the end of the script execution are presented to agents assigned to the Bookings skillset.

Activity codes

Agents can assign activity (line of business) codes to the contacts they answer. The system uses activity codes to track the amount of time spent on the various types of incoming contacts. To generate reports with meaningful activity code names, your administrator must define these activity codes at the server.

Global settings properties

Your administrator defines global properties for your system in the Global Settings window of the Configuration component. The global skillset properties that the administrator defines apply to all skillsets defined on your Contact Center Manager Server. These properties include:

- recorded announcement (RAN) route
- agent order preference
- the delimiter used between fields in caller-entered data (for the CS 2x00/DMS telephony switch only)

On a networked Contact Center, if the default skillset is a network skillset, contacts not queued by the end of script execution are queued to this skillset on the local server.

Navigation

- Adding a local skillset on page 143

Adding a local skillset

Before you begin

- Log on to Contact Center Manager Administration. For more information, see Logging on to Contact Center Manager Administration for Configuration on page 35.
- Open the Configuration component.
- Define the activity code to be assigned as the default activity code for the skillset if you do not want to use system-defined default.
- Define the ACD-DN on the PABX to which contacts for this skillset are directed if the system is not available.
- Define the threshold class to assign to this skillset if you do not want to use the default threshold class.
- Define the contact type to assign to a skillset if you do not want to use the default contact types. This is applicable only if Open Queue is enabled on the Contact Center Manager Server.

About this task

A skillset is the ability or group of abilities necessary to answer a specific type of contact. Skillsets are the basic building blocks of skill-based routing. Skillsets are used to match callers with the agents who can best meet the callers' needs.

Procedure

1. In the left pane, expand the server to which to add the skillset.
2. Select the **Skillsets** folder.
3. If you are on an Open Queue-enabled server, you can assign a contact type to the skillset. Select a value from the **Contact Type** drop-down list. CCMA automatically populates the **Prefix** field with the appropriate skillset name prefix. If you do not select a type, the skillset defaults to the Voice type.
4. In the **Skillset Name** box, type a name for the skillset.

   Note:

   The maximum length of a skillset name allowed, including the prefix, is 30 characters. The name must not have a numeral as the first character, and not use spaces, special characters, or languages other than English. While skillsets and applications can share the same name without affecting pegging, to help distinguish skillset names from application names, you can add _SK to the end of the name. For example, Sales_SK or Service_SK.
5. From the **Default Activity Code** list, select the activity code that is registered whenever this skillset is used.
6. From the **Threshold Class** list, select the threshold class associated with this skillset.
7. From the **Call Age Preference** list, select the method to configure the order of contacts in the queue. If you want priority given to the oldest contact in the system, select **Oldest**. If you want to give priority to the first contact in the queue, select **First In Queue**.
8. Optionally, in the **Map To ACD-DN** box, type the ACD-DN number to which the skillset can map.

   If you map the skillset to an ACD-DN, calls to that ACD-DN are pegged against the skillset in reports.
9. From the **Out Of Service Mode** list, select a value to take the skillset offline and specify the service mode for the manual night service PABX.
10. Optionally, if you want to enable Service Level Routing, Service Level Management enhancement or both, perform steps 10 and 11 otherwise skip to step 12.
11. In the **Target Service level** field, enter target service level threshold value.
12. Select the **Service Level Routing** check box.

You can enable Service Level Routing enhancement by selecting the Service Level Routing check box and setting a valid Target Service Level value.

Important:

At least one agent within the range of normal priorities and one agent within the range of standby priorities must be assigned to the skillset in order to enable Service Level Management enhancement.

13. Optionally, in the **Comment** box, type any comments you have about the skillset.
14. Click any other row in the grid to save your changes.

Chapter 28: Threshold classes

A threshold class is a set of options that determines how statistics are treated in reports and real-time displays. You must assign an agent threshold class to each agent; you must assign a skillset threshold class to each skillset.

Because you can define multiple threshold classes of each type, you can treat statistics differently for different agents and skillsets.

- Display thresholds
- Pegging thresholds

Display thresholds

A display threshold is used in real-time displays to determine the lower and upper end of the normal range for a statistic. In your real-time display, you can assign different colors for statistics below the normal range, in the normal range, or above the normal range.

Pegging thresholds

Pegging thresholds are used to define a cut-off value for a statistic such as Short Call, Delay Before Answer, or Abandon.

For example, you can set the Short Call length to 10 seconds in a skillset threshold class. If a contact to a skillset with that threshold class lasts less than 10 seconds while connected to an agent, the contact is pegged as a Short Call.

Navigation

• Creating a threshold class on page 148

Creating a threshold class

Before you begin

Important:

Display thresholds apply to both nodal and network-consolidated real-time displays. Therefore, when you define threshold classes on multiple servers in a networked environment, consider making the values the same on each server. This way, when users launch network-consolidated real-time displays, the threshold conditions shown reflect uniform settings across all servers.

- You must define two values for display thresholds—the low end and the high end of the normal range.
- For pegging thresholds, define only the cut-off limit for statistics.
- Log on to Contact Center Manager Administration. For more information, see Logging on to Contact Center Manager Administration for Configuration on page 35.
- Open the Configuration component.

About this task

Create a threshold class to specify how statistics are treated in reports and real-time displays. You can create threshold classes to distinguish between types of information that the system collects.

For example, you can create different agent threshold classes for customer service trainees and for senior customer service representatives. You can also create different skillset threshold classes for weekday performance and weekend performance.

Procedure

1. In the left pane, expand the server on which to create the threshold class.
2. Select the **Threshold Classes** folder.
3. In the right pane, in the **Name** box, type the name of the new threshold class.
4. From the **Type** list, select the threshold class type.
5. Click any other row in the grid to update the table and submit the threshold class name.
   The Thresholds table appears in the right pane.

6. In the **Enabled** box of the **Thresholds** table, select the check box for each statistic for which to define thresholds.
7. In the **Level 1** box, type the value for the low end of the normal range for display thresholds.
8. For display thresholds only, in the **Level 2** box, type the value for the high end of the normal range.
9. Click any other row in the grid to submit your changes.

Variable definitions

Name	Description
Level 1	The low end of the normal range for display thresholds. For pegging thresholds, enter the cut-off value for this statistic. You must define the service level threshold for both Application and Skillset statistics. However, the values for each type of statistic can be different. The Calls Answered After Threshold value for Skillset statistics is the number of local and incoming network skillset calls answered after a delay greater than or equal to the service-level threshold for this skillset. Delays are calculated from the time the call is queued at the skillset to the time the call is answered.
Type	The type of threshold class that you can create depends on the type of PABX or server on which you create the threshold class. You can choose from Agent, Application, Skillset, IVR ACD-DN, and Route threshold classes. For CS1000/Meridian 1 Nodal and Communication Server 2x00/DMS switches, you can choose from Agent, Application, IVR ACD-DN, and Skillset threshold classes. For SIP servers you can choose from Agent, Application, Skillset, and Route threshold classes.

Chapter 29: Configuration tool procedures

Use the Configuration Tool spreadsheet to upload and download Contact Center configuration data that you already configured. You can access the Configuration Tool only if you have administrator privileges and use the webadmin account.

You can use the Configuration Tool spreadsheets to save time when you configure a new Contact Center. Instead of entering the data for each resource individually, you can simultaneously upload all configuration data that you enter in the spreadsheet. When you upload the data from the spreadsheet, you can choose to upload all configuration items at once or only a portion.

Upload data if you want to transfer data from the spreadsheet to Contact Center Manager Server. Download data if you want to transfer data from CCMS to the spreadsheet.

You can only use the Configuration Tool to add data. If you want to modify or delete data, you must use the Configuration component. For more information, see Contact Center Configuration on page 35.

Prerequisites to Configuration Tool procedures

- Install Microsoft Excel 97 or later.
- Log on to Contact Center Manager Administration as an administrator.

Navigation

Downloading a Configuration Tool spreadsheet

Before you begin

- Log on to Contact Center Manager Administration. For more information, see Logging on to Contact Center Manager Administration for Configuration on page 35.
- Open the Configuration component.

Important:

You cannot delete data within the Configuration Tool. If you need to delete data, you must use the Configuration component. For more information, see Contact Center Configuration on page 35.

About this task

Download a spreadsheet to add configuration data for all resources at once. Before you upload and download contact center configuration data, you must download the formatted Contact Center Manager Configuration Tool spreadsheet from the Configuration window.

Procedure

1. In the **Configuration** window, on the menu, choose **Download**.
2. Select the spreadsheet to download from the menu. You can select one spreadsheet or all of them:
   - All Spreadsheets
   - CS1000 (M1) Spreadsheet
   - CS2x00 (DMS) Spreadsheet
   - NCC Spreadsheet
   - SIP Spreadsheet
3. In the File Download dialog box, select the **Save this program to disk** option.
4. Click **OK**.
5. In the **Save As** dialog box, click **Save** to accept the default file location, or use the navigation buttons in the dialog box to save the file in the folder of your choice.
6. To extract the spreadsheet later, click **Close now**, and then go to the directory in which it was saved and double-click it.
7. To extract the spreadsheet immediately, in the Download complete dialog box, click **Open**.
8. To extract the spreadsheet and its associated files to the default directory, in the **WinZip Self-Extractor** dialog box, click **Unzip**.

A message appears, confirming that you successfully unzipped the spreadsheet and its associated files.

9. To navigate to the directory of your choice, in the **WinZip Self-Extractor** dialog box, click **Browse**.

   Important:

   The validation template file and the online Help file must be in the same folder as the spreadsheet. The naming convention for these files is PABX name_CT.chm for Help files, and PABX name_validation.xml for validation files. For example, the Help and validation files for Communication Server 2x00/DMS are CS2x00(DMS)_CT.chm for Help, and CS2x00(DMS)_validation.xml for validation.

Entering data in a Configuration Tool spreadsheet

Before you begin

- Ensure you have the correct permissions to work with the Configuration Tool spreadsheets in which you want to enter data. Only administrators can work with the Configuration Tool spreadsheets.
- Log on to Contact Center Manager Administration. For more information, see Logging on to Contact Center Manager Administration for Configuration on page 35.
- Open the Configuration component.
- Download the spreadsheets. See Downloading a Configuration Tool spreadsheet on page 152.

About this task

Enter data in the Configuration Tool spreadsheet to transfer Contact Center configuration data to Contact Center Manager Server, instead of using the individual data tables in the Configuration Web interface. The spreadsheet includes a separate worksheet for each configuration item.

Procedure

1. Open the Contact Center Manager Configuration Tool spreadsheet.
   A Microsoft Excel message asks if you want to enable all macros.
2. Click **Enable Macros**.
3. Click the tab of the configuration item to configure (for example, Call Presentation Classes).
4. Enter the configuration data.

   If you need help entering values, place your cursor in the column heading cell. A comment appears with information on the types of values allowed, and whether data is mandatory or optional. For more detailed information, click Configuration Tool Help.

5. Save your entries.

Validating data in a Configuration Tool spreadsheet

Before you begin

- Ensure you have the correct permissions to work with the required Configuration Tool spreadsheets.
- Log on to Contact Center Manager Administration. For more information, see Logging on to Contact Center Manager Administration for Configuration on page 35.
- Open the Configuration component.
- Download the spreadsheets. See Downloading a Configuration Tool spreadsheet on page 152
- Enter data in the spreadsheets. Entering data in a Configuration Tool spreadsheet on page 153.

About this task

To reduce upload time, the Contact Center Manager Configuration Tool spreadsheet toolbar includes a Validation feature that you can use to identify and correct any invalid entries you made in the spreadsheet before uploading the data to Contact Center Manager Server.

Procedure

1. Open the Contact Center Manager Configuration spreadsheet containing the entries you made.
2. In the message box that asks if you want to enable all macros, click **Enable Macros**.
3. Verify that the validation template file, **<PABX name>_validation.xml**, is in the same folder as the spreadsheet. <PABX name> is the name of your PABX. For example, the validation file for the Avaya Communication Server 1000 PABX is CS1000(M1)_validation.xml. If this file is not in the same folder, navigate to it and place a copy of it in the spreadsheet folder.
4. On the Configuration spreadsheet toolbar, click **Data Validation**.
5. In the **Data Validation - Configuration Tool** dialog box, in the **Configuration Data** area, select the data to validate. You can validate all of the data you entered or a portion of it.
6. Click **OK**.

The application reads all of the entered data, highlights any incorrectly formatted values, highlights mandatory cells that are missing any values, and displays an error message in any row containing an error.

Correcting invalid entries in a Configuration Tool spreadsheet

Before you begin

- Ensure you have the correct permissions to work with the required Configuration Tool spreadsheets.
- Log on to Contact Center Manager Administration. For more information, see Logging on to Contact Center Manager Administration for Configuration on page 35.
- Open the Configuration component.
- Download the spreadsheets. See Downloading a Configuration Tool spreadsheet on page 152.
- Enter data in the spreadsheets. See Entering data in a Configuration Tool spreadsheet on page 153.
- Validate the entries. See Validating data in a Configuration Tool spreadsheet on page 154.

About this task

When the system locates invalid data entries in the Contact Center Manager Configuration spreadsheet during the data validation or upload process, it displays error messages in the Status Message column in the row containing the invalid data. After you locate and correct the errors, validate the data again.

Procedure

1. On the Contact Center Manager Configuration spreadsheet, click the tab containing the invalid configuration data.
2. In the **Status Message** column, locate the error message and the cells in that row that contain the errors.

   Cells containing errors are highlighted in yellow.
3. Enter the correct data.
4. Save the spreadsheet.

Uploading data from a Configuration Tool spreadsheet

Before you begin

- Ensure you have the correct permissions to work with the required Configuration Tool spreadsheets.
- Log on to Contact Center Manager Administration. For more information, see Logging on to Contact Center Manager Administration for Configuration on page 35.
- Open the Configuration component.
- Download the spreadsheets. See Downloading a Configuration Tool spreadsheet on page 152.
- Enter data in the spreadsheets. See Entering data in a Configuration Tool spreadsheet on page 153.
- Validate the entries. See Validating data in a Configuration Tool spreadsheet on page 154.
- Correct invalid entries. See Correcting invalid entries in a Configuration Tool spreadsheet on page 155.

About this task

After you enter and validate all of your Contact Center configuration data in the Contact Center Manager Configuration Tool spreadsheet, you can use the Upload feature on the Contact Center Manager Configuration spreadsheet toolbar to transfer the data to Contact Center Manager Server.

The uploading of existing and acquired resources reloads these resources in a Not Acquired state and they need to be acquired manually. You cannot add phones, voice ports, or IVR ACD-DNs to a SIP system.

Procedure

1. Open the Contact Center Manager Configuration spreadsheet containing the entries you made.
2. In the message box that asks if you want to enable all macros, click **Enable Macros**.
3. Verify that the validation template file, **<PABX name>_validation.xml**, is located in the same folder as the spreadsheet. *<PABX name>* is the name of your PABX. For example, the validation file for the Avaya Communication Server 1000 PABX is CS1000(M1)_validation.xml. If this file is not in the same folder, navigate to it and place a copy of it in the spreadsheet folder.
4. On the spreadsheet toolbar, click **CCM Server Upload**.
5. If you already logged on to the Contact Center Manager Administration server, proceed to step 9 on page 157.

6. If you did not yet log on to the Contact Center Manager Administration server, in the CCMA Server Login dialog box, in the **Server Name or IP Address** box, type the name or IP address of the application server.
7. Enter your user ID and password for the Contact Center Manager Administration server.
8. Click **Login**.
9. In the Data Upload - Configuration Tool dialog box, from the **Available Servers** list, select the Contact Center Manager Server to which to upload the data.
10. In the **Configuration Data** area, select the type of data to upload.
11. Click **OK**.
    The Upload Status - Configuration Tool dialog box appears. As your data uploads, the Current Status box lists the records that are read. After the upload process is complete, the Summary Status box lists the data that was successfully uploaded, as well as any errors that occurred. If there are any errors, they also appear in the Status Message column of the spreadsheet.

Recording the upload results

Before you begin

- Ensure you have the correct permissions to work with the required Configuration Tool spreadsheets.
- Log on to Contact Center Manager Administration. For more information, see Logging on to Contact Center Manager Administration for Configuration on page 35.
- Open the Configuration component.
- Upload data from a spreadsheet. See Uploading data from a Configuration Tool spreadsheet on page 156.

About this task

To record the upload results for future reference, you can copy them to a text file and save the file on your computer.

Procedure

1. Place your cursor in the **Summary Status** box.
2. Select all of the text (**Ctrl+A**).
3. Copy the selected text (**Ctrl+C**).
4. Open a text editor, such as **Notepad**, and paste the text you copied.

5. Save the file.

Downloading data to a Configuration Tool spreadsheet

Before you begin

- Ensure you have the correct permissions to work with the required Configuration Tool spreadsheets.
- Log on to Contact Center Manager Administration. For more information, see Logging on to Contact Center Manager Administration for Configuration on page 35.
- Open the Configuration component.
- Download the spreadsheets. See Downloading a Configuration Tool spreadsheet on page 152.

About this task

You can transfer current configuration data from Contact Center Manager Server to the Contact Center Manager Configuration Tool spreadsheet by using the Download feature on the Configuration Tool spreadsheet toolbar.

Procedure

1. Open the Contact Center Manager Configuration Tool spreadsheet.
2. In the message box that asks if you want to enable all macros, click **Enable Macros**.
3. On the Contact Center Manager Configuration Tool spreadsheet toolbar, click **CCM Server Download**.
4. If you have not logged on to the Contact Center Manager Administration server yet, in the **CCMA Server Login** dialog box, enter your logon information, and then click **Login**.
5. In the Data Download - Configuration Tool dialog box, in the **Server Name or IP Address** box, type the name or IP address of the Contact Center Manager Administration server.
6. Enter your user ID and password for the Contact Center Manager Administration server.
7. Click **Login**.
8. In the Data Download - Configuration Tool dialog box, from the **Available Servers** list, select the Contact Center Manager Server from which to download the data.
9. In the **Configuration Data** area, select the type of data to download.

Important:

If a user ID and password were not provided when the server was added to the system, you receive a prompt to type this information in a logon dialog box.

10. Click **OK**.
11. In the **Save As** dialog box, in the **File Name** box, type a name for the spreadsheet.

    Important:

    If you do not enter a different name for the spreadsheet, you overwrite the existing spreadsheet. If you do not want to change the spreadsheet name but do want to maintain an archive of spreadsheets, save the spreadsheet in a different directory.
12. From the **Save in** list, navigate to the directory where the validation template file, Validation.xml, and the online Help file, CT.chm, are located.

    Important:

    If you save the new spreadsheet in a different folder, you must place a copy of the Validation.xml file and the CT.chm file in the same folder.
13. Click **Save**.
    The system saves the current spreadsheet and opens the new one. The Download Status - Configuration Tool dialog box appears. As your data is downloaded, the Current Status box lists the records that are being read. After the download process is complete, the Summary Status box lists the data that was successfully downloaded, as well as any errors that occurred. If errors occur during the download process, contact your system administrator.

Part II: Contact Center Management

Chapter 30: Contact Center Management fundamentals

Contact Center Management contains the following five main data views:

- Supervisors view
- Agents view
- Skillsets view
- Assignments view
- Network Agent Admin view

Based on your access class, you can use Contact Center Management to perform the following tasks:

- Add, edit, view, and delete users defined in Contact Center Manager Server (CCMS).
- Add agents to user-defined partitions.
- Add, edit, view, delete, and schedule agent to supervisor assignments.
- Add, edit, view, delete, and schedule agent to skillset assignments.

To add a CCMS user (agent, supervisor, or supervisor/agent), you must use the Contact Center Management component or the Configuration Tool spreadsheet in the Configuration component. Some CCMS users (supervisors and supervisor/agents) can also be Contact Center Manager Administration (CCMA) users and can have a CCMA user ID and password to access the CCMA client application; however, many CCMS users do not use CCMA.

Navigation

- Network Agent Admin view on page 164
- Default Queue Management on page 164
- XML automated assignments on page 165

Network Agent Admin view

You can use the Network Agent Admin view to search for agents by agent properties or by skillset assignment across multiple servers in the network. You can also view skillset assignments for each agent and modify skillset assignment priority levels for each agent.

To access the Network Agent Admin view and execute agent searches, you must assign the user access to the Network Agent Admin view and must assign the CCM access privilege. To view, search or modify skillset assignments or to view skillset assignment priorities, you must also grant the user Skillset Assignment access privileges.

Default Queue Management

This feature applies to Contact Center Manager Servers connected to an Avaya Communication Server 1000, Release 4.5. It does not apply on a SIP-enabled contact center.

When you first define an agent position on the PABX, you must assign them to an ACD queue. The ACD queue is attached to the Agent ID and not the phone.

An agent's default ACD queue can be managed from the Contact Center Manager Administration server. Daily management of the default ACD queue for the phone that the agent logs on to is not required.

With Default Queue Management, an agent can log on to any phone and the default ACD queue is automatically updated to the appropriate queue for the agent.

When an agent logs on

A number of actions take place when an agent logs on to a phone:

- The Avaya Communication Server 1000 requests Contact Center Manager Server to validate the logon ID.
- Contact Center Manager Server validates the logon ID and sends the default ACD queue assigned to the agent to the Avaya Communication Server 1000.
- The Avaya Communication Server 1000 checks if the agent phone is configured under a different queue. If the agent phone is configured on a different queue, the PABX tries to move the agent phone to the new default ACD Queue.
- If the agent phone is successfully moved to the new default ACD Queue, the Avaya Communication Server 1000 proceeds with the agent logon process.

- If no default ACD Queue is sent to the Avaya Communication Server 1000, the PABX proceeds with the agent logon process.
- The phone remains assigned to the ACD queue defined on the PABX.

To update the queue while the agent is logged on

If the ACD queue is updated in the agent profile while the agent is logged on, Contact Center Manager Administration updates the agent profile in the database with the new ACD queue and updates the ACD error field with the following error message:

"Agent is required to login again for the new ACD queue to take effect."

What happens when an agent logs on with errors

If an error occurs while moving the agent into the default ACD queue:

- The Avaya Communication Server 1000 proceeds with the agent logon process, but the response to Contact Center Manager Server contains an error code for the agent phone assigned to the new default ACD queue.
- Contact Center Manager Server updates the agent profile with the error returned from the Avaya Communication Server 1000. You can view the error in the agent profile in Contact Center Manager Administration.
- An event is written to the event log containing the agent ID, default ACD-DN, and the reason for failure.
- The agent can still log on successfully.
- The phone remains assigned to the ACD queue defined on the PABX.

If errors occur during the agent logon process and while moving the agent phone to the new ACD queue, the error encountered during logon supersedes the Default Queue Management error.

When the agent logs off the phone, the ACD error is cleared from the agent profile.

Reasons for failure

You cannot move a phone to another ACD queue if any of the following applies:

- The ACD queue is an invalid ACD-DN or does not exist on the PABX.
- The ACD queue is an IVR queue or has automatic logon set to yes.
- The maximum positions in the new ACD queue are occupied.
- The ACD queue on the PABX is corrupt. The relevant ACD pointers cannot be set.

XML automated assignments

The XML automated assignments feature includes a component service that can help you create or update multiple assignments simultaneously by parsing through agent-to-skillset and agent-to-supervisor assignment data in XML files that you create. After the service parses the data, it either creates a new assignment on the indicated server, or it updates an existing assignment (if the assignment name in the XML file matches an existing assignment name on the selected server in Contact Center Manager Server).

When you create the XML file, you can specify whether you want the service to create an immediate assignment or a scheduled assignment. If the service creates a new scheduled assignment, you must use the Contact Center Management component to manually schedule and activate the assignment; if the service updates an existing scheduled assignment, the schedule still applies and the assignment remains active. However, if you want the assignment to run only at the scheduled time, you must select the Schedule option in the XML file. If you choose the Execute Now option, the scheduled assignment runs twice: it runs immediately and at the scheduled time. If you do not include the <EXECUTENOW> field in your XML file, or if you type an invalid value in this field, the system defaults to scheduling the assignment, and you must use Contact Center Management to manually schedule the new assignment.

This feature does not include an interface for writing the XML files. You must create the files using a proprietary tool of your choice, and you must design the files based on the specifications in Specifications for XML files on page 169. For guidance on creating the XML files, you can view the sample files that are shipped with the Contact Center Manager Administration software. These files are on the Contact Center Manager Administration server in the folder <install drive>:\Avaya\Contact Center\Manager Administration\Server\XMLAssignments\Sample XML Files, where <install drive> is the drive on which you installed Contact Center Manager Administration.

Who uses this feature

The XML automated assignments feature provides an interface for third-party applications to issue scheduled or immediate assignments.

For example, you can use this feature in the following scenarios:

- An agent is assigned to three skillsets during normal traffic periods, but during busy hours, you can use the XML automated assignments feature to assign this agent to additional skillsets.
- An agent is in Standby mode for certain skillsets during non-peak times. However, during busy periods, you can use this feature to schedule an assignment that gives the agent a priority for these skillsets. You can run a second assignment later to put the agents into Standby mode again.
- An agent receives contacts in the morning; in the afternoon, the agent is in training, in meetings, or doing other work. You can use this feature to place these agents in Standby mode in the afternoon. You can also use this feature where agents handle voice calls in the morning, and then, in the afternoon, handle e-mail or Web requests.

Before you can use the XML automated assignments feature, you must

- install it manually on the Contact Center Manager Administration server. To install the XML automated assignments feature, run the .msi file, located in <install drive>:\Avaya\Contact Center\Manager Administration\Apps\SupportUtil. For information about obtaining the XML Automated Assignment toolkit, contact a member of the Developer

Program through the Contact Us link at www.avaya.com/developer. General information about the Developer Program, including an online membership application, is also available on this site.

- be familiar with creating XML files

  This feature does not include an interface for creating the XML files. However, it does include an XML Schema. The XML Schema file describes the format in which you must generate the files using the tool of your choice—either a Work Force Management (WFM) system or another third-party application—so that they can be interpreted by this feature. The file is called SWCXMLAssignments.xsd and is in the following folder on the Contact Center Manager Administration server: <install drive>:\Avaya\Contact Center\Manager Administration\Server\XMLAssignments, where <install drive> is the drive on which you installed Contact Center Manager Administration.

Example

You contact center has 500 agents, each of whom rotates daily in free-seating mode within their team with the skillset changing according to the seat the agent occupies.

In this example, agent John Smith works with skillsets S1, S2, and S3. On Monday morning, John works in area 1 (dedicated to S1); in the afternoon, he works in area 2 (dedicated to S2); on Tuesday he works in area 3 (dedicated to S3).

You must create separate XML files—for agent-to-skillset and agent-to-supervisor assignments—that contain the assignment data for all 500 agents and their supervisors for each seat-rotation period. In this scenario, therefore, you create separate agent-to-skillset and agent-to-supervisor assignment files for the Monday morning period, new files for Monday afternoon, more files for Tuesday morning, and so on.

After you create the files and are satisfied that they conform to the standards listed in the section Specifications for XML files on page 169, you must copy them to the designated drop folder. When you place the files in this folder, the program automatically parses the assignment data and creates or updates the assignments for all 500 agents. If you create new scheduled assignments, you must use Contact Center Management to schedule and activate the assignments. If you update existing scheduled and activated assignments, the assignments still use the same schedule and you do not need to use Contact Center Management.

Limitations

This section lists the maximum number of agent-to-skillset and agent-to-supervisor assignments that you can set up and schedule to run concurrently using the XML automated assignments feature.

Supervisor assignment limits

You can create an agent-to-supervisor assignment that contains a maximum of 1000 entries, where assigning an agent to a supervisor is considered an entry. Avaya recommends that you do not run multiple supervisor assignments concurrently.

Skillset assignment limits

You can create an agent-to-skillset assignment that contains a maximum of 1000 entries, where assigning an agent to a skillset is considered an entry and where the number of skillsets multiplied by the number of agents involved is less than 5000. Avaya recommends that you do not run multiple skillset assignments concurrently.

Generally, Avaya recommends that you do not assign more than 2500 entries per hour, a figure based on operational experience. However, due to the broad spectrum of processor speeds and the diversity of contact centers, this value is a guideline rather than a strict limit.

Overview of steps

About this task

The XML automated assignments feature involves the following general steps:

1. Create XML files for agent-to-supervisor and agent-to-skillset assignments using the tool of your choice (for example, a WFM system).

   Because agent-to-supervisor and agent-to-skillset assignment data cannot exist in the same XML file, you must create separate XML files for each type of assignment.
2. Place the XML files in the designated drop folder. This is the folder that you specified during the installation of the XML automated assignments feature. If you did not choose a specific folder, then place the files in the default folder: <install drive>:\Avaya\Contact Center\Manager Administration\Assignments\XMLAssignments, where <install drive> is the drive on which you installed Contact Center Manager Administration.
3. When you place a file in this folder, the service automatically detects it and parses the file. If you specified a new assignment name in the file, the program creates a new assignment on the Contact Center Manager Server that you indicated in the file. If you specified an assignment name that exists on the selected server, the program updates the existing assignment with the new details.
4. After it parses the file, the service deletes it from the drop folder, thus ensuring that only new files are parsed.
5. If you created a new ad hoc assignment and specified it to Execute Now, the assignment runs immediately. If you created a new scheduled assignment, you must schedule and activate it using the Contact Center Management interface.

   New scheduled assignments created with the XML automated assignments feature do not run until you activate and schedule them in the Contact Center Management component. However, if you update an existing activated and scheduled assignment with the XML automated assignments feature, the schedule remains intact and the assignment remains activated. If you want the assignment to run only at the scheduled time, you must select the Schedule option in the XML file. If you choose the Execute Now option, the scheduled assignment runs twice: it runs immediately and at the scheduled time. If you do not include the <EXECUTENOW> field in your XML file, or if you type an invalid value in this field, the system defaults to scheduling the assignment, and you must use Contact Center Management to manually schedule the new assignment.

6. If the service encounters errors in the XML file that you created, it stops parsing the file, it does not create or update the assignment, and it moves the file to the designated drop folder for problem files. If you did not choose a specific location for problem files during the installation, the program places the files in the default location: <install drive>:\Avaya\Contact Center\Manager Administration \Assignments\XMLAssignmentError, where <install drive> is the drive on which you installed Contact Center Manager Administration. The system notifies you of problem assignments in the Audit Trail component.

   The program rejects files that contain more than 1 000 entries and notifies you of rejected assignments in the Audit Trail component. An example of an entry is assigning an agent to a supervisor or to a skillset. To prevent the program from rejecting your files, limit each file to 1 000 entries or less. For more information, see Limitations on page 167.

7. If the service rejects the XML file you create, fix the problem and place the file in the drop folder to be parsed again. Continue this process until the service successfully parses the file and creates or updates the assignment, and then schedule and activate the assignment in Contact Center Management, if required.

Specifications for XML files

Valid XML files must contain the following data items for the service to parse them successfully:

- Version—The service uses the version field to identify the XML Schema version used by the XML file.
- Assignment name—This is an alphanumeric data field that identifies the name of the assignment to be created or updated. This data is enclosed in the XML tags <ASSIGNMENTNAME> </ASSIGNMENTNAME>.
- Execute option—Use this is optional field to specify whether you want to run the assignment immediately or schedule it. If you want to run the assignment immediately, type the value Execute Now. If you want to save and schedule a new assignment in Contact Center Management, or if you want to update an existing scheduled assignment, type the value Schedule. (If you do not include this field in your XML file, or if you type an invalid value in this field, the system defaults to scheduling the assignment, and you must use Contact Center Management to manually schedule the new assignment.) The value you choose is enclosed in the XML tags <EXECUTEOPTION> </EXECUTEOPTION>.
- Contact Center Manager Server IP address—This is an alphanumeric field used to identify the IP address of the Contact Center Manager Server on which you want to create or update the assignment. This data is enclosed in the XML tags <IPADDRESS> </IPADDRESS>.
- Agent details—The agent details section contains data that uniquely identifies an agent (for example, the agent's first name, last name, and phone login ID). In this section, the

first name and last name are optional; the login ID is mandatory. This data is enclosed in the following XML tags:

```
<AGENT>
<FIRSTNAME> </FIRSTNAME>
<LASTNAME> </LASTNAME>
<LOGINID> </LOGINID>
</AGENT>
```

- Skillset details—The skillset details contain the skillset name and priority for the agent-to-skillset assignment. This data is enclosed in the following XML tags:

```
<SKILLSET>
<NAME> </NAME>
<PRIORITY></PRIORITY>
</SKILLSET>
```

The XML skillset tag <SKILLSET> is embedded in the agent XML tag <AGENT> for each skillset that is assigned/unassigned to an agent, as shown below:

```
<AGENT>
<FIRSTNAME> </FIRSTNAME>
<LASTNAME> </LASTNAME>
<LOGINID> </LOGINID>
<SKILLSET>
<NAME> </NAME>
<PRIORITY> </PRIORITY>
</SKILLSET>
<SKILLSET>
<NAME> </NAME>
<PRIORITY> </PRIORITY>
</SKILLSET>
..............
..............
</AGENT>
```

- Supervisor details—The supervisor details section contains data that uniquely identifies the supervisor to whom the agent is to be assigned. This data is enclosed in the following XML tags:

```
<PRIMARYSUPERVISOR>
<ID> </ID>
<NAME> </NAME>
</PRIMARYSUPERVISOR>
```

The supervisor XML tag <PRIMARYSUPERVISOR> is embedded in the agent XML tag <AGENT>. The supervisor tag appears once in the agent tag for each agent-to-supervisor assignment, as shown in the following script example. In this section, the agent first name, last name, and primary supervisor name are optional; the login ID and ID values are mandatory:

```
<AGENT>
<FIRSTNAME> </FIRSTNAME>
<LASTNAME> </LASTNAME>
<LOGINID> </LOGINID>
<PRIMARYSUPERVISOR>
<ID> </ID>
<NAME> </NAME>
</PRIMARYSUPERVISOR>
</AGENT>
```

Sample XML data files

This section contains examples of XML files with agent-to-skillset assignment data and agent-to-supervisor assignment data. Both examples are based on the XML Schema definition file, SWCXMLAssignments.xsd, in the following folder on the Contact Center Manager Administration server: C:\Program Files\Avaya\WClient\Server\XMLAssignments, where C is the drive on which you installed Contact Center Manager Administration.

Agent-to-skillset assignment data and agent-to-supervisor assignment data cannot exist in the same XML file.

Sample agent-to-skillset assignment XML file

```
<?xml version=“1.0” encoding=“UTF-8”?>
<ASSIGNMENTS xmlns:xsi=“http://www.w3.org/2001/XMLSchema-instance”
xsi:noNamespaceSchemaLocation=“E:\Documents\Web Client\SWCXMLAssignments.xsd”>
    <VERSION>1.0.0</VERSION>
    <IPADDRESS>10.10.10.10</IPADDRESS>
    <ASSIGNMENTNAME>AgentSalesAssign</ASSIGNMENTNAME>
    <EXECUTEOPTION>Schedule</EXECUTEOPTION>
    <AGENT>
        <FIRSTNAME>John</FIRSTNAME>
        <LASTNAME>Smith</LASTNAME>
        <LOGINID>2312</LOGINID>
        <SKILLSET>
            <NAME>SalesOrange</NAME>
            <PRIORITY>1</PRIORITY>
        </SKILLSET>
        <SKILLSET>
            <NAME>SalesGreen</NAME>
            <PRIORITY>3</PRIORITY>
        </SKILLSET>
        <SKILLSET>
            <NAME>SalesBlue</NAME>
            <PRIORITY>Standby</PRIORITY>
        </SKILLSET>
    </AGENT>
</ASSIGNMENTS>
```

Sample agent-to-supervisor assignment XML file

```
<?xml version=“1.0” encoding=“UTF-8”?>
<ASSIGNMENTS xmlns:xsi=“http://www.w3.org/2001/XMLSchema-instance”
xsi:noNamespaceSchemaLocation=“E:\Documents\Web Client\SWCXMLAssignments.xsd”>
    <VERSION>1.0.0</VERSION>
    <IPADDRESS>10.10.10.10</IPADDRESS>
    <ASSIGNMENTNAME>AgentSalesAssign</ASSIGNMENTNAME>
    <EXECUTEOPTION>Execute Now</EXECUTEOPTION>
    <AGENT>
        <FIRSTNAME>John</FIRSTNAME>
        <LASTNAME>Smith</LASTNAME>
        <LOGINID>2312</LOGINID>
        <PRIMARYSUPERVISOR>
            <ID>007</ID>
            <NAME>James Monroe</NAME>
        </PRIMARYSUPERVISOR>
    </AGENT>
    <AGENT>
        <FIRSTNAME>Pat</FIRSTNAME>
```

```
        <LASTNAME>Jones</LASTNAME>
        <LOGINID>4523</LOGINID>
        <PRIMARYSUPERVISOR>
            <ID>3221</ID>
            <NAME>James Monroe</NAME>
        </PRIMARYSUPERVISOR>
    </AGENT>
</ASSIGNMENTS>
```

Chapter 31: Contact Center Management configuration

After you add and configure each server in Contact Center Manager Server, you can use the Contact Center Management component to perform the following tasks:

- Add, edit, view, or delete users on a server in Contact Center Manager Server.
- Add, edit, view, or delete agent-to-supervisor assignments.
- Add, edit, view, or delete agent-to-skillset assignments.
- View the schedule of all agent-to-skillset and agent-to-supervisor assignments.
- Run user-defined assignments on an ad hoc basis.
- Apply assignment changes to multiple agents simultaneously.
- Display agent logon status in Agents, Supervisors, Skillsets and Assignments and Agent Details views.
- Search by agent logged in or logged out status.
- Display agent TN name in Agent Details view.
- Assign an agent to default queue management.
- Use Contact Center Management to quickly assign agents to existing partitions instead of opening the Access and Partition Management component.

Prerequisites to Contact Center Management configuration procedures

- Add and configure each server in Contact Center Manager Server.

Navigation

- Logging on to Contact Center Manager Administration for Management on page 174

Logging on to Contact Center Manager Administration for Management

Before you begin

- Install Contact Center Manager Administration server. See *Avaya Aura® Contact Center Installation* (NN44400-311).
- Commission Contact Center Manager Administration, see *Avaya Aura® Contact Center Commissioning* (NN44400-312).
- Ensure that you have access to Contact Center Management.

About this task

Log on Contact Center Manager Administration to configure and administer your Contact Center Manager Server.

Contact Center Management contains the following five main data views:

- Supervisors view
- Agents view
- Skillsets view
- Assignments view
- Network Agent Admin view

Based on your access class, you can use Contact Center Management to perform the following tasks:

- Add, edit, view, and delete users defined in Contact Center Manager Server.
- Add agents to user-defined partitions.

- Add, edit, view, delete, and schedule agent-to-supervisor assignments.
- Add, edit, view, delete, and schedule agent-to-skillset assignments.

Procedure

1. Start Internet Explorer.
2. In the **Address** box, type the URL of the Contact Center Manager Administration server. The default URL is `http://<server name>`; *<server name>* is the computer name of the CCMA server.

   If your site does not use the default port for Internet Information Services (IIS), the URL of the Contact Center Manager Administration server is `http://<server_name>:<port>`; *<port>* is the port for the Contact Center Manager Administration site in IIS (for example, `http://ccma:81`).

   Important:

   Do not type the IP address in the Address box. Using the IP address results in problems with Scripting, Historical Reporting, Configuration, Contact Center Management, and Access and Partition Management.
3. In the **User ID** box, type your user ID.
4. In the **Password** box, type your password.
5. Click **Login**.
6. Click **Contact Center Management**.

Chapter 32: Supervisors

When you open Contact Center Management from the CCMA launchpad, the Contact Center Management window opens in Supervisors view. You can use this view to:

- quickly view the configured supervisors on each server in the system tree
- list the agents assigned to each supervisor
- immediately assign agents to supervisors (ad hoc assignments)
- quickly add many new supervisors by importing a comma-separated values (CSV) file

Navigation

- Adding a supervisor on page 177
- Adding a supervisor to an AML-based contact center on page 182
- Deleting a supervisor on page 187
- Modifying supervisor details on page 188

Adding a supervisor

Before you begin

Important:

This procedure applies to SIP-enabled Contact Centers. To add a supervisor to an AML-based Contact Center, see Adding a supervisor to an AML-based Contact Center on page 182.

- Ensure that you have a domain user account for your Contact Center domain with privileges to list the domain users.
- Ensure that you have the appropriate access class to add supervisors in Contact Center Management.
- Log on to CCMA. For more information, see Logging on to Contact Center Manager Administration for Management on page 174.
- Open the Contact Center Management component.

About this task

Complete this procedure to add a supervisor in Contact Center Management.

Procedure

1. In the left pane, select the Contact Center Manager Server to which you want to add the supervisor.
2. From the **Add** menu, select **Supervisor**.
3. In the right pane, enter the following mandatory information about the supervisor:
    - First name
    - Last name
    - Login ID
    - Voice URI
    - CCT agent details
4. Enter any optional information about the supervisor (for example, Title or Department).
5. Click **Associate User Account**, and complete the Associate User Account fields to create a Communication Control Toolkit (CCT) user for this supervisor.
6. If your contact center is licensed for Agent Greeting, configure the details for the Agent Greeting.
7. To allow the new supervisor to log on to the Contact Center Manager Administration client application, enter a Contact Center Manager Administration password for the supervisor.
8. Click **Submit** to save the new supervisor profile.

Variable definitions

Name	Description
First Name	First name of the supervisor. The first name is mandatory for all users and can be a maximum of 30 characters long.
Last Name	Last name of the supervisor. The last name is mandatory and can be a maximum of 30 characters long.
Title	The title for the user. The title is optional and can be up to 40 characters long.

Name	Description
Department	The user's department. The department is optional and can be up to 40 characters long.
Language	Select the language preference for the user. Language selection is mandatory for all users.
Comment	Comments you have about the user. Comments are optional and can be up to 127 characters in length.
User Type	Select the user type. This value is mandatory. • Supervisor—Supervisors are responsible for a group of agents, and can monitor agents' performance in the real-time displays in CCMA. Supervisors are not assigned skillsets. • Supervisor/Agent—A user with Supervisor/Agent capability is assigned skillsets, answers contacts in the Contact Center, and can perform some of the duties of a regular supervisor, such as monitor real-time displays in CCMA and answer agent queries. All Supervisor/Agents must be assigned to a supervisor. Some supervisor/agents can have agents assigned to them as well.
Login ID	The number that the user enters to log on to the Contact Center. This value is mandatory for all users. For the Avaya Communication Server 1000, the login ID can be a maximum of 16 digits long. For the Communication Server 2x00/ DMS switches, the log on ID can be a 4 or 5-digit number.
Voice URI	The SIP address of the TR87-controlled terminal dedicated to this agent, in the format sip:agent. If using an Avaya Aura® PBX, use Extension@SES IP address.For example, sip: 4400@47.166.115.99. If using an Avaya CS 1000, use DN@CS 1000 node IP address.For example, sip: 3280@47.166.107.38.

Name	Description
IM URI	The agent's SIP address as configured on the OCS. For example, sip:johndoe@sipccocs.com This field is not available if the Contact Center PABX is an Avaya Aura® Unified Communications platform.
Enable CTI for this agent	Select if the supervisor has a CTI-enabled telephone. This field is mandatory on a SIP-enabled Contact Center.
Create CCT Agent	Select this box to display the Associate User Account fields. This field is mandatory on a SIP-enabled Contact Center.
CCT Agent Login and CCMA Login Account Details–Domain Password	Enter a password the supervisor uses to log in to the Contact Center Manager Administration client application. If the Create CCT agent box is checked (which is mandatory on SIP-enabled Contact Centers), the supervisor's Contact Center Manager Administration username is the same as their CCT username.
Agent Greeting Enabled	Enable the agent greeting for this supervisor by selecting the check box. Agent greetings for supervisors mention the skillset, not a personal greeting.
Agent Greeting Password	The password the supervisor requires to access the skillset recorded in the greeting.
Search local operating system	Select if you want the user to be able to log on using accounts from the operating system on the local server (i.e., the CCMA server). Select this for a single-server install. Only applies to supervisor/agents and agents.
Search local security server	If the Security Framework is enabled on this Contact Center, select to search for users on the Security Framework server. Only applies to supervisors and supervisor/agents.
Search domain users	Select to search for users from the Contact Center domain. Applies to all user types.
Domain Details - Domain Name	If you select Search domain users, enter the FQDN of the domain from which you want to select the user account (mandatory).

Name	Description
Domain Details - Anonymous Bind	If the domain privileges allow anonymous access, select to search the domain users list without authenticating on the domain.
Domain Details - Specify Domain Account	Select to allow you to specify a user account with which to search the domain as an authenticated domain user.
Domain Account	If you select Specify Domain Account, complete the following: • User ID (Domain User ID)–enter the domain user name to use to authenticate on the domain. This user must have the correct privileges to list domain users. • Password–enter the password for the user name you want to use to authenticate on the domain. • Use Secure Connection–select to search over a secure connection. Mandatory if the domain requires secure access. • Server IP (or DNS)–enter the IP address or server name of the domain controller. • Port Number–if the domain controller is not using the default port, enter the port number. If you selected Use Secure Connection, you must specify the secure port here (the default for domain controllers is 626).
Search all user accounts where	Select the domain user field to search on. You can search on the user Last Name, First Name, Group Name, or User ID.
starts with	Enter a string with which you want to search user accounts. The search matches this string only against the start of the selected user account field.
and includes	Select from this list to refine your search to return: • all users–lists all users in the domain. • available users only–lists only the users in the domain that are not already associated with a supervisor or an agent.
Search	Click to search for users in the domain that match your search criteria. The Results grid

Name	Description
	appears and displays the domain users matching the search.
List All	List everything in the domain without applying search criteria.
Results	Display the users returned by your search. Click on a user to associate the account with this supervisor or supervisor/agent. You can associate only those users where the Status is Available.

Adding a supervisor to an AML-based Contact Center

Before you begin

- If you have a CCT server in the Contact Center, ensure that you have a domain user account for your Contact Center domain with privileges to list the domain users.
- Ensure that you have the appropriate access class to add supervisors in Contact Center Management.
- Log on to CCMA. For more information, see Logging on to Contact Center Manager Administration for Management on page 174.
- Open the Contact Center Management component.

About this task

Complete this procedure in Contact Center Management to add a supervisor to an AML-based Contact Center.

Procedure

1. In the left pane, select the Contact Center Manager Server to which you want to add the supervisor.
2. From the **Add** menu, select **Supervisor**.
3. In right pane, enter the following mandatory information about the supervisor:
    - First name
    - Last name
    - Phone login ID
    - Telephony/port address
4. Enter any optional information about the supervisor (for example, Title or Department).

5. To allow the supervisor to log on to the Contact Center Manager Administration server, enter a Contact Center Manager Administration user ID and password for the supervisor.
6. If you want to create a CCT user for this supervisor, select **Create CCT Agent**.
7. If you selected **Create CCT Agent**, click **Associate User Account**, and complete the Associate User Account fields to create a CCT user for this supervisor.
8. If your contact center is licensed for Agent Greeting, configure the details for the Agent Greeting.
9. Click **Submit** to save the new supervisor profile.

Variable definitions

Name	Description
First Name	The first name of the user. The first name is mandatory for all users and can be a maximum of 30 characters long.
Last Name	The last name of the user. The last name is mandatory and can be a maximum of 30 characters long.
Title	The title for the user. The title is optional and can be up to 40 characters long.
Department	The user's department. The department is optional and can be up to 40 characters long.
Language	Select the language preference for the user. Language selection is mandatory for all users.
Comment	Comments you have about the user. Comments are optional and can be up to 127 characters in length.
User Type	Select the user type. This value is mandatory. Select Supervisor—Supervisors are responsible for a group of agents, and can monitor agents' performance in the real-time displays in Contact Center Manager Administration. Supervisors are not assigned skillsets.

Name	Description
Login ID	The number that the user enters to log on to the phone. This value is mandatory for all users. For the Avaya Communication Server 1000, the log on ID can be a maximum of 16 digits long. For the Communication Server 2x00/DMS switches, the log on ID can be a 4 or 5-digit number.
Personal DN	The directory number where the agent can receive personal calls. The personal DN is optional and can be up to 7 digits long.The Personal DN box is not available on a Communication Server 2x00/DMS switch. The personal DN is applicable only to agents and supervisor/agents.
ACD Queue	Use this field to assign an ACD Queue to the agent for defaulted calls and when you use Queue to NACD. An Agent can log into any phone and the default ACD Queue automatically updates to the appropriate queue for the agent.
ACD Queue Error	This is a read-only field. When you assign ACD Queue to an agent that is logged in, the following error message is returned from Avaya Communication Server 1000 or Contact Center Manager Administration: "Agent is required to login again for the ACD Queue to be assigned."
Create CCT Agent	If the CCMS server has an associated CCT server, select this box to display the Associate User Account fields. This field is not mandatory on an AML-enabled Contact Center.
CCMA Login Account Details– User Name OR CCT Agent Login and CCMA Login Account Details–Domain User Name	**Important:** The name of this field changes if you select Create CCT Agent. The supervisor's Contact Center Manager Administration user ID. This is the user ID that the supervisor or supervisor/agent uses to access the CCMA client application. When you give the supervisor or supervisor/agent a CCMA user ID in Contact Center Management, the user's profile automatically copies to the Users tree in Access and Partition Management. An administrator

Name	Description
	must then grant the supervisor or supervisor/ agent basic access rights to the appropriate CCMA components before the user can log on to the CCMA server and use the client application. If an administrator does not finish configuring the CCMA user in this way, then the user cannot use CCMA. After you save the CCMA user ID, you cannot change it. The CCMA user ID is not applicable to users with agent capability. If you select Create CCT Agent, you cannot edit this box and it defaults to the user you selected in the Associate User Account fields.
CCMA Login Account Details– Password OR CCT Agent Login and CCMA Login Account Details–Domain Password	**Important:** The name of this field changes if you select Create CCT Agent. Enter a password the supervisor uses to log in to the Contact Center Manager Administration server and access the Contact Center Manager Administration client application.
Agent Greeting Enabled	Enable the agent greeting for this supervisor by selecting the check box. Agent greetings for supervisors mention the skillset, not a personal greeting.
Agent Greeting Password	The password the supervisor requires to access the skillset recorded in the greeting.
Supervisor Information–Telephony Port	The position ID of the supervisor's telephone (SPID). This is mandatory only when adding a supervisor as only supervisors have an SPID. The PABX maps agent keys of the supervisor's reporting agents to the telephone identified by this field. To communicate with reporting agents through the telephone (for example, using the Emergency and Answer Emergency keys), the supervisor must log on to the telephone using this specified address. Supervisors cannot roam; their location is fixed. The telephony/port address is mandatory for all supervisors and supervisor/agents, and can be a maximum of 7 digits long.

Name	Description
Search local operating system	Select if you want the user to be able to log on using accounts from the operating system on the local server (i.e., the CCMA server). Select this for a single-server install. Only applies to supervisor/agents and agents.
Search local security server	If the Security Framework is enabled on this Contact Center, select to search for users on the Security Framework server. Only applies to supervisors and supervisor/agents.
Search domain users	Select to search for users from the Contact Center domain. Applies to all user types.
Domain Details - Domain Name	If you select Search domain users, enter the FQDN of the domain from which you want to select the user account (mandatory).
Domain Details - Anonymous Bind	If the domain privileges allow anonymous access, select to search the domain users list without authenticating on the domain.
Domain Details - Specify Domain Account	Select to allow you to specify a user account with which to search the domain as an authenticated domain user.
Domain Account	If you select Specify Domain Account, complete the following: • User ID (Domain User ID)–enter the domain user name to use to authenticate on the domain. This user must have the correct privileges to list domain users. • Password–enter the password for the user name you want to use to authenticate on the domain. • Use Secure Connection–select to search over a secure connection. Mandatory if the domain requires secure access. • Server IP (or DNS)–enter the IP address or server name of the domain controller. • Port Number–if the domain controller is not using the default port, enter the port number. If you selected Use Secure Connection, you must specify the secure port here (the default for domain controllers is 626).

Name	Description
Search all user accounts where	Select the domain user field to search on. You can search on the user Last Name, First Name, Group Name, or User ID.
starts with	Enter a string with which you want to search user accounts. The search matches this string only against the start of the selected user account field.
and includes	Select from this list to refine your search to return: • all users–lists all users in the domain. • available users only–lists only the users in the domain that are not already associated with a supervisor or an agent.
Search	Click to search for users in the domain that match your search criteria. The Results grid appears and displays the domain users matching the search.
List All	List everything in the domain without applying search criteria.
Results	Display the users returned by your search. Click on a user to associate the account with this supervisor or supervisor/agent. You can associate only those users where the Status is Available.

Deleting a supervisor

Before you begin

- Log on to CCMA. For more information, see Logging on to Contact Center Manager Administration for Management on page 174.
- Open the Contact Center Management component.
- Ensure that the supervisor has no assigned agents. Before you delete a supervisor, you must first reassign all agents who report to that supervisor to another supervisor.

About this task

Delete a supervisor to remove the supervisor from your system.

If you delete an agent who has agent greetings stored, you must delete the agent greetings for the agent ID. See Deleting agent greetings on page 43.

Procedure

1. From the **View/Edit** menu, select **Supervisors**.
2. In the left pane, click the server containing the supervisor to delete.
   The server expands to show the list of supervisors configured on it.
3. Right-click the supervisor to delete, and then click **Delete Supervisor**.
4. In the message box that appears asking you to confirm your choice, click **Yes**.

Modifying supervisor details

Before you begin

- Log on to CCMA. For more information, see Logging on to Contact Center Manager Administration for Management on page 174.
- Open the Contact Center Management component.

About this task

Complete the following procedure to modify the details of a supervisor or a supervisor/agent.

Procedure

1. From the **View/Edit** menu, select **Supervisors**.
2. In the left pane, expand the server on which to work with the supervisor/agent profile.
   The list of supervisors configured on the server appears.
3. Right-click the supervisor whose profile you want to edit, and then select **View Supervisor Details**.
4. On the Supervisor Details window, in the **User Details** section, you can change details, such as first name, last name, phone login ID, title, language, department, or comments.
5. If your contact center is licensed for Agent Greeting, you can change the properties of the greeting such as record skillset information for the greeting, changing passwords, and selecting options. Complete the details under **Agent Greeting**.
6. In the **Supervisor Information** area, you can change the telephony port address, and assign or change the Contact Center Manager Administration user ID.

   Important:

   If you assign the user a Contact Center Manager Administration user ID and password, an administrator must complete configuration of the user profile in the Access and Partition Management component.

7. Click **Submit** to save your changes.

Chapter 33: Agents

In the Agents view, you can search for particular agents or list all agents on a server. You can also use the agents view to

- view and edit the agents' properties, including the skillsets and partitions to which the agents are assigned
- delete the agents from the server one at a time or in bulk
- quickly create a new agent by copying an agent's properties
- quickly create many new agents by importing a CSV file
- associate an agent with a Communication Control Toolkit user

Partly configured agents appear in the Contact Center Management Agents list with a grey agent icon. You can only delete these agents.

Two types of agents are available in Contact Center Management:

- Agents
- Supervisor/agents

Navigation

- Searching for agents across multiple servers on page 218
- Searching for agents by skillset across multiple servers on page 219

Adding an agent

Before you begin

Important:

This procedure applies to SIP-enabled Contact Centers. To add an agent to an AML-based Contact Center, see Adding an agent to an AML-based Contact Center on page 198.

- Ensure that you have a domain user account for your Contact Center domain with privileges to list the domain users.
- You must have the appropriate access class to access and work in this window. If you cannot open part of the window that you need to work with, ask your administrator to update the access class assigned to you. To work with all sections of this window and add and edit all types of users, you need the Add/Edit/Delete Agents and Supervisors access level.
- Log on to CCMA. For more information, see Logging on to Contact Center Manager Administration for Management on page 174.
- Open the Contact Center Management component.

About this task

Complete this procedure to add an agent in Contact Center Management.

If you select Copy Agent Properties from a Functions menu, or click Create Many while viewing an existing agent, the window appears and the User Details and User Information sections expand and contain some information from the copied agent profile.

Procedure

1. In the left pane, click the Contact Center Manager Server under which to add the agent.
2. From the **Add** menu, select **Agent**.
3. In the New Agent Details window, enter the following mandatory information about the agent:
   - First name
   - Last name
   - Login ID
   - Voice URI
   - Create CCT Agent

- Primary supervisor

4. Enter any optional information about the agent (for example, Call Presentation Class, Threshold, Title, Department, or Comments).
5. If available, click **Create CCT Agent**, and complete the **Associate User Account** fields to create a CCT user for this agent.
6. If this agent uses the multiplicity feature on Avaya Aura® Agent Desktop, select a multiplicity presentation class from the **Multiplicity Presentation Class** list.

   If multiplicity is not enabled, the Multiplicity Presentation Class list does not appear.
7. If Agent Greeting is enabled, click the **Agent Greeting** heading and complete the fields for Agent Greeting.
8. If Offsite Agent is enabled on your system, click the **Offsite Agent** heading and complete the fields.
9. If Open Queue is enabled on the Contact Center Manager Server, click the **Contact Types** heading.

   If Open Queue is not enabled, the Contact Types section does not appear.
10. Select the check box beside each **Contact Type** to assign to the agent.
11. Click the **Skillsets** heading.
12. In the **Skillsets** area, click **List All** to list all skillsets configured on the server.

    If you do not see a skillset to which you need access, it may be because it is not included in your partition. Contact your administrator and request that the administrator add the skillset to the partition assigned to you.
13. From the **Priority** list for each skillset to assign to the agent, select the priority level or select **Standby** to put the agent in standby mode for this skillset.

    Priority levels range from 1 to 48, with 1 being the highest priority for the skillset.

    Important:

    With an Open Queue-enabled Contact Center Manager Server, you can only assign skillsets to an agent that belongs to the same contact type.
14. If you have administrator privileges, you can add this new agent to the partitions assigned to the agent's supervisor (instead of having to do so in Access and Partition Management). Click the **Partitions** heading.
    The list of partitions configured on the server appears.
15. Select the check boxes beside the partitions to which to add the new agent.
16. Click **Submit** to save your changes.

Variable definitions

Name	Description
First Name	The first name of the user. The first name is mandatory for all users and can be a maximum of 30 characters long.
Last Name	The last name of the user. The last name is mandatory for all users and can be a maximum of 30 characters long.
Title	The title for the user. The title is optional and can be up to 40 characters long.
Department	The user's department. The department is optional and can be up to 40 characters long.
Language	Select the language preference for the user. Language selection is mandatory for all users.
Comment	Comments you have about the user. Comments are optional and can be up to 127 characters in length.
User Type	Select the user type. This value is mandatory. Select the agent user type. Agents are users who are assigned skillsets and who answer contacts in the Contact Center. All agents must be assigned to a supervisor.
Login ID	The number that the user enters to log on to the phone. This value is mandatory for all users. For the Avaya Communication Server 1000, the log on ID can be a maximum of 16 digits long. For the Communication Server 2x00/ DMS switches, the log on ID can be a 4 or 5-digit number.
Voice URI	The SIP address of the TR87-controlled terminal dedicated to this agent, in the format sip:agent. If using an Avaya Aura® PBX, use Extension@SES IP address. For example, sip:4400@47.166.115.99.

Name	Description
	If using an Avaya CS 1000, use DN@CS 1000 node IP address. For example, sip: 3280@47.166.107.38.
Enable CTI for this agent	Select if the agent has a CTI-enabled telephone. This field is mandatory on a SIP-enabled Contact Center.
Create CCT Agent	Select this box to display the Associate User Account fields. This field is mandatory on a SIP-enabled Contact Center.
Primary Supervisor	The agent's supervisor. You can choose from all supervisors configured on the server to which you are currently logged on.
Call Presentation	The call presentation class to assign to this agent. The call presentation class determines whether the agent can take a break between calls, whether the agent can put DN calls on hold for incoming ACD calls, and whether the agent phone shows that the agent is reserved for a network call. Call Presentation is mandatory for all users with agent and supervisor/agent capability.
Multiplicity Presentation Class	The multiplicity presentation class to assign to this agent. The multiplicity presentation class determines the type and number of Multimedia contacts an agent can have open simultaneously on Avaya Aura® Agent Desktop. If multiplicity is not enabled, the Multiplicity Presentation Class list does not appear.
Agent Greeting Enabled	Select to enable Agent Greeting for the agent.
Agent Greeting Password	The password the agent uses to dial into the Agent Greeting recording application.
Agent Greeting Recorded	The system indicates that an agent greeting is recorded.
Communication Manager Agent ID	The Avaya Aura® Communication Manager ID for this Agent.
Communication Manager Server	The display name of the Avaya Aura® Communication Manager server for this Agent.
Threshold	The threshold class to assign to this user.

Name	Description
	The threshold class is mandatory for all users with agent and supervisor/agent capability.
Offsite Agent Enabled	Select to allow this agent to use Offsite Agent. Available only if the Contact Center is licensed for Offsite Agent.
Offsite Agent Mode	Select the mode in which this agent works when they log on to the Contact Center as an offsite agent.
Phone 1	The primary telephone number at which this agent receives calls from the Contact Center when working as an offsite agent. The phone number has a maximum of 15 digits.
Phone 2	The secondary telephone number at which this agent receives calls from the Contact Center when working as an offsite agent. The phone number has a maximum of 15 digits.
Allow agent to enter an alternate phone	Select to allow the agent to enter an alternate number to the numbers configured in Phone 1 or Phone 2. The agent can enter a different number when they log into Agent Desktop as an offsite agent.
Search local operating system	Select if you want the user to be able to log on using accounts from the operating system on the local server (i.e., the CCMA server). Select this for a single-server install. Applies to supervisor/agents and agents.
Search domain users	Select to search for users from the Contact Center domain. Applies to all user types.
Domain Details - Domain Name	If you selected Search domain users, enter the FQDN of the domain from which you want to select the user account (mandatory).
Domain Details - Anonymous Bind	If the domain privileges allow anonymous access, select to search the domain users list without authenticating on the domain.
Domain Details - Specify Domain Account	Select to allow you to specify a user account with which to search the domain as an authenticated domain user.

Name	Description
Domain Account	If you select Specify Domain Account, complete the following: • User ID (Domain User ID)–enter the domain user name to use to authenticate on the domain. This user must have the correct privileges to list domain users. **Note:** The domain name is case sensitive. • Password–enter the password for the user name you want to use to authenticate on the domain. • Use Secure Connection–select to search over a secure connection. Mandatory if the domain requires secure access. • Server IP (or DNS)–enter the IP address or server name of the domain controller. • Port Number–if the domain controller is not using the default port, enter the port number. If you selected Use Secure Connection, you must specify the secure port here (the default for domain controllers is 626).
Search all user accounts where:	Select the domain user field to search on. You can search on the user Last Name, First Name, Group Name, or User ID.
starts with	Enter a string with which you want to search user accounts. The search matches this string only against the start of the selected user account field.
and includes	Select from this list to refine your search to return: • all users–lists all users in the domain. • available users only–lists only the users in the domain that are not already associated with a supervisor or an agent.
Search	Click to search for users in the domain that match your search criteria. The Results grid appears and displays the domain users matching the search.
List All	List everything in the domain without applying search criteria.

Name	Description
Results	Display the users returned by your search. Click on a user to associate the account with this agent. You can associate only those users where the Status is Available.

Adding an agent to an AML-based Contact Center

Before you begin

- If you have a CCT server in the Contact Center, ensure that you have a domain user account for your Contact Center domain with privileges to list the domain users.
- You must have the appropriate access class to access and work in this window. If you cannot open part of the window that you need to work with, ask your administrator to update the access class assigned to you. To work with all sections of this window and add and edit all types of users, you need the Add/Edit/Delete Agents and Supervisors access level.
- Log on to CCMA. For more information, see Logging on to Contact Center Manager Administration for Management on page 174.
- Open the Contact Center Management component.

About this task

In this window, you can add new agents. What you see in this window depends on how you launch the window and the access class assigned to you.

If you select Copy Agent Properties from a Functions menu, or click Create Many while viewing an existing agent, the window appears and the User Details and User Information sections expand and contain information.

Procedure

1. In the left pane, click the Contact Center Manager Server under which to add the agent.
2. From the **Add** menu, select **Agent**.
3. In the New Agent Details window, enter the following mandatory information about the agent:
    - First name
    - Last name
    - Login ID
    - Primary supervisor
    - Call presentation

- Threshold

4. Enter any optional information about the agent (for example, Title, Department, or Comments).
5. If you want to create a CCT user for this agent, select **Create CCT Agent**.
6. If you selected **Create CCT Agent**, click **Associate User Account**, and complete the Associate User Account fields to create a CCT user for this agent.
7. If this agent uses the multiplicity feature on Agent Desktop, select a multiplicity presentation class from the **Multiplicity Presentation Class** list.

   If multiplicity is not enabled, the Multiplicity Presentation Class list does not appear.
8. If Agent Greeting is enabled, click the **Agent Greeting** heading and complete the fields for Agent Greeting.
9. If Open Queue is enabled on the Contact Center Manager Server, click the **Contact Types** heading.

   If Open Queue is not enabled, the Contact Types section does not appear.
10. Select the check box beside each **Contact Type** to assign to the agent.
11. Click the **Skillsets** heading.
12. In the **Skillsets** area, click **List All** to list all skillsets configured on the server.

    If you do not see a skillset to which you need access, it may be because it is not included in your partition. Contact your administrator and request that the administrator add the skillset to the partition assigned to you.
13. From the **Priority** list for each skillset to assign to the agent, select the priority level or select **Standby** to put the agent in standby mode for this skillset.

    Priority levels range from 1 to 48, with 1 being the highest priority for the skillset.

    Important:

    With a Open Queue-enabled Contact Center Manager Server, you can only assign skillsets to an agent that belongs to the same contact type.
14. If you have administrator privileges, you can add this new agent to the partitions assigned to the agent's supervisor (instead of having to do so in Access and Partition Management). Click the **Partitions** heading.
    The list of partitions configured on the server appears.
15. Select the check boxes beside the partitions to which to add the new agent.
16. Click **Submit** to save your changes.

Variable definitions

Name	Description
First Name	The first name of the user. The first name is mandatory for all users and can be a maximum of 30 characters long.
Last Name	The last name of the user. The last name is mandatory and can be a maximum of 30 characters long.
Title	The title for the user. The title is optional and can be up to 40 characters long.
Department	The user's department. The department is optional and can be up to 40 characters long.
Language	Select the language preference for the user. Language selection is mandatory for all users.
Comment	Comments you have about the user. Comments are optional and can be up to 127 characters in length.
User Type	Select the user type. This value is mandatory. Select the agent user type: Agents are users who are assigned skillsets and who answer contacts in the Contact Center. All agents must be assigned to a supervisor.
Login ID	The number that the user enters to log on to the phone. This value is mandatory for all users. For the Avaya Communication Server 1000, the log on ID can be a maximum of 16 digits long. For the Communication Server 2x00/ DMS switches, the log on ID can be a 4 or 5-digit number.
Personal DN	The directory number where the agent can receive personal calls. The personal DN is optional and can be up to 7 digits long.
ACD Queue	Use this field to assign an ACD Queue to the agent for calls defaulted and when you use Queue to NACD. An Agent can log into any phone and the default ACD Queue

Name	Description
	automatically updates to the appropriate queue for the agent.
ACD Queue Error	This is a read-only field. When you assign ACD Queue to an agent that is logged in, the following error message is returned from Avaya Communication Server 1000 or Contact Center Manager Administration: “Agent is required to login again for the ACD Queue to be assigned.”
Create CCT Agent	If the CCMS server has an associated CCT server, select this box to display the Associate User Account fields. This field is not mandatory on an AML-enabled Contact Center.
Primary Supervisor	The agent's supervisor. You can choose from all supervisors configured on the server to which you are currently logged on.
Agent Key	The number on the supervisor's phone corresponding to the agent's phone. This key enables the supervisor to communicate with the agent. This field is not applicable nor available when connected to a SIP server.
Login Status	The current status of the agent (Logged In or Logged Out), which is useful when you want to quickly reassign agents to skillsets. This data is read-only.
Call Presentation	The call presentation class to assign to this agent. The call presentation class determines whether the agent can take a break between calls, whether the agent can put DN calls on hold for incoming ACD calls, and whether the agent phone shows that the agent is reserved for a network call. Call Presentation is mandatory for all users with agent and supervisor/agent capability.
Multiplicity Presentation Class	The multiplicity presentation class to assign to this agent. The multiplicity presentation class determines the type and number of Multimedia contacts an agent can have open simultaneously on Agent Desktop. If multiplicity is not enabled, the Multiplicity Presentation Class list does not appear.

Name	Description
Agent Greeting Enabled	Select to enable Agent Greeting for the agent.
Agent Greeting Password	The password the agent uses to dial into the Agent Greeting recording application.
Agent Greeting Recorded	The system indicates that an agent greeting is recorded.
Threshold	The threshold class to assign to this user. The threshold class is mandatory for all users with agent and supervisor/agent capability.
Offsite Agent Enabled	Select to allow this agent to use Offsite Agent. Available only if the Contact Center is licensed for Offsite Agent.
Offsite Agent Mode	Select the mode in which this agent works when they log on to the Contact Center as an offsite agent.
Phone 1	The primary telephone number at which this agent receives calls from the Contact Center when working as an offsite agent. The maximum number of telephone digits is 15.
Phone 2	The secondary telephone number at which this agent receives calls from the Contact Center when working as an offsite agent. The maximum number of telephone digits is 15.
Allow agent to enter an alternate phone	Select to allow the agent to enter an alternate number to the numbers configured in Phone 1 or Phone 2. The agent can enter a different number when they log into Agent Desktop as an offsite agent.
Tn Name	The Terminal Number at which the agent's phone is wired into the PABX. This box displays a value only if the agent is logged on; it is blank if the agent is logged off.
Search local operating system	Select if you want the user to be able to log on using accounts from the operating system on the local server (i.e., the CCMA server). Select this for a single-server install. Only applies to supervisor/agents and agents.

Name	Description
Search local security server	If the Security Framework is enabled on this Contact Center, select to search for users on the Security Framework server. Only applies to supervisors and supervisor/ agents.
Search domain users	Select to search for users from the Contact Center domain. Applies to all user types.
Domain Details - Domain Name	If you select Search domain users, enter the FQDN of the domain from which you want to select the user account (mandatory).
Domain Details - Anonymous Bind	If the domain privileges allow anonymous access, select to search the domain users list without authenticating on the domain.
Domain Details - Specify Domain Account	Select to allow you to specify a user account with which to search the domain as an authenticated domain user.
Domain Account	If you select Specify Domain Account, complete the following: • User ID (Domain User ID)–enter the domain user name to use to authenticate on the domain. This user must have the correct privileges to list domain users. • Password–enter the password for the user name you want to use to authenticate on the domain. • Use Secure Connection–select to search over a secure connection. Mandatory if the domain requires secure access. • Server IP (or DNS)–enter the IP address or server name of the domain controller. • Port Number–if the domain controller is not using the default port, enter the port number. If you selected Use Secure Connection, you must specify the secure port here (the default for domain controllers is 626).
Search all user accounts where	Select the domain user field to search on. You can search on the user Last Name, First Name, Group Name, or User ID.
starts with	Enter a string with which you want to search user accounts. The search matches this

Name	Description
	string only against the start of the selected user account field.
and includes	Select from this list to refine your search to return: • all users–lists all users in the domain. • available users only–lists only the users in the domain that are not already associated with a supervisor or an agent.
Search	Click to search for users in the domain that match your search criteria. The Results grid appears and displays the domain users matching the search.
List All	List everything in the domain without applying search criteria.
Results	Display the users returned by your search. Click on a user to associate the account with this supervisor or supervisor/agent. You can associate only those users where the Status is Available.

Adding a supervisor/agent

Before you begin

- Log on to CCMA. For more information, see Logging on to Contact Center Manager Administration for Management on page 174.
- Open the Contact Center Management component.

About this task

A user with Supervisor/Agent capability is assigned skillsets, answers contacts in the Contact Center, and can perform some of the duties of a regular supervisor, such as monitor real-time displays in the Contact Center Manager Administration client application, and answer agent queries. All Supervisor/Agents must be assigned to a supervisor. If the supervisor/agent is going to use the CCMA client application, you must also assign a Contact Center Manager Administration user ID and password to this user.

Procedure

1. In the left pane, click the Contact Center Manager Server under which to add the supervisor/agent.
2. From the **Add** menu, select **Supervisor/Agent**.

3. In the New Supervisor/Agent Details window, enter the following mandatory information about the supervisor/agent:
    - First name
    - Last name
    - Login ID
    - Call presentation class
    - Threshold
    - Supervisor
    - Telephony/port address

    Important:

    Voice URI, IM URI, and Create CCT Agent are mandatory when adding a supervisor/agent on a SIP-enabled Contact Center.
4. Enter any optional information about the supervisor/agent (for example, Title or Department).
5. If your contact center is licensed for Agent Greeting, configure the details for the Agent Greeting.
6. If the supervisor/agent has to log on to the Contact Center Manager Administration server and use Contact Center Manager Administration, enter a Contact Center Manager Administration user ID and password for the supervisor/agent.
7. Click the **Skillsets** heading.
8. In the **Skillsets** area, click **List All** to list all skillsets configured on the server.

    Important:

    If you do not see a skillset to which you need access, it may be because it is not included in your partition. Contact your administrator and request that the skillset be added to the partition assigned to you.
9. In the table listing all skillsets, select the priority numbers beside the skillsets to which you want to assign the supervisor/agent, or select Standby to put the supervisor/agent in standby mode for this skillset.

    Skillset priority can range from 1 to 48, with 1 being the highest priority for this skillset.
10. If you have administrator privileges on CCMA, you can now add this new supervisor/agent to the user-defined partitions assigned to the agent's supervisor (instead of having to do so in Access and Partition Management). Click the **Partitions** heading.
    The list of user-defined partitions configured on the server appears.
11. Select the check box for each partition to which you want to add the new supervisor/agent.

12. Click **Submit** to save the new user profile.

Creating a bulk import file

Before you begin

- Log on to CCMA. For more information, see Logging on to Contact Center Manager Administration for Management on page 174.
- Open the Contact Center Management component.

About this task

Follow this procedure to download a .CSV (Comma Separated Value) template file and populate it with agent and supervisor information for a bulk import. The template file you download varies depending on the release of the contact center server that you select.

Procedure

1. In the left pane, select the server to which you want to add multiple agents, supervisors, and/or supervisor/agents.
2. From the **Add** menu, choose **Many Users**.
3. Beside the **Import list of agents from** box, right-click **Download template file** and select **Save Target As**.
4. In the Save As dialog box, select a location on your local PC in which to store the .CSV file, and enter a descriptive name for the file.
5. Click **Save**.
6. Open the .CSV file using an editor of your choice.
7. Complete a line in the .CSV file for each agent, supervisor, and/or agent supervisor that you want to import to the contact center.

Procedure job aid: Preparing a .CSV file for Avaya NES Contact Center Release 7.0

A .CSV file downloaded for an Avaya NES Contact Center Release 7.0 server has the fields described in the following table:

Field	Description
Last name	The last name of the user. The last name is mandatory and can be a maximum of 30 characters long.
First name	The first name of the user. The first name is mandatory for all users and can be a maximum of 30 characters long.
Login ID	The number that the user enters to log on to the phone. This value is mandatory for all users.
Personal DN	The directory number where the agent can receive personal calls. The personal DN is optional and can be up to 7 digits long.
Agent type	Select the user type. This value is mandatory. The valid values are: • Agent • Agent\Supervisor • Agent/Supervisor • Supervisor\Agent • Supervisor/Agent • Supervisor Agent • Agent Supervisor • Supervisor These string values are localized so this field accepts locale-specific values
Supervisor telephony port	Mandatory when agent type is supervisor.
Sip URI	Mandatory if you are adding agents to a SIP-enabled server on Avaya NES Contact Center Release 7.0 and lower.
Sip Terminal	Mandatory if you are adding agents to a SIP-enabled server on Avaya NES Contact Center Release 7.0 and lower.
Agent key	The number on the supervisor's phone corresponding to the agent's phone. This key enables the supervisor to communicate with the agent. This field is not applicable if adding agents to a SIP-enabled contact center server.
ACD queue	The ACD Queue to assign to the agent for calls defaulted and when you use Queue to NACD.
Domain	Mandatory if you want to create a CCT user for this agent, mandatory if adding to a SIP-enabled contact center server The FQDN of the domain from which you want to select the user account to associate with this agent.
Username	Mandatory if you want to create a CCT user for this agent, mandatory if adding to a SIP-enabled contact center server.

Field	Description
	The domain user name to use to authenticate on the domain.

Procedure job aid: Preparing a .CSV file for Avaya Aura® Contact Center Release 6.2

A .CSV file downloaded for an Avaya Aura® Contact Center Release 6.2 server has the fields described in the following table:

Field	Description
Last name	The last name of the user. The last name is mandatory and can be a maximum of 30 characters long.
First name	The first name of the user. The first name is mandatory for all users and can be a maximum of 30 characters long.
Login ID	The number that the user enters to log on to the phone. This value is mandatory for all users.
Personal DN	The directory number where the agent can receive personal calls. The personal DN is optional and can be up to 7 digits long.
Agent type	Select the user type. This value is mandatory. The valid values are: • Agent • Agent\Supervisor • Agent/Supervisor • Supervisor\Agent • Supervisor/Agent • Supervisor Agent • Agent Supervisor • Supervisor These string values are localized so this field accepts locale-specific values
Supervisor telephony port	The required telephone port for supervisors.
Agent key	The number on the supervisor's phone corresponding to the agent's phone. This key enables the supervisor to communicate with the agent. This field is not applicable if adding agents to a SIP-enabled Contact Center server.
ACD queue	The ACD Queue to assign to the agent for calls defaulted and when you use Queue to NACD.

Field	Description
Domain	Mandatory if you want to create a CCT user for this agent, mandatory if adding to a SIP-enabled Contact Center server. The FQDN of the domain from which you want to select the user account to associate with this agent.
Username	Mandatory if you want to create a CCT user for this agent, mandatory if adding agents to a SIP-enabled Contact Center server. The domain user name to use to authenticate on the domain.
Voice URI	Mandatory if you are adding agents to a SIP-enabled Contact Center Manager Server on Avaya Aura® Contact Center Release 6.2.
IM URI	Mandatory if you are adding to a SIP-enabled Contact Center Manager Server on Avaya Aura® Contact Center Release 6.2.
isCTIEnabled	Mandatory if you are adding to a SIP-enabled Contact Center Manager Server on Avaya Aura® Contact Center Release 6.2. Valid values: Y or N

Adding multiple agents, supervisors, or supervisor/agents

Before you begin

- Log on to CCMA. For more information, see Logging on to Contact Center Manager Administration for Management on page 174.
- Open the Contact Center Management component.
- Create and save a comma-separated value (CSV) file containing the unique user details for each new user you are creating. The file must contain the information for each user (as applicable). See Creating a bulk import file on page 206.

About this task

Use the Create Many feature of Contact Center Manager to save time by adding large numbers of agents, supervisors, or supervisor/agents sequentially.

Procedure

1. In Contact Center Management, choose **View/Edit** > **Supervisors**.
   The system tree refreshes and the list of servers appears.
2. In the left pane, select the server to which you want to add users.
3. From the **Add** menu, choose **Many Users**.
4. Beside the **Import list of agents from** box, click **Browse**, and then locate and select the CSV file containing the new user information.
5. From the **Primary Supervisor** list, select the supervisor for the new users.

6. Complete other optional fields that are common for all the imported agents.
7. Click **Submit** to create the new users.
   The system creates the new users and lists any agents that cannot be added in a new window with the reason for the failure.
8. Fix any failed entries in the CSV file (if applicable), and repeat steps 3 to 7.
   The system saves the users under the supervisor that you specified, and the agent or supervisor icons appear in the system tree.
9. Update the individual supervisor or agent/supervisor details.

Creating an agent/supervisor assignment

Before you begin

- Log on to CCMA. For more information, see Logging on to Contact Center Manager Administration for Management on page 174.
- Open the Contact Center Management component.
- Ensure that you have access to the New Agent to Supervisor Assignment window.
- Ensure that you understand reset assignments. For information, see Creating a reset assignment on page 228.

About this task

Create agent-to-supervisor assignments to temporarily assign multiple agents to a different supervisor when supervisors are on breaks, are sick, are on vacation, or are taking a course.

Procedure

1. In Contact Center Management, on the menu, choose **View/Edit** > **Assignments**.
2. In the left pane of the Assignments view, expand the server on which to assign agents to skillsets.
   The server shows the assignment folders.
3. Right-click the Agent Supervisor Assignments folder, and then click **Add Assignment**.
4. In the New Agent to Supervisor Assignment window, in the **Assignment Details** area, click the **List Available Agents** heading to search for agents to add to the assignment.
   The heading expands to show the agent search boxes.

You can search for agents by first name, last name, department, comment, or login ID. You can also search by the current agent login status (Logged In or Logged Out).

5. Enter your search details up to a maximum of five different criteria.
6. Click **Search**.
   The agents that match your criteria appear in a table.

   If you search by login status, you can search by this one criterion only.
7. To list all agents configured on the server (your partitioned agents and any agents in the reporting agent combinations assigned to you), click **List All**.
8. In the **Available Agents** table, note the agents logged on, and then select the check box for each agent to include in the assignment.
9. Click **Update Table**.
   The agents with their currently assigned skillsets appear in the Assignment Details table.
10. Click the **Save/Schedule Assignments** heading.
11. In the **Skillset Search** box, type a unique name for the assignment.
12. Select the **Create Reset Assignment** check box to create a reset assignment.
13. Click **Save** to save the reset assignment before altering the original assignment.
14. Click **Save Assignment** to save the assignment in the Assignments folder.

Deleting an agent

Before you begin

- Ensure that the agent is logged out.
- Ensure the agent is not referred to in scripts.
- Log on to CCMA. For more information, see Logging on to Contact Center Manager Administration for Management on page 174.
- Open the Contact Center Management component.

About this task

Several options are available to delete an agent or a supervisor/agent. This procedure lists one possible way.

If you delete an agent who has agent greetings stored, you must delete the agent greetings for the agent ID. See Deleting agent greetings on page 43.

Procedure

1. From the **View/Edit** menu, select **Supervisors**.
2. In the left pane, click the server containing the agent to delete.
3. Click the agent's primary supervisor.
   All agents assigned to the supervisor appear.
4. Right-click the agent to delete, and then click **Delete Agent**.
5. In the message box that appears asking you to confirm your choice, click **Yes**.

Modifying agent details

Before you begin

- Log on to CCMA. For more information, see Logging on to Contact Center Manager Administration for Management on page 174.
- Open the Contact Center Management component.
- Ensure that you have access to required skillsets.

About this task

Complete this procedure to edit the details of an agent or supervisor/agent.

Procedure

1. From the **View/Edit** menu, select **Supervisors**.
2. In the left pane, click the server on which to work with the supervisor/agent profile.
   The list of supervisors configured on the server appears.
3. Click the supervisor to whom the agent is assigned.
   The tree expands to show the list of agents assigned to this supervisor.
4. Right-click the agent whose profile you want to edit, and then select **View Agent Details**.
5. On the Supervisor/Agent Details window, in the **User Details** and **Agent Information** sections, you can change agent details, such as first name, last name, phone login ID, primary supervisor, call presentation, threshold, title, department, or comments.
6. To change the current settings for the Agent Greeting, click the **Agent Greeting** heading and modify the settings.

7. To change the current skillset assignment or assign the agent to new skillsets, click the **Skillsets** heading.
   The list of currently assigned skillsets appears.
8. To change the priority level for a skillset, in the table of assigned skillsets, from the **Priority** list, select a new priority level.
9. To assign the agent to new skillsets, click **List All** to list all skillsets configured on the server.
10. In the table listing all skillsets, from the **Priority** list, select the priority level for each skillsets to which you want to assign the agent.

    OR

    Select Standby to put the agent in standby mode for this skillset.

    Skillset priority levels range from 1 to 48, with 1 being the highest priority for this skillset.
11. If you have administrator privileges and you reassigned this agent to a new supervisor, you can now add this agent to the user-defined partitions assigned to the agent's supervisor (instead of having to do so in Access and Partition Management). Click the **Partitions** heading.
    The list of user-defined partitions configured on the server appears.
12. Select the check box for each partition to which you want to add the agent.
13. Click **Submit** to save your changes.

Copying agent properties

Before you begin

- Log on to CCMA. For more information, see Logging on to Contact Center Manager Administration for Management on page 174.
- Open the Contact Center Management component.

About this task

There are several ways to copy an agent's properties. This procedure lists one possible way. You can also click Copy Agent Properties on the Functions menu in the Agents List window, or you can right-click an agent name in the system tree, and then click Copy Agent Properties from the resulting pop-up menu.

You can create new agents quickly by copying the properties of existing agents. New agents assume the following properties from the existing agent:

- Skillset assignment
- Department

- User type
- Language
- Comment
- Supervisor
- Call presentation
- Threshold
- ACD queue
- Contact type
- Agent greeting

When you copy an agent's properties, you must type in the new agent's name and phone login ID.

You cannot copy the information from half agents.

Procedure

1. From the **View/Edit** menu, select **Supervisors**.
2. In the left pane, click the server containing the agent to copy.
3. In the left pane, click the agent's supervisor.
   The Supervisor window appears in the right pane, listing the assigned agents in a table.
4. In the table, click **Functions** beside the agent to copy, and then select **Copy Agent Properties**.
   The agent's properties appear in the New Agent Details window.
5. In the **User Details** section, type the new agent's name and phone login ID.
6. Optionally, type the agent's personal DN and any comments you have about the agent. You can also change any of the copied properties. For example, you can assign the agent to new skillsets or partitions in the appropriate areas of this window.
7. After you configure the new agent, click **Submit** to save the agent under the specified supervisor.
   The agent's icon appears in the system tree.

Searching for agents

Before you begin

- Log on to CCMA. For more information, see Logging on to Contact Center Manager Administration for Management on page 174.
- Open the Contact Center Management component.

About this task

You can use the agent search feature in each of the five data views in Contact Center Management: Supervisor, Agent, Skillset, Assignment, and Network Agent Admin.

In supervisor view, you can search for agents to assign to the currently selected supervisor.

In agent view, you can search for specific agents on a particular server. Then, when you find the agents, you can view or change their properties, delete their profiles from the server, or copy their properties and create new agents.

In skillset view, you can search for agents to immediately assign to the currently selected skillset (ad hoc assignment).

In assignment view, you can search for new agents to add to saved agent to supervisor and agent to skillset assignments (and then you can schedule these assignments).

In Network Agent Admin view, you can search for specific agents across multiple servers. Then, when you find the agents, you can view their skillset assignments, change skillset priority levels, view/edit agent details.

You can search by first name, last name, department, comment, login ID, logged in/logged out status or a combination of all of these criteria (up to a maximum of five levels). You cannot use the wildcard symbol (*) in your search.

You can search only among the agents included in the partition assigned to you, and in any supervisor/reporting agent combinations assigned to you, unless you have been assigned the Full Data Across All Servers partition, or the All Agents & Supervisors partition for CCM, in which case you can search among all agents on the applicable servers.

Procedure

1. From the first list, select the criterion by which you want to search.
2. From the second list, select **Starts With**, **Contains**, or **Equals**.
3. In the third box, type the value you want to search for, or type a partial value.

   For example, to search for agents with the first name of either Frank, Francis, or Francisco, you can type Fran. You cannot use the wildcard symbol (*) in your search.
4. Optionally, from the fourth list, select **and** to search by two criteria. Select **or** to search by either one criterion or another.

A second row of lists appears from which you can select the second criterion.

You can continue to refine your search this way, entering a maximum of up to five criteria.

5. When you finish, click **Search**. Your search results appear in the agents table.
6. If you are not satisfied with the search results, or if you want to start a new search, from the fourth list in the first search row, select the blank value to clear all entered search criteria.

Searching for agents by skillset

Before you begin

Important:

You can search for a maximum of five skillsets. You can search only among those skillsets in the partitions assigned to you.

- Log on to CCMA. For more information, see Logging on to Contact Center Manager Administration for Management on page 174.
- Open the Contact Center Management component.

About this task

When you need to quickly locate all agents on a server either assigned to a skillset, in Standby for a skillset, or not assigned to a particular skillset, you can use the skillset search feature of Contact Center Management. You can use this feature in the Agent to Skillset Assignment window in Assignment view of Contact Center Management. This feature is particularly useful when you notice high contact volume for a skillset. You can locate all agents who are in Standby mode for the skillset so that you can assign them to handle the excess contacts.

Note:

If you have access to the Network Agent Admin view and depending on your access level in Contact Center Management, you can search for agents based on skillset assignment across multiple servers.

Procedure

1. In the Agent to Skillset Assignment window, click **List Available Skillsets**. The heading expands to show a table listing all the skillsets not currently included in the assignment.
2. Beneath this table, click **Skillset Search**.
3. From the search boxes, choose the skillsets that you want to search for, up to a maximum of five.

4. After you choose your criteria, click **Search**.
   The agents that match your search criteria appear in a new table.
5. Note the Logged In agents, and then select the check box for each agent to add to the assignment.
6. Click **Update Table**.
   The agents appear in the Assignment Details table.
7. To search for agents by more than one skillset, from the last list, select **and**, select the new skillset and skillset status, and then click **Search**.
   Agents assigned to all of the specified skillsets appear in a new table.
8. To search for agents by one skillset out of a number of skillsets that you specify, from the last list, select **or**, select the new skillset and skillset status, and then click **Search**.
   Agents assigned to at least one of the specified skillsets appear in a new table.
9. To search for agents who are either in Standby mode for a skillset or not assigned to the skillset, from the first list, select the skillset, from the second list, select Standby, and from the last list, select **or**. From the first list in the second row, select the same skillset, from the second list, select **Not Assigned**, and then click **Search**.
   Agents who are either in Standby mode or not assigned to the skillset appear in a new table.

Searching for agents by supervisors

Before you begin

- Log on to CCMA. For more information, see Logging on to Contact Center Manager Administration for Management on page 174.
- Open the Contact Center Management component.

About this task

You can use this window to search for agents assigned to or not assigned to a particular supervisor.

Procedure

1. On the menu, choose **View/Edit** > **Supervisors**.
2. In the left pane, select a server on which to search for agents.
3. In the expanded list, select a supervisor.
   A list of agents assigned to the selected supervisor appear in the right pane.
4. Click the **Assign Agents** heading.

The heading expands, and a series of search boxes appear.

5. Select the **Search by Supervisors** option.
6. From the first list, select **Assigned** to search for agents assigned to a particular supervisor

   OR

   Select **Not Assigned** to search for agents not assigned to a particular supervisor.
7. From the second list, select the supervisor.
8. To search for agents assigned to (or not assigned to) additional supervisors, from the third list select **and**. You can search for agents assigned to (or not assigned to) up to three supervisors.
9. Click **Search**.
   Agents that match your search criteria appear in a new list.

Searching for agents across multiple servers

Before you begin

- Log on to CCMA. For more information, see Logging on to Contact Center Manager Administration for Management on page 174.
- Open the Contact Center Management component.

About this task

In Network Agent Admin view, you can search for specific agents across multiple servers. When you find the agents, you can view their skillset assignments, change skillset priority levels, and view or edit agent details.

Procedure

1. In the Contact Center Management window, on the menu, choose **View/Edit** > **Network Agent Admin**.
2. In the **Server** table, select the check box for each server on which to search.

   To search on all servers, select the **Select All** check box.
3. Select the **Network Agent Search** option.
   Agent search boxes appear.
4. From the first list, select the criterion by which to search.
5. From the second list, select **Starts With**, **Contains**, or **Is Equal To**.

   If you search by agent login status, then the second and third boxes are not enabled.

6. In the third box, type the value to search for, or type a partial value. For example, to search for agents with the first name of either Frank, Francis, or Francisco, you can type Fran. You cannot use the wildcard symbol (*) in your search.
7. In the fourth box, select valid values, if required to complete the search.
8. Click **Search**.
   The results of your search appear in the agents table.
9. To start a new search, from the fourth list, select the blank value to clear all entered search criteria.

Searching for agents by skillset across multiple servers

Before you begin

- Log on to CCMA. For more information, see Logging on to Contact Center Manager Administration for Management on page 174.
- Open the Contact Center Management component.

About this task

In Network Agent Admin view, you can search for specific agents across multiple servers. When you find the agents, you can view their skillset assignments, change skillset priority levels, and view or edit agent details.

Procedure

1. In the Contact Center Management window, on the menu, choose **View/Edit** > **Network Agent Admin**.
2. In the **Server** table, select the check box for each server on which to search.
3. To search on all servers, select the **Select All** check box.
4. Click the **Network Skillset Search** heading.
   Agent to Skillset Assignment search boxes appear.
5. From the first list, select the criterion by which to search.
6. From the boxes, choose the skillsets to search for, up to a maximum of five.
7. Click **Search**.
   The agents that match your search criteria appear in a new table.

Chapter 34: Skillsets

A skillset is a group of abilities necessary to answer a specific type of contact. Skillsets are the basic building blocks of skill-based routing. Use skillsets to match a caller with the agent who can best meet the caller's needs.

In the Skillsets view, you can create new ad-hoc agent-to-skillset assignments and change the priority of skillsets already assigned to agents. Click View/Edit, Skillsets to change the system tree to the skillset view. Then select a server in the system tree to log on to the server and work with the configured skillsets and agents.

When you click a skillset in the system tree, the Skillsets window appears, listing the agents who are currently assigned to the skillset and the priority for that skillset.

Based on the access class that you are assigned, the data that you can see and the procedures that you can perform in the Skillsets view vary.

If you have View access to Agent Properties, then you can use this window to view the agents assigned to the currently selected skillset (only those agents in your partition, and your reporting agents). You can also view each agent's priority for the skillset.

If you have at least Edit access to Agent Properties, then you can use this window to quickly assign new agents to the currently selected skillset (only those agents in your partition, and your reporting agents), or to change the priority of agents assigned to this skillset. You can use the search feature in this window to find new agents to assign to the skillset.

Navigation

- Creating a skillset assignment on page 221

Creating a skillset assignment

Before you begin

- Log on to CCMA. For more information, see Logging on to Contact Center Manager Administration for Management on page 174.
- Open the Contact Center Management component.

- Ensure that you understand Reset Assignments. For information, see Creating a reset assignment on page 228.
- Ensure that you have the Schedule Assignments access level for Skillset Assignments. If you are unsure, contact the administrator.

About this task

Create agent-to-skillset assignments to temporarily assign agents to different skillsets when agents are on breaks, are sick, are on vacation, or are on a course and to schedule future contact center configurations (for example, in response to planning through a work force management tool).

Important:

If you assign a Predictive Outbound skillset to an agent, you cannot assign any other skillsets to that agent.

Procedure

1. In the Contact Center Management window, on the menu, choose **View/Edit** > **Assignments**.
2. In the left pane, expand the server on which to assign agents to skillsets.
3. Right-click the **Agent Skillset Assignments** folder, and then click **Add Assignment**.
4. In the New Agent to Skillset Assignment window, in the **Assignment Details** area, click the **List Available Agents** heading to search for agents to add to the assignment.

   You can search for agents by first name, last name, department, comment, or login ID. You can also search by the current agent login status (Logged In or Logged Out).
5. Enter your search details up to a maximum of five different criteria.
6. Click **Search**. The agents that match your criteria appear in a table. If you search by login status, you can search by this one criterion only.
7. To list all agents configured on the server (your partitioned agents and any agents in the reporting agent combinations assigned to you), click **List All**.
8. In the **Available Agents** table, note the agents logged on, and then select the check box for each agent to include in the assignment.
9. Click **Update Table**.
   The agents with their currently assigned skillsets appear in the Assignment Details table.
10. To remove an agent from the Assignment Details table, select the agent to remove and click **Remove Agent**.
11. To reset the Assignment Details table to the last saved configuration, click **Reset Assignment Details**.

12. To add new skillsets to the table, click the **List Available Skillsets** heading.

    Important:

    You can use this function to change only those skillsets that currently have priority values assigned, or all skillsets if that option is selected.

13. In the **Available Skillsets** table, select the check box for each skillset to add to the assignment.
14. Click **Update Table**.
    The skillsets appear in the Assignment Details table.
15. To add agents assigned to a particular skillset to the assignment, click **Skillset Search**. The heading expands to show a series of search boxes.
16. From the boxes, choose the skillsets to search for, up to a maximum of five levels.
17. Click **Search**. The agents that match your search criteria appear in a table.
18. Select the check box for each agent to add to the assignment, and then click **Update Table**.
    The agents appear in the Assignment Details table.
19. In the **Assignment Details** table, from the skillset lists, select the skillset priority level. You can choose from 1 to 48, or Standby, and then press **Tab**.
20. Click the **Save/Schedule Assignments** heading.
    The heading expands to show a series of boxes.
21. In the **Skillset Search** box, type a unique name for the assignment.
22. To create a reset assignment, select the **Create Reset Assignment** check box.
23. Click **Save** to save the reset assignment before altering the original assignment.
24. Click **Save Assignment** to save the assignment in the **Assignments** folder.

Chapter 35: Assignments

In the Assignments view of Contact Center Management, you can create, view, and edit agent-to-skillset and agent-to-supervisor assignments. To run saved and scheduled assignments immediately, use the Run Now feature.

Assignment types

You can create two types of assignments in Contact Center Management:

- agent-to-supervisor assignments
- agent-to-skillset assignments

Agent-to-supervisor assignments

You can create agent-to-supervisor assignments to temporarily assign multiple agents to a different supervisor when supervisors are on breaks, are sick, are on vacation, or are taking a course.

Agent-to-skillset assignments

You can create agent-to-skillset assignments to temporarily assign agents to different skillsets when agents are on breaks, are sick, are on vacation, or are on a course.

Reset assignments

When you create a scheduled agent-to-supervisor assignment or an agent-to-skillset assignment in the Assignments view, you can create a reset assignment. A reset assignment is a record of the original data that existed at the time you created the assignment. For example, it contains a record of the original list of agents assigned to a supervisor before you modify an agent-to-supervisor assignment.

You can use a reset assignment to change and run the assignment as many times as you require, and then run the reset assignment to return conditions to their original state. This feature is particularly useful when you create an assignment to cover agent or supervisor breaks, and then want to return conditions to their normal state when the agent or supervisor returns to work.

You can modify a reset assignment just as you modify any other assignment.

Agent-to-supervisor assignment scenarios

The following scenarios provide some examples of when to create agent-to-supervisor assignments.

Example 1: Supervisor is sick

Pat Wilson, one of Best Air's supervisors, calls in sick for the day. The contact center manager creates and saves agent-to-supervisor assignment and a reset assignment that lists all of the agents assigned to Pat. The manager schedules the reset assignment to run following day. The manager then modifies the agent-to-supervisor assignment to assign half of Pat's agents to Chris Konings, and the other half to Cindy Wong. The manager applies the assignment immediately, which assigns all agents to their temporary supervisors for the day. When the reset assignment runs, the system reassigns all agents back to Pat.

Example 2: Supervisor is on vacation

Pat booked vacation from August 17-28. The contact center manager creates and saves an agent-to-supervisor assignment and reset assignment that lists all of the agents assigned to Pat. The manager schedules the reset assignment to run August 28 at 5:00 p.m. The manager then modifies the agent-to-supervisor assignment to reassign Pat's agents and schedules it to run August 17. When the reset assignment runs, the system reassigns the agents back to Pat.

Example 3: Supervisor is on regularly scheduled training

At Best Air, all supervisors must participate in regular upgrading. Every four weeks, the supervisor must spend half a day in training. Training sessions are staggered to ensure adequate supervision of the contact center. Pat's training occurs every third Thursday of the month. The contact center manager sets up an agent-to-supervisor assignment that automatically reassigns Pat's agents for that time.

Agent-to-skillset assignment scenarios

The following scenarios provide some examples of when you create agent-to-skillset assignments.

Example 1: Agents are sick

Mark Schultz, an agent in Best Air's Cargo Tracing skillset, is sick and absent from work today. This leaves the Cargo Tracing skillset understaffed, particularly for the period from 10:00 a.m. to 4:00 p.m., the skillset's busiest time. The contact center manager creates and saves an agent-to-skillset assignment and reset assignment that lists Rose Stefanopolis as one of the agents. The manager then modifies the agent-to-skillset assignment to assign Rose Stefanopolis (an agent who worked in this skillset before) to the Cargo Tracing skillset. The manager runs the agent-to-skillset assignment immediately, and Rose is automatically reassigned. When Mark returns to work the following day, the manager runs the reset assignment to reassign Rose to her normal skillset.

Example 2: Shifts

During the early morning and evening periods, few agents are available. As a result, many skillsets are understaffed. Others, such as the Cargo Tracing skillset, do not go into service until 9:00 A.M., and go out of service at 5:00 p.m. Best Air's contact center manager creates and saves an agent-to-skillset assignment and reset assignment that lists all agents that are assigned to the Cargo Tracing skillset. The manager modifies the agent-to-skillset assignment to assign the agents to Bookings and schedules it to run during early morning and evening periods.

Navigation

Canceling a scheduled assignment

Before you begin

- Log on to CCMA. For more information, see Logging on to Contact Center Manager Administration for Management on page 174.
- Open the Contact Center Management component.

About this task

You can cancel a scheduled agent to skillset assignment or a scheduled agent to supervisor assignment. When you cancel the schedule, the assignment is still saved for future reference.

Procedure

1. From the **View/Edit** menu, choose **Assignments**.

2. In the left pane, click the server containing the scheduled assignment to cancel.
3. Select the **Agent Skillset Assignment** folder or the **Agent Supervisor Assignment** folder.
   The list of assignments appears.
4. Click the scheduled assignment to cancel.
5. In the **Save/Schedule Assignments** section, from the **Schedule Type** list, select **Not Scheduled**.
6. Click **Schedule** to cancel the schedule.
   The assignment is cancelled and remains in the Assignments folder.

Creating a reset assignment

Before you begin

- Log on to CCMA. For more information, see Logging on to Contact Center Manager Administration for Management on page 174.
- Open the Contact Center Management component.

About this task

When you create a scheduled agent-to-supervisor assignment or an agent-to-skillset assignment in the Assignments view, you can create a reset assignment. A reset assignment is a record of the original data that existed at the time you created the assignment. For example, it contains a record of the original list of agents assigned to a supervisor before you modify an agent-to-supervisor assignment.

You can use a reset assignment to change and run the assignment as many times as you require, and then run the reset assignment to return conditions to their original state. This feature is particularly useful when you create an assignment to cover agent or supervisor breaks, and then want to return conditions to their normal state when the agent or supervisor returns to work.

Example

Supervisor Pat Jones takes a lunch break every day from 12:00 p.m. to 1:00 p.m. You want to reassign Pat's agents to Mike Smith every day from 12:00 p.m. to 1:00 p.m. To do so, follow these steps:

Important:

If you delete the assignment, the system deletes the corresponding reset assignment.

Procedure

1. Create an agent-to-supervisor assignment that lists all of the agents assigned to Pat.
2. Enter a name for the assignment, such as Lunchbox.
3. Select the **Create Reset Assignment** check box, and then click **Save Assignment**. When you create a reset assignment, the system saves it with the same name as the original assignment, but adds two underscores (__) at the end of the name. If you save the assignment as Lunchbox, the reset assignment name is Lunchbox__.
4. Modify the Lunchbox assignment to reassign Pat's agents to Mike and schedule it to run at 12 noon every day.
5. Schedule the Lunchbox__ reset assignment to run every day at 1:00 p.m., thereby reassigning all Pat's agents back to Pat when she returns from her lunch break.

Creating a supervisor assignment

Before you begin

- Log on to CCMA. For more information, see Logging on to Contact Center Manager Administration for Management on page 174.
- Open the Contact Center Management component.
- Ensure that you have access to the New Agent to Supervisor Assignment window. If you are unsure, contact the administrator.
- Ensure that you understand Reset Assignments. See Creating a reset assignment on page 228.

About this task

You can schedule a supervisor assignment to reassign agents when supervisors are unavailable for some reason, for example break time or vacation.

Procedure

1. In the Contact Center Management window, on the menu, choose **View/Edit** > **Assignments**.
2. In the left pane, expand the server on which to assign agents to skillsets.
3. Right-click the **Agent Supervisor Assignments** folder, and then click **Add Assignment**.

4. In the New Agent to Supervisor Assignment window, in the **Assignment Details** area, click the **List Available Agents** heading to search for agents to add to the assignment.
   The heading expands to show the agent search boxes.

   You can search for agents by first name, last name, department, comment, or login ID. You can also search by the current agent login status (Logged In or Logged Out).
5. Enter your search details up to a maximum of five different criteria.
6. Click **Search**.
   The agents that match your criteria appear in a table.

   If you search by login status, you can search by this one criterion only.
7. To list all agents configured on the server (your partitioned agents and any agents in the reporting agent combinations assigned to you), click **List All**.
8. In the **Available Agents** table, note the agents logged on, and then select the check box for each agent to include in the assignment.
9. Click **Update Table**.
   The agents with their currently assigned supervisors appear in the Assignment Details table.
10. Click the **Save/Schedule Assignments** heading.
11. In the **Save Assignment as** box, type a unique name for the assignment.
12. Select the **Create Reset Assignment** check box to create a reset assignment.
13. Click **Save** to save the reset assignment before altering the original assignment.
14. Click **Save Assignment** to save the assignment in the Assignments folder.

Running an assignment immediately

Before you begin

- Log on to CCMA. For more information, see Logging on to Contact Center Manager Administration for Management on page 174.
- Open the Contact Center Management component.
- Create at least one skillset or supervisor assignment. See Creating an agent/supervisor assignment on page 210 and Creating a supervisor assignment on page 229.

About this task

When you create and save an agent to skillset or agent to supervisor assignment in Contact Center Management, you can run it immediately by using the Run Now option. You can use this option to run saved assignments or scheduled assignments immediately.

When you click Run Now to run a scheduled assignment immediately, the schedule still applies and the assignment is still run at the scheduled time.

If you make any changes to the assignment, you must first click Save Assignment before clicking Run Now. If you do not click Save Assignment, then the assignment runs without the changes you have made.

Procedure

1. In Contact Center Management, on the menu, choose **View/Edit** > **Assignments**.
2. In the left pane, click the server containing the assignment that you want to run.
3. Select the folder containing the saved or scheduled assignment that you want to run.
4. If you do not want to review the assignment details before running it, and you are sure of the assignment name, in the left pane, right-click the assignment name, and then click **Run Now**.
   The assignment runs immediately.

   OR

   Click the assignment.

   The assignment details appears in the right pane.
5. Review the assignment details in the assignment table and make any changes, if necessary.
6. If you make any changes to the saved or scheduled assignment, or if you schedule the assignment, click **Save Assignment**.
7. Click **Run Now**.
   The assignment runs immediately.

Assigning agents to skillsets

Before you begin

- Log on to CCMA. For more information, see Logging on to Contact Center Manager Administration for Management on page 174.
- Open the Contact Center Management component.
- Ensure that you have access to the required skillsets. If you are unsure, contact the administrator.

Important:

The maximum number of skillsets you can assign to an agent is 100.

About this task

When you immediately assign one or more agents to a skillset without scheduling the assignment, you create an ad hoc assignment. Before you can assign an agent to a skillset, the agent's profile must exist on the server. For more information about adding new agents, see Adding an agent on page 192.

Procedure

1. In Contact Center Management, on the menu, choose **View/Edit** > **Skillsets**.
2. In the left pane, click the server on which to work with agents and skillsets.
3. Select a skillset.
   A list of agents assigned to the skillset appear in the right pane.
4. From the **Priority** list, select the new priority level.
5. To remove the skillset from the agent, select **Unassigned**.
6. To put the agent in Standby mode for this skillset, select **Standby**.
7. Click the **Assign Agents** heading to assign a new agent to this skillset.
   The search feature appears.
8. To list all agents configured on the selected server (only those agents in your partition and your reporting agents), click **List All**.
9. From the search lists, choose the criteria for your search.
   You can search for agents by first name, last name, department, comment, login ID, or a combination of any of these criteria. You can also search by current login status (either Logged In or Logged Out).
10. Click **Search** to return agents matching your criteria in a table.
    Only agents having the correct contact type for the skillset selected are returned.

11. From the **Priority** list, select the priority level for each agent to assign to this skillset.
12. To assign multiple agents to the same skillset priority at once, from the **Set all Skillsets by priority** list, select the priority level, and then click **Apply**.
13. Click **Submit** to assign the agents to the skillset.
    The agents appear in the Assigned Agents table.

Assigning agents to supervisors

Before you begin

- Log on to CCMA. For more information, see Logging on to Contact Center Manager Administration for Management on page 174.
- Open the Contact Center Management component.

About this task

To reassign agents when supervisors go on break or on vacation, you can immediately assign agents to new supervisors. You have three options when working with ad hoc (unscheduled) agent to supervisor assignments in Contact Center Management:

- You can use the Supervisor window to immediately assign multiple agents to a supervisor.
- You can use the drag and drop feature in Supervisor view to immediately reassign agents to supervisors.
- You can use the Agent Details window to immediately assign an agent to a supervisor, one agent at a time.

Procedure

1. On the menu, choose **View/Edit** > **Supervisors**.
2. In the left pane, click the server on which you want to work with supervisors and agents.
3. Click the supervisor to whom the agent is currently assigned.
   The supervisor icon expands to show all the assigned agents.
4. From the list of agents, left-click the agent who you want to reassign to another supervisor and, without releasing the mouse button, drag the agent icon over the new supervisor icon until the supervisor icon changes color.
5. Release the left mouse button to reassign the agent to the new supervisor.

Copying an assignment

Before you begin

- Log on to CCMA. For more information, see Logging on to Contact Center Manager Administration for Management on page 174.
- Open the Contact Center Management component.
- Ensure that you understand Reset Assignments. See Creating a reset assignment on page 228.

About this task

To copy an existing assignment that you have created and saved in the Assignments folder, you must type a new assignment name and save the assignment.

If the assignment is scheduled, you must also click Schedule to activate the new schedule for the assignment.

Procedure

1. From the **View/Edit** menu, select **Assignments**.
2. In the left pane, click the server containing the assignment to copy.
3. Select the **Agent Skillset Assignments** folder.
   OR
   Select the **Agent Supervisor Assignments** folder.
   The list of assignments appears.
4. Click the assignment to copy.
5. In the **Save/Schedule Assignments** section, in the **Save Assignment As** box, type the new name of the assignment.

   Important:
   This name must be unique.
6. To create a reset assignment, select the **Create Reset Assignment** check box.
7. Click **Save Assignment** to save the assignment.
   A copy of the assignment appears in the Assignments folder. A message appears, notifying you that the assignment successfully saved.
8. If you scheduled the assignment, click **Schedule** to activate the scheduled assignment.

Deleting an assignment

Before you begin

- Log on to CCMA. For more information, see Logging on to Contact Center Manager Administration for Management on page 174.
- Open the Contact Center Management component.

Important:

When you delete an assignment, the system deletes the corresponding reset assignment. You can, however, delete a reset assignment and keep the original assignment. You cannot retrieve an assignment once it is deleted. Instead, you must create the assignment again.

About this task

You can delete agent to skillset assignments and agent to supervisor assignments.

Procedure

1. In the Contact Center Management window, on the menu, choose **View/Edit** > **Assignments**.
2. In the left pane, click the server containing the assignment to delete.
3. Select the **Agent Skillset Assignment** folder.

   OR

   Select the **Agent Supervisor Assignment** folder.

   The list of assignments appears.
4. In the left pane, right-click the assignment to delete, and then click **Delete Assignment**.
5. In the message box that appears asking you to confirm your choice, click **Yes**.
   The system deletes the assignment and the corresponding reset assignment.

Viewing a scheduled assignment

Before you begin

- Log on to CCMA. For more information, see Logging on to Contact Center Manager Administration for Management on page 174.
- Open the Contact Center Management component.

About this task

Based on the access class that you have for assignments, and the servers upon which your access class is configured, in this window, you can view the schedules of agent-to-skillset and agent-to-supervisor assignments created and saved by all users across all servers in the network. You can also view details about the scheduled assignment, such as the name, type, the server on which it is run, and details about the schedule time.

You must have View Assignments access for both agent-to-skillset assignments and agent-to-supervisor assignments to see both of these types of assignments in this window. If you have access to only one of these types of assignments, then you can only see the schedules for this type of assignment. Likewise, you can see only those assignments scheduled on the servers on which your access class is configured.

With Schedule Assignments access, however, you can also use this window to delete the schedules of the assignments listed, leaving the assignments intact on the server. If you have the View Assignments access or less, however, you cannot delete schedules, you can only view the assignments.

Procedure

1. On the menu, choose **View/Edit** > **Assignments**.
2. In the left pane, click the **Scheduled Events** folder.
   The Scheduled Events window opens, listing all scheduled assignments to which you have access on the servers included in your access class.

Part III: Access and Partition Management

Chapter 36: Access and Partition Management fundamentals

You can use the Access and Partition Management component to create Contact Center Manager Administration users and to assign to users appropriate access privileges to the system. Contact Center Manager Administration users can log on to the Contact Center Manager Administration server and can use the Contact Center Manager Administration components to which they have access. You can control user access privileges by assigning Launchpad options, access classes, and partitions, including reporting agent combinations.

You can use Access and Partition Management to add, edit, view, or delete:

- access classes
- report groups (you cannot edit report groups)
- standard partitions
- user-defined partitions
- Contact Center Manager Administration users

If you are removing and then adding a previously configured Contact Center Manager Servers to your Contact Center Manager Administration, you must perform extra steps to ensure that all of the configured data is available when you add the server.

- Add the host name of the Contact Center Manager Server to the host file of the Contact Center Manager Administration server.
- Under **User Details** > **Partitions** > **Standard and Reporting Agents**, select Configure for the added Contact Center Manager Server. Click **Submit** to add the user details.

Chapter 37: Access and Partition Management configuration

You can use the Access and Partition Management component to create Contact Center Manager Administration users and to assign to users appropriate access privileges to the system.

Prerequisites to Access and Partition Management procedures

- Log on to Contact Center Manager Administration as an administrator or as a user with sufficient access levels (access class) to use the Access and Partition Management component.
- Ensure that you have a thorough understanding of Access and Partition Management.

Navigation

- Logging on to Contact Center Manager Administration Access and Partition Management on page 241

Logging on to Contact Center Manager Administration Access and Partition Management

Before you begin

- Install Contact Center Manager Administration server. See *Avaya Aura® Contact Center Installation* (NN44400-311).
- Commission Contact Center Manager Administration, see *Avaya Aura® Contact Center Commissioning* (NN44400-312).
- Ensure that you have access to Contact Center Management.

About this task

Log on Contact Center Manager Administration to configure and administer your Contact Center Manager Server.

Complete this procedure to access the Access and Parition management component.

Procedure

1. Start Internet Explorer.
2. In the **Address** box, type the URL of the Contact Center Manager Administration server. The default URL is `http://`*`<server name>`*; *<server name>* is the computer name of the CCMA server.

   If your site does not use the default port for Internet Information Services (IIS), the URL of the Contact Center Manager Administration server is `http://`*`<server_name>`*`:`*`<port>`*; *<port>* is the port for the Contact Center Manager Administration site in IIS (for example, `http://ccma:81`).

   Important:

   Do not type the IP address in the Address box. Using the IP address results in problems with Scripting, Historical Reporting, Configuration, Contact Center Management, and Access and Partition Management.
3. In the **User ID** box, type your user ID.
4. In the **Password** box, type your password.
5. Click **Login**.
6. Click **Access and Partition Management**.

Chapter 38: Access classes

You can use access classes to control the actions that users can perform in the Contact Center Management, Real-Time Reporting, Historical Reporting, Configuration, Scripting, and Access and Partition Management components.

Users do not require an access class to work in any other component; instead, they require only Launchpad options.

Access classes and servers

If you work in a multiple Contact Center Manager Server environment, each access class that you create spans multiple servers. However, to configure and manage the access classes you need to log on to only one server—the Contact Center Manager Administration server, where access classes are stored.

The following diagram shows a simple network configuration for Contact Center Manager Administration. When you log on to the Contact Center Manager Administration server from a client workstation, you can use the Access and Partition Management component to configure access classes for the Contact Center Manager Servers, and for the Network Control Center (NCC) server.

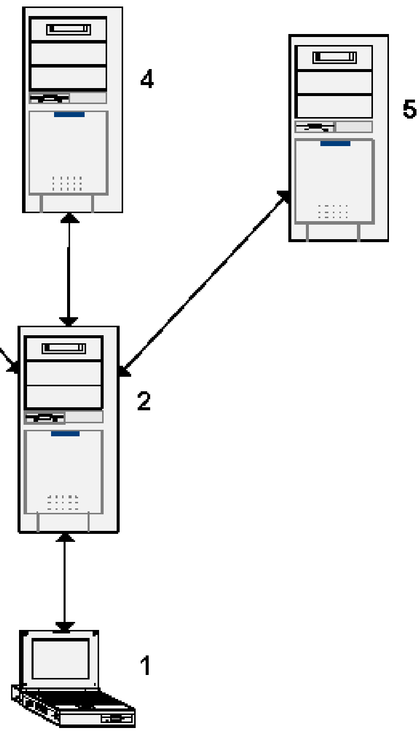


Figure 1: Network configuration

1	Client workstation
2	Contact Center Manager Administration server
3	Network Control Center server
4	Contact Center Manager Server
5	Contact Center Manager Server

Each access class that you create spans all servers in the network, even if you select no access class elements on a particular server. For example, in the preceding network scenario, you create an access class that contains Configuration access elements only on the NCC server, and you assign it to a user. By specifying no access elements on any other server in the network, you limit the user's actions on all servers, not only on the NCC server. This user does not have access to any of the Configuration elements on either server in Contact Center Manager Server; the user can perform only the actions included in the access class to configure the NCC server.

If the user needs to configure either server in Contact Center Manager Server, you must edit the user's access class to include access rights on the other servers.

When you grant a user access privileges that span multiple servers, the user needs only to log on to one server—the application server—to access all servers included in the access class. Users no longer need to log on to each server to which they have access.

Navigation

Creating an access class

Before you begin

- Log on to CCMA. For more information, see Logging on to Contact Center Manager Administration Access and Partition Management on page 241.
- Open the Access and Partition Management component.
- Ensure that you know what access levels you want to assign to users.

About this task

Create an access class to control the actions that the user can perform in the following Contact Center Manager Administration components:

- Contact Center Management
- Configuration
- Historical Reporting
- Real-Time Reporting
- Scripting
- Access and Partition Management (under the default Administration server)
- Call Recording and Quality Monitoring

Access classes do not apply to the Audit Trail or Outbound components. To perform functions in these components, users require only Launchpad option rights to the components.

Procedure

1. On the menu, choose **Add** > **New Access Class**.

2. In the New Access Class window, in the **New Access Class Name** box, type the name of the new access class.

   Use a descriptive name for the user type having this access level, or the type of privileges available at this access level.
3. Click **Submit**.
4. In the left pane, click the new access class.
   The name expands to reveal the list of servers in your network.
5. Click the server on which to create the access class.
   The server access class elements appear in the Access Class Properties window.

   You can create an access class that spans all servers in your network (if you work on a network), but you must choose the access class properties on one server before selecting the next server.
6. From the list of access class elements, select the access levels for the elements that you want to make available to this access class.
7. Click **Submit** to save your choices on the current server.
8. Repeat step 5 on page 246 to step 7 on page 246 for each server that you want this access class to have.
9. Click **Submit** to save the new access class.

Editing an access class

Before you begin

- Log on to CCMA. For more information, see Logging on to Contact Center Manager Administration Access and Partition Management on page 241.
- Open the Access and Partition Management component.
- Create an access class. See Creating an access class on page 245.

About this task

Edit an access class to change any configured access class property except the access class name. To change the access class name, you must delete the access class and create a new access class with a new name.

Procedure

1. On the menu, choose **View/Edit** > **Access Classes**.
2. In the left pane, click the access class to edit.
   The access class name expands to reveal the servers in your network.

3. In the left pane, expand the server on which to edit the access class.

   You can add a server to an existing access class by clicking the server in the system tree and then choosing the access levels for each element. You can create an access class on multiple servers, but you must choose the access class properties on one server before selecting the elements on the next server.

4. In the right pane, from the list of access class elements, select the access levels for the elements to make available to this access class.

5. Repeat step 3 on page 247 to step 4 on page 247 for each of the servers and levels that you want this access class to have.

6. Click **Submit** to save your changes.

Assigning an access class to a user

Before you begin

- Log on to CCMA. For more information, see Logging on to Contact Center Manager Administration Access and Partition Management on page 241.
- Open the Access and Partition Management component.
- Create an access class.
- Create a Contact Center Manager Administration user.

About this task

For each component controlled by access classes, you must assign at least one access privilege to the user, or the user sees nothing in the component.

If the user has basic access to Contact Center Management, you must assign the user an access class that includes CCM access, Skillset Assignment access, or Supervisor Assignment access on at least one server. If you assign the user an access class without at least one of these privileges on at least one server, then the user sees nothing in Contact Center Management.

If the user has basic access to Historical Reporting, you must assign the user an access class that includes either Run and Import access or Report Creation access. If you assign the user an access class without either of these access levels, then the user cannot work in Historical Reporting.

If the user has basic access to Real-Time Reporting, you must assign the user an access class that includes either Launch access, Create Private access or Create Public access for either the tabular or graphical displays (or both). If you assign the user an access class without at least one of these access levels, then the user cannot work in Real-Time Reporting.

If the user has basic access to Configuration, you must assign the user an access class to the user that includes at least one of the Configuration access class elements, such as skillsets or DNISs. If you assign the user an access class without at least one of these privileges on at least one server, the user sees nothing in Configuration.

If the user has basic access to Scripting, you must assign the user an access class that includes privileges in at least one of the following Scripting components: Scripts, Script Variables, or Application Thresholds.

If you assign the user an access class without privileges in at least one of these components on at least one server, the user sees nothing in Scripting.

Procedure

1. On the menu, choose **View/Edit** > **User Administration**.
2. Select the user for whom you want to assign an access class.
3. Click the **Access Classes** heading.
   The list of configured access classes appears.
4. Select the check box for each access classes to assign to the user.
5. To assign all access classes, select the **Select All** check box.
6. To remove all access classes from the user, clear the **Select All** check box.
7. Click **Submit** to save your changes.

Viewing the users assigned to an access class

Before you begin

- Log on to CCMA. For more information, see Logging on to Contact Center Manager Administration Access and Partition Management on page 241.
- Open the Access and Partition Management component.

About this task

View the users assigned to an access class to see a list of Contact Center Manager Administration users assigned to the access class and access and partition details for each user.

This information is read-only; you cannot assign or unassign access classes in this window. For information about assigning and unassigning access classes, see Assigning an access class to a user on page 247.

Procedure

1. On the menu, choose **View/Edit** > **Access Classes**.
2. In the left pane, select the access class to view the list of assigned users.

3. In the Access Class Members window, click the **Members** heading.
   The list of users currently assigned to the access class appears in a table.
4. To sort the list of access class members alphabetically, click the **Members Name** heading.
5. To view the access and partition details for a user, click the user.

Deleting an access class

Before you begin

- Ensure that the access class has no members or that the existing members of the access class no longer require its access privileges.
- Log on to CCMA. For more information, see Logging on to Contact Center Manager Administration Access and Partition Management on page 241.
- Open the Access and Partition Management component.

About this task

Delete an access class to remove it from Contact Center Manager Administration.

Procedure

1. On the menu, choose **View/Edit** > **Access Classes**.
2. In the left pane, right-click the access class to delete, and then click **Delete**.
3. In the message box that appears asking you to confirm your choice, click **Yes**.

Chapter 39: Report groups

Two categories of report groups are available in Historical Reporting:

- Public report groups—These report groups contain the standard public report templates. The nine public report groups are:
  - Agent Performance
  - Call-by-Call
  - Configuration
  - Contact Summary
  - Multimedia
  - Predictive Outbound
  - Networking
  - Outbound
  - Others
  - NCC (on the NCC only)

  Important:

  The available reports depend on your feature set.
- User-defined report groups—These report groups contain the report templates that users belonging to the group customized and want to share with other members of the report group. The user-defined report groups that you create in this window are for use in Historical Reporting. You can assign any unique name to these groups.

Public report groups versus user-defined report groups

Unlike the public report groups that contain all of the standard templates, user-defined report groups contain no standard templates. The user-defined report groups that you create in Access and Partition Management are folders for Historical Reporting users who belong to the same group to share their customized reports. Users can customize a standard template and save it in their group folder so that other group members can use the same custom report.

You can create user-defined report groups to reflect each department in your Contact Center, such as the Sales Group or the Marketing Group. If you configure a shared Contact Center, you can also create separate groups for each company sharing the Contact Center, such as the Best Air Group and the Econo Air Group. In this way, you can keep customized reports that contain company information separate from other companies in the same Contact Center.

The data shown in each report is based on the partitions assigned to the user and the selection criteria the user applies to the report.

You can use report groups to grant a user access to a very limited number of reports. For example, if you do not want to give a user access to any of the standard report templates, you can create a user-defined report group and add it to the partition assigned to the user. When the user opens Historical Reporting, they see only the user-defined report group folder, and can only see reports that other members of the group saved in the group folder.

After you create a report group, you may add it to a partition created under the same server as the report group. Then you may assign the partition to the users belonging to the report group. When these users log on to Contact Center Manager Administration, they see the report group name in Historical Reporting under the server where you created it.

Standard report groups may be assigned to a user in the same way as standard partitions. There is no requirement to create and maintain a user-defined partition. The standard partition “All User Defined Report Groups” may also be assigned to a user on a per-sever basis. This allows the user access to any user-defined report groups created on that server.

Navigation

- Creating a report group on page 252
- Deleting a report group on page 253

Creating a report group

Before you begin

- Log on to CCMA. For more information, see Logging on to Contact Center Manager Administration Access and Partition Management on page 241.
- Open the Access and Partition Management component.

About this task

Create a report group to create a custom group to reflect a specific department in the Contact Center, such as the Sales Group or the Marketing Group. You can also create separate groups for each company sharing the Contact Center. In this way, custom reports that contain company information can be kept separate from other companies in the same Contact Center.

You can use report groups to grant a user access to a limited number of reports. For example, if you do not want to grant a user access to any standard report templates, you can create a custom report group and add it to the partition assigned to the user. When the user opens

Historical Reporting, the user sees only the custom report group folder. The user can see reports only that other members of the group save in the report group folder.

After you create a report group, you must add it to a partition created under the same server as the report group. Then you must assign the partition to the users belonging to the report group. When these users log on to Contact Center Manager Administration, they see the report group name in Historical Reporting under the server where you created it. If you create a report group under one server, but include it in a partition created under a different server, the user does not see the report group in Historical Reporting.

Procedure

1. On the menu, choose **Add** > **New Report Group**.
2. In the Report Group Properties window, in the **Report group name** box, type the name of the new report group.

   Use a descriptive, unique name for the user types assigned to this group or the company, or the department the group represents.
3. From the **Create the group under server** list, select the server on which you want to create the report group.

   > **Important:**
   >
   > When you add the report group to a partition, you must configure the partition on the same server on which you create the report group. If you do not configure the partition on the same server, the report group is not visible in Contact Center Manager Administration.
4. Click **Submit** to save the report group.
5. Add the report group to a partition.

Deleting a report group

Before you begin

- Log on to CCMA. For more information, see Logging on to Contact Center Manager Administration Access and Partition Management on page 241.
- Open the Access and Partition Management component.

About this task

Delete a report group to remove custom report group from Contact Center Manager Administration. You cannot delete any of the standard report groups included with Contact Center Manager Administration. However, you can delete the custom report groups that you create in Access and Partition Management.

Procedure

1. On the menu, choose **View/Edit** > **Report Groups**.

   Important:

   When you delete a report group, you delete all reports that users saved in it. Therefore, before you delete a custom report group, ensure that users who belong to the group do not require any of the custom reports that they saved in the group folder.

2. In the left pane, click the server containing the custom report group to delete. The list of report groups appears.
3. Click the report group to delete.
4. In the Report Group Properties window, click **Delete**.
5. In the message box that appears asking you to confirm your choice, click **Yes**. The report group and all saved reports are deleted.

Chapter 40: Standard partitions and reporting agents

Partitions restrict the data that users can view in the following four components of Contact Center Manager Administration:

- Historical Reporting
- Real-Time Reporting
- Contact Center Management
- Scripting

An administrator can use the following ways to partition the data that users see:

- Full data across all servers—When an administrator first creates a user, the user is assigned the Full Data Across All Servers option by default so the user can view all data on all servers. If a new server is added to the system, the user with this level of data access can see all data on that server too.
- Server rights—An administrator can assign a user access to all data or no data on particular servers. To configure standard partitions and reporting agents on a particular server, an administrator must assign the Configure option on that server.

Standard partitions (this includes report groups)—A Standard partition contains all data of a particular type on a particular server. The administrator can assign all data on a per-component basis (only among those components to which the user is granted basic access). For example, the administrator can choose to grant the user access to All agents and All skillsets in both Contact Center Management and Real-Time Reporting on the Toronto server only. The administrator can choose from:

- All Agents & Supervisors
- All Skillsets
- All Applications
- All CDNs (Route Points)
- All DNISs
- All Script Variables
- All User Defined Report Groups
- All standard reports that are shipped with the software on selected servers and selected components

Standard partitions are dynamic, which means that anytime a new data element is added to the system, it is automatically available to the Contact Center Manager Administration user. In this regard, Standard partitions are similar to Reporting Agents. Standard partitions may be assigned on a per-component basis.

For example, the administrator can assign the All Skillsets partition to the Real-Time Reporting component only.

To assign a user a Standard partition on a Contact Center Manager Server, click the Standard & Reporting Agents heading, select the Standards tab, select the Configure option for the server and then select the server from the Configure Server list.

It is possible to assign Standard partitions by component:

- CCM—Contact Center Management
- RTR—Real-Time Reporting
- HR—Historical Reporting
- Scripting—Scripting Component

In the preceding example, all agents and supervisors and all skillsets are assigned to the Contact Center Management and Real-Time Reporting components while only all CDNs (Route Points) are assigned to the Historical Reporting component.

Reporting agents

Use the Reporting Agent feature to dynamically link supervisors and all their reporting agents with one or more Contact Center Manager Administration users, thereby enabling the users to view the agents in Contact Center Manager Administration components, such as Real-Time and Historical Reporting, and Contact Center Management. You assign Supervisor/Reporting agent combinations to Contact Center Manager Administration users by using the Reporting Agents tab in the Standard & Reporting Agents section in the User Properties window of Access and Partition Management.

User types

It is important to know the difference between a Contact Center Manager Server user and a Contact Center Manager Administration user.

User type	User definition	Created in
Contact Center Manager Server user	agents, supervisors, supervisor/agents	Contact Center Management or Configuration
Contact Center Manager Administration user	anyone who logs on to the Contact Center Manager Administration server and monitors the performance and activities of Contact Center Manager Server using Contact Center	Access and Partition Management

User type	User definition	Created in
	Manager Administration; this user can be a supervisor or an administrator	

After you create a supervisor's Contact Center Manager Server user profile in Contact Center Management (or Configuration Tool), to enable the supervisor to log on to the Contact Center Manager Administration server and use Contact Center Manager Administration, you must also configure a Contact Center Manager Administration user profile for this supervisor.

Users

Supervisors who do not need to use Contact Center Manager Administration do not need a Contact Center Manager Administration user profile; these supervisors require only a Contact Center Manager Server user profile.

When you configure the supervisor's Contact Center Manager Administration user profile, you can create a link between two user profiles (the Contact Center Manager Administration user profile and the supervisor's Contact Center Manager Server user profile) by using the Supervisors tab in the Standard & Reporting Agents area of the Partitions section in Access and Partition Management. Each name on the Supervisors tab represents a supervisor and all of their reporting agents by server. Therefore, when you link a supervisor's name with a Contact Center Manager Administration user, the user can automatically see all the supervisor's reporting agents.

This association is dynamic, meaning that each time a new agent is assigned to the supervisor, the agent is automatically associated with the supervisor's Contact Center Manager Administration user profile.

Use this feature to set up supervisors so they can view all of their own reporting agents, or you can enable one supervisor to see all the reporting agents of another supervisor. The following shows how to configure Reporting agents in Access and Partition Management.

Reporting agents and standard partition example

The company Best Air has two sales departments, Europe and Canada. The two corresponding supervisors for each department are Andrew Engel and Liz Matthews. The administrator creates two new Contact Center Manager Administration users for the two supervisors and assigns them both the following standard partitions on one Contact Center Manager Server:

- Contact Center Management—All Skillsets
- Real-Time Reporting—All Skillsets
- Historical Reporting—All standard report groups, All CDNs (Route Points), and All DNISs

The administrator assigned this reporting agent configuration for all available components: Contact Center Management, Real-Time Reporting and Historical Reporting. Additionally, each User profile is assigned as a Supervisor/Reporting Agent.

Result in real-time reporting

In Real-Time Reporting (including Filters), Andrew can use all skillsets as he is assigned the All Skillsets standard partition for this component. He can also see any agents reporting to him as he is configured with the supervisor “Andrew Engel” for all components.

Result in historical reporting

In Historical Reporting, Andrew can use all CDNs (Route Points) and DNISs as these standard partitions are assigned to his user properties. He can also use all agents reporting to him. This is true for both selection criteria and filters.

Andrew can also see all of the standard report groups as these are included in his Standard partition configuration.

Result in Contact Center Management

Andrew has access to all skillsets and only the agents that are assigned to him. In the Supervisors view, only one supervisor (himself) is displayed.

For Andrew Engel to view all of Liz's reporting agents, include Liz Matthews in Andrew's user profile (in the Reporting Agents Tab). The administrator may also specify the components to make available to these agents. If only a subset of these agents is required, you can create a user-defined partition and assign it to Andrew's properties. Assigning user-defined partitions is covered in the next section.

Navigation

Assigning a standard partition to a user

Before you begin

- Log on to CCMA. For more information, see Logging on to Contact Center Manager Administration Access and Partition Management on page 241.
- Open the Access and Partition Management component.
- Create a Contact Center Manager Administration user.

About this task

You can use partitions to restrict the data that users can view in the real-time displays, historical reports, Contact Center Management, and Scripting. You can assign standard and user-defined partitions to users in Contact Center Manager Administration. Choose the type that best suits your organization, or choose a combination of both types.

Use standard partitions to assign all data of a particular type on a particular server to the user on a per-component basis. For example, you grant the user access to all agents and all skillsets in both Contact Center Management and Real-Time Reporting on the Toronto server only.

Procedure

1. On the menu, choose **View/Edit** > **User Administration**.
2. In the left pane, select the user to whom you want to assign a Standard Partition.
3. In the right plane, click the **Partitions** heading to assign partitions to the user. The heading expands to reveal a series of choices.
4. Clear the **Full Data Across All Servers** check box.
5. Click the **Standard & Reporting Agents** heading.
6. In the **Standard & Reporting Agents** area, select one of the following options for each server:
   - No Data—Select this option if you do not want the user to see any data on this server.

- All Data—Select this option if you want the user to see all configured data on this server.
- Configure—Select this option if you want to specify the data that the user can see, and then proceed to the next step.

7. From the **Configure Server** list, select the first server to configure.
8. Select the **Standard** tab.
9. On the **Standard** page, select one or more of the following standard partitions:
    - All Agents & Supervisors
    - All Applications
    - All CDNs (Route Points)
    - All User Defined Report Groups
    - All DNIS
    - All Script Variables
    - All Skillsets
    - Standard Agent Performance Reports
    - Standard Call by Call Reports
    - Standard Configuration Reports
    - Standard Contact Summary Reports (if applicable for the server)
    - Standard Network Reports (if applicable for the server)
    - Standard Other Reports
    - Standard Outbound Reports
    - Standard Multimedia Reports
    - Standard Predictive Reports (if applicable for the server)

    Only Contact Center Management, Real-Time Reporting, Historical Reporting, and Scripting are applicable to partitions.

    If the check box for a standard partition is disabled under one of the component headings, then this partition is not applicable for this component. For example, applications are not applicable to Contact Center Management so the All Applications standard partition is disabled for this component.
10. Click **Submit** to save your changes.

Viewing the users assigned to a partition

Before you begin

- Log on to CCMA. For more information, see Logging on to Contact Center Manager Administration Access and Partition Management on page 241.
- Open the Access and Partition Management component.

About this task

View the users assigned to a partition to see a list of Contact Center Manager Administration users assigned to the currently selected partition.

This information is read-only; you cannot assign or remove partitions in this window.

Procedure

1. On the menu, choose **View/Edit** > **Partitions**.
2. In the left pane, select the partition for which you want to view the list of assigned users.
3. In the Partition Members window, click the **Members** heading.
   The list of users currently assigned to the partition appears in a table.
4. To sort the list of partition members alphabetically, in the table heading, click the blue arrow.

Editing user properties

Before you begin

- Log on to CCMA. For more information, see Logging on to Contact Center Manager Administration Access and Partition Management on page 241.
- Open the Access and Partition Management component.

About this task

Edit user properties to change properties such as the password, last name, and first name after you added the user to the database.

You cannot change a user name. Instead, you must delete the user and create a new user with the new user name.

Procedure

1. On the menu, choose **View/Edit** > **User Administration**.
   A list of configured users appears.
2. In the left pane, click the user whose properties you want to edit.
3. On the User Properties window, in the appropriate boxes, edit the following information about the user:
   - Password
   - Last name
   - First name
   - User type

   Important:

   You cannot change the user name. To change the user type, you must be logged on as an administrator.
4. Click the **Access Classes heading** to review the access classes assigned to the user.
5. To change the user's Launchpad Options, select or remove any of the following:
   - Access and Partition Management access
   - Real-Time Reporting access
   - Historical Reporting access
   - Configuration access
   - Contact Center Management access
   - Scripting access
   - Emergency Help access
   - Audit Trail access
   - Outbound access
   - Multimedia
   - Call Recording and Quality Monitoring
6. Click the **Partitions** heading to review the current partitions assigned to the user.
   The heading expands to reveal a series of choices.
7. To grant the user full access to all data across all servers, select the **Full Data Across All Servers** check box.

   OR

   To refine the data that the user can see, clear the **Full Data Across All Servers** check box, and then proceed to the next step.

8. To review the standard partitions and supervisor/reporting agent combinations assigned to the user, click the **Standard & Reporting Agents** heading.

   OR

   If you do not want to make any changes to this area, proceed to step 16.
9. In the first table, there are three choices. You can choose a combination of all three. Select the option at the top of the table to make the same choice for all servers listed.
10. Select the **No Data** option for each server on which you do not want the user to see any data.
11. Select the **All Data option** for each server on which you want the user to see all configured data.
12. Select the **Configure** option for each server on which you want to specify the data that the user can see, and then proceed to the next step.
13. If you select the **Configure** option, from the **Configure Server** list, select the server to configure.
14. To select standard partitions on the current server, select the check box for each item that you want the user to see in the applicable Contact Center Manager Administration component. You can choose from the following standard partitions:
    - All Agents & Supervisors
    - All Skillsets
    - All Applications
    - All CDNs (Route Points)
    - All DNIS
    - All Script Variables
    - All Custom Reports
    - Standard Agent Performance Reports
    - Standard Call by Call Reports
    - Standard Configuration Reports
    - Standard Contact Summary Reports (if applicable for the server)
    - Standard Networking Reports (if applicable for the server)
    - Standard Other Reports
    - Standard Outbound Reports
    - Standard Multimedia Reports
    - Standard Predictive Reports (if applicable for the server)

Important:

Only Contact Center Management, Real-Time Reporting, Historical Reporting, and Scripting are applicable to partitions.

15. To review the supervisor/reporting agents currently assigned to the user, click the **Reporting Agents** tab.
    The table lists all the supervisors configured on the currently selected server.

    Each supervisor name represents the supervisor and all their reporting agents.
16. To grant the current user access to the supervisor's reporting agents in the components that you select, select the check box for each supervisor.

    OR

    To select all supervisors in a particular component, select the check box for that component.
17. To assign standard partitions and reporting agents on another server, select the next server from the list, and then repeat steps 10 to 12.
18. To review the user-defined partitions assigned to the user, click the **User Defined** heading.
    The heading expands to reveal the list of User Defined partitions configured across all servers.
19. Under the applicable components, select the check box for each partition to assign to the user.

    OR

    To select all partitions across a component, select the check box for that component.
20. Click **Submit** to save your changes.

Removing a partition from a user

Before you begin

- Log on to CCMA. For more information, see Logging on to Contact Center Manager Administration Access and Partition Management on page 241.
- Open the Access and Partition Management component.
- Before you remove a partition, ensure that the user does not need access to any of the partition properties.

About this task

When you remove a partition from a user, the user can no longer view the partitioned data in the real-time displays, historical reports, or in Contact Center Management.

Procedure

1. On the menu, choose **View/Edit** > **User Administration**.
2. In the left pane, select the user whose properties you want to edit.
3. In the User Properties window, click the **Partitions** heading.
4. To remove a standard partition from a user, click the **Standard & Reporting Agents** heading.
5. On the **Standard** tab, locate the partition to unassign, and clear the check box.

   You can assign or remove a standard partition based on component (Contact Center Management, Historical Reporting, Real Time Reporting, and Scripting).
6. To remove a User Defined partition, click the **User Defined** heading.
7. Locate the User Defined partition to unassign, and then clear the check box.

   You can assign or remove a User Defined partition based on the component (Contact Center Management, Historical Reporting, Real Time Reporting, and Scripting).
8. Click **Submit** to save your changes.

Chapter 41: User-defined partitions

User-defined partitions are useful to restrict a user access to a specific list of data. You can use user-defined partitions in conjunction with standard partitions and reporting agents.

Important:

To improve performance, use standard partitions and reporting agents instead of user-defined partitions.

If you create user-defined partitions to contain all of a particular element, for example, All agents or All CDNs (Route Points) on a particular server, use standard partitions instead. You can configure standard partitions in the user properties window. Standard partitions require no maintenance when you add new elements to the Contact Center Manager Server. Use user-defined partitions only if a specific set of data is required for the user.

To give users access to data on more than one server in your network, you can create a partition that spans multiple servers. However, note that when doing so, you must choose the partition properties on each server so the user can see the data on these servers. For example, for a user to see agents configured on two servers, you must select this agent on each server individually when configuring the partition. If you choose elements on one server for the partition, then the users assigned the partition can see only the data on this one server.

When you edit user-defined partitions, note that the greater the number of users assigned to the partition that you edit, the greater your performance hit, particularly if these users have Real-Time Reporting filters configured.

Avaya recommends that you:

- keep the amount of data included in each partition as minimal as possible because small partitions lead to more efficient application response time.
- configure and assign your partitions according to your company internal departmental organization, granting users access only to the data that they regularly need to see.
- use standard partitions where possible, including server rights options that can be configured for any configured server; for example, All Data on server Toronto. Standard partitions require no maintenance and are more efficient to use than user-defined partitions that may contain large amounts of data.

Partition properties

When you create a partition, you can specify the following types of data:

- agents
- skillsets
- report groups
- applications
- CDNs (Route Points)
- DNISs
- script variables

When you assign a partition that contains all seven types of data to a user, the user sees either all data types in the partition, or a fraction of them, depending on the component to which the partition is assigned. The Contact Center Manager Administration components are each designed so users can work with particular types of data. For example, Contact Center Management is used strictly to configure and manage Contact Center supervisors and agents, and to assign agents to skillsets; therefore, the only partition elements that appear in Contact Center Management are agents and skillsets. If you configure, for a user, a combination of user-defined partitions, standard partitions and reporting agents, then the user sees the union of this data when using Contact Center Manager Administration components.

If you do not include certain types of data in a user's partition, then the user does not see this data. For example, if you do not include CDNs (Route Points) and DNISs in the user's partition, then the user sees no CDNs (Route Points) or DNISs in Historical Reporting.

If you assign a partition containing all seven elements to a user, the user sees the following elements in each of the Contact Center Manager Administration applications.

A partition can contain any combination of the six elements, but it does not have to contain all elements. For example, it can contain only skillsets and agents, but not CDNs (Route Points), DNISs, applications, or report groups.

After you create the partition, you can select it in the user properties window, in the User Defined area of the Partitions section.

Partitions and your Contact Center

User-defined partitions are especially useful when competing companies share the same Contact Center. In the following example, the two companies that share the Contact Center are Best Air and Econo Air.

To grant users access to data pertaining only to their company, administrators can create partitions within the Contact Center and assign the partitions to different users, thereby restricting each user's view of the Contact Center data.

For example, at a Toronto Contact Center, there are 18 skillsets. Ten skillsets apply to agents answering calls for Best Air, while the remaining eight skillsets apply to agents answering calls for Econo Air. To divide the Contact Center so that supervisors see only the contact activity applicable to their company, the Contact Center administrator creates the following two partitions at the Toronto site:

- The first partition contains the 10 Best Air skillsets and the agents that answer these calls.
- The second partition contains the 8 Econo Air skillsets and the agents that answer these calls.

After creating these partitions, the Contact Center administrator assigns them to the appropriate supervisors. When the supervisors view the Real-Time Reporting displays or the historical reports, they see only those elements in the partitions to which they belong.

Partitions can restrict only one element at a time. For example, when a user runs a Skillset by Agent Performance report, they can choose to view agents from among those in their partition configurations. However, sometimes an agent in the user's partition configuration may be assigned to a skillset that is outside the user's partition configuration. If a contact is routed to an agent for a skillset that is not in the user's partition configuration, then the call statistic (and possibly the skillset details) appear in the Skillset by Agent Performance report.

Partitions are also useful if you want to separate your Contact Center into different departments within the same company. For example, the administrator can create separate partitions for the Sales and Marketing departments, and assign each partition to supervisors working in each department.

When creating and assigning user-defined partitions, note that the following factors increase the performance hit for the users to whom you assign the partitions when they connect to Contact Center Manager Administration:

- The greater the amount of data that you include in each partition, the greater the performance hit.
- The more partitions you assign to users, the greater the performance hit.

Avaya recommends, therefore, that you configure and assign your partitions according to your company internal departmental organization, granting users access only to the data that regularly need to see. Additionally, Avaya recommends that you use standard partitions whenever possible.

Navigation

Creating a user-defined partition

Before you begin

- Log on to CCMA. For more information, see Logging on to Contact Center Manager Administration Access and Partition Management on page 241.
- Open the Access and Partition Management component.
- Create report groups.

About this task

User-defined partitions are different from the Standard partitions that come with Contact Center Manager Administration in that you specify certain types of data on particular servers. For example, you can specify seven agents and two skillsets on the Toronto server. Standard partitions, however, include all of a certain type of data on particular servers in particular components. For example, All Agents & Supervisors and All Skillsets on the Toronto and Montreal servers in both real-time reporting and historical reporting.

Procedure

1. On the menu, choose **Add** > **New User Defined Partition**.
2. In the New Partition window, in the **New Partition Name** box, type the name of the new partition.
3. Click **Submit**.
   The user-defined partition appears in the left pane.
4. In the left pane, select the new user-defined partition.
   The partition name expands to reveal the list of servers in your network.
5. Click the server that contains the data to add to the partition.
   The server partition elements appear in the partition properties window as a series of tabs.

Important:

If any of the pages for partition elements are disabled in the Partition Properties window, then the currently selected server does not contain this type of data. For example, if the Skillsets tab is disabled, then this server contains no skillsets.

6. You can include multiple servers in a single partition. Select the items on the first server, and then repeat the process with the remaining servers that you want to include in the partition.

   Important:

   When you add a custom report group to a partition, you must configure the partition on the same server on which you create the report group. If you do not configure the partition on the same server, the report group is not visible in Contact Center Manager Administration.

7. To add agents to the partition, click the **Agents** tab.

   Important:

   If a large number of agents are configured on the server, when you click the Agents tab, you may wait a few moments while the system retrieves the agent data.

8. On the Agents page, click the **Assign Agents** heading. You can search for agents by name, supervisor, or by skillset.
9. To list all agents, click **List All**.
10. Select the check box for each agent to add to the partition.
11. To add skillsets, click the **Skillset** tab.
12. On the Skillset page, click the **Assign Skillsets** heading.
13. Select the check box for each skillset to add to the partition.
14. To add report groups, click the **Report Groups** tab.
15. On the Report Groups page, select the check box for each report group to add to the partition.
16. To add applications, click the **Applications** tab.
17. On the Applications page, select the check box for each application to add to the partition.
18. To add CDNs (Route Points), click the **CDNs (Route Points)** tab.
19. On CDNs (Route Points) page, select the check box for each CDN (Route Point) to add to the partition.
20. To add DNISs, click the **DNISs** tab.
21. On the DNISs page, select the check box for each DNIS to add to the partition.
22. To add script variables to a partition, click the **Script Variables** tab.

23. On the Script Variables page, click the **Assign Script Variables** heading. You can search for script variables by name or type.
24. To list all script variables, click **List All**.
25. Select the check box for each script variable to add to the partition.
26. Click **Submit** to save your changes on the selected server.
27. To add elements from other servers to the partition, click the server name, and then repeat step 5 on page 270 to step 26 on page 272.

Variable definitions

Name	Description
Agents tab	When you click this tab, two sections appear. The first section displays the agents included in the partition and the in second section you can search for agents to add to the partition. Select the check boxes beside the agents you want to include; clear the check boxes beside the agents you do not want to include.
Skillsets tab	When you click this tab, two sections appear. The first section displays the skillsets included in the partition, and the second section displays the available skillsets to add to the partition. In the table of available skillsets, select the check boxes beside the skillsets to add to the partition, or select the Select All check box to add all skillsets to the partition. To remove a skillset currently in the partition, clear the check box beside the skillset, and then click Submit.
Report Groups, CDN (Route Points), DNISs, Applications tabs	When you click these tabs, a table appears from which you can select the items to add to the partition by selecting the check boxes beside the item. In each table, you can select the Select All check box to select all items in the table. To remove any items currently in the partition, clear the check box beside the item, and then click Submit.
Script Variables tab	When you click this tab, two sections appear. The Assigned section displays all script variables assigned to this partition. In the

Name	Description
	Assign section, you can search for script variables by name or type. You can also list all script variables. Use the check boxes to determine which variables are included.

Editing a user-defined partition

Before you begin

- Log on to CCMA. For more information, see Logging on to Contact Center Manager Administration Access and Partition Management on page 241.
- Open the Access and Partition Management component.
- Create a user-defined partition. See Creating a User Defined partition on page 270.

About this task

Edit a user-defined partition to add new elements, remove elements, or add new servers to the partition.

Procedure

1. On the menu, choose **View/Edit** > **User Defined Partitions**.
2. In the left pane, click the partition to edit.
   The partition name expands to reveal the list of servers in your network.
3. Click the server containing the elements to add to or remove from the partition.
4. In the Partition Properties window, click the tabs containing the elements to add to or remove from the partition.
5. To add an element, on the relevant page, select the check box for that element.
6. To remove an element, on the relevant page, clear the check box for that element.
7. To add elements from other servers to the partition, click the server name, and then repeat step 3 on page 273 to step 7 on page 273.
8. Click **Submit** to save your changes.

Assigning a user-defined partition to a user

Before you begin

- Log on to CCMA. For more information, see Logging on to Contact Center Manager Administration Access and Partition Management on page 241.
- Open the Access and Partition Management component.
- Create at least one user-defined partition.
- Create at least one Contact Center Manager Administration user.

About this task

You can use partitions to restrict the data that users can view in the real-time displays, historical reports, and Contact Center Management. You can assign standard and user-defined partitions to users in Contact Center Manager Administration. Choose the type that best suits your organization, or choose a combination of both types.

User-defined partitions are different from the Standard partitions that come with Contact Center Manager Administration in that you specify certain types of data on particular servers. For example, you can specify seven agents and two skillsets on the Toronto server. Standard partitions, however, include all of a certain type of data on particular servers in particular components. For example, All Agents & Supervisors and All Skillsets on the Toronto and Montreal servers in both Real-Time Reporting and Historical Reporting.

Procedure

1. On the menu, choose **View/Edit** > **Users**.
2. In the left pane, select the user to whom you want to assign a user-defined partition.
3. In the User Properties window, click the **Partitions** heading.
4. Clear the **Full Data Across All Servers** check box.
5. Click the **User Defined** heading.
   The heading expands to reveal the list of user-defined partitions configured across all servers.
6. For each component, select each partition to assign to the user.

   OR

   To select all user-defined partitions for Contact Center Management, Real-Time Reporting, Historical Reporting, or Scripting, select the **CCM**, **RTR**, **HR**, or **Scripting** check boxes, respectively.
7. To list all current members assigned to this partition, click the partition name.

8. Click **Submit** to save your changes.

Deleting a user-defined partition

Before you begin

- Log on to CCMA. For more information, see Logging on to Contact Center Manager Administration Access and Partition Management on page 241.
- Open the Access and Partition Management component.
- Before you delete a user-defined partition, verify that it is not assigned to users who need to view the partitioned data.

About this task

Complete this procedure to delete a user-defined partition.

Procedure

1. On the menu, choose **View/Edit** > **User Defined Partitions**.
2. In the left pane, right-click the user-defined partition, and then click **Delete**.
3. In the message box that appears asking you to confirm your choice, click **Yes**.

Chapter 42: Contact Center Manager Administration users

These are the users who log on to the Contact Center Manager Administration server to use Contact Center Manager Administration.

When you define Contact Center Manager Administration users, you assign to them:

- a role within the application, Administrator or Standard.
- basic access to the appropriate components within the Launchpad Options section of Contact Center Manager Administration.
- access classes that control the actions they can perform in these components. You can view the Access Classes that you create in the Access Classes section.
- partitions and supervisor/reporting agent combinations that control the data they can see in these components. You can view the standard partitions and the list of all supervisors who are configured on each server in your network in the Standard & Reporting Agents area of the Partitions section. Each supervisor name represents the supervisor and all of their reporting agents. You can view the partitions that you create in the User Defined area of the Partitions section.

Users configured with Launchpad Options to Access and Partition Management access also require an access class with privileges set for each of the Access and Partition Management views. Users with full access rights in Access and Partition Management can perform almost all administrative functions. Two user types are available (Standard and Administrator). However, only administrators can access and use the Configuration Tool spreadsheets for uploading and downloading configuration data, and can add, edit, delete and refresh servers in Configuration.

Navigation

- Assigning supervisor/reporting agent combinations to a user on page 293
- Configuring a supervisor or supervisor/agent on page 295

Creating a Contact Center Manager Administration user

Before you begin

- Log on to CCMA. For more information, see Logging on to Contact Center Manager Administration Access and Partition Management on page 241.
- Open the Access and Partition Management component.
- Create access classes. See Creating an access class on page 245.
- Create user-defined partitions (optional). See Creating a User Defined partition on page 270.
- If the user has basic access to Contact Center Management, you must assign the user an access class that includes CCM access, Skillset Assignment access, or Supervisor Assignment access on at least one server.

  Important:

  If you assign the user an access class without at least one of these privileges on at least one server, the user sees nothing in Contact Center Management.
- If the user has basic access to Historical Reporting, you must assign the user an access class that includes either Run and Import access or Report Creation access.

  Important:

  If you assign the user an access class without either of these access levels, the user cannot work in Historical Reporting.
- If the user has basic access to Real-Time Reporting, you must assign the user an access class that includes either Launch access, Create Private access or Create Public access for either the tabular or graphical displays (or both).

  Important:

  If you assign the user an access class without at least one of these access levels, the user cannot work in Real-Time Reporting.
- If the user has basic access to Configuration, you must assign the user an access class to the user that includes at least one of the Configuration access class elements, such as skillsets or DNISs.

Important:

If you assign the user an access class without at least one of these privileges on at least one server, the user sees nothing in Configuration.

- If the user has basic access to Scripting, you must assign the user an access class that includes privileges in at least one of the following Scripting components: Scripts, Script Variables, or Application Thresholds.

Important:

If you assign the user an access class without privileges in at least one of these components on at least one server, the user sees nothing in Scripting.

About this task

Create a Contact Center Manager Administration user to grant the users access to the appropriate components within Contact Center Manager Administration. Assign access classes to users to control the actions that they can perform, and assigns supervisor/reporting agent combinations and partitions to users to control the data that they can see.

You can create two types of users within Access and Partition Management:

- Administrator—This type of user has complete access to all aspects of the system and is equivalent to the default webadmin account. If a user is configured as an administrator, all other options (such as Access Classes, Partitions, or Launchpad Options) are disabled.

  Administrators can also access and use the configuration spreadsheets for uploading configuration data and can add, edit and delete servers in the Configuration component.
- Standard—This type of user requires access rights and a partition profile to be defined to log on and use Contact Center Manager Administration.

If Avaya Security Framework is enabled, instead of creating a Contact Center Manager Administration user, you must map a Unified Communications Management account or external account to a Contact Center Manager Administration account. See Associating a local UCM account to an existing CCMA account on page 283 and Associating an external account to an existing CCMA account on page 287.

Procedure

1. On the menu, choose **Add** > **New User**.
2. In the User Properties window, in the **User Details** section, type the relevant information about the user in the following boxes:
   - First Name
   - Last Name
   - User Name
   - Password

Important:

You cannot modify the user name after you add the user. You must delete the user and create a new one with the new name.

3. From the **User Type** list, select one of the following user types:
   - Administrator
   - Standard
4. For standard users, in the **Launchpad Options** section, select the check box for each of the following components that the user can access:
   - Access and Partition Management
   - Real-Time Reporting
   - Historical Reporting
   - Configuration
   - Contact Center Management
   - Scripting
   - Emergency Help
   - Audit Trail
   - Outbound
   - Multimedia
   - Call Recording and Quality Monitoring
5. In the **Access Classes** section, select the check box for each access class to assign to the user.
6. Click the **Partitions** heading to assign partitions to the user.
7. To grant the user full access to all data across all servers, select the **Full Data Across All Servers** check box, and then proceed to step 18 on page 282.
8. To refine the data that the user can see, clear the **Full Data Across All Servers** check box.
9. To assign the user access to data, standard partitions, or supervisor/reporting agent combinations on particular servers, click the **Standard & Reporting Agents** heading.
10. In the **Standard & Reporting Agents** area, select one of the following options for each server:
    - No Data—Select this option if you do not want the user to see any data on this server.
    - All Data—Select this option if you want the user to see all configured data on this server.

- Configure—Select this option if you want to specify the data that the user can see, and then proceed to the next step.

11. If you selected the **Configure** option for at least one server, from the **Configure Server** list, select a server.
12. On the Standard page, for each component, select one or more of the following Standard partitions:
    - All Agents & Supervisors
    - All Applications
    - All CDNs (Route Points)
    - All User Defined Report Groups
    - All DNIS
    - All Script Variables
    - All Skillsets
    - Standard Agent Performance Reports
    - Standard Call by Call Reports
    - Standard Configuration Reports
    - Standard Contact Summary Reports (if applicable for the server)
    - Standard Network Reports (if applicable for the server)
    - Standard Other Reports
    - Standard Outbound Reports
    - Standard Multimedia Reports
    - Standard Predictive Reports (if applicable for the server)

    Important:

    Only Contact Center Management, Real-Time Reporting, Historical Reporting, and Scripting are applicable to partitions.
13. To grant access to reporting agents, or to grant access to the reporting agents of other supervisors, click the **Reporting Agents** tab.

    The Reporting Agents page lists all supervisors configured on the selected server. Each supervisor name represents the supervisor and all their reporting agents.
14. On the Reporting Agents page, under each component, select the supervisors for whom you want the user to have access.

    OR

    To select all supervisors for Contact Center Management, Real-Time Reporting, or Historical Reporting, select the **CCM**, **RTR**, **HR**, or **Scripting** check boxes, respectively.

15. To assign standard partitions and reporting agents on another server, select the next server from the **Configure Server** list, and then repeat step 12 on page 281 to step 14 on page 281.
16. To assign a user-defined partition to the user, click the **User Defined** heading. The heading expands to reveal the list of user-defined partitions configured across all servers.
17. For each component, select each partition to assign to the user.

    OR

    To select all user-defined partitions for Contact Center Management, Real-Time Reporting, Historical Reporting, or Scripting select the **CCM**, **RTR**, **HR**, or **Scripting** check boxes, respectively.
18. Click **Submit**, to save your changes.

Variable definitions

Name	Description
First Name	The first name of the Contact Center Manager Administration (CCMA) user.
Last Name	The last name of the CCMA user.
User Name	The name that users type when they log on to CCMA. **Important:** Do not use an ampersand (&) in the user name.
User Type	Select Administrator or Standard. Only administrators can modify this field for other users.
Account Type	This field is automatically populated if Security Framework is enabled.
Password	The user's password to access the CCMA server.
Associate User Account	If Avaya Security Framework is enabled, instead of creating a Contact Center Manager Administration user, you must map a Unified Communications Management account or external account to a Contact Center Manager Administration account.

Name	Description
	Use the fields in this section to configure the associate user account.
Submit	Save the information.
Create Copy	To create a new CCMA user based on the properties of an existing user, click Create Copy. When you click this button, the system copies all the user's properties, except the following: • First Name • Last Name • User name • Password Type the user details for the new user, change any of the user's access and partition information (if desired), and then click Submit to save the new CCMA user.
Delete	Delete the current user.
Unassign User	If Avaya Security Framework is enabled, click to unassign the associate user account.

Associating a local UCM account to an existing CCMA account

Before you begin

- Create the account in UCM. For more information, see *Avaya Aura® Contact Center Server Administration* (NN44400-610).
- Log on to CCMA. For more information, see Logging on to Contact Center Manager Administration Access and Partition Management on page 241.
- Open the Access and Partition Management component.
- Create access classes. See Creating an access class on page 245.
- Create user-defined partitions (optional). See Creating a User Defined partition on page 270.
- If the user has basic access to Contact Center Management, you must assign the user an access class that includes CCM access, Skillset Assignment access, or Supervisor Assignment access on at least one server.

Important:

If you assign the user an access class without at least one of these privileges on at least one server, the user sees nothing in Contact Center Management.

- If the user has basic access to Historical Reporting, you must assign the user an access class that includes either Run and Import access or Report Creation access.

Important:

If you assign the user an access class without either of these access levels, the user cannot work in Historical Reporting.

- If the user has basic access to Real-Time Reporting, you must assign the user an access class that includes either Launch access, Create Private access or Create Public access for either the tabular or graphical displays (or both).

Important:

If you assign the user an access class without at least one of these access levels, the user cannot work in Real-Time Reporting.

- If the user has basic access to Configuration, you must assign the user an access class to the user that includes at least one of the Configuration access class elements, such as skillsets or DNISs.

Important:

If you assign the user an access class without at least one of these privileges on at least one server, the user sees nothing in Configuration.

- If the user has basic access to Scripting, you must assign the user an access class that includes privileges in at least one of the following Scripting components: Scripts, Script Variables, or Application Thresholds.

Important:

If you assign the user an access class without privileges in at least one of these components on at least one server, the user sees nothing in Scripting.

About this task

Associate a local Unified Communications Manager (UCM) account to an existing Contact Center Manager Administration (CCMA) account to configure access rights and allow the user to log on to the CCMA client.

This procedure applies only if Avaya Security Framework is enabled.

Procedure

1. On the menu, choose **Add** > **New User**.
2. In the User Properties window, in the **User Details** section, click **Associate User Account**.
3. Select **Search local security server**.

4. Select the search criteria to find the user account you want to map, or click **List All** to list all accounts.
5. Select the user account you want to associate with a Contact Center Manager Administration account.
The details for the user populate into the User Details section.
6. In the **Launchpad Options** section, select the check box for each of the following components that the user can access:
    - Access and Partition Management
    - Real-Time Reporting
    - Historical Reporting
    - Configuration
    - Contact Center Management
    - Scripting
    - Emergency Help
    - Audit Trail
    - Outbound
    - Multimedia
    - Call Recording and Quality Monitoring
7. In the **Access Classes** section, select the check box for each access class to assign to the user.
8. Click the **Partitions** heading.
9. To grant the user full access to all data across all servers, select the **Full Data Across All Servers** check box, and then proceed to step 20 on page 287.
10. To refine the data that the user can see, clear the **Full Data Across All Servers** check box.
11. To assign the user access to data, standard partitions, or supervisor/reporting agent combinations on particular servers, click the **Standard & Reporting Agents** heading.
12. In the **Standard & Reporting Agents** area, select one of the following options for each server:
    - No Data—Select this option if you do not want the user to see any data on this server.
    - All Data—Select this option if you want the user to see all configured data on this server.
    - Configure—Select this option if you want to specify the data that the user can see, and then proceed to the next step.

13. If you selected the **Configure** option for at least one server, from the **Configure Server** list, select a server.
14. On the Standard page, for each component, select one or more of the following Standard partitions:
    - All Agents & Supervisors
    - All Applications
    - All CDNs (Route Points)
    - All User Defined Report Groups
    - All DNIS
    - All Script Variables
    - All Skillsets
    - Standard Agent Performance Reports
    - Standard Call by Call Reports
    - Standard Configuration Reports
    - Standard Contact Summary Reports (if applicable for the server)
    - Standard Network Reports (if applicable for the server)
    - Standard Other Reports
    - Standard Outbound Reports
    - Standard Multimedia Reports
    - Standard Predictive Reports (if applicable for the server)

    Important:

    Only Contact Center Management, Real-Time Reporting, Historical Reporting, and Scripting are applicable to partitions.
15. To grant access to reporting agents, or to grant access to the reporting agents of other supervisors, click the **Reporting Agents** tab.

    The Reporting Agents page lists all supervisors configured on the selected server. Each supervisor name represents the supervisor and all their reporting agents.
16. On the Reporting Agents page, under each component, select the supervisors for whom you want the user to have access.

    OR

    To select all supervisors for Contact Center Management, Real-Time Reporting, or Historical Reporting, select the **CCM**, **RTR**, **HR**, or **Scripting** check boxes, respectively.

17. To assign standard partitions and reporting agents on another server, select the next server from the **Configure Server** list, and then repeat step 14 on page 286 to step 16 on page 286.
18. To assign a user-defined partition to the user, click the **User Defined** heading. The heading expands to reveal the list of user-defined partitions configured across all servers.
19. For each component, select each partition to assign to the user.

    OR

    To select all user-defined partitions for Contact Center Management, Real-Time Reporting, Historical Reporting, or Scripting select the **CCM**, **RTR**, **HR**, or **Scripting** check boxes, respectively.
20. Click **Submit**, to save your changes.

Associating an external account to an existing CCMA account

Before you begin

- Log on to CCMA. For more information, see Logging on to Contact Center Manager Administration Access and Partition Management on page 241.
- Open the Access and Partition Management component.
- Create access classes. See Creating an access class on page 245.
- Create user-defined partitions (optional). See Creating a User Defined partition on page 270.
- If the user has basic access to Contact Center Management, you must assign the user an access class that includes CCM access, Skillset Assignment access, or Supervisor Assignment access on at least one server.

  Important:

  If you assign the user an access class without at least one of these privileges on at least one server, the user sees nothing in Contact Center Management.
- If the user has basic access to Historical Reporting, you must assign the user an access class that includes either Run and Import access or Report Creation access.

  Important:

  If you assign the user an access class without either of these access levels, the user cannot work in Historical Reporting.

- If the user has basic access to Real-Time Reporting, you must assign the user an access class that includes either Launch access, Create Private access or Create Public access for either the tabular or graphical displays (or both).

  Important:

  If you assign the user an access class without at least one of these access levels, the user cannot work in Real-Time Reporting.

- If the user has basic access to Configuration, you must assign the user an access class to the user that includes at least one of the Configuration access class elements, such as skillsets or DNISs.

  Important:

  If you assign the user an access class without at least one of these privileges on at least one server, the user sees nothing in Configuration.

- If the user has basic access to Scripting, you must assign the user an access class that includes privileges in at least one of the following Scripting components: Scripts, Script Variables, or Application Thresholds.

  Important:

  If you assign the user an access class without privileges in at least one of these components on at least one server, the user sees nothing in Scripting.

About this task

Associate an external account to an existing Contact Center Manager Administration account to configure access rights and allow the user to log on to the Contact Center Manager Administration client.

This procedure applies only if Avaya Security Framework is enabled.

Procedure

1. On the menu, choose **Add** > **New User**.
2. In the User Properties window, in the **User Details** section, click **Associate User Account**.
3. Select **Search domain users**.
4. In the **Domain Details** section, in the **Domain Server FQDN** box, type the fully qualified domain name of the domain server.
5. Select **Specify Domain Account**.
6. In the **Domain Account** section, in the **User ID (Domain\User ID)** box, type the user ID to log on to the domain server.
7. In the **Password** box, type the password to log on to the domain server.
8. Select the search criteria to find the user account you want to map, or click **List All** to list all accounts.

9. Select the user account you want to associate with a Contact Center Manager Administration account.
   The details for the user populate into the User Details section.
10. In the **Launchpad Options** section, select the check box for each of the following components that the user can access:
    - Access and Partition Management
    - Real-Time Reporting
    - Historical Reporting
    - Configuration
    - Contact Center Management
    - Scripting
    - Emergency Help
    - Audit Trail
    - Outbound
    - Multimedia
    - Call Recording and Quality Monitoring
11. In the **Access Classes** section, select the check box for each access class to assign to the user.
12. Click the **Partitions** heading.
13. To grant the user full access to all data across all servers, select the **Full Data Across All Servers** check box, and then proceed to step 24 on page 291.
14. To refine the data that the user can see, clear the **Full Data Across All Servers** check box.
15. To assign the user access to data, standard partitions, or supervisor/reporting agent combinations on particular servers, click the **Standard & Reporting Agents** heading.
16. In the **Standard & Reporting Agents** area, select one of the following options for each server:
    - No Data—Select this option if you do not want the user to see any data on this server.
    - All Data—Select this option if you want the user to see all configured data on this server.
    - Configure—Select this option if you want to specify the data that the user can see, and then proceed to the next step.
17. If you selected the **Configure** option for at least one server, from the **Configure Server** list, select a server.

18. On the Standard page, for each component, select one or more of the following Standard partitions:
    - All Agents & Supervisors
    - All Applications
    - All CDNs (Route Points)
    - All User Defined Report Groups
    - All DNIS
    - All Script Variables
    - All Skillsets
    - Standard Agent Performance Reports
    - Standard Call by Call Reports
    - Standard Configuration Reports
    - Standard Contact Summary Reports (if applicable for the server)
    - Standard Network Reports (if applicable for the server)
    - Standard Other Reports
    - Standard Outbound Reports
    - Standard Multimedia Reports
    - Standard Predictive Reports (if applicable for the server)

    Important:

    Only Contact Center Management, Real-Time Reporting, Historical Reporting, and Scripting are applicable to partitions.
19. To grant access to reporting agents, or to grant access to the reporting agents of other supervisors, click the **Reporting Agents** tab.

    The Reporting Agents page lists all supervisors configured on the selected server. Each supervisor name represents the supervisor and all their reporting agents.
20. On the Reporting Agents page, under each component, select the supervisors for whom you want the user to have access.

    OR

    To select all supervisors for Contact Center Management, Real-Time Reporting, or Historical Reporting, select the **CCM**, **RTR**, **HR**, or **Scripting** check boxes, respectively.
21. To assign standard partitions and reporting agents on another server, select the next server from the **Configure Server** list, and then repeat step 18 on page 290 to step 20 on page 290.
22. To assign a user-defined partition to the user, click the **User Defined** heading.

The heading expands to reveal the list of user-defined partitions configured across all servers.

23. For each component, select each partition to assign to the user.

    OR

    To select all user-defined partitions for Contact Center Management, Real-Time Reporting, Historical Reporting, or Scripting select the **CCM**, **RTR**, **HR**, or **Scripting** check boxes, respectively.

24. Click **Submit**, to save your changes.

Copying the properties of an existing Contact Center Manager Administration user

Before you begin

- Log on to CCMA. For more information, see Logging on to Contact Center Manager Administration Access and Partition Management on page 241.
- Open the Access and Partition Management component.

About this task

Copy the properties of an existing Contact Center Manager Administration user to create a new user based on the properties of an existing user.

Procedure

1. Select a user to copy.
   You copy all basic access rights, access classes, and partition information for the selected user .
2. Click **Create Copy**.
3. Type the new user details, change any partition or access information.
4. Click **Submit** to save the new user.

Deleting a Contact Center Manager Administration user

Before you begin

- Log on to CCMA. For more information, see Logging on to Contact Center Manager Administration Access and Partition Management on page 241.
- Open the Access and Partition Management component.

About this task

Delete a Contact Center Manager Administration user to remove a user that is no longer required.

Procedure

1. On the menu, choose **View/Edit** > **User Administration**.
2. In the left pane, right-click the user to delete, and then click **Delete**.
3. In the message box that appears asking you to confirm your choice, click **OK**.

Unassigning users

Before you begin

- Log on to Contact Center Manager Administration. For more information, see Logging on to the Contact Center Manager Administration on page 241.
- Open the Access and Partition Management component.

About this task

If Avaya Security Framework is enabled, you can remove the association between a Unified Communication management account or external account and a Contact Center Manager Administration account.

Procedure

1. On the menu, choose **View/Edit** > **User Administration** .
2. In the left pane, right-click the agent whose association you want to remove and select **Unassign user**.
3. In the message box, click **OK**.

Assigning supervisor/reporting agent combinations to a user

Before you begin

- Log on to CCMA. For more information, see Logging on to Contact Center Manager Administration Access and Partition Management on page 241.
- Open the Access and Partition Management component.
- Create at least one Contact Center Manager Administration user.

About this task

When you configure a Contact Center Manager Administration user, you can assign the user one or more supervisor/reporting agent combinations to enable the user to see all the corresponding agents in the historical reports, real-time displays, and Contact Center Management. Each name on the Reporting Agents tab in the User Properties window represents a supervisor and all of their reporting agents on a per-server basis. Therefore, when you link a supervisor's name with a Contact Center Manager Administration user, you automatically enable this user to see all the supervisor's reporting agents.

Procedure

1. On the menu, choose **View/Edit** > **User Administrator**.
2. In the left pane, click the user to whom you want to assign a supervisor/reporting agent combination.
3. In the User Properties window, click the **Partitions** heading.
4. Clear the **Full Data Across All Servers** check box.
5. Click the **Standard & Reporting Agents** heading.
6. In the **Standard & Reporting Agents** area, select one of the following options for each server:
    - No Data—Select this option if you do not want the user to see any data on this server.
    - All Data—Select this option if you want the user to see all configured data on this server.
    - Configure—Select this option if you want to specify the data that the user can see, and then proceed to the next step.
7. If you selected the **Configure** option for at least one server, from the **Configure Server** list, select a server.
8. On the Standard page, for each component, select one or more of the following Standard partitions:

- All Agents & Supervisors
- All Applications
- All CDNs (Route Points)
- All User Defined Report Groups
- All DNIS
- All Script Variables
- All Skillsets
- Standard Agent Performance Reports
- Standard Call by Call Reports
- Standard Configuration Reports
- Standard Contact Summary Reports (if applicable for the server)
- Standard Network Reports (if applicable for the server)
- Standard Other Reports
- Standard Outbound Reports
- Standard Multimedia Reports
- Standard Predictive Reports (if applicable for the server)

Important:

Only Contact Center Management, Real-Time Reporting, Historical Reporting, and Scripting are applicable to partitions.

9. To grant access to reporting agents, or to grant access to the reporting agents of other supervisors, click the **Reporting Agents** tab.

   The Reporting Agents page lists all supervisors configured on the selected server. Each supervisor name represents the supervisor and all their reporting agents.

10. On the Reporting Agents page, under each component, select the supervisors for whom you want the user to have access.

    OR

    To select all supervisors for Contact Center Management, Real-Time Reporting, Historical Reporting, or Scripting, select the **CCM**, **RTR**, **HR**, or **Scripting** check boxes, respectively.

11. Click **Submit** to save your changes

Configuring a supervisor or supervisor/agent

Before you begin

- Log on to CCMA. For more information, see Logging on to Contact Center Manager Administration Access and Partition Management on page 241.
- Open the Access and Partition Management component.
- Create any required access classes. See Creating an access class on page 245.
- Create any required user-defined partitions. See Creating a User Defined partition on page 270.
- If you grant the supervisor or supervisor/agent basic access to Contact Center Management, you must also assign an access class to the user containing at least one of the CCM, Skillset Assignments, or Agent to Supervisor Assignments access rights. If you do not assign this kind of access class to the user, then the user sees nothing in Contact Center Management. If the user's partitions do not contain any agents or skillsets, then the user sees no data in Contact Center Management.

About this task

When you create supervisors and supervisor/agents in Contact Center Management and give them a Contact Center Manager Administration user ID and password to use Contact Center Manager Administration, their user profile automatically appears in Access and Partition Management under the Users folder. (In addition to being Contact Center users, they are also Contact Center Manager Administration users.) To properly configure these users, you must open their profile and give them basic access rights to the Contact Center Manager Administration components that they need to use.

When you configure these Contact Center Manager Administration users, you can assign the following to them:

- supervisor/reporting agent combinations—To enable the user to automatically see all of their reporting agents, or all the reporting agents of another supervisor. On the Reporting Agents tab of the User Properties window, click the check box beside the appropriate supervisor names.
- access classes—You must configure the access class that the user needs to work in Contact Center Management, and assign it to the user.
- partitions—In the User Properties window, assign the user the appropriate partitions containing the data that the user needs to see. You can assign a combination of standard partitions, user-defined partitions, or full data access.

Procedure

1. On the menu, choose **View/Edit** > **User Administration**.
2. In the left pane, select the user created in Contact Center Management.

3. In the User Properties window, click the **Launchpad Options** heading The heading expands to reveal a list of applications.
4. In the **Launchpad Options** section, select the check box for each of the following component that the user can access:
    - Access and Partition Management
    - Real-Time Reporting
    - Historical Reporting
    - Configuration
    - Contact Center Management
    - Scripting
    - Emergency Help
    - Audit Trail
    - Outbound
    - Multimedia
    - Call Recording and Quality Monitoring
5. In the **Access Classes** section, select the check box for each access class to assign to the user.
6. Click the **Partitions** heading to assign partitions to the user.
7. To grant the user full access to all data across all servers, select the **Full Data Across All Servers** check box, and then proceed directly to step 18 on page 298.
8. To refine the data that the user can see, clear the **Full Data Across All Servers** check box.
9. To assign the user access to data, Standard partitions, or supervisor/reporting agent combinations on particular servers, click the **Standard & Reporting Agents** heading, and proceed to step 10 on page 296.
10. To assign user-defined partitions, click the **User Defined** heading, and proceed to.
11. In the **Standard & Reporting Agents** area, select one of the following options for each server:
    - No Data—Select this option if you do not want the user to see any data on this server.
    - All Data—Select this option if you want the user to see all configured data on this server.
    - Configure—Select this option if you want to specify the data that the user can see, and then proceed to the next step.

12. If you selected the **Configure** option for at least one server, from the **Configure Server** list, select a server.
13. On the Standard page, for each component, select one or more of the following Standard partitions:
    - All Agents & Supervisors
    - All Applications
    - All CDNs (Route Points)
    - All User Defined Report Groups
    - All DNIS
    - All Script Variables
    - All Skillsets
    - Standard Agent Performance Reports
    - Standard Call by Call Reports
    - Standard Configuration Reports
    - Standard Contact Summary Reports (if applicable for the server)
    - Standard Network Reports (if applicable for the server)
    - Standard Other Reports
    - Standard Outbound Reports
    - Standard Multimedia Reports
    - Standard Predictive Reports (if applicable for the server)

    Important:

    Only Contact Center Management, Real-Time Reporting, Historical Reporting, and Scripting are applicable to partitions.
14. To grant access to reporting agents, or to grant access to the reporting agents of other supervisors, click the **Reporting Agents** tab.

    The Reporting Agents page lists all supervisors configured on the selected server. Each supervisor name represents the supervisor and all their reporting agents.
15. On the Reporting Agents page, under each component, select the supervisors for whom you want the user to have access.

    OR

    To select all supervisors for Contact Center Management, Real-Time Reporting, Historical Reporting, or Scripting, select the **CCM**, **RTR**, or **HR** check boxes, respectively.
16. To assign standard partitions and reporting agents on another server, repeat step 12 on page 297 to step 15 on page 297.

17. To assign a user-defined partition to the user, click the **User Defined** heading.
    The heading expands to reveal the list of user-defined partitions configured across all servers.
18. For each component, select each partition to assign to the user.

    OR

    To select all user-defined partitions for Contact Center Management, Real-Time Reporting, or Historical Reporting, select the **CCM**, **RTR**, or **HR** check boxes, respectively.
19. Click **Submit** to save your changes.

Part IV: Emergency Help

Chapter 43: Emergency Help

Use Emergency Help to monitor whether the agents configured on the server require your assistance. You can simultaneously open an Emergency Help display for each server to which you have access. You can keep the displays open on your desktop, or you can minimize the displays to continue working in Contact Center Manager Administration. When an agent presses the Emergency key, the minimized Emergency Help display for the corresponding server automatically opens on your desktop.

For each agent who presses the Emergency key, one line of data appears in the Emergency Help display. The display shows information about the agent, including the agent's name, location, and time when the agent pressed the Emergency key.

Agents can press the Emergency key when they require assistance from the supervisor, for example, if the caller is abusive.

Navigation

Starting the Emergency Help display

Before you begin

- Ensure that you have a Contact Center Manager Administration user name and password with access to Emergency Help.

About this task

Start the Emergency Help display for the server of your choice to monitor whether the agents configured on the server require your assistance. You can simultaneously open an Emergency Help display for each server to which you have access. You can keep the displays open on your desktop, or you can minimize the displays to continue working in Contact Center Manager Administration. When an agent presses the Emergency key, the minimized Emergency Help display for the corresponding server automatically opens on your desktop.

Procedure

1. Log on to Contact Center Manager Administration.
2. On the Launchpad, click **Emergency Help**.
3. In the left pane, select the server on which to monitor agents.
   The Emergency Help display appears.

Printing an Emergency Help display

Before you begin

- Log on to Emergency Help. See Starting the Emergency Help display on page 301.

About this task

Complete this procedure to print an Emergency Help display.

Procedure

In the **Emergency Help** display, click **Print**.

Exporting an Emergency Help display

Before you begin

- Log on to Emergency Help. See Starting the Emergency Help display on page 301.

About this task

You can export a snapshot of an Emergency Help display to the application server for future reference. The system saves the snapshot data as HTML files with a name containing your user name, a prefix relating to the type of display that you are exporting, and the date and time when you exported the data.

Procedure

1. In the **Emergency Help** display, click **Export**.
   A message box appears, informing you of the HTML file name that you exported.
2. To view the exported display, click **View**.

Viewing an exported Emergency Help display

Before you begin

- Log on to Emergency Help. See Starting the Emergency Help display on page 301.

About this task

View an exported Emergency Help display to view a snapshot of an Emergency Help display that you exported as an HTML file to the Contact Center Manager Administration server.

Procedure

1. In the **Emergency Help** display, on the menu, choose **Displays** > **Manage Exported Displays**.
2. On the Exported Displays dialog box, from the list of HTML files, click the file to view.
   The snapshot of the Emergency Help display appears in a new Internet Explorer window.

Deleting an exported Emergency Help display

Before you begin

- Log on to Emergency Help. See Starting the Emergency Help display on page 301.

About this task

You can delete from the Contact Center Manager Administration server Emergency Help displays that you exported as HTML files.

Procedure

1. On the menu, choose **Displays** > **Manage Exported Displays**.
2. In the **Exported Displays** section, from the list of HTML files, select the check box for each file to delete.
3. Click **Delete** to remove the selected files from the Contact Center Manager Administration server.

Part V: Outbound configuration

Chapter 44: Outbound configuration

Use the Outbound Campaign Management Tool to create, modify, and monitor outbound campaigns. You can configure a maximum of 500 outbound campaigns with 20 000 contacts in each campaign. You can have up to 100 active campaigns.

Avaya recommends that you limit the overall number of contacts across campaigns to 1 000 000.

Prerequisites to Outbound procedures

- Configure a Contact Center Multimedia server in the Configuration component of Contact Center Manager Administration. For more information, see Adding a server on page 23.
- Install Microsoft .Net Framework version 3.5 on the computer that you use to configure outbound campaigns. For more information, see *Avaya Aura® Contact Center Installation* (NN44400-311).
- Assign users basic access rights to the Outbound component in Access and Partition Management using Contact Center Manager Administration. For more information, see Creating a Contact Center Manager Administration user on page 278.

Navigation

- Inserting text on page 325
- Removing text on page 326
- Replacing text on page 327
- Splitting a phone number on page 328
- Adding area and international codes on page 329
- Checking The length of fields on page 330
- Checking for alphabetic characters on page 331
- Checking for duplicate call data on page 332
- Checking customer matches on page 333
- Comparing call data with The Do Not Call list on page 335
- Printing a summary of a new campaign on page 337
- Activating a campaign on page 337
- Adding call data to an existing campaign on page 338
- Changing campaign settings on page 339
- Pausing a campaign on page 340
- Canceling a campaign on page 341
- Restarting a campaign on page 341
- Monitoring campaign progress and results on page 342
- Printing a summary of an existing campaign on page 343
- Creating a new agent script on page 343
- Creating an agent script from an existing script on page 346
- Adding a disposition code on page 347
- Updating a disposition code on page 349
- Deleting a disposition code on page 349
- Including UTF-8 characters in exported data on page 350
- Exporting manually entered call data on page 351
- Exporting campaign summary data on page 352
- Exporting campaign call data on page 353

Logging on to Contact Center Manager Administration for Outbound

Before you begin

- Install Contact Center Manager Administration server. See *Avaya Aura® Contact Center Installation* (NN44400-311).
- Commission Contact Center Manager Administration, see *Avaya Aura® Contact Center Commissioning* (NN44400-312).
- Ensure that your contact center is licensed for Outbound campaigns.
- Ensure that you have a Contact Center Manager Administration user name and password.

About this task

Open the Outbound Campaign Management Toll in the Contact Center Manager Administration to configure, monitor, and maintain an outbound contact campaign.

Procedure

1. Start Internet Explorer.
2. In the **Address** box, type the URL of the Contact Center Manager Administration server. The default URL is `http://`*`<server name>`*; *<server name>* is the computer name of the CCMA server.

   If your site does not use the default port for Internet Information Services (IIS), the URL of the Contact Center Manager Administration server is `http://`*`<server_name>`*`:`*`<port>`*; *<port>* is the port for the Contact Center Manager Administration site in IIS (for example, `http://ccma:81`).

   Important:

   Do not type the IP address in the Address box. Using the IP address results in problems with Scripting, Historical Reporting, Configuration, Contact Center Management, and Access and Partition Management.
3. In the **User ID** box, type your user ID.
4. In the **Password** box, type your password.
5. Click **Login**.
6. Click **Outbound**.
7. In the Left pane, select a Contact Center Multimedia server.

Defining campaign settings

Before you begin

- Log on to Contact Center Manager Administration. For more information, see Logging on to Contact Center Manager Administration for Outbound on page 309.
- Open the Outbound component.

About this task

Define campaign settings as the first step to creating an outbound campaign. You must define the following settings:

- campaign name
- campaign start date and time
- call priority
- daily start and end times (if required to comply with local laws)
- disposition codes

The following settings are optional:

- campaign description
- agent script
- dialer settings
- custom fields
- campaign end date and time
- call queue rate

Procedure

1. In the Outbound Campaign Management Tool, click **Create & Append**.
2. On the **Campaign Settings** tab, click **Start Configuring New Campaign**.
3. Select **Create New Campaign**.
4. Under **Campaign Details**, type a name for the campaign and a description (optional).
5. Under **Campaign Start Date & Time**, select either **Start Immediately** or **Start at**.

   Important:

   The campaign scheduler interval impacts the actual campaign start date and time. For example, if a campaign starts at 9:00 AM and the campaign scheduler interval is one minute, it may be 9:01 AM before the first contact is queued to the Contact Center Manager Server.

6. If you chose **Start At** to start the campaign at a later date, select the start date and time.
7. From the **Call Priority** list, select a priority from 1 to 6, where 1 is the highest.

   Consider the priority of your incoming calls when you select the priority for the outbound campaign. In most Contact Centers, incoming voice calls usually have a higher priority than outbound calls.
8. Under **Agent Desktop Script**, select a script. If you choose **None**, a script is not available for the agents who are handling the outbound calls in this campaign.

   If you want to save the agent script results for a campaign, you must create disposition codes with the Save Agent Script option “yes”, and you must instruct your agents to use the disposition codes that save the agent script answers when the contact is closed.

   The system disposition code Completed saves the agent script answers.
9. To display the optional fields, click **Additional Options**. To hide the optional fields again, click **Additional Options** again.
10. Select the Dialler option:
    - If you want the agent to dial the number, select **Manual Agent Dial (Preview)**.
    - If you want the call dialed automatically for the agent, select **Auto Dial Immediately (Progressive)**.
    - If you want the call dialed after the agent reviews the contact details, select **Auto Dial after (seconds)**, and then specify a number of seconds to allow the agent to review the information.
11. Click **Enable Minimum Dial Time**. If you enable the Minimum Dial Timeout, the telephone rings for the specified time. You can set a time between 1 and 180 seconds.

    The Minimum Dial Time setting prevents an agent from making a call and then immediately hanging up.
12. If the agent needs to dial a number to access an external line for an outbound call, in the **Trunk Access Code** box, type the digit or ASCII character.
13. Optionally, add a custom field. Use custom fields to map information in the imported call data that cannot be mapped to the standard fields, or to provide editable fields on the Agent Desktop where the agent can gather additional information from the customer (for example, the customer's birth date).

    To add a custom field, in the **Custom fields** section click **Add**.

    In the Insert Custom Field dialog box, type the custom field name, and then click **Insert**.

14. To specify an end date for the campaign, click **Enable**, and then select the date and time.
15. To specify the campaign dialing hours, you can choose **Anytime**, **Local - Current Time Zone Only**, or **Use Customers Time Zone**. If you want to consider the Time Zones for all the customers, choose **Use Customers Time Zone**.

    For more information about the Use Customers Time Zone option, see Example of using time zones on page 312.
16. From the list of available **Disposition Codes**, select the codes available to the Agent at the end of the calls for this campaign.

Procedure job aid: Using time zones

After you select the Use Customer Time Zone option in a campaign, the Time Zone tab appears in the Call Settings section. On the Time Zone tab, you can check which calls are linked to what time zone by checking the Use Time Zone check box. Three possible results can occur:

- Match
- Partial Match
- No Match Found

A Match occurs when the international code and area code are found in your time zone list.

A Partial match occurs when the international code is found but an area code is not. For example, Ireland has an international code of 353 and Dublin has an area code of 1. If you are creating an outbound campaign to Ireland, if you do not want to put in every possible area code, a partial match on 353 puts the contacts into the first found time zone for an area code.

A No Match occurs when neither the international code nor the area code are found. In this case, the contact is called on the Contact Center Multimedia server time zone.

Any contacts that result in a Partial Match or a No Match are highlighted on the grid. You can still create the campaign with these warnings.

Example of using time zones

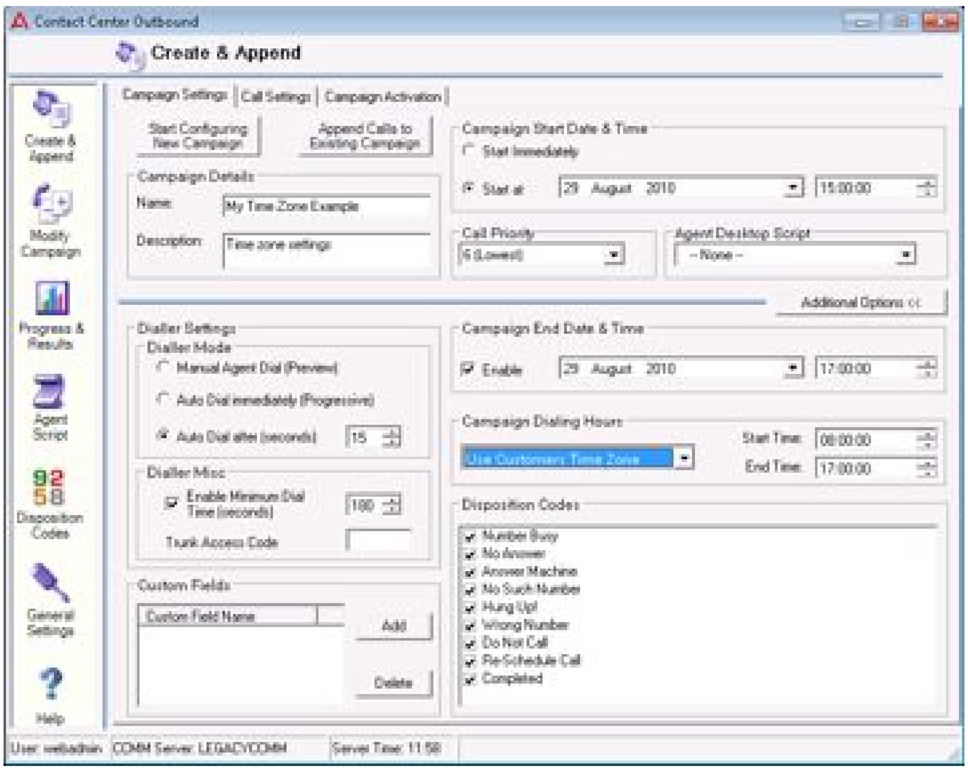
About this task

This example creates a campaign configured for time zones by importing contacts from a text file.

Procedure

1. Log on to Contact Center Manager Administration and launch the Outbound Campaign Management Tool.
2. Click **Create & Append**.
3. In the **Name** box, type a unique name for the campaign (for example, My_Time_Zone_Camp).
4. Click **Additional Options**.
5. In the **Campaign Dialing Hours** section, select **Use Customers Time Zone** from the list.

   After completing steps 2 through 5, the Outbound Campaign Management Tool appears similar to the following diagram.

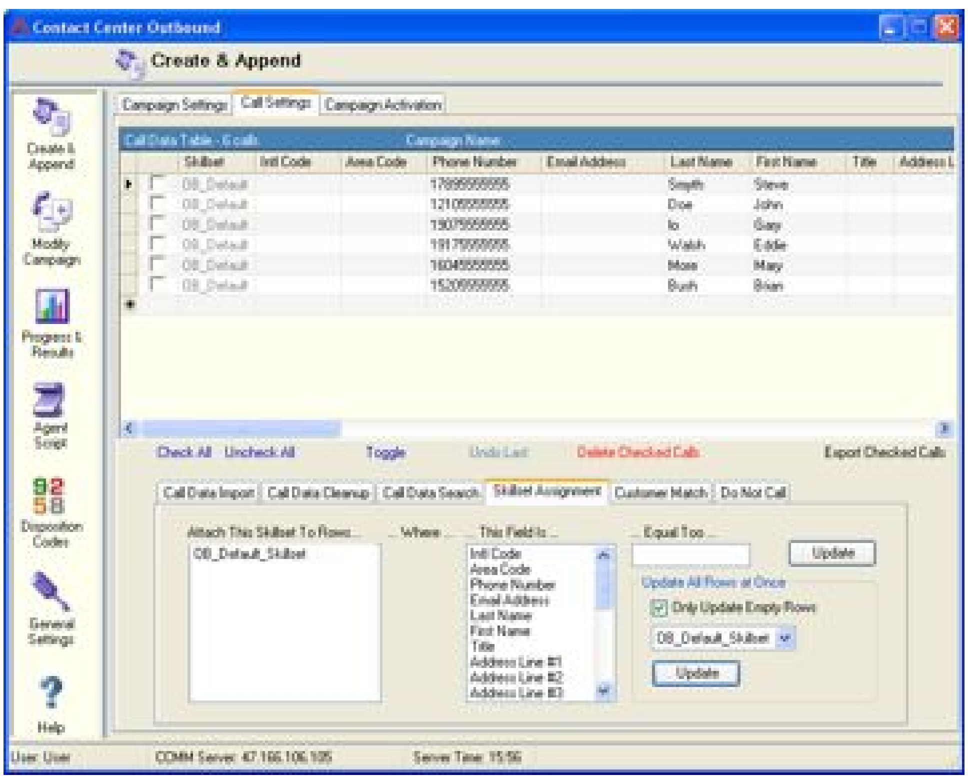
6. Configure the remaining campaign settings as required, and then click the **Call Settings** tab.
7. On the **Call Data Import** tab, click **Import Call Data**.
8. On the **Select Import Type** dialog box, select **Import from Text File**.
9. Click **Next**.
10. Click **Browse** and navigate to your contact list text file.

    For this example, we are using the following contacts:

Steve	Smyth	17895555555
John	Doe	12105555555
Gary	Io	19075555555
Eddy	Walsh	19175555555
Mary	More	16045555555
Brian	Bush	15205555555

11. Click **Next**.
12. In the **Field delimiter** section, select **Tab**.
13. Click **Next**.
14. Map **Field 1** to **First Name** by dragging the Field 1 to the blank space to the left of First Name.
15. Map **Field 2** to **Last Name**.
16. Map **Field 3** to **Phone Number**.
17. Click **Finish**.

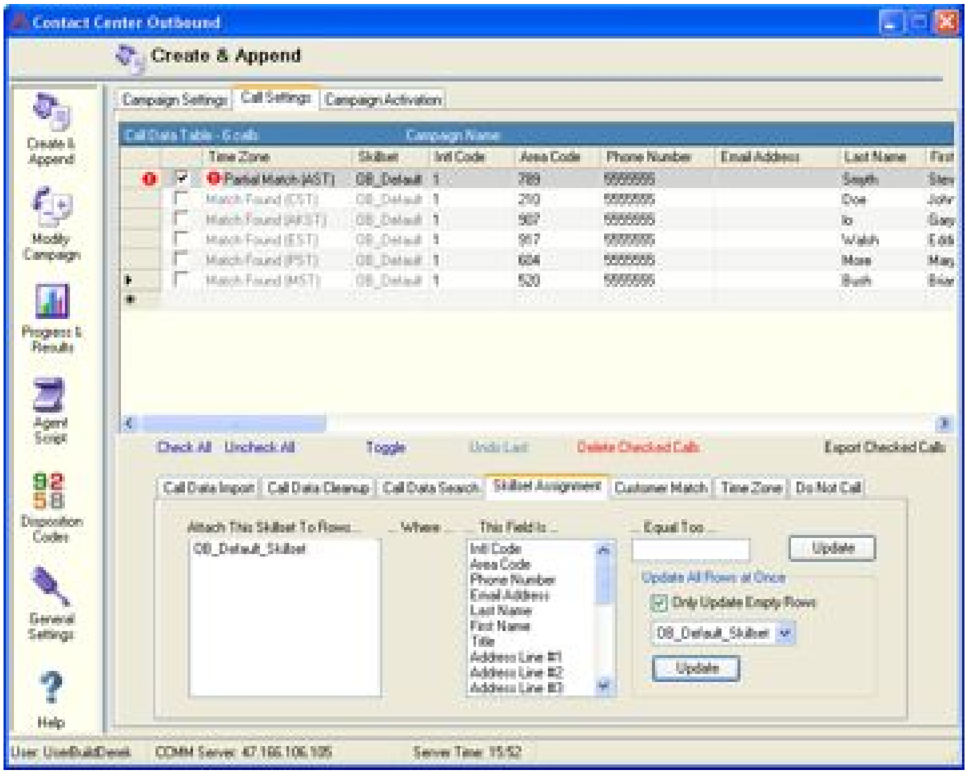
    After completing step 17, the Outbound Campaign Management Tool appears similar to the following diagram.



18. To split the phone number into an international code and an area code, click the **Call Data Cleanup** tab.

19. Click the **Split Phone Number** tab.
20. Beside **Split Field into**, select **Intl. Code**.
21. From the **Number of digits to split** list, select **1**.
22. Click **Split Phone Number**.
23. On the **OCMT Call Cleanup** message box, click **Continue**.
    The international code is removed from the Phone Number field and appears in the Intl Code field.
24. Beside **Split Field into**, select **Area Code**.
25. From the **Number of digits to split** list, select **3**.
26. Click **Split Phone Number**.
27. On the **OCMT Call Cleanup** message box, click **Continue**.
    The area code is removed from the Phone Number field and appears in the Area Code field.
28. Click the **Skillset Assignment** tab.
29. From the **Attach This Skillset To Rows** list, select **OB_Default_Skillset**.
30. From the **..This Field Is..** list, select **Intl Code**.
31. In the **..To..** field, enter **1**.
32. Click **Update**.
33. Click the **Time Zone** tab.
34. Select the **Use Time Zone** check box.
    A message box appears, indicating that one call is in a warning state. This warning is highlighted on the Call Data Table as a Partial Match. You can either add a new time zone for this area code or accept the partial match. For this example, accept the partial match.

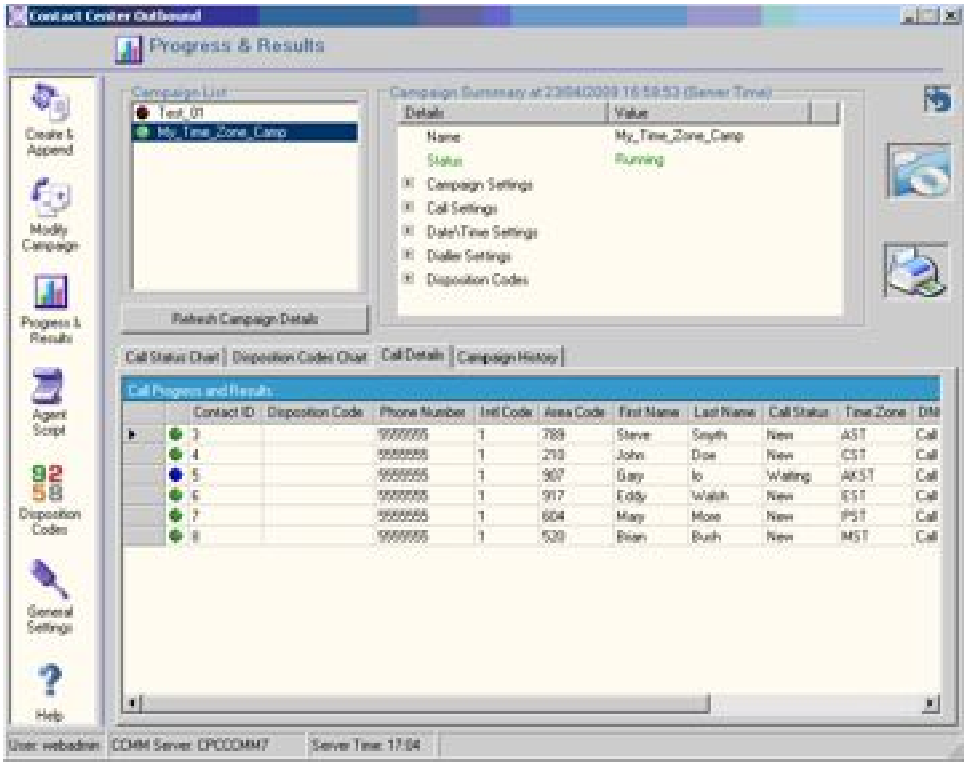
    The Outbound Campaign Management Tool appears similar to the following diagram.



If your contact list does not have an international code, you can use the International Code feature on the Time Zone tab to quickly fill the entire data grid.

35. Click the **Campaign Activation** tab.
36. In the Campaign Summary, ensure that **Time Zone** is set to **Enabled**.
37. Click **Create Campaign**.
    A message box appears indicating that no agent script has been configured for the campaign.
38. Click **Yes**.
    A message box appears stating that the campaign was created successfully.
39. Click **OK**.
40. To review your campaign, click **Progress & Results**.
41. In the **Campaign List** section, select **My_Time_Zone_Camp**.
42. Click the **Call Details** tab.
    You notice that not all contacts are running. The contacts that are currently in a waiting state are those that are not within the daily start and end times (9:00 to 18:00) in their time zone. You can also confirm the time zone for each contact under the Time Zone column.

    The Outbound Campaign Management Tool appears similar to the following diagram.



Adding a time zone

Before you begin

- Log on to Contact Center Manager Administration. For more information, see Logging on to Contact Center Manager Administration for Outbound on page 309.
- Open the Outbound component.

About this task

A list of time zones is configured by default in the Outbound Campaign Management Tool, however the default time zones cover the common countries. You can create your own entries in the time zone list to ensure that outbound calls are placed at appropriate times for various time zones.

Important:

If you have more than one Area Code in a location, you must create a new entry in the Time Zone list for each area code.

Procedure

1. On the OCMT toolbar, click **General Settings**.
2. Click the **Time Zone** tab.
3. Review the list of predefined settings to see if the required time zone setting is present. The default time zone settings include those settings for Europe and North America.
4. If the time zone is not configured, click **Insert**.
5. In the **Location Name** box, type the name of the town or city for your time zone.
6. In the **International Code** box, type the number that is used to dial out of the country.
7. In the **Area Code** box, type an area code for the numbers in your location.
8. In the **Time Zone** box, select the time zone for the location. The abbreviations are expanded when you hover your mouse over the list of possible time zones.
9. Click **Insert**.

Updating a time zone

Before you begin

- Log on to Contact Center Manager Administration. For more information, see Logging on to Contact Center Manager Administration for Outbound on page 309.
- Open the Outbound component.

About this task

Update a time zone to change the location name, international code, area code, or time zone.

Procedure

1. On the OCMT toolbar, click **General Settings**.
2. Click the **Time Zone** tab.
3. In the table, select the Time Zone you want to update.
4. Click **Update**.
5. In the **Update Time Zone** dialog box, make the required changes.
6. Click **Update**.

Deleting a time zone

Before you begin

- Log on to Contact Center Manager Administration. For more information, see Logging on to Contact Center Manager Administration for Outbound on page 309.
- Open the Outbound component.

About this task

Delete a time zone that is no longer required to remove it from the system.

Procedure

1. On the OCMT toolbar, click **General Settings**.
2. Click the **Time Zone** tab.
3. In the table, select the Time Zone you want to delete.
4. Click **Delete**.
5. In the message box, confirm the deletion and click **Yes**.

Importing call data from a text file

Before you begin

- Prepare the call data in a text file.

  Important:

  Ensure that the data you prepare for import does not contain information that violates legal requirements, such as numbers on a national or international Do Not Call register.
- Log on to Contact Center Manager Administration. For more information, see Logging on to Contact Center Manager Administration for Outbound on page 309.
- Open the Outbound component.
- Define the campaign settings. See Defining campaign settings on page 310.

About this task

Import call data from a text file database into your new outbound campaign to save time and prevent data entry errors. You can also add call data manually.

You can also import call data from one of the following sources:

- ODBC database (Open Database Connectivity)—The database can be a user or system DSN, or a file DSN from the directory where the file DSNs are stored. Note: A user name and password can be required. See Importing call data from an ODBC database on page 321.
- Existing campaign—You can import call data from any existing campaign. See Importing call data from an existing campaign on page 323.

Procedure

1. In the Outbound Campaign Management Tool, click **Create & Append**.
2. Click the **Call Settings** tab.
3. On the bottom of the **Call Settings** page, click the **Call Data Import** tab.
4. Click **Import Call Data**.
   If the call data table already contains data, a confirmation message appears.
5. To replace the information in the Multimedia database, select the **Overwrite existing customer data with new customer data** option.
6. In the Select Import Type window, select the **Import From Text File** option.
7. Click **Next**.
8. Click **Browse** to navigate to the appropriate directory.
9. Select the file, and then click **Open**.
10. Click **Next**.
11. To select how the fields are separated in your source file, click Tab, Space, or Character. The default character is a comma.
12. To import a selection of records only from the source file, select the **Enable Record Selection** check box, and then select the beginning and end of the range of records to be imported.
13. If the first row of the source file contains column headers, select the check box.
14. Click **Next**.
15. In the **File Source Fields** box, click the first field name.
16. Drag the name to the **Mapping** column on the appropriate line of the OCMT Fields table.
17. To see which data Field #1 contains, refer to the **Mapping Results** table.
18. Check the mapping for all File Source Fields.

    Important:

    If the area code and/or international code is in the same field as your telephone number in the source file, map that field to Phone Number in the OCMT Fields.

You can split the number up into international code, area code and phone number in the Call Settings window.

19. Review the **Mapping Results** table.
20. To remove the mapping, select the mapping column in the **OCMT Fields** table and click **Clear Mapping**.
21. When you are satisfied with the mapping, click **Finish**.

Importing call data from an ODBC database

Before you begin

- Prepare the call data in an ODBC database.

Important:

Ensure that the data you prepare for import does not contain information that violates legal requirements, such as numbers on a national or international Do Not Call register.

- Log on to Contact Center Manager Administration. For more information, see Logging on to Contact Center Manager Administration for Outbound on page 309.
- Open the Outbound component.
- Define campaign settings. See Defining campaign settings on page 310.

About this task

Import call data from an ODBC database into your new outbound campaign to save time and prevent data entry errors. You can also add call data manually instead of, or after you import call data.

You can also import call data from one of the following sources:

- Text file—The data fields within a text file can be in any order; however, the order and the delimiter must be consistent throughout the file. See Importing call data from a text file on page 319.
- Existing campaign—You can import call data from any existing campaign. See Importing call data from an existing campaign on page 323.

Procedure

1. On the Outbound Campaign Management Tool, click **Create & Append**.
2. Click the **Call Settings** tab.
3. On the bottom of the Call Settings page, click the **Call Data Import** tab.
4. Click **Import Call Data**.

If the call data table already contains data, a confirmation message appears.

5. To replace the information in the Multimedia database, select the **Overwrite existing customer data with new customer data** option.
6. In the Select Import Type window, select the **Import From ODBC** option.
7. Click **Next**.
8. To select an **ODBC System DSN**, select the ODBC System DSN from the list.
9. To select an **ODBC User DSN**, select the ODBC User DSN from the list.
10. To select an **ODBC File DSN**, click **Browse** and then navigate to the location of the DSN file.
11. Select the DSN file and click **Save**.
12. If the ODBC source requires a logon ID, in the **Login Information** section, type the user name and password.
13. Click **Next**.
14. Click the table name or view name from which to import.
15. Click **Next**.
16. In the **Data Source Table Columns** box, click the first column name.
17. Drag the column name to the **Mapping** column on the appropriate line of the **OCMT Fields** table.
18. Check the Data Source Table Columns mapping for all **Data Source Table Columns.**
19. If the area code and/or international code is in the same field as the telephone number in the source database table, map that field to **Phone Number** in the fields.

    You can use the Call Settings window to split the number up into international code, area code and phone number.
20. To remove the mapping, select the mapping column in the **OCMT Fields** table and click **Clear Mapping.**
21. To import only a selection of records from the source file, click the **Select Range** check box, and then select the beginning and end of the range of records to import.

    If the start record is the same as the end record, the data in that record (at least one) is imported.
22. When you are satisfied with the mapping, click **Finish**.

Importing call data from an existing campaign

Before you begin

- Log on to Contact Center Manager Administration. For more information, see Logging on to Contact Center Manager Administration for Outbound on page 309.
- Open the Outbound component.
- Define campaign settings. See Defining campaign settings on page 310.

About this task

Import call data from an existing campaign into your new outbound campaign to save time and prevent data entry errors. You can also add call data manually. See Adding call data manually on page 324.

Avaya recommends that you ensure the new campaign uses the same custom fields as the campaign from which you are importing call data. You can ensure this by clicking Start Configuring New Campaign and selecting Create using previous campaign settings. and choosing a previous campaign. A list of available campaigns appears. Select the campaign you want to import contacts from and click OK.

Procedure

1. Click **Create & Append**.
2. Click the **Call Settings** tab.
3. On the bottom of the Call Settings page, click the **Call Data Import** tab.
4. Click **Import Call Data**.
   If the call data table already contains data, a confirmation message appears.
5. To replace the information in the Multimedia database, select the Overwrite existing customer data with new customer data option.
6. In the Select Import Type window, select the **Create From Existing Campaign** option.
7. Click **Next**.
8. From the list, select the appropriate campaign.
9. Click **Next**.
10. To import all calls, select the **Import All Calls** option.
11. To filter the calls to import, select the **Filter Calls** option.
12. In the **Call Filter** list, select the check box for each Disposition Codes that determine which calls to import.

13. Click **Finish**.

Adding call data manually

Before you begin

- Log on to Contact Center Manager Administration. For more information, see Logging on to Contact Center Manager Administration for Outbound on page 309.
- Open the Outbound component.
- Define campaign settings. See Defining campaign settings on page 310.

About this task

Add call data manually if you have no data to import to add the information to the call record for an outbound campaign.

Procedure

1. On the Outbound Campaign Management Tool, click **Create & Append**.
2. Click the **Call Settings** tab.
3. Click in the first empty row of the **Call Data Table**.
4. Type the customer information in the appropriate fields.

Validating a telephone number or code

Before you begin

- Log on to Contact Center Manager Administration. For more information, see Logging on to Contact Center Manager Administration for Outbound on page 309.
- Open the Outbound component.
- Define campaign settings. See Defining campaign settings on page 310.
- Add call data using an importing method, or by adding call data manually.

About this task

Validate a telephone number or code to ensure that the Phone Number, Area, and Intl Code columns contain only numbers and spaces. You must ensure that there are no non-numeric characters, such as hyphens or brackets.

Procedure

1. On the Outbound Campaign Management Tool, click **Create & Append**.
2. Click the **Call Settings** tab.
3. Click **Call Data Cleanup**.
4. On the **Call Data Cleanup** page, click **Validate Call data**.
   The Call Validation window reports how many calls failed validation and gives you the option to delete or review these calls.
5. To review and correct the data, click **Review**.
   The invalid calls are highlighted in the table.
6. To delete all the invalid calls, click **Delete**.

Inserting text

Before you begin

- Log on to Contact Center Manager Administration. For more information, see Logging on to Contact Center Manager Administration for Outbound on page 309.
- Open the Outbound component.
- Define campaign settings. See Defining campaign settings on page 310.
- Ensure that you have data in the Call Data table.

About this task

Insert text into the call data to replace or change customer data for the outbound campaign. You can append, prepend, or replace the existing text.

Procedure

1. On the Outbound Campaign Management Tool, click **Create & Append**.
2. Click the **Call Settings** tab.
3. Click **Call Data Cleanup.**
4. Click the **Insert Text** tab.
5. Select one of the text change options, overwrite, prepend, or append.
6. In the **Text to Add** box, type the text you want to append, prepend, or replace in a field.
7. From the **Select Field** list, select a column to change or replace the text.
8. To search for and replace text in all rows of the table, click **All Calls**.

9. To search for and replace text in only selected rows of the table, select the specific rows, and then click **Selected Calls**.
10. Click **Insert Text**.
11. Click **Continue** to confirm you want to add the selected text.
12. Click **OK**.

Procedure job aid

Value	Variable
Overwrite	Replace the current contents of the field.
Prepend	Add the text to the beginning of the current text in the field.
Append	Add the text to the end of the current text in the field.
Text to add	Type the text you want to appear.

Removing text

Before you begin

- Log on to Contact Center Manager Administration. For more information, see Logging on to Contact Center Manager Administration for Outbound on page 309.
- Open the Outbound component.
- Define campaign settings. See Defining campaign settings on page 310.
- Ensure that you have data in the Call Data table.

About this task

Remove text from the Call Data table that is no longer valid.

Procedure

1. On the Outbound Campaign Management Tool, click **Create & Append**.
2. Click the **Call Settings** tab.
3. On the Call Settings page, click **Call Data Cleanup**.
4. Click the **Remove Text** tab.
5. In the **Text to remove** box, type the text for which to search and remove

6. To remove all text from the selected column, click **Remove All Text**.
7. From the **Select Field** list, select the column from which to search and remove the text.
8. From the **Occurrence** list, select the option that describes what you want to remove.
9. To search for and remove text in all rows of the table, click **All Calls**.
10. To search for and remove text in only selected rows of the table, select the specific rows, and then click **Selected Calls**.
11. Click **Remove Text**.
12. Click **Continue** to confirm that you want to delete the selected text.
13. Click **OK**.

Replacing text

Before you begin

- Log on to Contact Center Manager Administration. For more information, see Logging on to Contact Center Manager Administration for Outbound on page 309.
- Open the Outbound component.
- Define campaign settings. See Defining campaign settings on page 310.
- Ensure that you have data in the Call Data table.

About this task

Replace text in your Call Data table with corrected information in one location or more.

Procedure

1. On the Outbound Campaign Management Tool, click **Create & Append**.
2. Click the **Call Settings** tab.
3. Click **Call Data Cleanup**.
4. Click the **Replace Text** tab.
5. In the **Text to replace** box, type the existing text for which to search and replace.
6. In the **Text to replace with** box, type the new text to replace.
7. From the **Select Field** list, select the column from which to search and replace the text.
8. To search for and replace text in all rows of the table, click **All Calls**.

9. To search for and replace text in only selected rows of the table, select the specific rows, and then click **Selected Calls**.
10. Click **Replace Text**.
11. Click **Continue** to confirm that you want to replace the selected text.
12. Click **OK**.

Splitting a phone number

Before you begin

- Log on to Contact Center Manager Administration. For more information, see Logging on to Contact Center Manager Administration for Outbound on page 309.
- Open the Outbound component.
- Define campaign settings. See Defining campaign settings on page 310.
- Ensure that you have data in the Call Data table.

About this task

Split a phone number in your Call Data table if the international code or area code is combined with the telephone number in the imported data. You must ensure that the phone number in the Call Data table is valid by removing a specified number of digits from the beginning of the Phone Number and adding those digits to the selected Intl or Area Code column.

Procedure

1. On the Outbound Campaign Management Tool, click **Create & Append**.
2. Click the **Call Settings** tab.
3. Click **Call Data Cleanup**.
4. Click the **Split Phone Number** tab.
5. From the **Split Field into** list, select **Intl Code** or **Area Code**.
6. In **Number of digits to split**, type or select the number of digits to remove from the **Phone Number** and add to the selected **Code** column.
7. To split the phone number in all rows of the table, click **All Calls**.
8. To split the phone number in only selected rows of the table, select the specific rows, and then click **Selected Calls**.
9. Click **Split Phone Number**.
10. Click **Continue** to split the phone number.

11. Click **OK**.

Adding area and international codes

Before you begin

- Log on to Contact Center Manager Administration. For more information, see Logging on to Contact Center Manager Administration for Outbound on page 309.
- Open the Outbound component.
- Define campaign settings. See Defining campaign settings on page 310.
- Ensure that you have data in the Call Data table.

About this task

Add area and international codes if your imported data does not include area and/or international codes to ensure that your Call Data is complete. You can add the same code to multiple rows at the same time.

This operation overwrites existing data in the selected column and rows.

Procedure

1. On the Outbound Campaign Management Tool, click **Create & Append**.
2. Click the **Call Settings** tab.
3. At the bottom of the **Call Settings** tab, click **Call Data Cleanup**.
4. Click the **Insert Text** tab.
5. Select **Overwrite**.
6. In the **Text To Add** box, type the international code or area code to add.
7. In **Select Field**, select either **Intl Code** or **Area Code** in which to add the code.
8. To add the code in all rows of the table, click **All Calls**.
9. To add the code in only selected rows of the table, select the specific rows, and then click **Selected Calls**.
10. Click **Insert Text**.

Checking the length of fields

Before you begin

- Log on to Contact Center Manager Administration. For more information, see Logging on to Contact Center Manager Administration for Outbound on page 309.
- Open the Outbound component.
- Define campaign settings. See Defining campaign settings on page 310.
- Ensure that you have data in the Call Data table.

About this task

Check the length of fields in the Call Data table to determine the validity of a field in a customer record. For example, you can see which records contain the incorrect number of digits for the telephone number. When the search results appear, you can either correct the content of the field or delete the record.

Procedure

1. On the Outbound Campaign Management Tool, click **Create & Append**.
2. Click the **Call Settings** tab.
3. On the Call Settings tab, click **Call Data Search**.
4. Click the **Length Search** tab.
5. From the **Select Field** list, select the column on which to search the length.
6. In the **Operation** box, select that mathematical operation that applies to your search:
   - Greater than
   - Equal to
   - Less than
7. In the **Number of digits** box, type or select the number of digits that each entry in the column must contain.
8. If you want the length check to ignore spaces, select the **Ignore Spaces** check box.
9. To check the length on specific rows of the table, select the rows, and then click **Selected Calls**.
10. Click **Search**.
    Call data that matches your criteria are highlighted and moved to the top of the Call Data Table.
11. Change the data.

12. To delete the rows, click **Delete Checked Calls**.

Checking for alphabetic characters

Before you begin

- Define campaign settings. See Defining campaign settings on page 310.
- Ensure that you have data in the Call Data table.

About this task

Check the fields for particular alphabetic characters or symbols to correct the data or delete the entire record from the Call Data table in the outbound campaign.

Procedure

1. On the Outbound Campaign Management Tool, click **Create & Append**.
2. Click the **Call Settings** tab.
3. On the Call Settings page, click **Call Data Search**.
4. Click the **Numeric Search** tab.
5. From the **Select Field** list, select the column on which to do the digit check.
6. To do the digit check on specific rows of the table, select the rows, and then click **Selected Calls**.
7. Click **Search**.
   Rows that include non-numeric characters in the selected column are highlighted and moved to the top of the table.
8. Change the data.
9. To delete the rows, click **Delete Checked Calls**.

Checking for a value

Before you begin

- Define campaign settings. See Defining campaign settings on page 310.
- Ensure that you have data in the Call Data table.

About this task

Check for fields that contain a specific value (for example, to find records with a particular area code) in your Call Data table to ensure that the records are all valid. For example, you can search for records where the telephone numbers are not in your local area.

Procedure

1. On the Outbound Campaign Management Tool, click **Create & Append**.
2. Click the **Call Settings** tab.
3. On the Call Settings page, click **Call Data Search**.
4. Click the **Value Search** tab.
5. From the **Select Field** list, select the column on which to do the value search.
6. In the **Operation** box, select the operation for the required condition:
    - Equal to
    - Not equal to
    - Contains
    - Does not contain
7. In the **Select Value** box, type the information that corresponds to the operation and selected field to locate.
8. To do the length check on specific rows of the table, select the rows, and then click **Selected Calls**.
9. Click **Search**.
   Call data that matches your criteria are highlighted and moved to the top of the Call Data table.
10. Change the data.
11. To delete the rows, click **Delete Checked Calls**.

Checking for duplicate call data

Before you begin

- Define campaign settings. See Defining campaign settings on page 310.
- Ensure that you have data in the Call Data table.

About this task

Check the records in your Call Data table for duplicates in a field or in fields that you select. You can choose to delete all duplicate records, or to review them before changing or deleting them.

Procedure

1. On the Outbound Campaign Management Tool, click **Create & Append**.
2. Click the **Call Settings** tab.
3. At the bottom of the Call Settings page, click **Call Data Cleanup**.
4. Click **Duplicate Calls**.
5. In the **Select fields:** list, select the field or fields on which to search for duplicate information.
6. Click **Select Duplicate Calls**.
   If duplicate records are found, the Outbound Campaign Management Tool Duplicate Calls dialog box asks if you want to delete or review the duplicates.

   Important:

   Duplicates are only found on records that you selected in the Duplicate Field Search. If you didn't choose all fields, you may not see unique records.
7. Click **Review** to review the duplicate calls.
   The duplicate calls appear at the top of the table and the second (and third or more) of each group of duplicate calls is highlighted.
8. Click **Delete** to retain a single copy of each record and delete the duplicate records.

Checking customer matches

Before you begin

- Log on to Contact Center Manager Administration. For more information, see Logging on to Contact Center Manager Administration for Outbound on page 309.
- Open the Outbound component.
- Define campaign settings. See Defining campaign settings on page 310.
- Ensure that you have data in the Call Data table.

About this task

Check customer matches to determine if customers present in the call data table match or closely match a customer record in the Contact Center Multimedia database. The customer match feature indicates a close match to existing customers in the Multimedia database so the

Administrator creating the outbound campaign can determine whether the information in the call data table is a new customer, for which you must create a new record, or an existing customer.

For example, if Mike Smith 091 12345 is present in the Multimedia database, and Michael Smith 091 12345 is in the call data table, when you run a customer match, the similarities are displayed to the Administrator.

If Enable Partial Match is selected, similarities between the call data table and the Multimedia database are shown based on partial matches of the telephone number. For example, if the call table contains Michael Smith 12345, and the Multimedia Database contains Mike Smith 091 12345, the partial match highlights the similarities. If Partial Match is not enabled, the entry in the call data table is considered new.

Procedure

1. On the Outbound Campaign Management Tool, click **Create & Append**.
2. Click the **Call Settings** tab.
3. At the bottom of the **Call Settings** tab, click the **Customer Match** tab.
4. To compare information based on a partial phone match, select the **Enable Partial Match** check box.
5. Click **Check Customer Association**.
   All calls with matching phone numbers, but differences in the other fields, are highlighted in the call data table. A check box appears in the Customer Status column of each row.
6. To resolve the conflicting information for a call, select the check box in the **Customer Status** column.
7. In the Customer Matching window, compare the Campaign Customer Details with the Existing Customer Details.
8. Select whether to add this record as a new customer, or use the existing customer information.
9. Click **OK**.
10. Review all conflicting call data.
11. Click **OK**.

Procedure job aid

Variable	Value
Partial Match	Select to compare information based on a partial phone match.

Variable	Value
	Entries can be matched with entries in the Contact Center Multimedia database where the area code and international code do not match. This allows information in the Contact Center Multimedia database or the call data table to be updated.

Comparing call data with the Do Not Call list

Before you begin

- Log on to Contact Center Manager Administration. For more information, see Logging on to Contact Center Manager Administration for Outbound on page 309.
- Open the Outbound component.
- Define campaign settings. See Defining campaign settings on page 310.
- Ensure that you have data in the Call Data table.

About this task

Compare call data with the Contact Center Multimedia Do Not Call list to ensure that you are not violating laws or making incorrect calls to numbers such as an emergency number.

Contact Center Multimedia maintains an internal Do Not Call list of numbers. This list contains numbers that Contact Center agents have dispositioned as Do Not Call after previous contacts with customers. When you import a new campaign you must check the campaign numbers against the internal Do Not Call list to remove Do Not Call numbers from the campaign.

Important:

The internal Do Not Call list is not the same as statutory registers of do not call numbers–you must check your call data against external registers before importing it to Contact Center.

If you do not run this check manually, or do not delete the highlighted calls, the calls are created in Contact Center Multimedia. However, the calls are closed immediately and the disposition code is set to Do Not Call, ensuring that the call is not presented to an agent.

Any customer number dispositioned as 'Do Not Call' will be tagged as a 'Do Not Call' (DNC) number in the Contact Center Multimedia Do Not Call list. To set or clear the barred status of any requried number, Avaya Aura® Agent Desktop is usd to edit the phone number associated with the relevant customer record. You can use the Avaya Aura® Agent Desktop to clear a number from the Do Not Call list or barred status. For more information, see *Avaya Aura® Agent Desktop User Guide* (NN44400-114).

Procedure

1. On the Outbound Campaign Management Tool, click **Create & Append**.

2. Click the **Call Settings** tab.
3. On the Call Settings page, click the **Do Not Call** tab.
4. Click **Select 'Do Not Call' Numbers**. The status of each call appears in the call data table, and any calls with the status Call Not Permitted is highlighted.
5. Review the highlighted calls and, if desired, delete them from the call data table.

Assigning skillsets to outbound campaign calls

Before you begin

- Define campaign settings. See Defining campaign settings on page 310.
- Ensure that you have data in the Call Data table.

About this task

Assign skillsets to outbound campaign calls to determine which groups of agents work on the campaign. You create the assignment based on the value of a field you specify from the outbound call data.

Procedure

1. On the Outbound Campaign Management Tool, click **Create & Append**.
2. Click the **Call Settings** tab.
3. On the Call Settings page, click the **Skillset Assignment** tab.
4. From the **Attach This Skillset To Rows** list, select a skillset to which you want to assign calls in this campaign.
5. From the **..This Field Is..** list, select the field that you want to use as a criterion for assigning a campaign call to the skillset.
6. In the **..To..** field, enter the value that you want to a campaign call to match in the specified field to assign it to the skillset.
7. Click **Update**.
8. Click **Continue**.
9. Click **OK**.

Printing a summary of a new campaign

Before you begin

- Log on to Contact Center Manager Administration. For more information, see Logging on to Contact Center Manager Administration for Outbound on page 309.
- Open the Outbound component.
- Complete the outbound campaign.

About this task

Print a summary of a new campaign when you are finished defining the campaign settings to record all of the settings for the current campaign.

Procedure

1. On the Outbound Campaign Management Tool, click **Create & Append**.
2. Click the **Campaign Activation** tab.
3. Click **Print Campaign Summary**.

Activating a campaign

Before you begin

- Log on to Contact Center Manager Administration. For more information, see Logging on to Contact Center Manager Administration for Outbound on page 309.
- Open the Outbound component.
- Complete configuring the outbound campaign.

About this task

Activate a campaign to load the call data and campaign settings into the Contact Center Multimedia database so that the campaign is ready to begin on the date selected.

You cannot activate a campaign until it is validated by the Outbound Campaign Management Tool.

Procedure

1. On the Outbound Campaign Management Tool, click **Create & Append**.
2. Click the **Campaign Activation** tab.

3. Click **Create Campaign**.
   A message confirms that the campaign was created successfully.
4. Click **OK**.

Procedure job aid

The Outbound Campaign Management Tool performs a validation on the Call Data table. The Call Data must meet the following requirements:

- The campaign size cannot exceed 20,000 contacts.
- Any customer can receive only one call per campaign.
- Duplicate customers based on an exact e-mail match or exact first name and last name and phone number (international code, area code, and phone number) are not permitted.
- The mandatory phone number field must contain only numeric values and spaces, and cannot exceed 32 characters.
- The area code must contain only numeric values and spaces, and can not exceed 10 characters.
- The international code field must contain only numeric values and spaces, and cannot exceed 10 characters.
- The first name field cannot exceed 50 characters.
- The last name field cannot exceed 100 characters.
- If an e-mail address field is included, an @ symbol is required, and the address cannot exceed 128 characters.
- All other Call Data table fields cannot exceed 128 characters.

Adding call data to an existing campaign

Before you begin

- Log on to Contact Center Manager Administration. For more information, see Logging on to Contact Center Manager Administration for Outbound on page 309.
- Open the Outbound component.
- Understand how to add call data manually, or import call data from an external source.
- Understand how to edit the call data in your outbound campaign.
- Understand how to activate the campaign. See Activating a campaign on page 337.

About this task

Add call data to an existing campaign to add new customers to a campaign already in progress.

Procedure

1. On the Outbound Campaign Management Tool, click **Create & Append**.
2. On the **Campaign Settings** tab, click **Append Calls to Existing Campaign**.
3. In the **Existing Campaigns** box, select the campaign from the list.
4. Click **OK**.
5. On the **Call Settings** tab, add or import the call data.
6. Edit the new call data in your campaign.
7. Activate the changed campaign.

Changing campaign settings

Before you begin

- Log on to Contact Center Manager Administration. For more information, see Logging on to Contact Center Manager Administration for Outbound on page 309.
- Open the Outbound component.
- Understand how to add call data manually, or import call data from an external source.
- Understand how to edit the call data in your outbound campaign.
- Understand how to activate the campaign. See Activating a campaign on page 337.

About this task

Change campaign settings such as the start and end date and time, the daily start and end times, the dialler settings, the call rate, the agent script, and disposition codes to modify an existing campaign.

You cannot change other settings in the campaign, such as agent skillset.

If the campaign has already started, you cannot change the start date and time or the agent script.

Procedure

1. On the Outbound Campaign Management Tool, click **Modify Campaign**.
2. In the **Campaign List** box, select the campaign to modify.

3. To change date and time information for the campaign, click the **Date/Time Settings** tab, and then select the new campaign start date and time, the new campaign end date and time, or the new daily start and end time.
4. Click **Modify Date/Time Settings** to save changes
5. To change the dialler settings for the campaign, click the **Dialler Settings** tab, and then specify the new dialler mode setting and the new dialler miscellaneous settings.
6. Click **Modify Dialler Settings** to save changes
7. To change the Agent Script for a campaign, click the **Agent Script** tab, and then specify the new agent script.
8. Click **Apply Selected Agent Script** to save any changes.
9. To change the disposition codes for a campaign, click the **Disposition Codes** tab, and then select the additional disposition codes, and clear check boxes beside the disposition codes you do not want.
10. Click **Apply Selected Disposition Codes** to save any changes.

Pausing a campaign

Before you begin

- Log on to Contact Center Manager Administration. For more information, see Logging on to Contact Center Manager Administration for Outbound on page 309.
- Open the Outbound component.
- Ensure that your outbound campaign is running.

About this task

Pause a campaign to stop the current outbound campaign. This action changes the state of the contacts in the selected campaign in the Contact Center Manager Server and in the Contact Center Multimedia database to waiting.

Procedure

1. On the Outbound Campaign Management Tool, click **Modify Campaign**.
2. In the **Campaign List** box, select the campaign you want to pause.
3. Click the **Campaign Status** tab.
4. Click **Pause Campaign**.
5. Click **OK** to confirm the pausing of the campaign.

Canceling a campaign

Before you begin

- Log on to Contact Center Manager Administration. For more information, see Logging on to Contact Center Manager Administration for Outbound on page 309.
- Open the Outbound component.
- Ensure that you have an outbound campaign configured.

About this task

Cancel a campaign to permanently stop routing the outbound calls from the campaign. By canceling a campaign, you delete the contacts in the selected campaign from the Contact Center Manager Server. Their status is set to Closed in the Contact Center Multimedia database, and the contacts are assigned the disposition code of Campaign cancelled.

Procedure

1. On the Outbound Campaign Management Tool, click **Modify Status**.
2. In the **Campaign List** box, select the campaign you want to cancel.
3. Click the **Campaign Status** tab.
4. Click **Cancel Campaign**.
5. Click **OK** to confirm the cancellation of the campaign.

Restarting a campaign

Before you begin

- Log on to Contact Center Manager Administration. For more information, see Logging on to Contact Center Manager Administration for Outbound on page 309.
- Open the Outbound component.

About this task

Restart a campaign that you paused or cancelled to continue routing outbound calls to customers.

Procedure

1. On the Outbound Campaign Management Tool, click **Modify Campaign**.

2. In the **Campaign List** box, select the campaign you want to restart.
3. Click the **Campaign Status** tab.
4. Click **Restart Campaign**.
5. Click **OK** to confirm the restarting of the campaign.

Monitoring campaign progress and results

Before you begin

- Log on to Contact Center Manager Administration. For more information, see Logging on to Contact Center Manager Administration for Outbound on page 309.
- Open the Outbound component.
- Ensure that an outbound campaign is running, or complete.

About this task

Monitor and outbound campaign progress and results to see how the outbound campaign is progressing, and the types of responses your agents are receiving. You can monitor the progress and results of any campaign. Both summary and detailed information are available for each campaign.

Procedure

1. On the Outbound Campaign Management Tool toolbar, click **Progress & Results**.
2. In the **Select Campaign** box, select the campaign you want to monitor.
   A summary of the campaign settings and progress appears in the Campaign Summary box.
3. To view a summary of the contact status for all contacts in the selected campaign, click the **Call Status Chart** tab.
4. To view a summary of the disposition codes for all closed contacts in the selected campaign, click the **Disposition Codes Chart** tab.
5. To view detailed information for each call in the campaign showing status of each call, as well as the customer information defined during the campaign setup, click the **Call Details** tab.
6. To view the history of status changes for the campaign, click the **Campaign History** tab.
7. To change the display in the Call Status Chart and Disposition Codes Chart tabs from a pie chart to a bar chart, or vice versa, click **Display Pie Chart** or click **Display Bar Chart**.

8. To refresh the data displayed in this window, click **Refresh**.

Printing a summary of an existing campaign

Before you begin

- Log on to Contact Center Manager Administration. For more information, see Logging on to Contact Center Manager Administration for Outbound on page 309.
- Open the Outbound component.
- Ensure that the outbound campaign is complete.

About this task

Print a summary of an existing campaign to review the settings and results of the completed campaign in printed format.

Procedure

1. In the Outbound Campaign Management Tool, click **Progress & Results**.
2. In the **Campaign List** box, select the campaign you want to print.
   A summary of the campaign settings and progress appears in the Campaign Summary box.
3. Click the **Print Campaign Details** button.

Creating a new agent script

Before you begin

- Prepare between one and 40 questions for the agent script, an introduction and a conclusion.
- Prepare the possible answers for the agent if you want specific wording in a response from the customer.
- Log on to Contact Center Manager Administration. For more information, see Logging on to Contact Center Manager Administration for Outbound on page 309.
- Open the Outbound component.

About this task

Create a new agent script that contains the introductory and concluding text the agent reads, as well as a maximum of 40 questions the agent can ask the customer. The campaign administrator can customize the script by specifying default and possible allowed answers to questions.

You cannot change an agent script after you save it. Avaya recommends that you click Preview Script, and carefully review the script before saving it.

To save the agent script results for a campaign, you must create a disposition code with the save agent script option set to Yes.

Procedure

1. In the Outbound Campaign Management Tool, click **Agent Script**.
2. Click **Configure New Agent Script**.
3. In the **Introduction** box, type the text the agent reads to begin the call.
4. In the **Conclusion** box, type the text the agent reads at the end of the call.
5. Under **Agent Script Questions**, in the **Question** box, type the first question.
6. If you want to specify the possible answers to the question, in the **Allowed Answers** box, type the answers, separated by a comma; otherwise, leave this box blank.
7. In the **GUI Component** box, select a format for the agent to record the response.
8. If you want the agent to see a default answer to a question, in the **Default Answer** box, type the appropriate response.
9. If the response requires a text box, for example, for name or address, then in the **Allow Free Text** box, click the check box.
10. Create additional questions.
11. Click **Preview Script**.
    The format of the script questions is validated. If errors are found, the incorrect questions are highlighted.
12. If errors are found, correct the errors, then click **Preview Script** again.
13. In the **Save Agent Script** box, type a name, and then click **Save Script**.

Variable definitions

Name	Description
Agent Script name	The name of the agent script. The agent script name must be unique.
Allow free text	A text box that allows an agent to type responses that cannot be recorded using a GUI component.

Name	Description
	You must have a text box if there is no other user interface component. You can also include a text box with a combo box or radio buttons. The text box allows the agent to enter addition information.
Allowed Answers	The possible answers an agent can enter based on the customer's answers to each question. Each answer must be separated by a comma. You can leave this box blank and allow any answers. The maximum number of allowed answers is 32.
Conclusion	The text that an agent reads to conclude the outbound call. A conclusion is a mandatory part of the agent script and cannot exceed 1024 characters.
Default answer	The answer automatically selected in the agent script. The default answer must exist in the allowed answers for a question in the agent script.
GUI component	If you specify allowed answers, you must also specify how the agent selects the answers. You can use one of the following: • Combo box (list) • Radio buttons • Check boxes • Check box list • Text box If you select a GUI component, you must ensure there is at least one allowed answer.
Introduction	The text that an agent reads to begin the outbound call. An introduction is a mandatory part of the agent script and cannot exceed 1024 characters.
Question	The text that an agent asks the caller in an outbound call. Between one and 40 questions can be included in a script. Each question cannot exceed 1024 characters.

Creating an agent script from an existing script

Before you begin

- Log on to Contact Center Manager Administration. For more information, see Logging on to Contact Center Manager Administration for Outbound on page 309.
- Open the Outbound component.
- Prepare between one and 40 questions for the agent script, an introduction and a conclusion.
- Prepare the possible answers for the agent if you want specific wording in a response from the customer.

About this task

Create agent script from an existing script to copy details from another script to a new campaign and modify them.

You cannot make changes to an agent script after it has been saved.

Procedure

1. On the Outbound Campaign Management Tool, click **Agent Script**.
2. Click **Create from Existing Agent Script**.
3. In the **Existing Agent Scripts** box, from the list, select the script.
4. Change the introduction, questions, or conclusion as required.
5. Change or add questions as required.
6. To delete a question (or questions) from the script, select the row (or rows) containing the question you want to delete, and then click **Delete Selected Question**.

   To delete more than one question at a time, press the **CTRL** key while selecting the rows that contain the questions you want to delete.
7. To preview the script as the agent sees it, click **Preview Script**.
   The format of the script questions is validated. If errors are found, the incorrect questions are highlighted.
8. If errors are found, correct the errors, and then click **Preview Script** again.
9. To save the script, type a new name in the **Save Agent Script** box, and then click **Save Script**.

Adding a disposition code

Before you begin

- Log on to Contact Center Manager Administration. For more information, see Logging on to Contact Center Manager Administration for Outbound on page 309.
- Open the Outbound component.

About this task

Add a disposition code to an outbound campaign to provide a mechanism for agents to record the status of an outbound call. You can view the disposition code status for each campaign.

Nine standard disposition codes are provided, but you can add more disposition codes. You can configure a maximum of 40 disposition codes.

Procedure

1. On the Outbound Campaign Management Tool, click **Disposition Codes**.
2. Click **Insert**.
3. In the **Insert Disposition Code** dialog box, in the **Disposition Code Name** box, type a descriptive name.
4. In the **Retry Timeout** box, type the length of time in minutes after which the contact is presented again to an agent.
5. If you do not want a retry call made, leave this field blank.
6. In the **Max Number of Retries** box, type the number of times a contact is presented after the initial offering to an agent.
7. To configure whether the agent script is saved on contact closure, Select **Yes** or **No**.
8. To configure whether a voice call is required to complete the contact, select **Yes** or **No**.
9. Click **Insert**.

Variable definitions

Name	Description
Disposition Code Name	The name of the disposition code. The name reflects the purpose of the closing of the outbound contact. Nine standard disposition codes are provided: • Number Busy • No Answer • Answer Machine • No such number • Hung up! • Wrong Number • Do Not Call • Re-schedule Call • Completed
Retry Timeout	The length of time in minutes after which the contact is presented again to an agent. If you create a disposition code that indicates the call was not completed, such as Re-schedule call, you can configure the amount of time before the contact is presented again to an agent. Only appropriate disposition codes, such as Number Busy, include a retry timeout.
Maximum number of retries	The number of times a contact is presented to an agent. If you create a disposition code that indicates the call was not completed, such as Re-schedule call, you can configure the maximum number of times to retry the call.
Save Agent Script	Click yes to save the agent script results for a campaign along with the disposition code. Instruct your agents to use the disposition codes that save the agent script answers when the contact is closed. If you sell a product, create a disposition code, Sale Made, with the Save Agent Script option Yes, to save the customer answers for future marketing.

Name	Description
Voice Call Required	Click yes if a voice call is required to complete the contact. If an agent cannot speak the same language as a customer, the agent may select a disposition code that does not require a voice call to be made.

Updating a disposition code

Before you begin

- Log on to Contact Center Manager Administration. For more information, see Logging on to Contact Center Manager Administration for Outbound on page 309.
- Open the Outbound component.
- Create a disposition code. See Adding a disposition code on page 347.

About this task

Update a disposition code to change the properties of the code the agent uses to record the outcome of an outbound call.

Procedure

1. On the Outbound Campaign Management Tool, click **Disposition Codes**.
2. In the table, click the disposition code you want to update.
3. Click **Update**.
4. In the **Update Disposition Code** dialog box, change the **Name**, **Retry Timeout** and/or **Max Number of Retries** as required.
5. Click **Update**.

Deleting a disposition code

Before you begin

- Log on to Contact Center Manager Administration. For more information, see Logging on to Contact Center Manager Administration for Outbound on page 309.
- Open the Outbound component.

- Ensure that the disposition code is not used in a campaign. If it is, you must first archive or purge the campaign from the Multimedia database using the Contact Center Multimedia Administration Archive utility.
- Ensure that the disposition code that you want to delete is not one of the nine standard disposition codes—Number Busy, No Answer, Answer Machine, No Such Number, Hung Up!, Wrong Number, Do Not Call, Re-schedule Call, or Completed.

About this task

Delete a disposition code only if no campaign uses that disposition code.

Procedure

1. On the Outbound Campaign Management Tool, click **Disposition Codes**.
2. In the table, click the disposition code to delete.
3. Click **Delete**.
4. Click **OK** to confirm the deletion.

Including UTF-8 characters in exported data

About this task

If you want to export outbound campaign data or campaign summary information that contains UTF-8 characters such as Chinese or Japanese characters, you must perform the following steps to include the characters from the Chinese or Japanese operating systems to successfully display the characters in the exported data.

Procedure

1. On the Contact Center Multimedia server, locate the **OCMT appsetting.xml** file.
2. Add the following line to the text file within `<appsetting>` and `</appsetting>`:
   `<EnableFileEncodingConfig>true</EnableFileEncodingConfig>`

Exporting manually entered call data

Before you begin

- Log on to Contact Center Manager Administration. For more information, see Logging on to Contact Center Manager Administration for Outbound on page 309.
- Open the Outbound component.
- If you work on a Chinese or Japanese operating system, include the UTF-8 characters in the configuration file. See Including UTF-8 characters in exported data on page 350.

About this task

If you enter data manually, you may want to export it to an external file to re-import to future campaigns, create databases, or share the Call Data table entries with a different department or application.

Procedure

1. On the Outbound Campaign Management Tool, click **Create & Append**.
2. Click the **Campaign Settings** tab.
3. Click **Append Calls to Existing Campaign** or **Start Configuring New Campaign**.
4. Verify or enter the campaign settings.
5. Click **Call Settings**.
6. Manually enter additional call data in the **Call Data Table** rows.
7. Select the rows of the Call Data Table that you want to export. To select all the data, click **Check All**.
8. Click **Export Checked Calls**.
9. On the **Call Details** dialog box, in the **Call Details Fields** box, click the check box beside each field of data you want to export.

   If you are selecting many fields, click **Check All** to check each box, then click to clear the boxes for fields you do not want to export.
10. Click **Uncheck All** to clear all check boxes.
11. To change the order of fields, click the field name to highlight the row, and then click the up or down arrow.
12. To select how the fields are separated in the exported file, click **Tab**, **Space**, or **Character**. The default character is a comma. To change this character, type the desired character in the text box.

13. If you want the first row of the exported file to include the column headers, click the **First row shall contain column headers** check box.
14. Click **Next**.
15. In the **Preview** window, click **Next**.
16. In the **Select File** window, click **Browse** to navigate to directory where you want to save the exported data.
17. Type the name for your exported data file, and then click **Save**.
18. In the Export Wizard, click **Finish**.

Exporting campaign summary data

Before you begin

- Log on to Contact Center Manager Administration. For more information, see Logging on to Contact Center Manager Administration for Outbound on page 309.
- Open the Outbound component.
- If you work on a Chinese or Japanese operating system, include the UTF-8 characters in the configuration file. See Including UTF-8 characters in exported data on page 350.

About this task

Export campaign summary data such as all calls, a specific call range, or all calls in a campaign with a certain disposition code, so that you can use the information in another outbound campaign.

Procedure

1. On the Outbound Campaign Management Tool, select **Progress & Results**.
2. In the **Select Campaign** box, select the campaign to export.
3. Click **Export Call Data**.
4. In the Outbound Campaign Management Tool Export Wizard, select **Campaign Summary**.
5. Click **Next**.
6. In the Select Campaign Summary Data window, in the **Campaign Summary Data** box, select the check box for each field of data to export.

   To select multiple fields, click **Check All**, and then click to clear the boxes of fields you do not want to export.
7. To clear all boxes, click **Uncheck All**.

8. To change the order of fields click on the field name to highlight the row, and then click the up or down arrow.
9. Click **Next**.
10. In the Preview Data window, click **Next**.
11. In the Select File window, click **Browse** to navigate to directory where you want to save the exported data.
12. Type the name for your exported data file, and then click **Save**.
13. In the Export Wizard, click **Finish**.

Exporting campaign call data

Before you begin

- Log on to Contact Center Manager Administration. For more information, see Logging on to Contact Center Manager Administration for Outbound on page 309.
- Open the Outbound component.
- If you work on a Chinese or Japanese operating system, include the UTF-8 characters in the configuration file. See Including UTF-8 characters in exported data on page 350.

About this task

You can export either the campaign summary or all the call data, including the call status, to an external file.

Procedure

1. On the Outbound Campaign Management Tool, select **Progress & Results**.
2. In the **Select Campaign** box, select the campaign to export.
3. Click **Export Call Data**.
4. In the Outbound Campaign Management Tool Export Wizard, select the **Campaign Call Data** option.
5. Click **Next**.
6. In the Select Calls to Export window, to export all calls in a campaign, select the **All Calls** option (This is the default option).
7. To select a specific call range, select the **Select Call Range** option, and then enter the start and end call records into the boxes provided.
8. To filter all calls in a campaign by disposition code, select the **Filter Calls by Disposition Code** option, and then click the check boxes beside the desired disposition codes.

Only the calls that match the selected disposition codes are selected.

9. Click **Next**.
10. In the Select Call Details window, in the C**all Details Fields** box, select the check box for each field of data to export.
11. To select multiple fields, click **Check All**, and then click to clear the boxes for fields you do not want to export.
12. To clear all check boxes, click **Uncheck All**.
13. To change the order of fields, click on the field name to highlight the row, and then click the up or down arrow.
14. To select how the fields is separated in the exported file, click **Tab**, **Space**, or **Character**.

    The default character is a comma. To change this character, type the desired character in the text box.
15. If you want the first row of the exported file to include the column headers, click the check box.
16. Click **Next**.
17. In the Preview Data window, click **Next**.
18. In the Select File window, click **Browse** to navigate to directory where you want to save the exported data.
19. Type the name for your exported data file, and then click **Save**.
20. In the Export Wizard, click **Finish**.

Part VI: Communication Control Toolkit

Chapter 45: Communication Control Toolkit resource fundamentals

Communication Control Toolkit resources are used to map the voice and multimedia contacts to terminals and to route them to agents in the Contact Center.

Use the CCT Web Administration client tree view to add, edit, delete, and assign the CCT resources. You can assign these resources to other resources, thereby granting them access or permission to use the other resources. You assign resources to ensure that the contacts are sent to the correct communications endpoint so that a user on a particular workstation can handle the contact.

The core CCT communication resources are Terminal, Address and Network IVR. These communication resources are supplied by a provider.

The core CCT user resources are User and Workstation. You can use the CCT Web Administration client to assign Terminals and Addresses to CCT Users, this gives the User control of those communications resources. The User can then handle customer contacts.

You can also use the CCT Web Administration client to assign Contact Center agents to CCT Users. Contact Center agents are added and configured in Contact Center Manager Administration. A Contact Center agent may represent an agent, agent supervisor, or a supervisor.

Navigation

Resource assignments

Assignments use the following principles:

- When a terminal is assigned to an agent, CCT automatically assigns the terminal's associated addresses to the respective agent. When the agent logs in CCT checks changes to the agent's configuration. Any new addresses assigned to the terminal are automatically assigned to the agent. Also, any un-assigned addresses, are automatically un-assigned from agents.
- Assignments are distributed using groups. If you assign one resource to a second resource that is a group, and the second resource to a third, then the first resource also assigns to the third. For example, if you assign two users to a user group, and then assign the user group to an address, the users are considered assigned to the address. Or, if you assign a user to a user group, the user inherits the user group terminals and addresses.
- Only terminals are assigned to workstations.
- When you assign a terminal to a user, you must assign an address.
- You do not assign route point addresses to terminals, route point addresses do not have associated terminals.
- Resource groups are collections of resources. For example, User groups are collections of users.

Table 2: Supported resource-to-resource assignments

Resource	Assignments
User	Terminals, Addresses, Terminal Groups, Address Groups, and Agents can be assigned to a User
Terminal	Addresses and Workstations can be assigned to Terminals
Address	No resources can be assigned to an Address
Workstation	No resources can be assigned to an Workstation

The CCT Web Administration supports the following resource assignments;

- Assigning a user to a user group on page 367
- Assigning a terminal to a user or user group on page 371
- Assigning a terminal to a terminal group on page 372
- Assigning a terminal group to a user or user group on page 373
- Assigning an address to an address group on page 377

- Assigning an address to a terminal on page 378
- Assigning an address to a user or user group on page 379
- Assigning a workstation to a terminal on page 382
- Configuring hot desking (Agent Roaming) on page 391

Chapter 46: Communication Control Toolkit resource configuration

Use Communication Control Toolkit Web Administration to manage CCT resources. Use the CCT resources to map the voice and multimedia contacts to terminals and to route them to agents in the Contact Center.

It is possible to assign some of these resources to other resources, thereby granting them access or permission to use the other resources. Assign resources to ensure that the contacts are sent to the correct communications endpoint so that a user on a particular workstation can handle the contact.

Prerequisites to resource management

- Understand the licensed features for your contact center. Specific resource or resource types may be excluded from your license package.

Navigation

- Logging on to The Communication Control Toolkit Web Administration using CCMA on page 362
- Logging on to knowledge worker Communication Control Toolkit Web Administration on page 362

Logging on to the Communication Control Toolkit Web Administration using CCMA

Before you begin

- Add the Communication Control Toolkit server to Contact Center Manager Administration and associate it with a Contact Center Manager Server.

About this task

Log on to the Communication Control Toolkit Web Administration to manage CCT resources.

In a Contact Center environment with Contact Center Manager Administration (CCMA) installed, you access the CCT Web Administration using the CCMA launchpad.

Procedure

1. Log on to Contact Center Manager Administration.
2. On the **Launchpad**, click **Configuration**.
3. In the left pane, expand the Communication Control Toolkit server for which you want to access the management console.
   The server expands to show the CCT Administration folder.
4. Click **CCT Administration**.
5. Click **Launch CCT Web Administration**.
   A new browser window opens with the CCT Web Administration client.

Logging on to knowledge worker Communication Control Toolkit Web Administration

About this task

Log on to the Communication Control Toolkit Web Administration to manage CCT resources.

In a knowledge worker environment without Contact Center Manager Administration installed, you access CCT Web Administration from the CCT server.

Procedure

1. Log on to Communication Control Toolkit server.
2. Start Internet Explorer.

3. In the Internet Explorer **Address** box, type `http://`*`<CCT IP address>`*`:`*`<port>`*`/WebAdmin`, where *<CCT IP address>* is the IP address of the CCT server.

   The default port for Apache Tomcat server and the CCT Web Administration application is 8081. For information about changing the default port number, see the Apache Tomcat documentation.

4. Press **Enter**.
   The CCT Web Administration client opens in the Internet Explorer browser.

Chapter 47: Communication Control Toolkit users

In a Contact Center environment, a Communication Control Toolkit (CCT) user is a Contact Center agent that is logged onto one or more communication terminals for the purpose of receiving queued contacts. In a Contact Center, use Contact Center Manager Administration (CCMA) to add Contact Center agents, supervisors, and agent supervisors (collectively called agents) to CCT. Then use CCMA to assign these agents to MS Windows users in CCT.

In non-Contact Center environments a Communication Control Toolkit user is a knowledge worker.

All Communication Control Toolkit users must be configured as Windows users. The user's computer must be in the same domain or a trusted domain with the Communication Control Toolkit server.

Use the Microsoft Security Support Provider Interface (SSPI) to authenticate the user associated with each new connection made to the Communication Control Toolkit server. While this requires that Communication Control Toolkit users also be Windows users, it provides the benefits of centralized user administration and single sign-on (SSO) capability.

A user can belong to a user group. A user group represents a logical group of users such as a sales group or a support group.

Navigation

Adding a user

Before you begin

- Know the name, properties, and mappings for the resource you want to add to the CCT database.

About this task

Add a user to CCT so the user can be assigned resources and can then log on and handle customer contacts.

Note:

To avoid errors, use the CCT Console to import users.

Procedure

1. Expand CCT Web Administration client.
2. In the tree-view pane, right-click **Users**.
3. Click **Add new User**.
4. Click the **User Details** tab.
5. In the **User Login Name** box, type the user name.
   The CCT User details appear in the details pane.
6. In the **First Name** box, type the user's first name.
7. In the **Last Name** box, type the user's last name.
8. Click **Save**.

Deleting a user

Before you begin

- Ensure the user you are deleting is logged out.

About this task

Delete a CCT user so that user can no longer log on.

Procedure

1. Expand CCT Web Administration client.

2. In the details pane, locate the user to delete, and click **Delete**.
3. In the Confirm Deletion dialog box, click **Yes**.

Adding a user group

About this task

Add a user group so you can manage a logical group of users.

Procedure

1. Expand CCT Web Administration client.
2. In the tree-view pane, under **Groups**, right-click **User Groups**.
3. Click **New User Group**.
4. In the **Name** box, type the user group name.
5. Click **Save**.

Deleting a user group

About this task

Delete a CCT user group when you no longer need that logical group.

Procedure

1. Expand CCT Web Administration client.
2. In the details pane, locate the user group to delete, and click **Delete**.
3. On the Confirm Deletion dialog box, click **Yes**.

Assigning a user to a user group

About this task

Assign a user to a user group so the user becomes a member of that logical group.

Procedure

1. Expand CCT Web Administration client.
2. In the tree-view pane, select **Groups** > **User Groups**.
3. In the details pane, locate the user group and click on it.
4. Expand the **User assignments** section.
5. Select the users to assign to this user group.
6. Click the right-arrow button to move **Available Users** to **Assigned Users**.
7. Click **Save**.

Chapter 48: Communication Control Toolkit terminals

A Communication Control Toolkit terminal represents a physical communications endpoint (including software applications) such as a SIP soft-phone, an e-mail client, or an IVR line.

Communication Control Toolkit provides the following two terminal types:

- Agent—An agent terminal can log on to a queue and, if scripted, can answer contacts routed to that queue. An agent terminal can also make contacts
- Knowledge Worker—A knowledge worker terminal cannot log on to a queue, or answer contacts routed to a queue. A knowledge worker terminal can make and answer regular contacts.

Communication Control Toolkit also defines a terminal by its Communication Control Toolkit provider on page 387. The Communication Control Toolkit terminal group represents a logical group of terminals such as a local office, a support office, or a sales office.

An agent is mapped to one or more terminals. In a SIP environment, a voice terminal is permanently associated with the agent. In other environments such as Avaya Communication Server 1000, one or more terminals are associated to agents. If an Administrator unmaps a terminal that is currently in use by an agent, the terminal is associated with the agent until the agent logs out of the Communication Control Toolkit terminal. Since the system must wait until the agent logs off the Contact Center, there can be a delay before the terminal is released.

Navigation

Adding a terminal

Before you begin

- Know the name, properties, and mappings for the resource you are about to add to the CCT database.

About this task

Add a terminal so a CCT user can use it to handle customer contacts.

Procedure

1. Expand CCT Web Administration client.
2. In the tree-view pane, under **Providers**, right-click **Terminals**.
3. Click **Add new Terminal**.
   The Terminal details appear in the details pane.
4. In the **Name** box, type a name for the terminal.
5. From the **Terminal Type** list, select one of the following terminal types:

   Agent—an agent in a contact center

   Knowledge Worker—an user configured in a direct connect system
6. Select the **Enabled** check box to enable this terminal
7. In the **Provider-Specific** section, select one or more line features, select the check box for each of the following:

   3-party conference (A03)

   6-party conference (A06)

   Call Transfer (TRN)

   Call Forward (CFW)

   Analog set
8. Click **Save**.

Deleting a terminal

Before you begin

- Ensure the terminal you are deleting is not in use. Note that when you delete a terminal any addresses mapped to that terminal are not deleted. Addresses must be manually deleted using the CCT Web Administration client.

About this task

Delete a CCT terminal when it is no longer required.

Procedure

1. Expand CCT Web Administration client.
2. In the details pane, locate the terminal to delete, and click **Delete**.
3. In the Confirm Deletion dialog box, click **Yes**.

Assigning a terminal to a user or user group

About this task

Assign a terminal to a user or user group, so those users can use the terminal.

Procedure

1. Expand CCT Web Administration client.
2. In the tree-view pane, click **Users**.
3. In the details pane, locate the user, and click it.
4. Expand the **Terminal Assignments** section.
5. Select the terminal to assign to this user.
6. Click the right-arrow button to move **Available Resources** to **Assigned Resources**.
7. Click **Save**.

Adding a terminal group

About this task

Add a terminal group so you can manage logical groups of terminals.

Procedure

1. Expand CCT Web Administration client.
2. In the details pane, under **Groups**, right **Terminal Groups**.
3. Click **Add new Terminal Group**.
4. In the **Terminal Group Name** box, type a name for the terminal group.
5. Click **Save**.

Deleting a terminal group

About this task

Delete a CCT terminal group when it is no longer required.

Procedure

1. Expand CCT Web Administration client.
2. In the details pane, locate the terminal group to delete, and click **Delete**.
3. In the Confirm Deletion dialog box, click **Yes**.

Assigning a terminal to a terminal group

About this task

Assign a terminal to a terminal group so the terminal becomes a member of that logical group.

Procedure

1. Expand CCT Web Administration client.

2. In the tree-view pane, click **Groups** > **Terminal Groups**.
3. In the details pane, locate the terminal group, and click it.
4. Expand the **Terminal assignments** section.
5. Select the terminal to assign to this terminal group.
6. Click the right-arrow button to move **Available Resources** to **Assigned Resources**.
7. Click **Save**.

Assigning a terminal group to a user or user group

About this task

Assign a terminal group to a user or user group, so the users can use the terminals in the terminal group.

Procedure

1. Expand CCT Web Administration client.
2. In the tree-view pane, click **Users**.
3. In the details pane, locate the user, and click it.
4. Expand the **Terminal Group assignments** section.
5. Select the terminal groups to assign to this user.
6. Click the right-arrow button to move **Available Group** to **Assigned Group**.
7. Click **Save**.

Chapter 49: Communication Control Toolkit addresses

A Communication Control Toolkit address represents a logical communications endpoint such as a telephone number, an e-mail address, or a SIP Uniform Resource Identifier (URI).

Communication Control Toolkit defines the following three base types of addresses:

- Agent—An agent address represents a position ID (ACD key) for the Avaya Communication Server 1000 switch.
- Basic—A basic address is an address, which has an associated terminal (physical endpoint). Communication Control Toolkit users use the basic address to answer calls and to makes calls.
- Route Point—A route point address (or CDN) is a virtual address that can receive multiple, simultaneous calls for application-controlled redirection. A Telephony Service Provider uses the route point address to accept incoming calls, or as a point to which calls are routed.

The Communication Control Toolkit address group represents logical groups of addresses such as a sales group, a support group, or a group of route point (or CDN) addresses.

Navigation

Adding an address

Before you begin

- Know the name, properties, and mappings for the resource you are about to add to the CCT database.

About this task

Add an address so a CCT user can use it to handle customer contacts.

Procedure

1. Expand CCT Web Administration client.
2. In the tree-view pane, under **Providers**, right-click **Addresses**.
3. Click **Add new Address**.
   The Address details appear in the details pane.
4. In the **Name** box, type a name for the address.
5. In the **URI** box, type a URI for the address.
6. Select the **Enabled** check box to enable this address
7. From the **Type** list, select one of the following: **Basic**, **Agent**, or **Route Point**.
8. Click **Save**.

Deleting an address

About this task

Delete a CCT address when it is no longer required.

Procedure

1. Expand CCT Web Administration client.
2. In the details pane, locate the address to delete, and click **Delete**.
3. On the Confirm Deletion dialog box, click **Yes**.

Adding an address group

About this task

Add an address group so you can manage logical groups of address.

Procedure

1. Expand CCT Web Administration client.
2. In the details pane, under **Groups**, right-click **Address Groups**.
3. Click **Add new Address Group**.
4. In the **Address Group Name** box, type a name for the address group.
5. Click **Save**.

Deleting an address group

About this task

Delete a CCT address group when it is no longer required.

Procedure

1. Expand CCT Web Administration client.
2. In the details pane, locate the address group to delete, and click **Delete**.
3. In the Confirm Deletion dialog box, click **Yes**.

Assigning an address to an address group

About this task

Assign an address to an address group so the address becomes a member of that logical group.

Note:

Communication Control Toolkit supports only adding route point addresses to an address group. Adding addresses of other types is not supported.

Procedure

1. Expand CCT Web Administration client.
2. In the tree-view pane, click **Groups** > **Address Groups**.
3. In the details pane, locate the address groups, and click it.
4. Expand the **Address assignments** section.
5. Select the addresses to assign to this address group.
6. Click the right-arrow button to move **Available Resources** to **Assigned Resources**.
7. Click **Save**.

Assigning an address to a terminal

About this task

Assign an address to a terminal so the logical address is associated with physical terminal or endpoint.

Procedure

1. Expand CCT Web Administration client.
2. In the tree-view pane, click **Provider** > **Terminals**.
3. In the details pane, locate the terminal, and click it.
4. Expand the **Address assignments** section.
5. Select the addresses to assign to this terminal.
6. Click the right-arrow button to move **Available Resources** to **Assigned Resources**.
7. Click **Save**.

Assigning an address to a user or user group

About this task

Assign an address to a user or user group, so those users can use the addresses.

Procedure

1. Expand CCT Web Administration client.
2. In the tree-view pane select **Users**.
3. In the details pane, locate the user and click it.
4. Expand the **Address assignments** section.
5. Select the addresses to assign to this user.
6. Click the right-arrow button to move **Available Resources** to **Assigned Resources**.
7. Click **Save**.

Chapter 50: Communication Control Toolkit workstations

A Communication Control Toolkit workstation represents a computer used by Communication Control Toolkit client applications. A Communication Control Toolkit workstation must share a domain security context with the Communication Control Toolkit server. The workstation must be in the same domain or a trusted domain with the server.

You can assign a workstation to a terminal to enable hot desking.

Navigation

- Adding a workstation on page 381
- Deleting a workstation on page 382
- Assigning a workstation to a terminal on page 382

Adding a workstation

About this task

Add a workstation so a CCT user can use it to handle customer contacts at that location.

Procedure

1. Expand CCT Web Administration client.
2. In the tree-view pane, right-click **Workstations**.
3. Click **Add new Workstation**.
   The workstation details appear in the details pane.
4. In the **Workstation Name** box, type a name for the workstation.
5. Click **Save**.

Deleting a workstation

Before you begin

- Ensure the workstation you are deleting is not in use.

About this task

Delete a CCT workstation when it is no longer required.

Procedure

1. Expand CCT Web Administration client.
2. In the details pane, locate the workstation to delete, and click **Delete**.
3. On the Confirm Deletion dialog box, click **Yes**.

Assigning a workstation to a terminal

About this task

Assign a CCT workstation to a terminal to support hot desking (agent roaming).

CCT supports user hot desking (agent roaming). Hot desking enables CCT users to log on to CCT at any configured workstation and have access to the terminal associated with that workstation. For example, if the user logs on to a computer, agent roaming ensures that their calls are presented to the phone on the desk beside that computer.

To use hot desking, assign every terminal where they are permitted to sit to the users. You must then assign each workstation to the terminal on the desk beside it. This enables a user to sit at any permitted desk and have rights to use the terminal and the workstation on that desk.

Procedure

1. Expand CCT Web Administration client.
2. In the tree-view pane, select **Provider** > **Terminals**.
3. In the details pane, locate the terminal, and click it.
4. Expand the **Workstation assignment** section.
5. From the **Workstation** list, select the workstation.

6. Click **Save**.

Chapter 51: Communication Control Toolkit network IVR

The Network Interactive Voice Response (IVR) interface is used by CCT to transfer and collect IVR Call Attached Data (CAD). CCT Network IVR is used to configure the IVR Call Attached Data (CAD) interface and the CCT nodes for networked CAD.

The CCT Service Communication Control Toolkit provider on page 387 for Avaya Communication Server 1000 provides this Network IVR interface.

The CCT Network IVR:

- Opens an IVR listening port so that IVR applications can register with CCT.
- Keeps this link open between CCT (CS 1000 Service Provider) and the IVR applications, so that the IVR applications can send call attached data to CCT.

Navigation

Adding a network IVR

Before you begin

- Know the name, properties, and mappings for the resource you are about to add to the database.

Procedure

1. Expand CCT Web Administration client.
2. In the tree-view pane, under **Providers**, right-click **IVRs**.
3. Click **Add new IVR**.
4. In the **IP Address** box, type the IP address of the server you are currently using.

5. In the **HLOC** box, type the home location code of the CS 1000 switch for the IVR system. This HLOC code is the same as the HLOC printed on the switch in overlay 21.
6. In the **Port Address** box, type the TCP IP port to which other nodes connect. Avaya recommends that you use port 5002 if the Communication Control Toolkit server is co-resident with Contact Center Manager Server.
7. In the **Description** box, type a description.
8. Click **Save**.

Variable definitions

Name	Description
IP Address	The IP address of the server you are currently using.
HLOC	The home location code of the Avaya Communication Server 1000 for the IVR system. This HLOC code is the same as the HLOC printed on the switch in overlay 21.
Port Address	The TCP IP port to which other nodes connect. Avaya recommends that you use port 5002 if the Communication Control Toolkit server is co-resident with Contact Center Manager Server.
Network IVR Description	A description of the Network IVR.

Deleting a network IVR

About this task

Delete a network IVR when it is no longer required.

Procedure

1. Expand CCT Web Administration client.
2. In the details pane, locate the Network IVR to delete, and click **Delete**.
3. On the Confirm Deletion dialog box, click **Yes**.

Chapter 52: Communication Control Toolkit provider

Communication Control Toolkit (CCT) is a media-independent communications middle-ware toolkit. The CCT Software Development Kits (SDK) provide multiple levels of abstraction from the underlying telecommunications infrastructure. The media agnostic CCT SDK supports voice and multimedia contacts. CCT providers are the service providers used to connect to the underlying telecommunications or switching infrastructure.

CCT supports the following providers:

- MLS —MLS connectivity to the Contact Center Manager Server (CCMS). This Contact Center service provider provides the following communication resources:
    - Communication Control Toolkit terminals on page 369
    - Communication Control Toolkit addresses on page 375
    - Communication Control Toolkit network IVR on page 385
- AML —AML connectivity to the Communication Server 1000 (CS 1000). This knowledge worker service provider provides the following communication resources:
    - Communication Control Toolkit terminals on page 369
    - Communication Control Toolkit addresses on page 375
    - Communication Control Toolkit network IVR on page 385
- SIP —Session Initiation Protocol (SIP). For TR87 voice call control in a SIP-enabled Contact Center and Instant Messaging when used with a MS Office Communication Server (OCS).

Only one provider is supported per installation.

Navigation

• Configuring The Avaya Communication Server 1000 service provider on page 388

Configuring the Avaya Communication Server 1000 service provider

Before you begin

• Understand the server provider details for the switch.

About this task

Configure the Avaya Communication Server 1000 service provider details to enable connection to the PABX. A polling message is sent every ten seconds to monitor the connection the PABX. The polling interval detail is configured in the Avaya Communication Server 1000 service provider details. Ten seconds is the default polling time.

Procedure

1. Log on to Contact Center Manager Administration server.
2. Start Communication Control Toolkit Web Administration client.
3. In the resource menu, select **Providers**.
   The details of the providers appear.
4. From the list of providers, select **Passive**.
5. In the **Basic Provider Information** section, in the **Passive Name** box, type the Provider name.

   Important:

   The provider name must be Passive.
6. In the **IP Address** box, type the IP address of the provider.
7. In the **Port** box, type the port number.
8. In the **Provider Configuration** section, select the **Transport** type, `TCP`.
9. In the **Customer Number,** type the customer number.
10. In the **CS1000 Software Release**, select the correct version.
11. In the **Call Data Life Span (minutes)**, type the required value in minutes.
12. Select or clear the **Disable Copy of Data to Consult Call** check box.

13. In the **CS1000 Home location Code (HLOC)**, type the HLOC value.
14. In the **Network IVR Port**, type the port value.
15. In the **Initialization Timeout (seconds)** box, type the **Initialization timeout** setting in seconds.
16. In the **Command Timeout (seconds)** box, type the **Command** timeout setting in seconds.
17. Select **Save**.

Variable definitions

Name	Description
Provider Name	Name of the provider, Passive.
IP Address	In a Contact Center environment, the IP address of the CCMS.
Port	In a Contact Center environment, the default port value is 3000.
Transport	The transport protocol. The default is TCP.
Customer Number	The customer number for the switch. If multiple customers are configured, you must specify a specific one in this box.
CS1000 Software Release	The release number of Avaya Communication Server 1000 software.
Call data	Call data is the information attached to calls routed from the switch. The Life Span default is 10 minutes. This value must be less than the time it takes to recycle the Avaya Communication Server 1000 Call IDs. Use the Disable copy of call data to consultative call check box to avoid copying call data during consultative calls, but you can still copy call data when calls are transferred or conferenced.
CS1000 Home Location Code (HLOC)	Avaya Communication Server 1000 Home Location Code (HLOC) of the switch is the address digits that specify a location node.
Network IVR Port	Port for the CCT network call attached data and for IVR call attached data.

Name	Description
Timeout in Seconds	Initialization—The length of time that the service provider waits to establish communication with the switch before generating an error. The default and minimum value is 32 seconds. If you use a large number of lines, you must increase this value accordingly. Command—The length of time that the service provider waits for a command response before generating an error. The default and minimum value is 5 seconds.

Chapter 53: Communication Control Toolkit hot desking

Communication Control Toolkit supports user hot desking (agent roaming). Hot desking enables Communication Control Toolkit users to log on to Communication Control Toolkit (CCT) at any configured workstation and have access to the terminal associated with that workstation. For example, if the user logs on to a computer, agent roaming ensures that their calls are presented to the phone on the desk beside that computer.

To use hot desking, assign every terminal where they are permitted to sit (and their associated addresses) to the users. You must then assign each workstation to the terminal on the desk beside it. This enables a user to sit at any permitted desk and have rights to use the terminal and the workstation on that desk.

Navigation

Configuring hot desking (Agent Roaming)

Before you begin

- Create agents on the CCMA server and associate them with domain users.
- Assign each terminal to a workstation.
- Add terminals to a terminal group.
- Ensure that all terminals have the correct address assigned to them.
- If you require additional terminals (and therefore addresses) in the hotdesking group, add the new terminals to the terminal group and the new addresses to the address group. Follow this process to ensure that the correct resources are available to all roaming CCT agents at all times.

About this task

In a contact center an agent may not have a fixed desk and phone. An agent might pick a desk that is not being used and log on to the phone and workstation. An agent must be able to log on to any phone and workstation in this environment. This is called hotdesking or agent roaming, where an agent can work at multiple desks.

In a hotdesking environment using any configured workstation, agents can control the terminal and addresses associated with that workstation.

To enable hotdesking in CCT, a Windows user is assigned to multiple terminals; each terminal is assigned to it's respective workstation. The user's terminal is determined by the workstation that the user logs on to, as shown in the following example.

- Terminal_1 maps to workstation_1.
- Terminal_2 maps to workstation_2.

  For example, assume that User _1 is assigned to Terminal_1 and Terminal_2 and the respective addresses. If User_1 logs on to workstation_2, then the user also logs on to Terminal_2.

Procedure

1. Place all select terminals for hotdesking into a terminal group.
2. Ensure that all terminals have the correct address assigned to them.
3. Place all the addresses associated with the terminals into an address group.
4. Place all select users for hotdesking into a user group.
5. Assign the terminal group from step 1 to the user group from step 4 with the automatic mapping of addresses check box cleared.
6. Assign the address group from step 3 to the user group from step 4.
7. Assign each terminal to a workstation.

   Important:

   A terminal can only be assigned to one workstation.

Part VII: Call Recording and Quality Monitoring

Chapter 54: Call Recording and Quality Monitoring

Use the Call Recording and Quality Monitoring Launchpad option to navigate between the Contact Center Manager Administration client application and the Web-based Avaya Aura® Workforce Optimization management tools for Avaya Contact Recording and Quality Monitoring (CRQM).

Navigation

Launching the CRQM application

Before you begin

- Log on to Contact Center Manager Administration. Ensure you have sufficient permissions to access the CRQM application.
- Configure the URLs for the CRQM servers. See Configuring Contact Recording and Quality Monitoring URLs on page 69.

About this task

Launch the CRQM application for the server of your choice to open a new browser window where you can access the CRQM management console.

Procedure

1. On the **Launchpad**, click **Call Recording and Quality Monitoring**.
2. In the left pane, click the server for which you want to access CRQM.
   The server expands to reveal nodes that represent the CRQM server types configured for the server.
3. Click the node for which you want to launch the relevant CRQM application.
   The details page for the CRQM application appears.
4. Click **Launch**.

Index

A

B

C

D

E

F

G

O

P

Q

R

S

T

U

V

W

X