

Avaya

Contact Center Control Manager

User's Guide

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About This Guide

This guide describes how to administer the Avaya Contact Center Control Manager (ACCCM) Server software.

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Introduction

This chapter introduces the ACCCM system and provides an overview of the installation process.

About ACCCM

Market circumstances and customer requirements are constantly evolving. Today's consumers are increasingly intelligent and demand high efficiency and immediate response time in every interaction with their chosen product and service vendors. With an ever-growing selection of goods and services, they expect service providers to be constantly attentive and responsive to their needs. Should these requirements not be met quickly and effectively, these no-nonsense consumers will simply move on to the next provider of what their perceive to be a simpler and easier to use full-feature solution with what is perceive to be the lowest Total Cost of Ownership.

To face these mounting challenges, many companies have invested in the very best – Avaya's robust contact center solutions, which are designed to consolidate an organizations' customer-facing activities across all media channels.

The time has arrived to make the most of this investment.

Avaya Communication Manager, Interaction Center, Contact Center Express, Intelligent Customer Routing, Proactive Contact, Call Management System, Avaya IQ, Voice Portal and Integrated Response (IR), and Application Enablement Services (AES) — are all highly versatile and powerful global available "solution components." Yet, these individually managed applications can be made even more powerful effective to deploy with the addition of updated seamless integration with centralized administration. This attention to ensuring a more consistent customer service experience with TCO improvements is exactly what the enhancement product suite now being delivered via a single web-based interface.

Avaya's Contact Center Control Manager™ (ACCCM) is a truly comprehensive solution, starting from the Administrative Management foundation, to a *ground level*

integrated agent dashboard and all the way up to supporting a tactical operation and real-time decision assist system. All these effectively unify, streamline and centralize management of Avaya contact center operations and enable organizations to consistently have the ability to ensure easily actionable and trackable real-time responses to even the most demanding customer needs.

Key Features

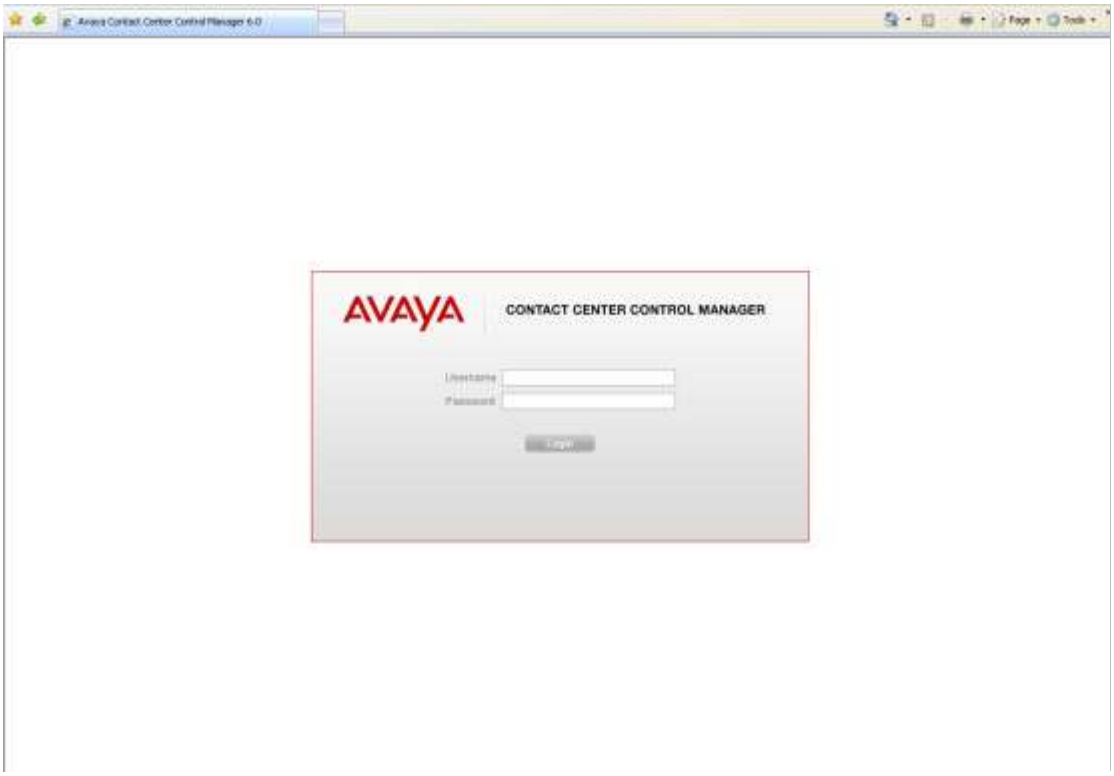
- Centralized management and administration of all contact center applications
- A user-friendly, Web-based and highly personalized thin client application interface
- Real-time monitoring and historical analysis of Agents, Skills, Vector Directory Numbers, campaigns and other business data
- Visual call flow design and vector management
- Role-based permissions and multi-tenancy support
- Full Microsoft Active Directory integration with single sign-on functionality

Log in to ACCCM Administration

Follow these steps to log in to Avaya Contact Center Control Manager (ACCCM) :

- Open Microsoft Internet Explorer
- Browse to the ACCCM server (contact your system administrator for the exact URL): http://servername/ACCCM

The following screen appears:

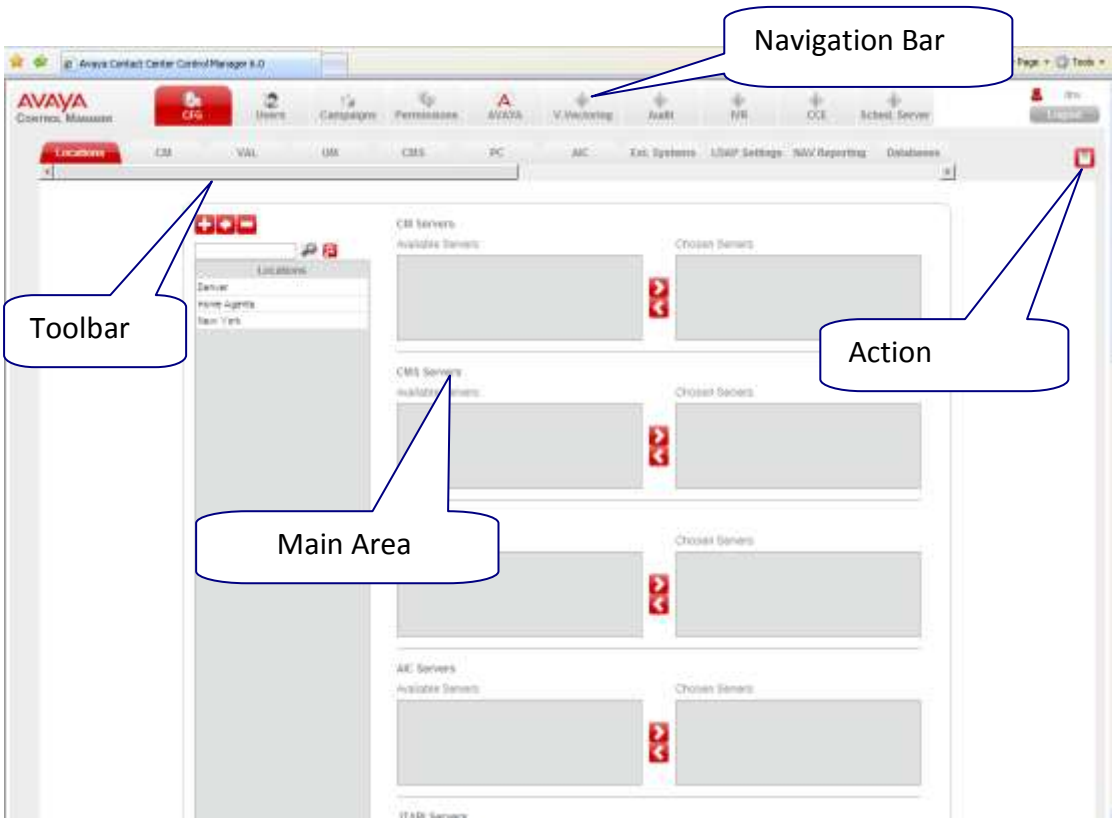


Type your username and password and click on the Login button.

The ACCCM Main Screen Layout

The ACCCM º main screen as it will appear after a successful login:

The main screen is divided into four frames:



Navigation Bar	**This area contains a set of tabs that allow you to navigate between the different aspects of ACCCM administration.**
Toolbar	The toolbar contains a set of tabs to control the administration. The tabs are related to the selected tab on the navigation bar.
Action Buttons	Each tab on the toolbar has its own related action buttons. The action buttons change according to the selected tab.
Main Area	The main area presents the details and allows you to configure information according to the tab selected.

Functional Buttons

Buttons	Name	Description
	Add	Add a new item.
	Edit	Edit the item selected.
	Delete	Delete the checked item(s).
	Search	Search for agent according to the entered value.
	Save	Save changes.
	Close	Close the current screen and go back to the last screen.
	Import	Import users/agents from an Excel file to the ACCCM application.
	CM Properties	View/update the CM properties of an object.
	Clone	Clone the user/agent.

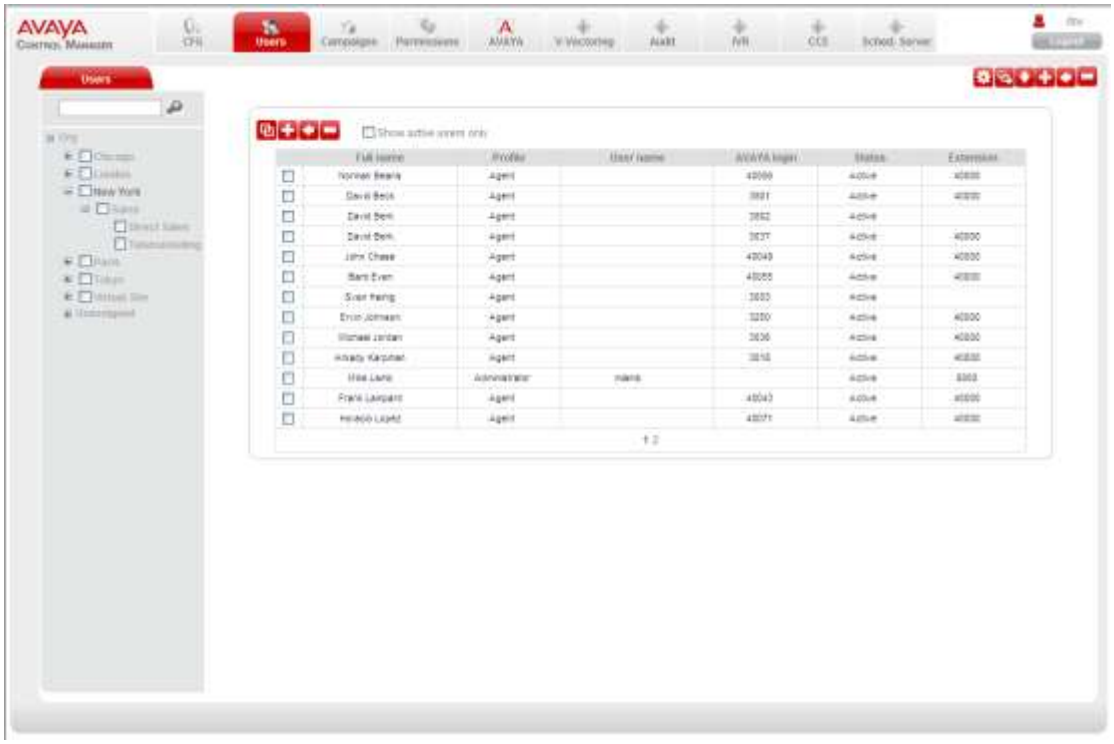
Navigation Bar Tabs

Users

The Users tab allows you to manage the users and their details.

A user can be an agent, supervisor, manager, or administrator.

At the User Management tab, you can add users, edit their details, manage their permissions, and assign agent skills.



The screen is divided into two sections:

Organizational Tree

The tree manages the users and sites/Departments/teams in the organizational chart.

There are four levels according to the organizational hierarchy:

- Root
- Site
- Department
- Team

After highlighting a root, site, Department, or team name, the Users table displays all users under it with their details.

"Unassigned" is a group that contains all deleted Agents.

The function buttons  that manage the site/Department/team details are located at the right side of the screen.

Add New Item

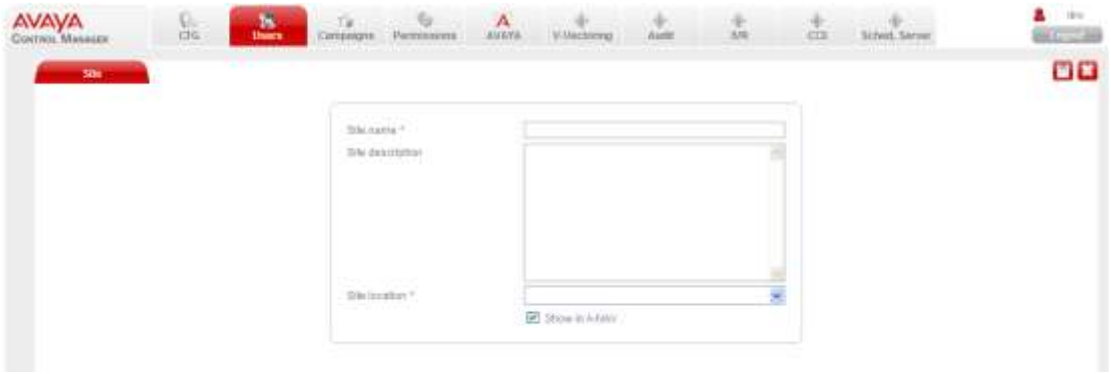
To add a new team, Department, or site, highlight on the highest level of the item you want to add, and click on the Add button. The Details screen will open:

Each item can be added only from the level above it:

- From Root, you can add a site
- From Site, you can add a Department
- From Department, you can add a team
- From Team, you can add a user (in the table)

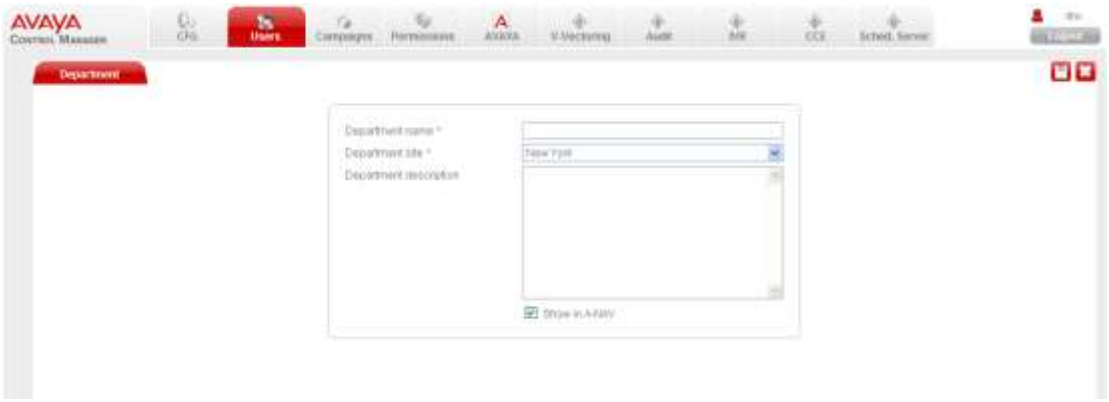
The higher-level item will be populated automatically

Add New Site screen:

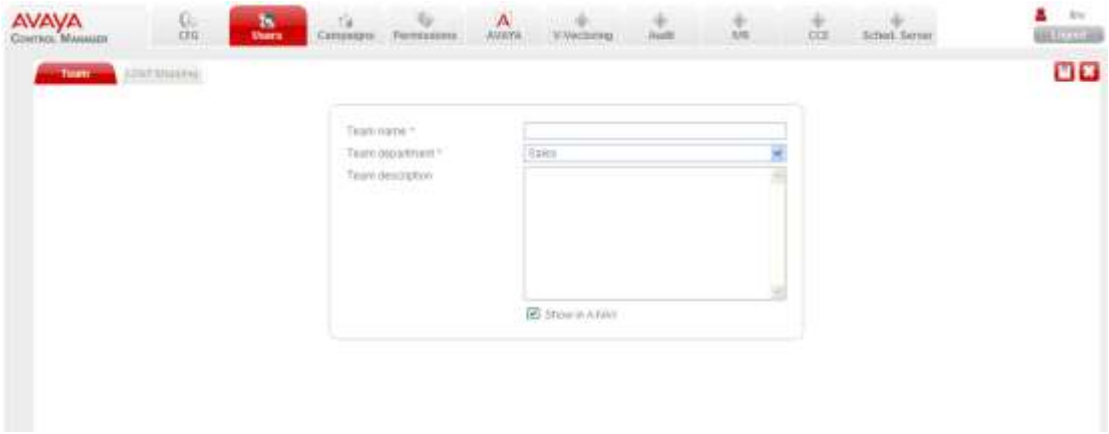


Site Location allows you to set a location for a site. All users and agents under that site will be added to the systems under the linked location (CM, CMS, etc.)

Add New Department screen:



Add New Team screen:



Fill in the details.

The Show in ANAV checkbox determines whether the branch will be shown in ANAV.

Delete Item

To delete a team, Department, or site, check the checkbox ☑ next to the item and click the Delete button.

You can check more than one item to delete.

The deleted items are actually set to "not active."

Teams, Departments, or sites that are Not Active will **not** be presented in the tree or on any relevant screen.

If a team, Department, or site is set to Not Active, all agents/users under it will be transferred to the unassigned group.

Edit Item

To edit item details, double-click on the item name or highlight it and click on the Edit button.

That will open the Details screen for editing.

Once you finish editing, click on Save button.

You can transfer the team to another Department by choosing one from the drop-down list of available Departments.

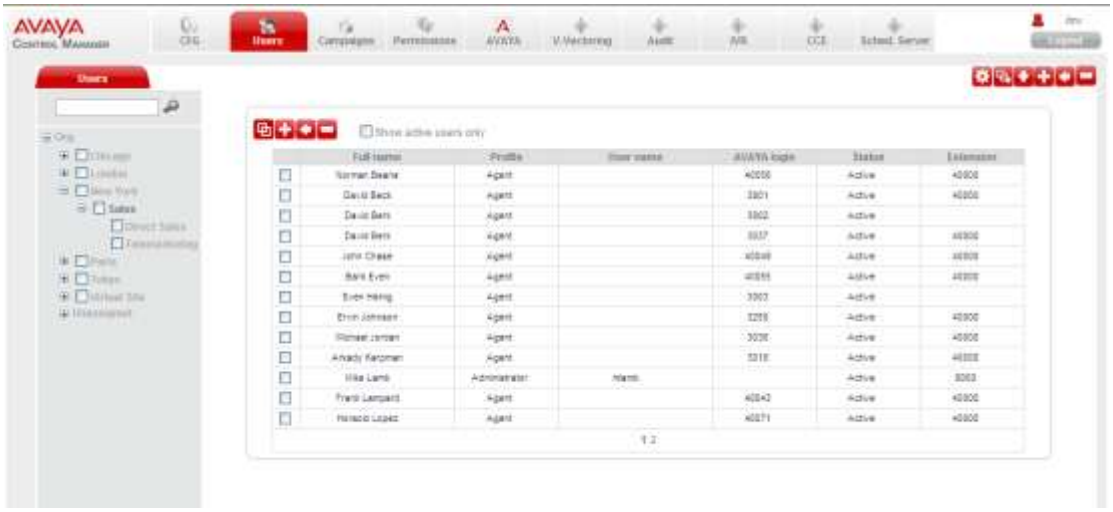
Once it is changed, it will also be changed in the tree.

The users in that team will be transferred along with the team.

You can transfer a Department to another site by choosing one from the drop-down list of available sites.

Once it is changed, it will also be changed in the tree.

Users Table



The Users table shows all users in the chosen item in a grid view.

The table displays all users—agents, supervisors, managers, and administrators—with their details.

The columns can be sorted by clicking on the column headers.

The table is divided to pages, and you can page between them to view the full list of users.

If the Show active users only checkbox is checked, only active users will be shown. Once it is unchecked, all users under the chosen item will be shown.

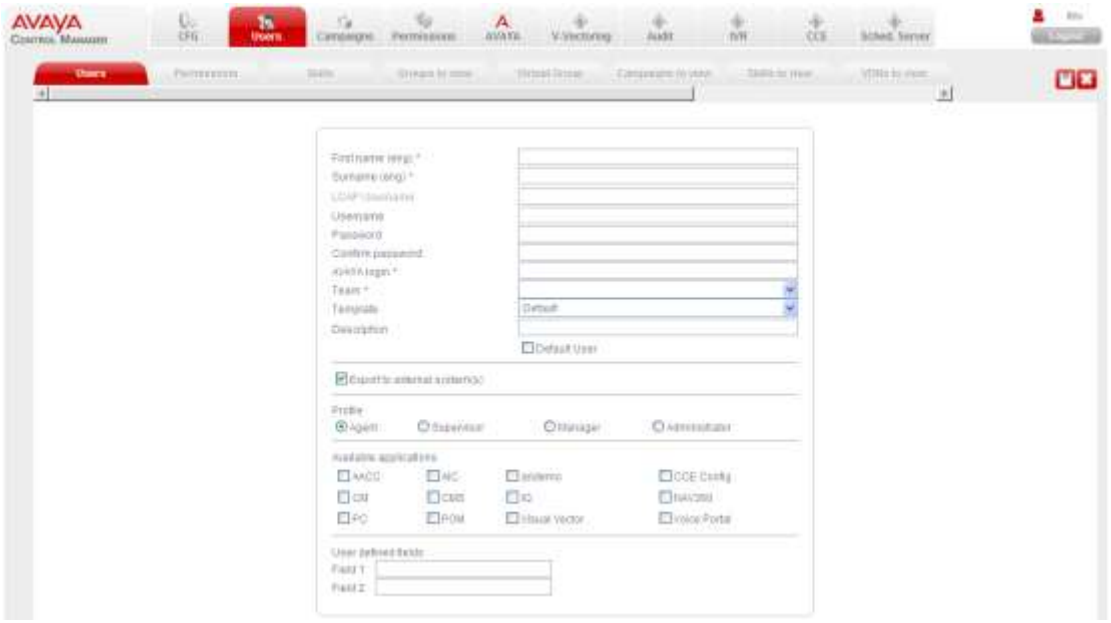
The function buttons that manage the user details are located at the top left of the Users table



Add New User

In order to add a new user, highlight the team name you want to add the user to, and click on the Add button.

The Details screen will open, and you can fill in the details.



The User Details screen is divided to five tabs:

Users Tab

Details

The details section contains the user's personal details.

Field	Description
First Name (En)	User's first name—must be in English*
Last Name (En)	User's last name—must be in English*
First Name (local lang)	User's first name—used to support local languages other than English*
Last Name (local Lang)	User's last name—used to support local languages other than English *

Username	The username the user will use to log in to any of the relevant applications (one username for all applications managed via ACCCM)
Password	Password the user will use to log in to any of the relevant applications (one password for all applications managed from ACCCM)
Confirm Password	Enter the password again to confirm it
Avaya Login	The agent's login ID at Avaya Softphone according to the CM numbering plan (if Dialing Plan is activate, the Avaya login cannot be entered manually; the number is inserted automatically according to the dialing plan)
Team	The team the user is assigned to according to the organizational hierarchical tree
Description	Free text field

*When the agents are entered into the CM automatically from ACCCM , the English name will be entered into the CM, and the first name will be displayed on ANAV and can be entered in any language.

Profile

The Profile tab is used to manage the user profile. It contains additional enabled fields and tabs.

There are four types of profiles: Agent, Supervisor, Manager, and Administrator.

Select the radio button to chose the profile type.

Once one profile type is selected, new fields and tabs are opened for editing.

If Supervisor is chosen, the Extension Number field is displayed. The extension number is essential to the Silent Login and Whisper operations, which are performed by the supervisor.

Available applications

The Available Applications tab allows you to enable which applications the user can log in to. The permission are set elsewhere in ACCCM .

In order to allow a user to log in to an application, mark the checkbox next to the chosen application.

Once checked, the user can enter that application using the username and password specified in the Details section.

You can select more than one application

After you save the Details screen for a new user, the Agent Skills screen will pop up. Here you can assign skills to that agent.

You must add at least one skill in order to save the new user.

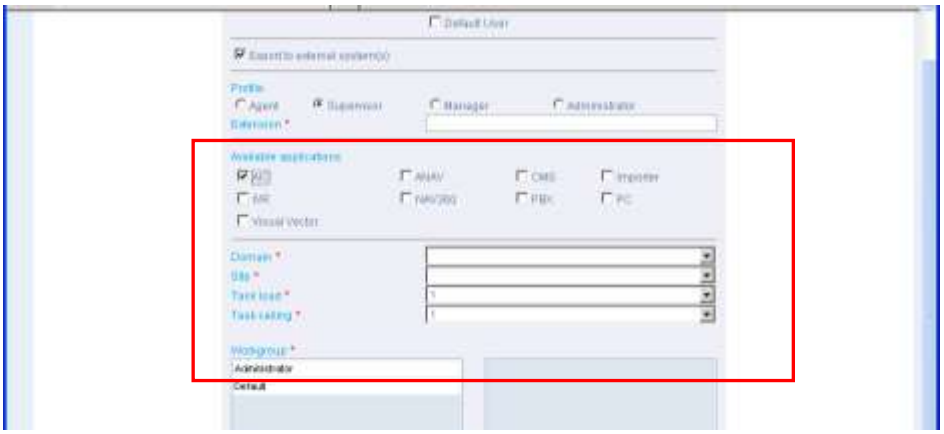
Export to external systems

When integration between ACCCM and external systems is implemented using the ACCCM API, this checkbox will be automatically enabled. When

saving the user/agent, external integration will be triggered. If the checkbox is not checked, then the specific user/agent won't be saved to the external systems.

AIC properties

The AIC properties fields are enabled only when the integration to AIC is enabled and the user has AIC on his Available Applications.



You must configure the following information when adding a new agent/user to AIC:

- Domain
- Site
- Task load
- Task ceiling
- Workgroup

For more information, please refer to the Avaya Interaction Center administration guide.

AACC Functionality

Creating a Supervisor

Before creating an agent in AACC you first must create at least one Supervisor user in AACC.

1. Navigate to the Users page
2. Click on the Create a new user icon



3. Enter the user information





Field	Description
First name	The first name of the user
Surname	The surname of the user
Username	The username of the user in the Avaya environment
Password	The password of the user
Password confirmation	Same as password
Avaya login	Not required for supervisor. Only required for agents
Team	The team assignment
Template	Use the default template
Description	Any free text description
Profile	Supervisor
Available application	AACC
Usertype	Supervisor
Loginid	The login id to AACC
Title	Any free text
Department	Any free text
Language	The language used within AACC. The default value is English
Voice URI	The SIP Voice URI of the user
CCMA Username	Enter the CCMA username only in case you want the supervisor to access CCMA
CCMA Password	Enter the password

4. Click on Save

Creating an Agent

1. Navigate to the Users page
2. Click on the Create a new user icon



3. Enter the user information

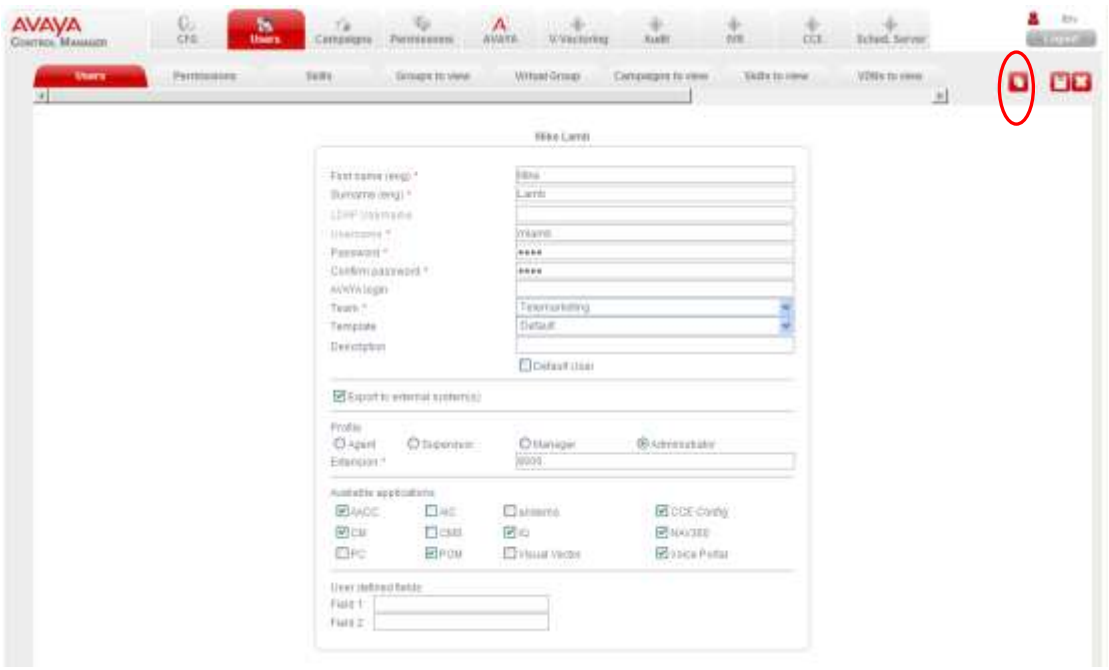




Field	Description
First name	The first name of the user
Surname	The surname of the user
Username	The username of the user in the Avaya environment
Password	The password of the user
Password confirmation	Same as password
Avaya login	The agentid of the agent
Team	The team assignment
Template	Use the default template
Description	Any free text description
Profile	Agent
Available application	AACC
Usertype	Agent
Loginid	The login id to AACC
Title	Any free text
Department	Any free text
Language	The language used within AACC. The default value is English
Voice URI	The SIP Voice URI of the user
Enable CTI	Select if you need to enable CTI to the user
Primary supervisor	Select the supervisor from the drop down list
Call presentation	Call center administrator
Multiplicity presentation	MCF_OFF
Threshold	Agent template
Create CCT Agent	Select if you want to create CCT Agent
Contact types	Select the contact types that can be used by the user

4. Click on the Save button (right corner of the screen); the system will pop up a list of all system skills. Select the skills that you want to assign to the agent.
5. If you want to assign the agent AACC skills then select them from the list; if you will assign only ELITE skills, then the agent will be created in CM.

Clone User



The Clone option allows you to create a new user/agent that copies almost all the properties of the original one.

1. To clone a user/agent, select an agent and click on the  button.

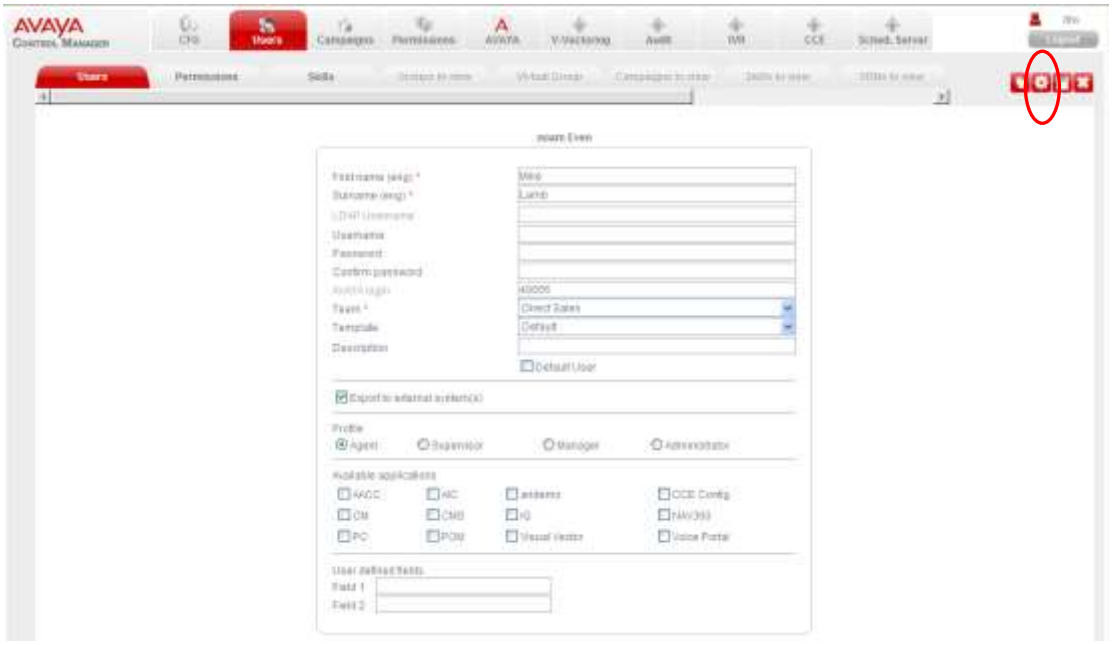
    - For an **agent**, the following properties will be copied :
        - Team
        - Description

  - Profile
  - Skills and skill levels

- For a **user**, the following properties will be copied :
  - Team
  - Description
  - Profile
  - Available applications
  - Permissions
  - Groups to view
  - Campaigns to view
  - Skills to view
  - VDNs to view
  - Vectors to view
  - Locations to view

- For both, you must enter the following uncloned properties:
  - Name
  - Username
  - Password
  - AVAYA login

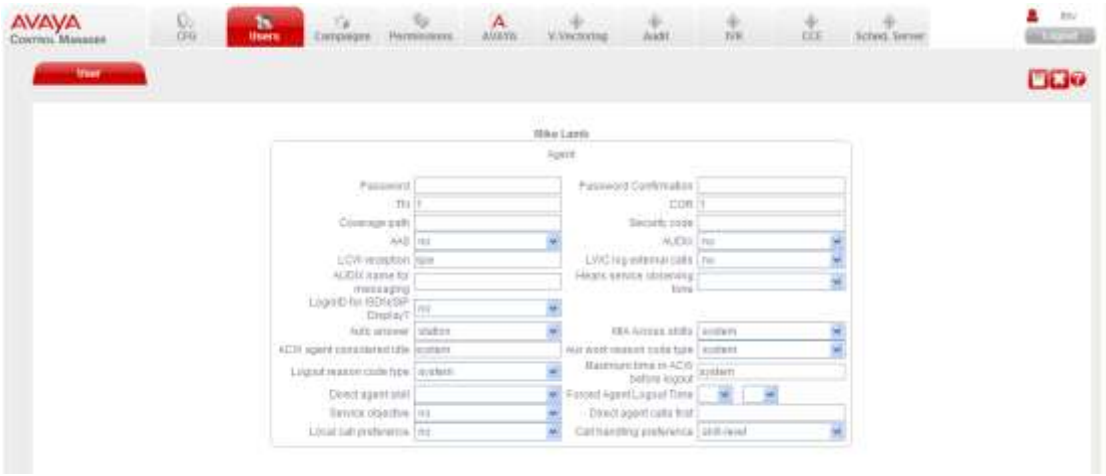
CM Properties



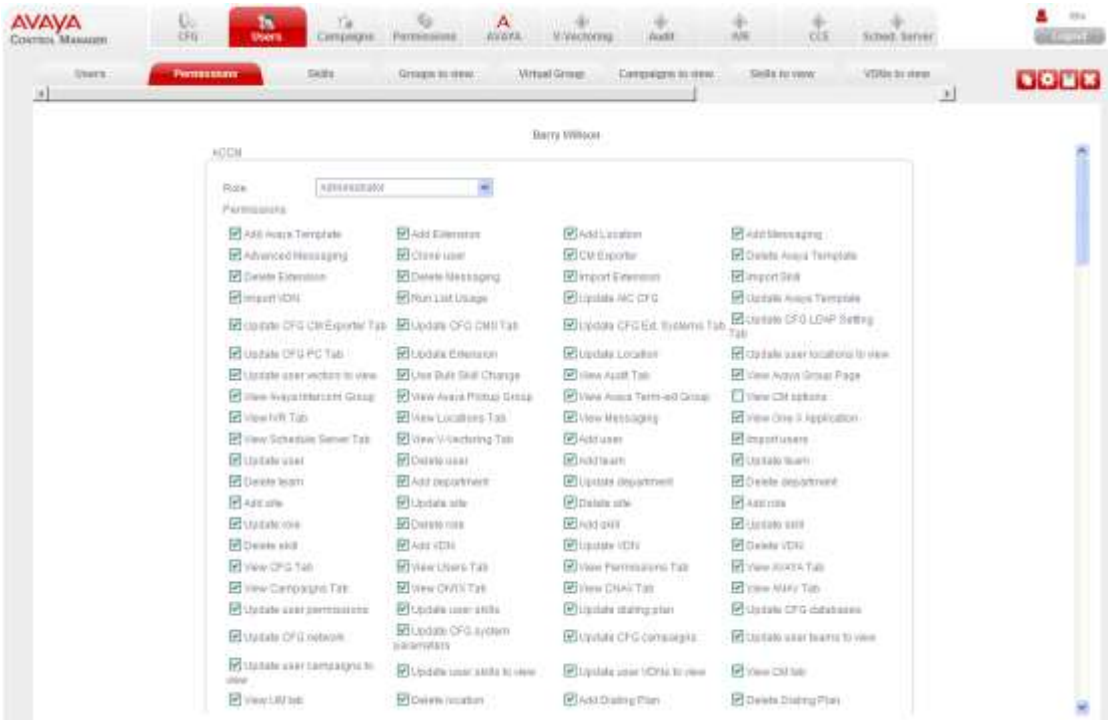
CM properties allow you to configure the agent properties in the CM, right from ACCCM , in an easy and convenient manner.

In order to view/update the agent's properties, click on the  button.

The following screen will appear:



Permissions tab



The Permission tab controls the user's roles and permissions for each application, in one unified view for all applications.

The screen is divided into the various applications that were selected through the Available Applications screen.

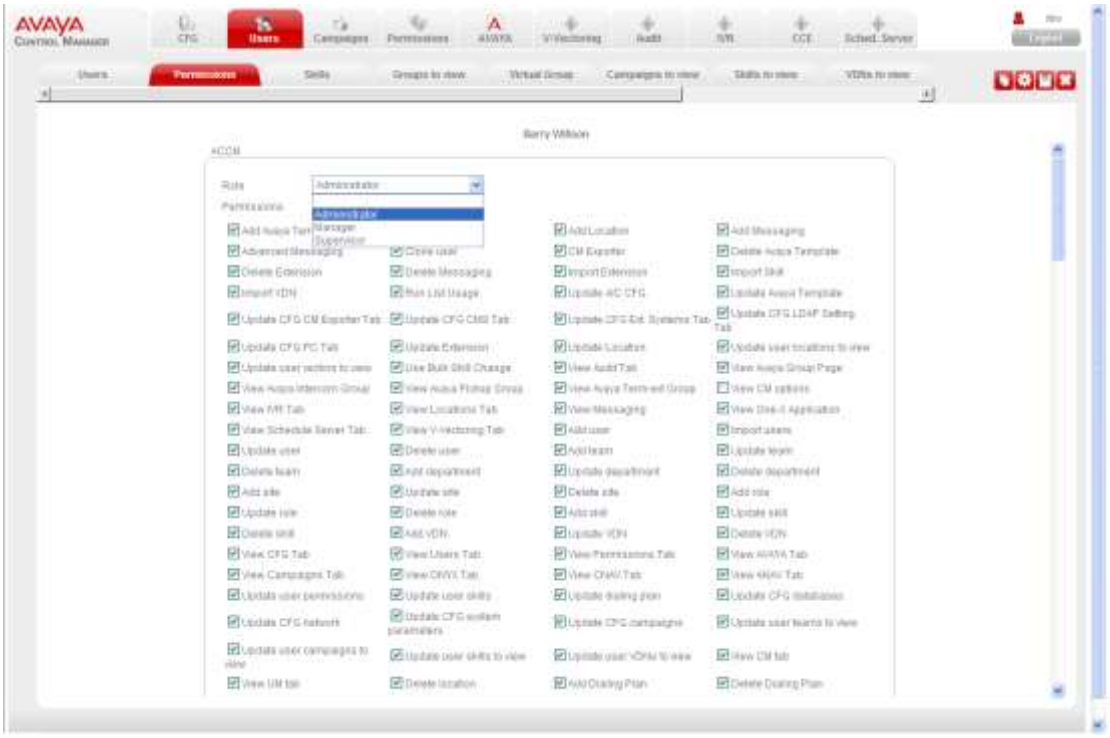
The user can have only one role for each application.

The permissions set for each role are taken from the permissions defined for the role in the ACCCM Permissions Management tab, and can only be edited there.

Once a role is chosen, its assigned permissions are shown in read-only form; they cannot be edited.

You cannot set specific permissions for specific users: you can only assign a role.

In order to add or update the role, choose one from the drop-down list, then click the Save button.



Skills tab



The Skills tab allows you to assign skills and skill levels for each agent.

In case you don't have business advocate enabled in your environment or administrated agent call handling preference is not set to "Percentage allocation" the RL/PA fields will be disabled.

You can assign or delete skills for an agent by using the arrow buttons. >> <<

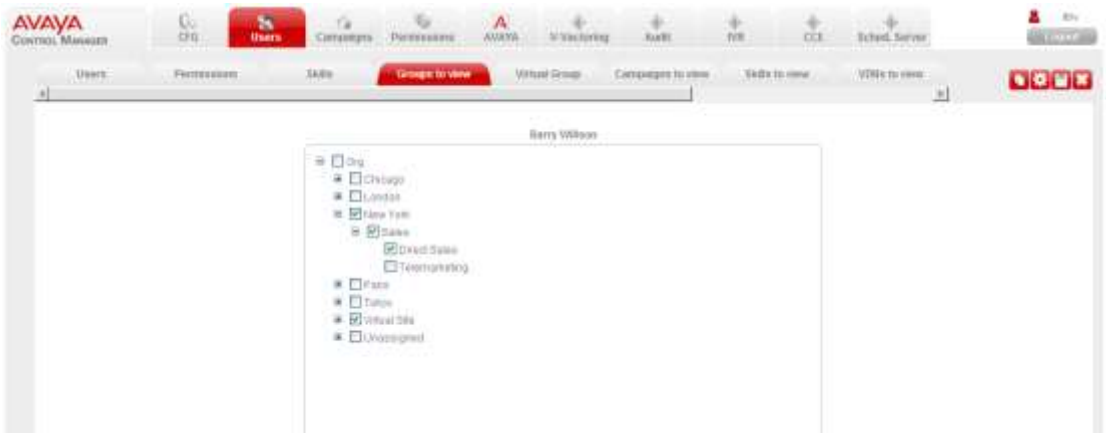
The screen presents the skills available at the contact center, and which skills and levels that the agent has been assigned in the Agent Skills section.

Levels range from 1-99 (in case these are AACC skills), which you can chose from the drop-down list or enter in the text box.

The level reflects the skill level of that specific user on that skill.

The change is updated directly in the CM.

Groups to view tab



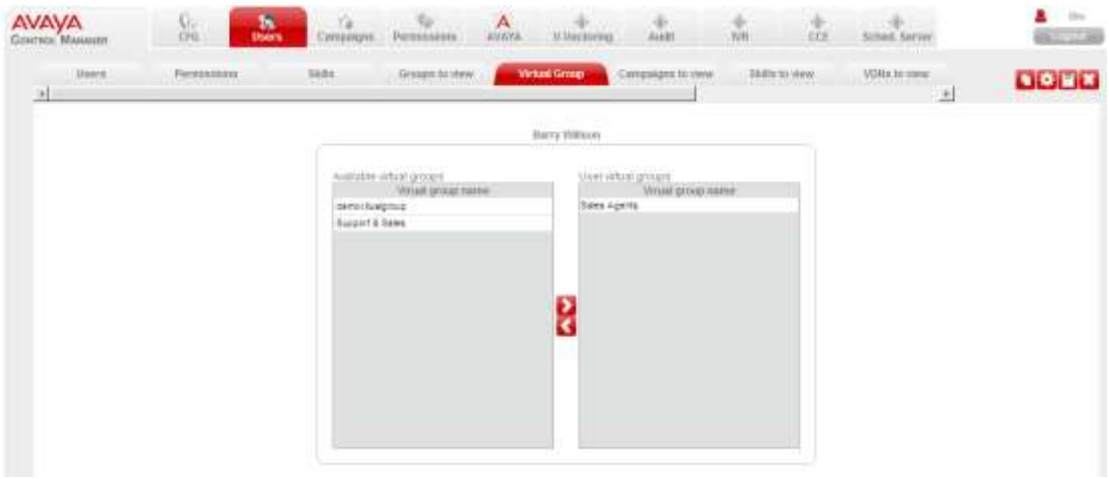
The Groups to view tab manages the sites/Departments/teams that the user will be able to see in ANAV and can manage through ACCCM.

The Groups to view tab is displayed only if the user profile type is Supervisor, Manager, or Administrator.

Check ☑ the sites/Departments/teams that the user should see in ANAV.

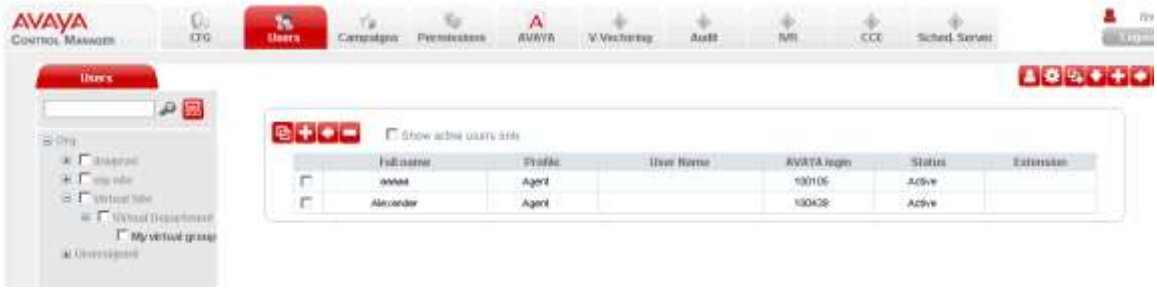
Only these groups will be shown in the agent's tree and under Display Agents in ANAV and ACCCM.

Virtual groups to view



The Virtual groups tab manages the user's assignment to specific Virtual Groups .

When you assign a user to a virtual group you will be able to manage him also from the Virtual Group section in ACCCM:



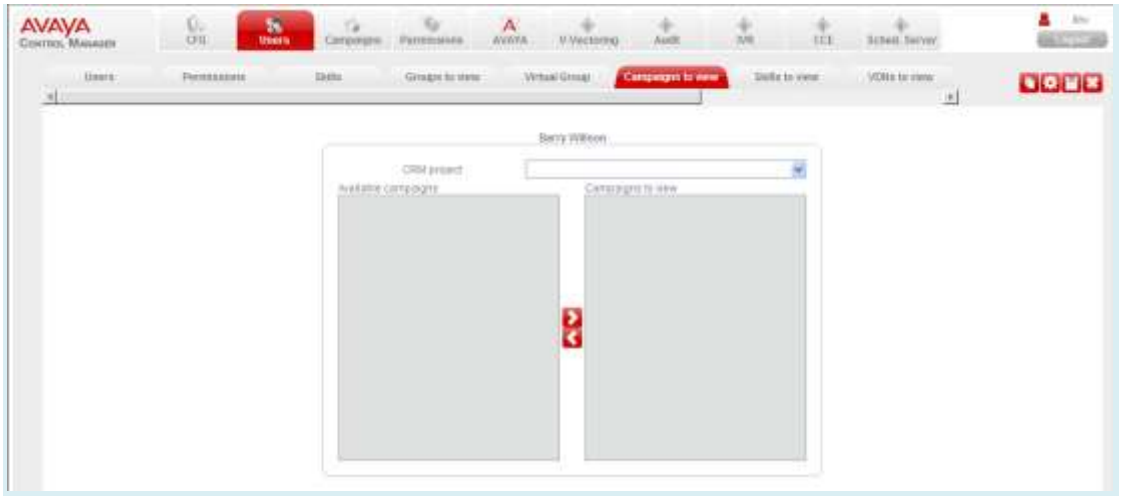
Campaigns to view tab

The Campaigns to view tab manages the campaigns that this user will be able to see in the ANAV application and that can be managed through ACCCM.

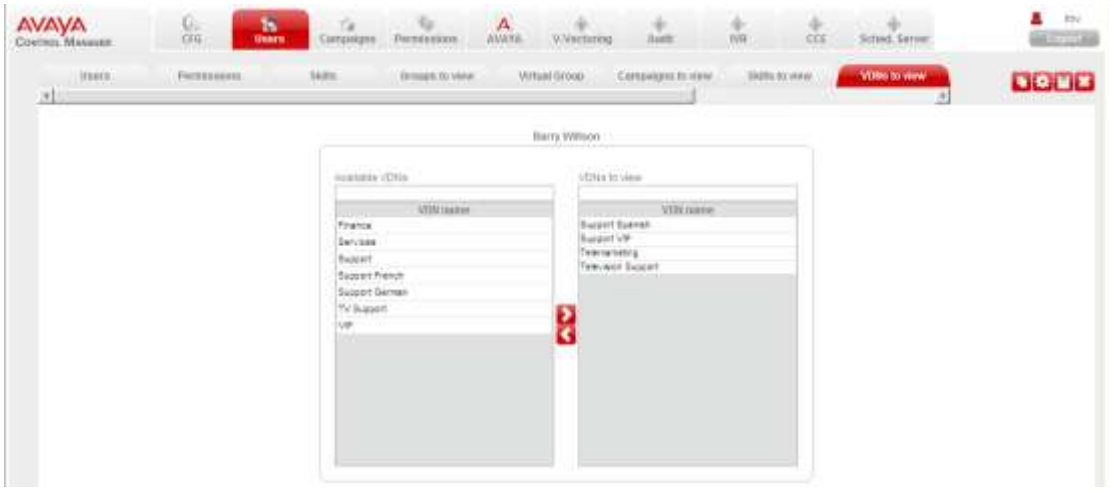
The Campaigns to view tab is displayed only if the user's profile type is Supervisor, Manager, or Administrator.

The Available Campaigns section shows all the campaigns in the application.

You can assign or remove campaigns to be viewed by the user using the arrow buttons.



VDNs to view tab

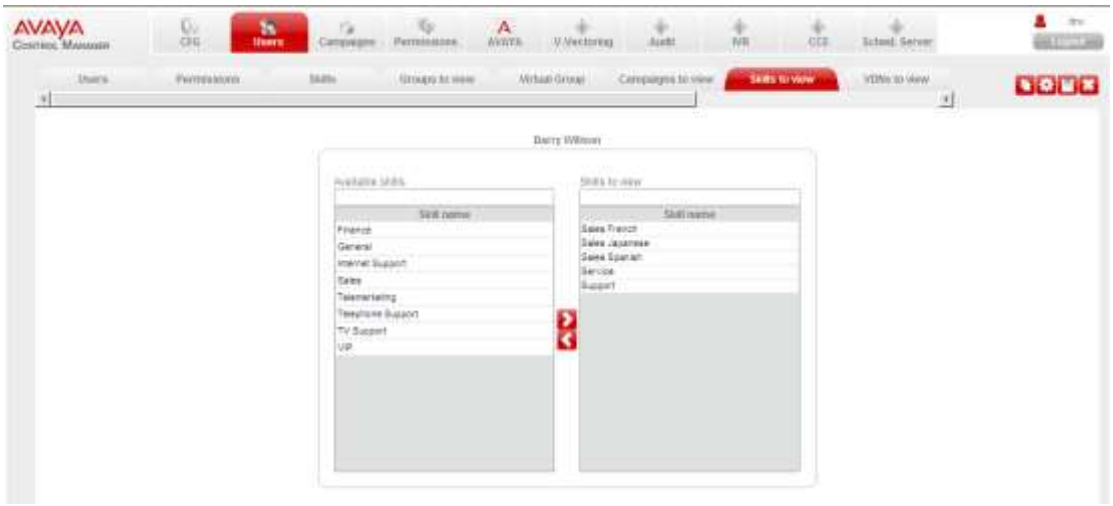


The VDNs to view tab manages the VDNs that this user will be able to see in the ANAV application and that are managed through ACCCM.

The VDNs to view tab is displayed only if the user's profile type is Supervisor, Manager, or Administrator.

Chose the VDNs that the user should see in the ANAV and ACCCM by using the arrow buttons.

Skills to view tab

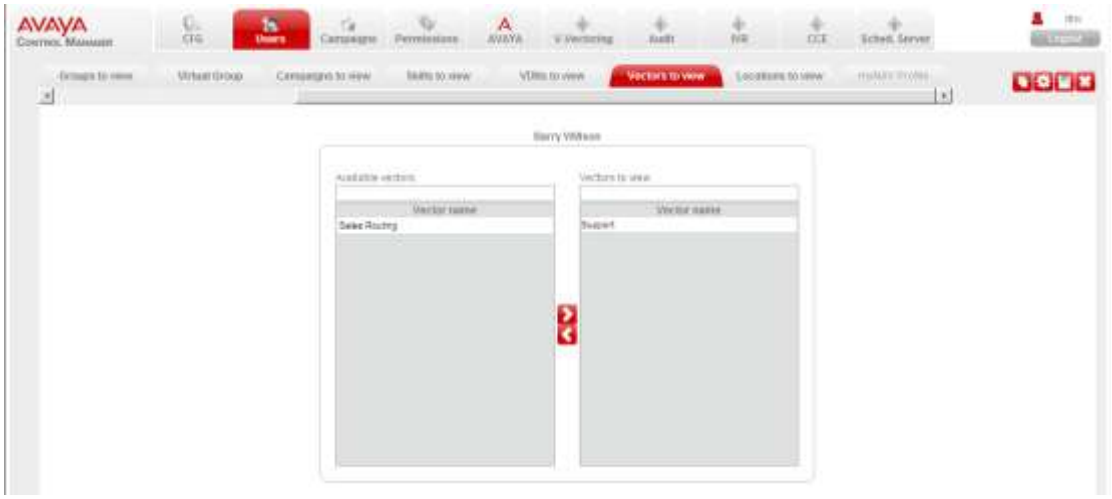


The Skills to view tab manages the skills that this user will be able to see in the ANAV application and that can be managed through ACCCM.

The Skills to view tab is displayed only if the user's profile type is Supervisor, Manager, or Administrator.

Chose the skills that the user should see in the ANAV and ACCCM using the arrow buttons.

Vectors to view tab



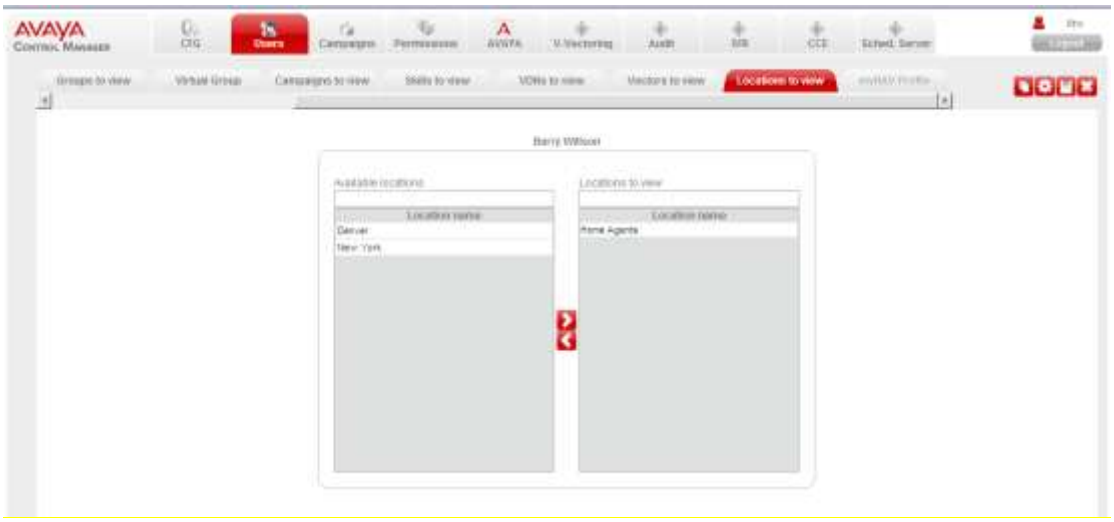
The Vectors to view tab manages the vectors that this user will be able to see and manage in the V-Vectoring application.

The Vectors to view tab is displayed only if the user's profile type is Supervisor, Manager or Administrator

The Vectors to view tab is enabled only if the user has the V-Vectoring application enabled under Available Applications.

You can assign or remove vectors to be viewed by the user by using the arrow buttons.

Locations to view tab



The Locations to view tab manages the locations that this user will be able to see and that can be managed through ACCCM. The location access of the user affects which Communication Manager objects he will be able to manage in ACCCM.

Managing User Pictures

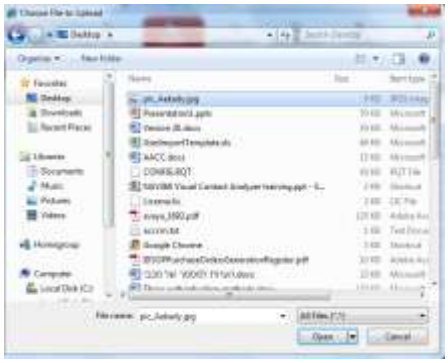
ACCCM enables you to manage a picture for every user.

The picture management feature is enabled by default during the system installation.

You can upload a picture only after you save a user record (when you create a new user the picture area is disabled).



1. In order to upload a picture click on the "Browse" button, the faulting picture will appear:

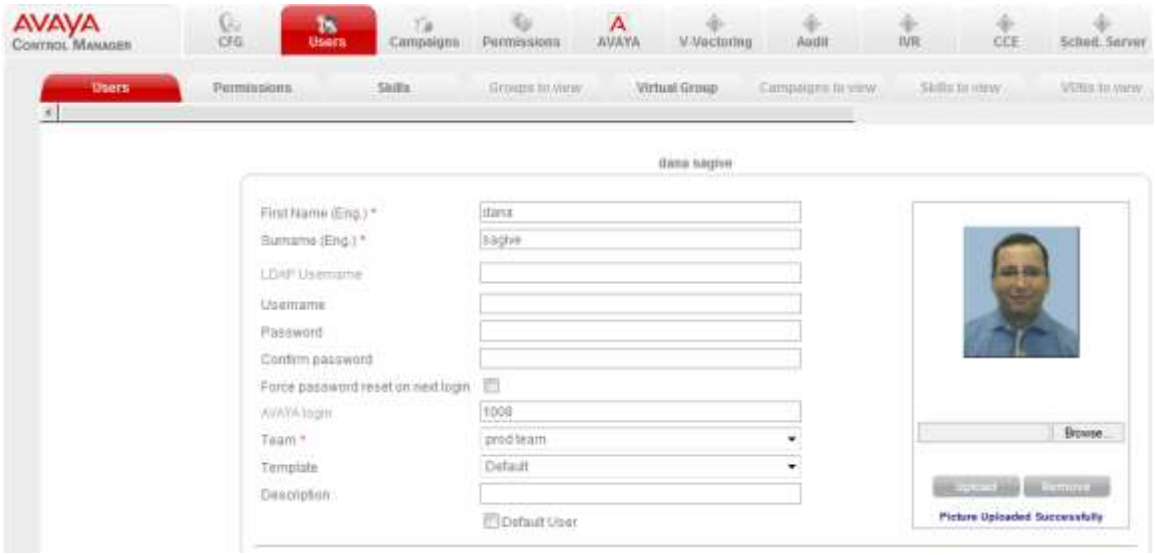


2. Select the file and click on open

3. Click upload



4. The user image will be loaded into ACCCM.



5. If you would like to remove the picture click on the remove button under the picture.

Delete Item

In order to delete a user, check the checkbox ☑ next to the name and click the Delete button.

You can check more than one user to delete.

Clicking the Delete button deactivates the user.

Users that are Not Active will be shown in gray in the User table and will not be shown in the tree on ANAV.

A user can be activated from the checkbox on the User Details screen.

A user who is Not Active cannot enter any of the applications.

Once a user is deleted, the Active checkbox is unchecked.

Edit User

To edit a user's details, double-click on the name or highlight it and click on the Edit button.

That will open the Details screen for editing.

Once you finish editing, click on the Save button.

Users Search

To search, enter the value you are looking for in the Search text box and click Search.

You cannot search for teams, Departments, or sites—only for users.

Only the users under the selected item in the tree are searched.

You can search for any detail in the table: first name, last name, Avaya login, or login name.

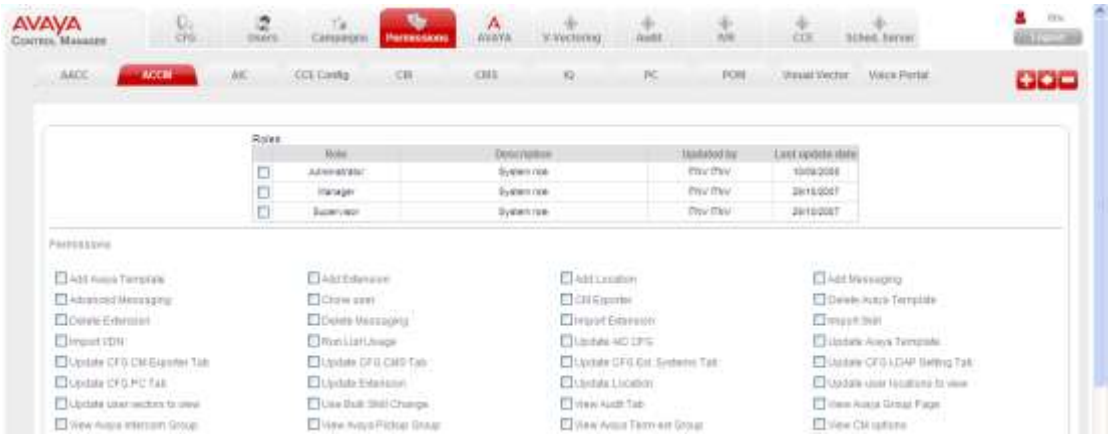


Matching results will be displayed in same table format (the table will display only matching users).



Permissions Tab

The Permissions tab allows you to set the roles for each application and the set of permissions for each role.



Each application will have its own tab under the Permissions tab.

Each application tab is divided into two sections: roles and permissions.

The Roles section lists all roles, with details.

A user's role controls the set of permissions that the user has in that application.

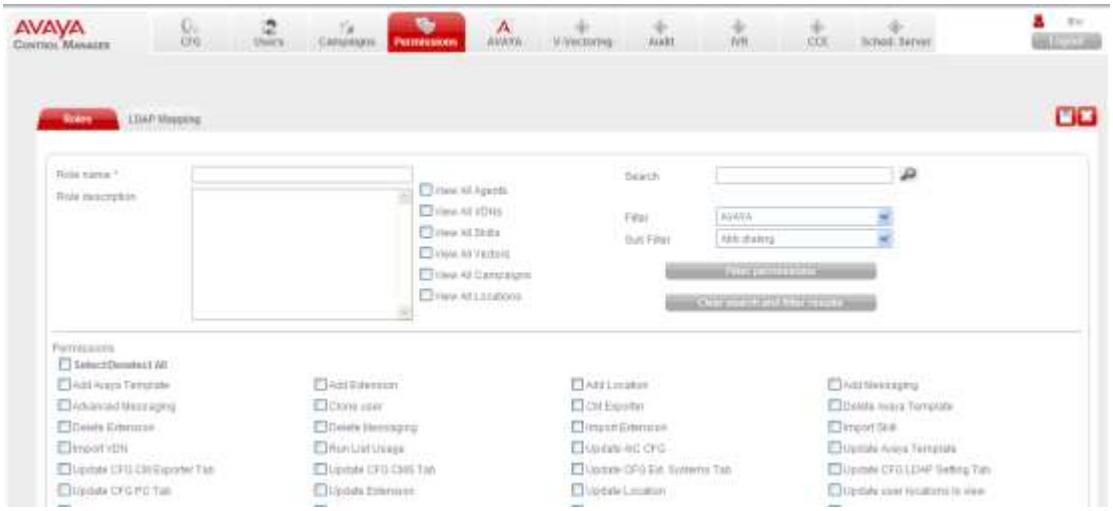
The Permissions section lists the permissions assigned to role.

The permission states what the user can see and execute within the application in question.

To add new role:

Click on the Add button.

The Details screen will open:



Fill in the details: name and description.

Then select the permissions assigned to that role by checking ☑ the relevant ones.

You cannot add new permissions; you can only choose from predefined list.

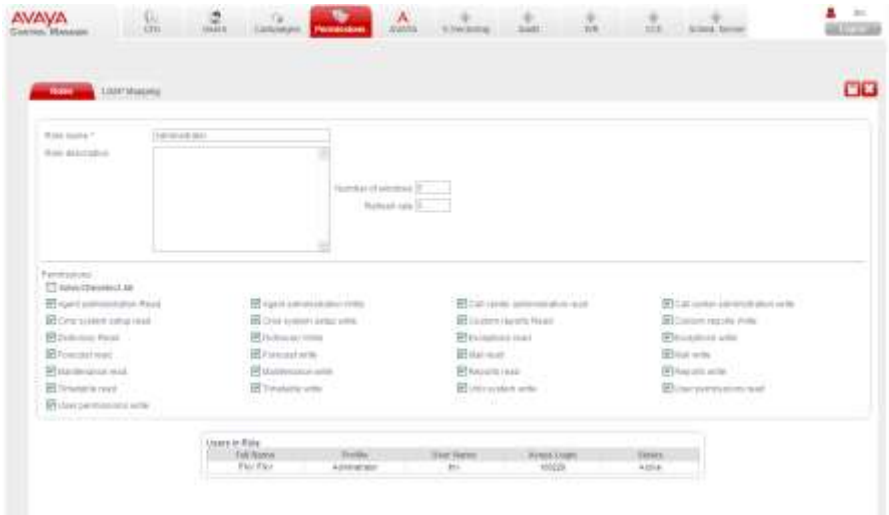
Click Save.

To edit a role, double-click it or highlight its row and click on the Edit button.

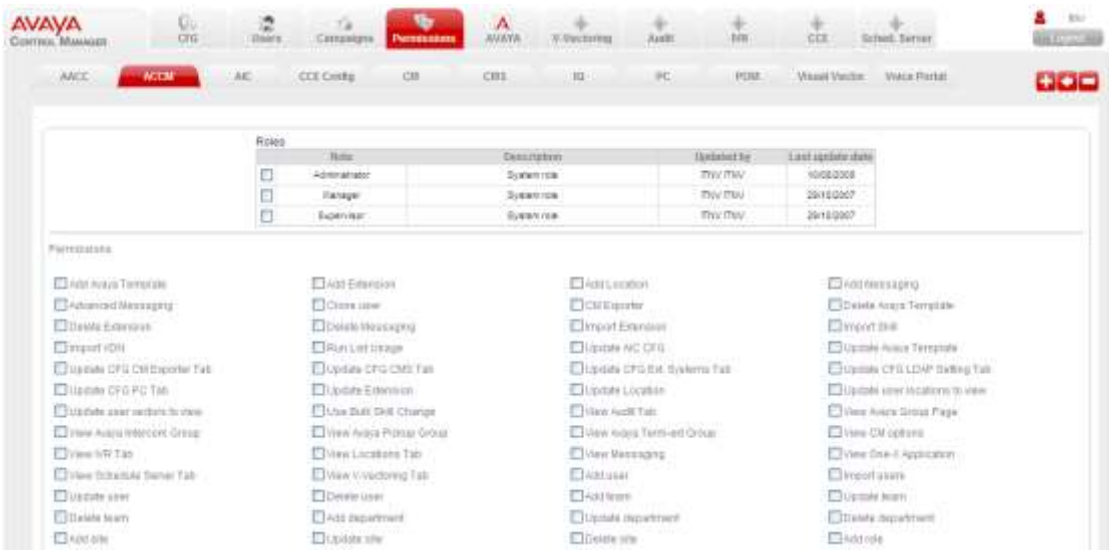
Double-clicking on a specific role will display all the users who have that role.

Double-clicking on a name will take you to that user's record.

Follow the same instructions for all applications.



ACCCM Permissions



Permission	Description
Add User	The user can add new users/agents. The user will see the  icon above the Agents table.
Delete User	The user can delete users/agents. The user will see the  icon above the Agents table.
Update User	The user can update user/agent details. The user will see the  icon above the Agents table.
Import User	The user can import users/agents from Excel files. The user will see the  icon above the Agents table.
Clone User	The user can clone users and agents. The user will see the icon  at the user/agent record.

Add Team	The user can add new teams. The user will see the  icon.
Delete Team	The user can delete teams. The user will see the  icon.
Update Team	The user can add update team details. The user will see the  icon.
Add Department	The user can add new Departments. The user will see the  icon.
Delete Department	The user can delete Departments. The user will see the icon 
Update Department	The user can add update Department details. The user will see the  icon
Add Site	The user can add new sites. The user will see the  icon.
Delete Site	The user can delete sites. The user will see the  icon.
Update Site	The user can update site details. The user will see the  icon.
Add Role	The user can add new roles. The user will see the  icon.

Delete Role	The user can delete roles. The user will see the  icon.
Update Role	The user can update role details and assign permissions to it. The user will see the  icon.
Add Skill	The user can add new skills. The user will see the  icon.
Delete Skill	The user can add delete skills. The user will see the  icon.
Update Skill	The user can add update skill details. The user will see the  icon.
Add VDN	The user can add new VDNs. The user will see the  icon.
Delete VDN	The user can delete VDNs. The user will see the  icon.
Update VDN	The user can update VDN details. The user will see the  icon.
Add Extension	The user can add new extensions. The user will see the  icon.
Delete Extension	The user can delete extensions. The user will see the  icon.

Update Extension	The user can add update extension details. The user will see the  icon.
View CFG Tab	The user will see the top tab: CFG.
View Users Tab	The user will see the top tab: Users
View Permissions Tab	The user will see the top tab: Permissions
View AVAYA Tab	The user will see the top tab: AVAYA
View Campaigns Tab	The user will see the top tab: Campaigns
View CNAV Tab	The user will see the top tab: CNAV
View ONYX Tab	The user will see the top tab: ONYX
View ANAV Tab	The user will see the top tab: ANAV
Update User Permissions	The user can update user permissions. The user will see  icon.
Update User Skills	The user can update the user/agent skills. The user will see the  icon.
Update Dialing Plan	The user can update the dialing plan. The user will see the  icon.
Update CFG Databases	The user can update data in Databases tab (under the CFG tab). The user will see the  icon.
Update CFG Networks	The user can update data in the Networks tab (under the CFG tab). The user will see the  icon.
Update CFG Intervals	The user can update data in the Intervals tab (under CFG tab).

	The user will see the  icon.
Update CFG Campaigns	The user can update data in the Campaigns tab (under CFG tab). The user will see the  icon.
Update User Teams to view	The user can update users' Teams to view. The user will see the  icon.
Update User Campaigns to view	The user can update users' Campaigns to view. The user will see the  icon.
Update User Skills to view	The user can update users' Skills to view. The user will see the  icon.
Update User VDNs to view	The user can update users' VDNs to view. The user will see the  icon.
Add Hunt	The user can add a new hunt group. The user will see the  icon.
Edit Hunt	The user can edit a hunt group. The user will see the  icon.
Delete Hunt	The user can delete a hunt group. The user will see the  icon.
Add Holiday Table	The user can add a new Holiday table. The user will see the  icon.

Edit Holiday Table	The user can edit a Holiday table. The user will see the  icon.
Delete a Holiday Table	The user can delete a Holiday table. The user will see the  icon.
Add Time of Day Table	The user can add a new Time of Day table. The user will see the  icon.
Edit Time of Day Table	The user can edit a Time of Day table. The user will see the  icon.
Delete Time of Day Table	The user can delete a Time of Day table. The user will see the  icon.
Add Service Hour Table	The user can add a new Service Hour table. The user will see the  icon.
Edit Service Hour Table	The user can edit a Service Hour table. The user will see the  icon.
Delete Service Hour Table	The user can delete a Service Hour table. The user will see the  icon.
Add Coverage Path	The user can add a new coverage path. The user will see the  icon.
Edit Coverage Path	The user can edit a coverage path. The user will see the  icon.

Delete Coverage Path	The user can delete coverage path. The user will see the  icon.
Add Coverage Time of Day	The user can add a new coverage time of day. The user will see the  icon.
Edit Coverage Time of Day	The user can edit a coverage time of day. The user will see the  icon.
Delete Coverage Time of Day	The user can delete a coverage time of day. The user will see the  icon.
Add Pickup Group	The user can add a new pickup group. The user will see the  icon.
Edit Pickup Group	The user can edit pickup groups. The user will see the  icon.
Delete Pickup Group	The user can delete pickup groups. The user will see the  icon.
Add Intercom Group	The user can add a new intercom group. The user will see the  icon.
Edit Intercom Group	The user can edit intercom groups. The user will see the  icon.
Delete Intercom Group	The user can delete intercom groups. The user will see the  icon.

Add Group Page	The user can add a new group page. The user will see the  icon.
Edited Group Page	The user can edit group pages. The user will see the  icon.
Delete Group Page	The user can delete group pages. The user will see the  icon.
Add Announcement	The user can add new announcements. The user will see the  icon.
Edit Announcement	The user can edit announcements. The user will see the  icon.
Delete Announcement	The user can delete announcements. The user will see the  icon.
Add off-pbx-station-mapping	The user can add new off-pbx-station-mappings. The user will see the  icon.
Edit off-pbx-station-mapping	The user can edit off-pbx-station mappings. The user will see the  icon.
Delete off-pbx-station mapping	The user can delete off-pbx-station-mappings. The user will see the  icon.
Add off-pbx-telephone config	The user can add a new off-pbx-telephone-config. The user will see the  icon.

Edit off-pbx-telephone-config	The user can edit off-pbx-telephone-config. The user will see the  icon.
Delete off-pbx-telephone-config	The user can delete off-pbx-telephone-config. The user will see the  icon.
Add tem-extension Group	The user can add tem-extension groups. The user will see the  icon.
Edit tem-extension Group	The user can edit tem-extension-groups. The user will see the  icon.
Delete tem-extension group	The user can delete tem-extension-groups. The user will see the  icon.
Add Template	The user can add templates. The user will see the  icon.
Delete Template	The user can delete templates. The user will see the  icon.
Edit Template	The user can edit templates. The user will see the  icon.
Add Dialing Plan	The user can add a dialing plan. The user will see the  icon.
Edit Dialing Plan	The user can edit a dialing plan. The user will see the  icon.

Delete Dialing Plan	The user can delete a dialing plan. The user will see the  icon.
Use CM Exporter	
Add Data Module	The user can add a Data Module. The user will see the  icon.
Edit Data Module	The user can edit a Data Module. The user will see the  icon.
Delete Data Module	The user can delete a Data Module. The user will see the  icon.
Add VRT	The user can add a VRT. The user will see the  icon.
Edit VRT	The user can edit a VRT. The user will see the  icon.
Delete VRT	The user can delete a VRT. The user will see the  icon.
Add Variable	The user can add a Variable. The user will see the  icon.
Edit Variable	The user can edit a Variable. The user will see the  icon.
Delete Variable	The user can delete a Variable.

	The user will see the  icon.
Add Abbr Dialing Group	The user can add an Abbr Dialing Group. The user will see the  icon.
Edit Abbr Dialing Group	The user can edit an Abbr Dialing Group. The user will see the  icon.
Delete Abbr Dialing Group	The user can delete an Abbr Dialing Group. The user will see the  icon.
Add Abbr Dialing Personal	The user can add an Abbr Dialing Personal. The user will see the  icon.
Edit Abbr Dialing Group	The user can edit an Abbr Dialing Personal. The user will see the  icon.
Delete Abbr Dialing Personal	The user can delete an Abbr Dialing Personal. The user will see the  icon.
Add Abbr Dialing System	The user can add an Abbr Dialing System. The user will see the  icon.
Edit Abbr Dialing Group	The user can edit an Abbr Dialing System. The user will see the  icon.
Delete Abbr Dialing System	The user can delete an Abbr Dialing System. The user will see the  icon.
Add Abbr Dialing Enhanced	The user can add an Abbr Dialing Enhanced.

	The user will see the  icon.
Edit Abbr Dialing Enhanced	The user can edit an Abbr Dialing Enhanced. The user will see the  icon.
Delete Abbr Dialing Enhanced	The user can delete an Abbr Dialing Enhanced. The user will see the  icon.
Add Policy Routing	The user can add a Policy Routing. The user will see the  icon.
Edit Policy Routing	The user can edit a Policy Routing. The user will see the  icon.
Delete Policy Routing	The user can delete a Policy Routing. The user will see the  icon.
Add VUstats	The user can add a VUstats. The user will see the  icon.
Edit VUstats	The user can edit a VUstats. The user will see the  icon.
Delete VUstats	The user can delete a VUstats. The user will see the  icon.

Search permissions

ACCCM provides the ability to search for permissions in the ACCCM application.



The search option includes the following features:

1. Free text search from the search box
2. Filter based search based on permissions groups.

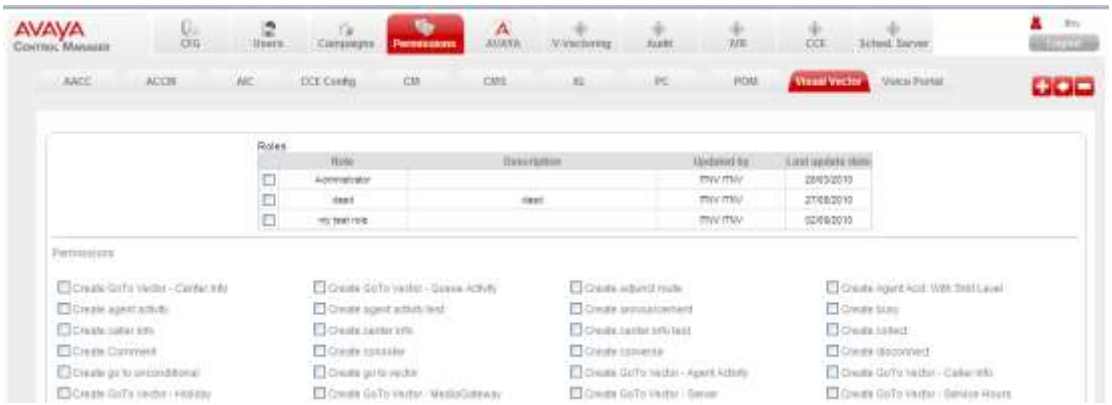
After searching you can return to the original permission screen by clicking on the "clear search and filter results".

PDS Permissions



Permission	Description
Agent	PDS agent
System Operator	PDS system operator
Analysis Operator	PDS analysis operator
System Administrator	PDS system administrator
System Auditor	PDS system auditor

Visual Vector Permissions



Permission	Description
Create GoTo Vector - Center Info	Enables the user to create a GoTo Vector - Center Info
Create GoTo Vector - Queue Activity	Enables the user to create a GoTo Vector - Queue Activity
Create adjunct route	Enables the user to create a adjunct route
Create Agent Acct. With Skill Level	Enables the user to create a Agent Acct. With Skill Level
Create agent activity	Enables the user to create a agent activity
Create agent activity test	Enables the user to create a agent activity test
Create announcement	Enables the user to create a announcement
Create busy	Enables the user to create a busy
Create caller info	Enables the user to create a caller info
Create center info	Enables the user to create a center info
Create center info test	Enables the user to create a center info test
Create collect	Enables the user to create a collect
Create Comment	Enables the user to create a Comment
Create consider	Enables the user to create a consider
Create converse	Enables the user to create a converse
Create disconnect	Enables the user to create a disconnect
Create go to unconditional	Enables the user to create a go to unconditional
Create go to vector	Enables the user to create a go to vector
Create GoTo Vector - Agent Activity	Enables the user to create a GoTo Vector - Agent Activity

Create GoTo Vector - Caller Info	Enables the user to create a GoTo Vector - Caller Info
Create GoTo Vector - Holiday	Enables the user to create a GoTo Vector - Holiday
Create GoTo Vector - MediaGateway	Enables the user to create a GoTo Vector - MediaGateway
Create GoTo Vector - Server	Enables the user to create a GoTo Vector - Server
Create GoTo Vector - Service Hours	Enables the user to create a GoTo Vector - Service Hours
Create GoTo Vector - Time Of Day	Enables the user to create a GoTo Vector - Time Of Day
Create GoTo Vector - Unconditionally	Enables the user to create a GoTo Vector - Unconditionally
Create GoTo Vector - Unmatch	Enables the user to create a GoTo Vector - Unmatch
Create GoTo Vector - Variable	Enables the user to create a GoTo Vector - Variable
Create holiday	Enables the user to create a holiday
Create media-gateway/port-network	Enables the user to create a media-gateway/port-network
Create message skill	Enables the user to create a message skill
Create music	Enables the user to create a music
Create queue activity	Enables the user to create a queue activity
Create queue activity test	Enables the user to create a queue activity test
Create queue unconditional	Enables the user to create a queue unconditional
Create reply	Enables the user to create a reply
Create return	Enables the user to create a return
Create ring back	Enables the user to create a ring back
Create route to digits	Enables the user to create a route to digits
Create route to number	Enables the user to create a route to number
Create server	Enables the user to create a server
Create Service Hours	Enables the user to create a Service Hours
Create set	Enables the user to create a set
Create silence	Enables the user to create a silence
Create stop	Enables the user to create a stop
Create time announcement	Enables the user to create a time announcement
Create time of day	Enables the user to create a time of day
Create variable	Enables the user to create a variable
Create vector	Enables the user to create a vector
Delete GoTo Vector - Agent Activity	Enables the user to Delete GoTo Vector - Agent Activity
Delete GoTo Vector - Center Info	Enables the user to Delete GoTo Vector - Center

	Info
Delete GoTo Vector - Queue Activity	Enables the user to Delete GoTo Vector - Queue Activity
Delete adjunct route	Enables the user to Delete adjunct route
Delete Agent Acct. With Skill Level	Enables the user to Delete Agent Acct. With Skill Level
Delete agent activity	Enables the user to Delete agent activity
Delete agent activity test	Enables the user to Delete agent activity test
Delete announcement	Enables the user to Delete announcement
Delete busy	Enables the user to Delete busy
Delete caller info	Enables the user to Delete caller info
Delete center info	Enables the user to Delete center info
Delete center info test	Enables the user to Delete center info test
Delete collect	Enables the user to Delete collect
Delete Comment	Enables the user to Delete Comment
Delete consider	Enables the user to Delete consider
Delete converse	Enables the user to Delete converse
Delete disconnect	Enables the user to Delete disconnect
Delete go to unconditional	Enables the user to Delete go to unconditional
Delete go to vector	Enables the user to Delete go to vector
Delete GoTo Vector - Caller Info	Enables the user to Delete GoTo Vector - Caller Info
Delete GoTo Vector - Holiday	Enables the user to Delete GoTo Vector - Holiday
Delete GoTo Vector - MediaGateway	Enables the user to Delete GoTo Vector - MediaGateway
Delete GoTo Vector - Server	Enables the user to Delete GoTo Vector - Server
Delete GoTo Vector - Service Hours	Enables the user to Delete GoTo Vector - Service Hours
Delete GoTo Vector - Time Of Day	Enables the user to Delete GoTo Vector - Time Of Day
Delete GoTo Vector - Unconditionally	Enables the user to Delete GoTo Vector - Unconditionally
Delete GoTo Vector - Unmatch	Enables the user to Delete GoTo Vector - Unmatch
Delete GoTo Vector - Variable	Enables the user to Delete GoTo Vector - Variable
Delete holiday	Enables the user to Delete holiday
Delete media-gateway/port-network	Enables the user to Delete media-gateway/port-network
Delete message skill	Enables the user to Delete message skill
Delete music	Enables the user to Delete music
Delete queue activity	Enables the user to Delete queue activity
Delete queue activity test	Enables the user to Delete queue activity test

Delete queue unconditional	Enables the user to Delete queue unconditional
Delete reply	Enables the user to Delete reply
Delete return	Enables the user to Delete return
Delete ring back	Enables the user to Delete ring back
Delete route to digits	Enables the user to Delete route to digits
Delete route to number	Enables the user to Delete route to number
Delete server	Enables the user to Delete server
Delete Service Hours	Enables the user to Delete Service Hours
Delete set	Enables the user to Delete set
Delete silence	Enables the user to Delete silence
Delete stop	Enables the user to Delete stop
Delete time announcement	Enables the user to Delete time announcement
Delete time of day	Enables the user to Delete time of day
Delete variable	Enables the user to Delete variable
Delete vector	Enables the user to Delete vector
Import Vector	Enables the user to import aImport Vector
Save to AVAYA	Enables the user toSave to AVAYA
Update GoTo Vector - Agent Activity	Enables the user to Update GoTo Vector - Agent Activity
Update GoTo Vector - Center Info	Enables the user to Update GoTo Vector - Center Info
Update GoTo Vector - Queue Activity	Enables the user to Update GoTo Vector - Queue Activity
Update adjunct route	Enables the user to Update adjunct route
Update Agent Acct. With Skill Level	Enables the user to Update Agent Acct. With Skill Level
Update agent activity	Enables the user to Update agent activity
Update agent activity test	Enables the user to Update agent activity test
Update announcement	Enables the user to Update announcement
Update busy	Enables the user to Update busy
Update caller info	Enables the user to Update caller info
Update center info	Enables the user to Update center info
Update center info test	Enables the user to Update center info test
Update collect	Enables the user to Update collect
Update Comment	Enables the user to Update Comment
Update consider	Enables the user to Update consider
Update converse	Enables the user to Update converse
Update disconnect	Enables the user to Update disconnect
Update go to unconditional	Enables the user to Update go to unconditional
Update go to vector	Enables the user to Update go to vector
Update GoTo Vector - Caller Info	Enables the user to Update GoTo Vector - Caller

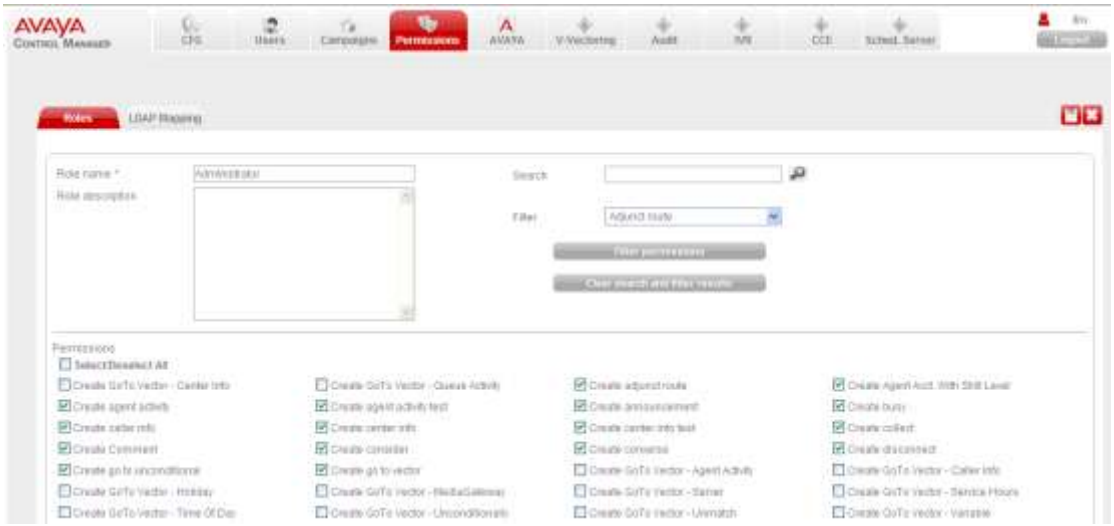
	Info
Update GoTo Vector - Holiday	Enables the user to Update GoTo Vector - Holiday
Update GoTo Vector - MediaGateway	Enables the user to Update GoTo Vector - MediaGateway
Update GoTo Vector - Server	Enables the user to Update GoTo Vector - Server
Update GoTo Vector - Service Hours	Enables the user to Update GoTo Vector - Service Hours
Update GoTo Vector - Time Of Day	Enables the user to Update GoTo Vector - Time Of Day
Update GoTo Vector - Unconditionally	Enables the user to Update GoTo Vector - Unconditionally
Update GoTo Vector - Unmatch	Enables the user to Update GoTo Vector - Unmatch
Update GoTo Vector - Variable	Enables the user to Update GoTo Vector - Variable
Update holiday	Enables the user to Update holiday
Update media-gateway/port-network	Enables the user to Update media-gateway/port-network
Update message skill	Enables the user to Update message skill
Update music	Enables the user to Update music
Update queue activity	Enables the user to Update queue activity
Update queue activity test	Enables the user to Update queue activity test
Update queue unconditional	Enables the user to Update queue unconditional
Update reply	Enables the user to Update reply
Update return	Enables the user to Update return
Update ring back	Enables the user to Update ring back
Update route to digits	Enables the user to Update route to digits
Update route to number	Enables the user to Update route to number
Update server	Enables the user to Update server
Update Service Hours	Enables the user to Update Service Hours
Update set	Enables the user to Update set
Update silence	Enables the user to Update silence
Update stop	Enables the user to Update stop
Update time announcement	Enables the user to Update time announcement
Update time of day	Enables the user to Update time of day
Update variable	Enables the user to Update variable
Update vector	Enables the user to Update vector
Validate Vector	Enables the user to Validate Vector
View GoTo Vector - Agent Activity	Enables the user to View GoTo Vector - Agent Activity
View GoTo Vector - Center Info	Enables the user to View GoTo Vector - Center Info

View GoTo Vector - Queue Activity	Enables the user to View GoTo Vector - Queue Activity
View GoTo Vector - Service Hours	Enables the user to View GoTo Vector - Service Hours
View adjunct route	Enables the user to View adjunct route
View Agent Acct. With Skill Level	Enables the user to View Agent Acct. With Skill Level
View agent activity	Enables the user to View agent activity
View agent activity test	Enables the user to View agent activity test
View announcement	Enables the user to View announcement
View busy	Enables the user to View busy
View caller info	Enables the user to View caller info
View center info	Enables the user to View center info
View center info test	Enables the user to View center info test
View collect	Enables the user to View collect
View Comment	Enables the user to View Comment
View consider	Enables the user to View consider
View converse	Enables the user to View converse
View disconnect	Enables the user to View disconnect
View go to unconditional	Enables the user to View go to unconditional
View go to vector	Enables the user to View go to vector
View GoTo Vector - Caller Info	Enables the user to View GoTo Vector - Caller Info
View GoTo Vector - Holiday	Enables the user to View GoTo Vector - Holiday
View GoTo Vector - MediaGateway	Enables the user to View GoTo Vector - MediaGateway
View GoTo Vector - Server	Enables the user to View GoTo Vector - Server
View GoTo Vector - Time Of Day	Enables the user to View GoTo Vector - Time Of Day
View GoTo Vector - Unconditionally	Enables the user to View GoTo Vector - Unconditionally
View GoTo Vector - Unmatch	Enables the user to View GoTo Vector - Unmatch
View GoTo Vector - Variable	Enables the user to View GoTo Vector - Variable
View holiday	Enables the user to View holiday
View media-gateway/port-network	Enables the user to View media-gateway/port-network
View message skill	Enables the user to View message skill
View music	Enables the user to View music
View queue activity	Enables the user to View queue activity
View queue activity test	Enables the user to View queue activity test
View queue unconditional	Enables the user to View queue unconditional
View reply	Enables the user to View reply

View return	Enables the user to View return
View ring back	Enables the user to View ring back
View route to digits	Enables the user to View route to digits
View route to number	Enables the user to View route to number
View server	Enables the user to View server
View Service Hours	Enables the user to View Service Hours
View set	Enables the user to View set
View silence	Enables the user to View silence
View stop	Enables the user to View stop
View time announcement	Enables the user to View time announcement
View time of day	Enables the user to View time of day
View variable	Enables the user to View variable
View vector	Enables the user to View vector

Search permissions

ACCCM provides the ability to search for permissions in the Visual Vectoring application.



The search option includes the following features:

1. Free text search from the search box
2. Filter based search based on permissions groups.

After searching you can return to the original permission screen by clicking on the "clear search and filter results".

CMS Permissions

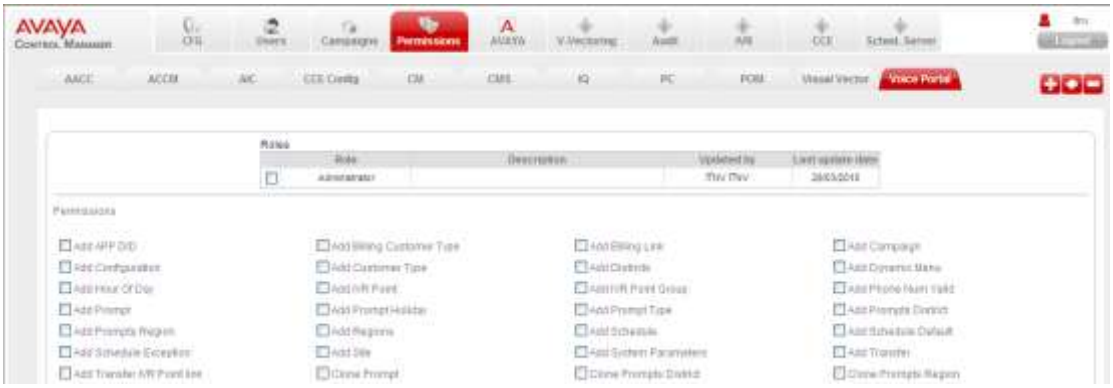


Permission	Description
Agent administration read	
CMS system set up read	
Dictionary read	The user can view the CMS dictionary/view the object properties.
Forecast read	
Maintenance read	
Timetable read	
User permissions write	The user can manage user permissions on CMS.
Agent administration write	The user can manage agent properties on CMS.
CMS system set up write	
Dictionary write	The user can change CMS object properties.
Forecast write	
Maintenance write	
Timetable write	
Call center	

administration read	
Custom reports read	
Exceptions read	
Mail read	
Reports read	The user can view CMS reports.
Unix system write	For system administrators only.
Call center administration write	
Custom reports write	The user can customize CMS reports.
Exceptions write	
Mail write	
Reports write	
User permissions read	The user can view user permissions.

For more information, please refer to the AVAYA CMS administration guide.

IVR Permissions



Permission	Description
Add Districts	The user can add districts to list.
Add Hour Of Day	The user can add an hour of day to list.
Add Phone Num Valid	The user can add phone number validation to list.
Add Prompt	The user can add a prompt to list.
Add Prompt Type	The user can add a prompt type to list.
Add Prompts District	The user can add a prompts district to list.
Add Prompts Region	The user can add a prompts region to list.
Add Regions	The user can add regions to list.
Add Schedule	The user can add schedules to list.

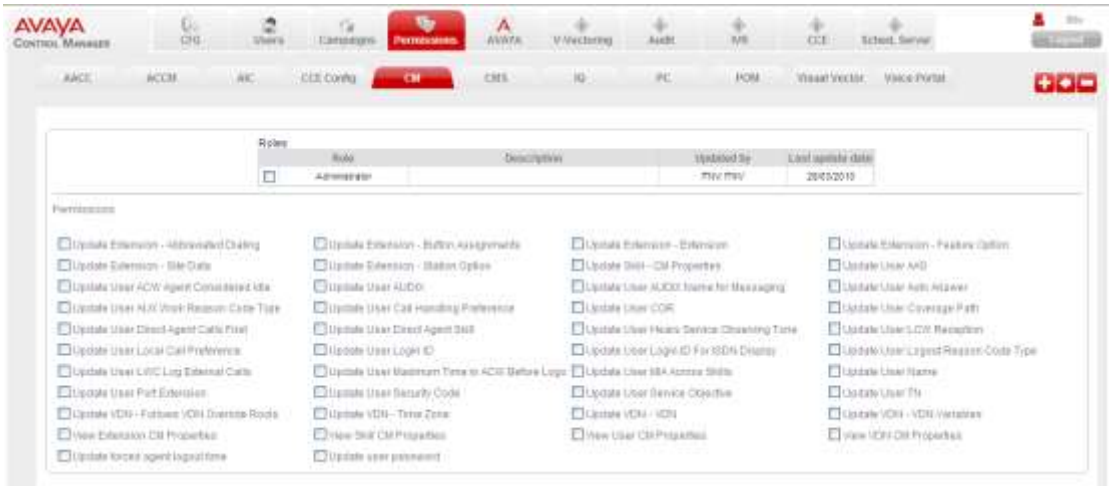
Add Schedule Default	The user can add a schedule default to an existing schedule.
Add Schedule Exception	The user can add a schedule exception to an existing schedule.
Add Site	The user can add a site to list.
Add System Parameters	The user can add system parameters.
Add Dynamic Menu	The user can add dynamic menus.
Add IVR Point	The user can add IVR points.
Clone Prompt	The user can clone a prompt to create one that is almost identical.
Clone Prompts District	The user can clone a prompts district to create one that is almost identical.
Clone Prompts Region	The user can clone a prompts region to create one that is almost identical.
Delete Districts	The user can delete districts.
Delete Hour Of Day	The user can delete an hour of day.
Delete Phone Num Valid	The user can delete phone number validations.
Delete Prompt	The user can delete prompts.
Delete Prompt Type	The user can delete prompt types.
Delete Prompts District	The user can delete prompts districts.
Delete Prompts Region	The user can delete prompts regions.
Delete Regions	The user can delete regions.
Delete Schedule	The user can delete schedules.
Delete Schedule Default	The user can delete schedule defaults.
Delete Schedule Exception	The user can delete schedule exceptions.

Delete Site	The user can delete sites.
Delete System Parameters	The user can delete system parameters.
Delete IVR Point	The user can delete IVR points.
Delete Dynamic Menu	The user can delete dynamic menus.
Enable Dynamic menu	The user can enable dynamic menu options.
Enable all Dynamic menu	The user can enable all dynamic menus.
Enable General Exception	The user can enable a general exception to a schedule.
Enable Prompt	The user can enable prompts.
Enable Prompts District	The user can enable prompts districts.
Enable Prompts Region	The user can enable prompts regions.
Set Schedule Prompt	The user can assign an existing schedule to a prompt.
Update Dynamic Menu	The user can update dynamic menus.
Update IVR Point	The user can update IVR points.
Update Districts	The user can update districts.
Update Hour Of Day	The user can update an hour of day.
Update Phone Num Valid	The user can update phone number validations.
Update Prompt	The user can update prompts.
Update Prompt Type	The user can update prompt types.
Update Prompts District	The user can update prompts districts.
Update Prompts Region	The user can update prompts regions.
Update Regions	The user can update regions.
Update Schedule	The user can update schedules.

Update Schedule Default	The user can update schedule defaults.
Update Schedule Exception	The user can update schedule exceptions.
Update Site	The user can update sites.
Update System Parameters	The user can update system parameters.
View Customers Tab	The user can view the Customers tab.
View Districts	The user can view districts.
View Dynamic Menus Tab	The user can view the Dynamic Menus tab.
View Dynamic Prompts Tab	The user can view the Dynamic Prompts tab.
View General Tab	The user can view the General tab.
View Hour Of Day	The user can view the Hour of Day.
View IVR Points Tab	The user can view the IVR Points tab.
View Phone Num Valid	The user can view the phone num validation.
View Prompt Type	The user can view prompt types.
View Prompts	The user can view prompts.
View Prompts District	The user can view prompts districts.
View Prompts Region	The user can view prompts regions.
View Regions	The user can view regions.
View Schedule	The user can view schedules.
View Schedule Tab	The user can view the Schedule tab.
View Site	The user can view sites.
View System Parameters	The user can view system parameters.

CM Permissions

The CM permissions manage the permissions to ACCCM objects in the AVAYA CM.



Permission	Description
Update Extension - Abbreviated Dialing	The user can update the Abbreviated Dialing extension properties on the CM from ACCCM .
Update Extension - Button Assignments	The user can update the Button Assignments extension properties on the CM from ACCCM .
Update Extension - Extension	The user can update the Extension properties on the CM from ACCCM
Update Extension - Feature Option	The user can update the Feature Option extension properties on the CM from ACCCM .
Update Extension - Site Data	The user can update the Site Data extension properties on the CM from ACCCM .
Update Extension - Station Option	The user can update the Station Option extension properties on the CM from ACCCM .
Update Skill - CM Properties	The user can update Skill properties on the CM from ACCCM .
Update User AAS	The user can update user fields on the CM from ACCCM .
Update User ACW Agent	

Considered Idle	
Update User AUDIX	
Update User AUDIX Name for Messaging	
Update User Auto Answer	
Update User AUX Work Reason Code Type	
Update User Call Handling Preference	
Update User COR	
Update User Coverage Path	
Update User Direct Agent Calls First	
Update User Direct Agent Skill	
Update User Hears Service Observing Tone	
Update User LCW Reception	
Update User Local Call Preference	
Update User Login ID	
Update User Login ID For ISDN Display	
Update User Logout Reason Code Type	
Update User LWC Log External Calls	
Update User Maximum	

Time in ACW Before Logout	
Update User MIA Across Skills	
Update User Name	
Update User Port Extension	
Update User Security Code	
Update User Service Objective	
Update User TN	
Update VDN - Follows VDN Override Roles	The user can update the VDN's Follows VDN Override Roles properties on the CM from ACCCM .
Update VDN - Time Zone	The user can update the VDN's Time Zone properties on the CM from ACCCM .
Update VDN - VDN	The user can update the VDN's VDN properties on the CM from ACCCM .
Update VDN - VDN Variables	The user can update the VDN's VDN Variables properties on the CM from ACCCM .
View Extension CM Properties	The user can view extensions' CM properties. The user will see the  icon.
View Skill CM Properties	The user can view skills' CM properties. The user will see the  icon.
View User CM Properties	The user can view users' CM properties. The user will see the  icon.
View VDN CM Properties	The user can view VDNs' CM properties.

	The user will see the  icon.

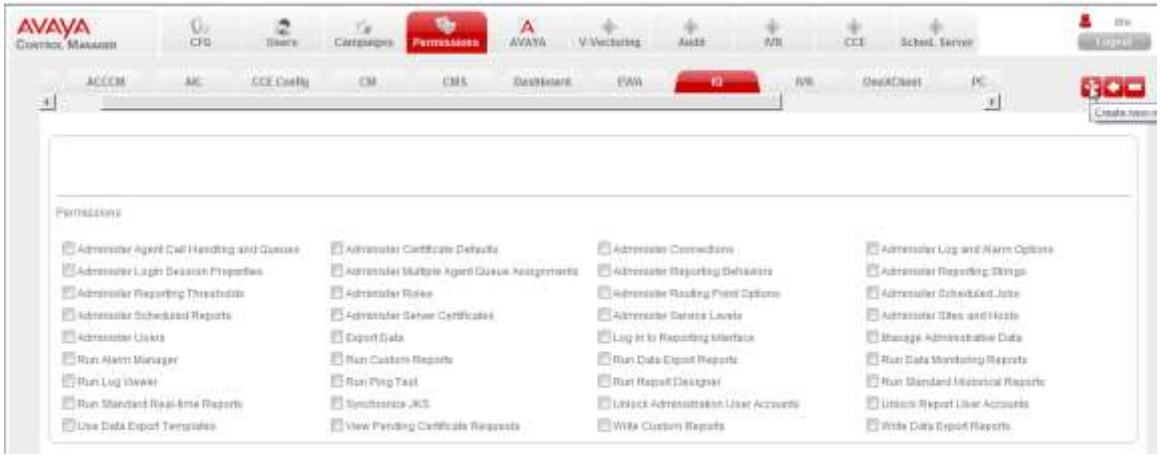
IQ Permissions

As part of the ACCCM integration to IQ you can manage IQ roles from ACCCM.

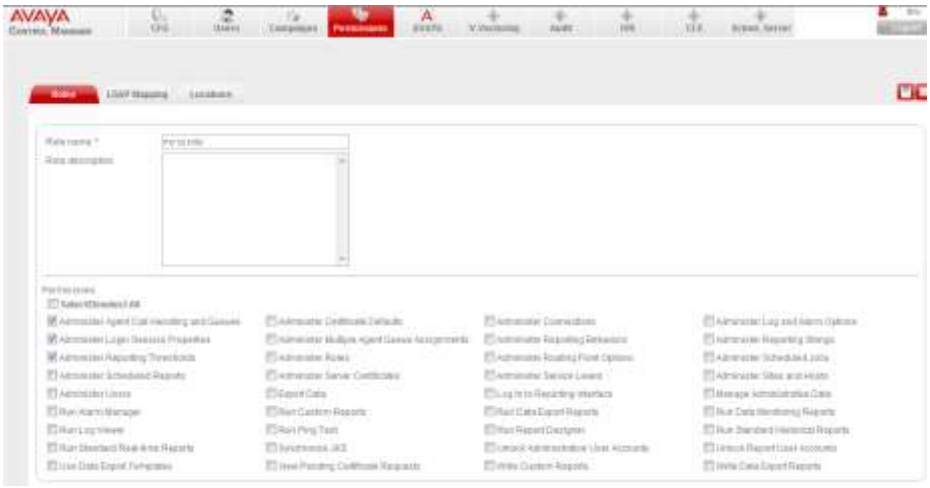
By default there are no roles configured in ACCCM for IQ.

Before you can create a new IQ user from ACCCM you must create at least one IQ role from ACCCM.

1. Navigate to the permissions>IQ tab and click on the "add" button

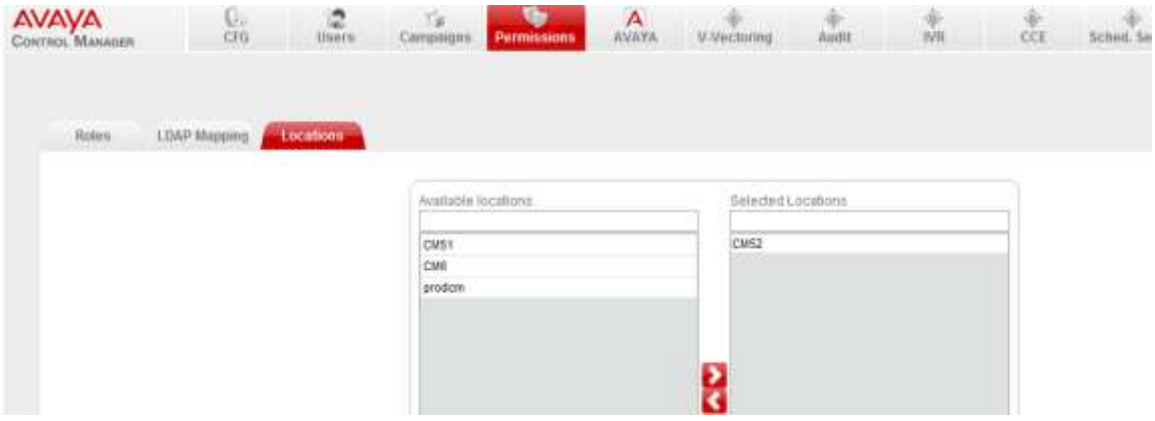


2. Enter the role name and select the IQ permissions that are assigned to the role



For a full description eachpermission please refers to the IQ administration guide.

3. Click on the save button
4. Click on the Location tab and map your location to the role



You must perfrom the mapping between the IQ role and a location! Make sure the lcoation that you map to the IQ role is assigned to an IQ system. without this mapping the role will not be saved to IQ.

QM Permissions

As part of the ACCCM integration to QM you can manage QM roles from ACCCM .

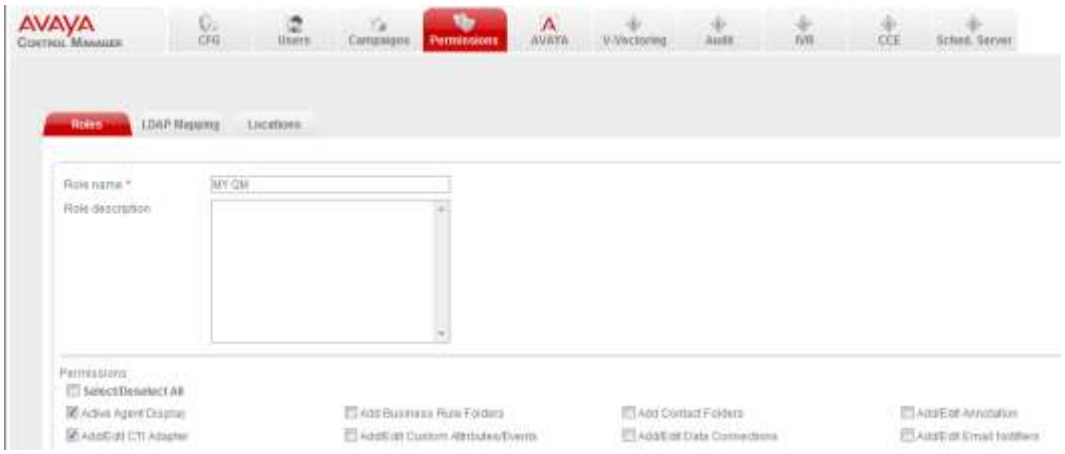
By default there are no roles configured in ACCCM for QM.

Before you can create a new QM user from ACCCM you must create at least one QM role from ACCCM .

1. Navigate to the permissions> QM tab and click on the "add" button

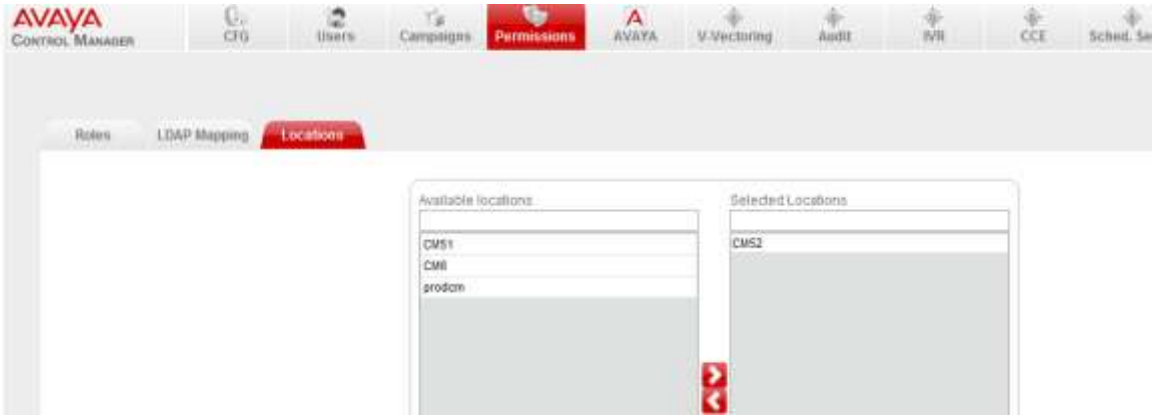


2. Enter the role name and select the QM permissions that are assigned to the role



For a full description each permission please refers to the IQ administration guide.

3. Click on the save button
4. Click on the Location tab and map your location to the role

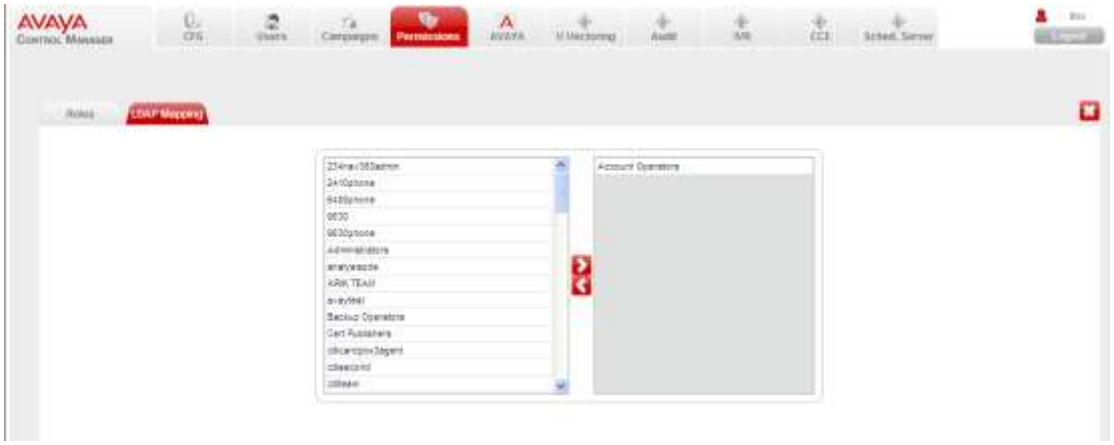


You must perfrom the mapping between the QM role and a location! Make sure the lcoation that you map to the QM role is assigned to an QM system. without this mapping the role will not be saved to QM.

LDAP

In order to map LDAP groups to ACCCM roles, an ACCCM administrator needs to access the ACCCM permissions section and create a mapping between the groups and the roles.

Each ACCCM Role can be mapped to one or more LDAP groups.



Choose which LDAP roles (from those in the organization's Active Directory system) to map to the ACCCM role by using the arrow buttons.

An LDAP role can be mapped to **more than one ACCCM role.**

If Enable LDAP Integration is not enabled, then this tab will be disabled and you will not be able to click on it.

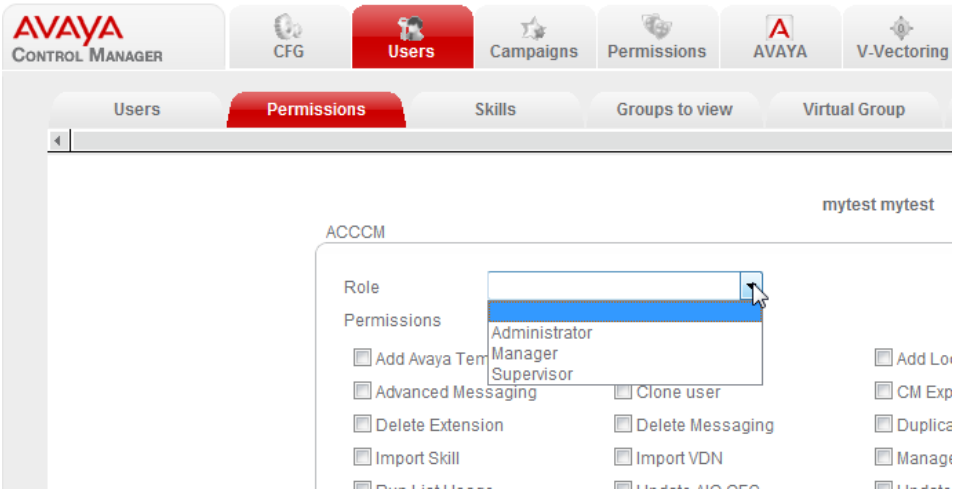
For more information, see the ACCCM /LDAP integration section of this document.

Mapping a Role to a Location

The location based logic of ACCCM provides you the ability to map Roles to Locations.

By default, a role that you create in ACCCM is not mapped to any locations, which means that all the users in ACCCM can view the role.

For example, when you create a new user under the permission tab you will be able to see a list of all the roles that are part of the application:



Mapping a Role to a Location will allow you to use the "Location to view" permissions in order to hide specific roles from users that are not supposed to use/view them.

In order to assign a role to a location perform the following steps:

1. Login into ACCCM and navigate to the Roles tab

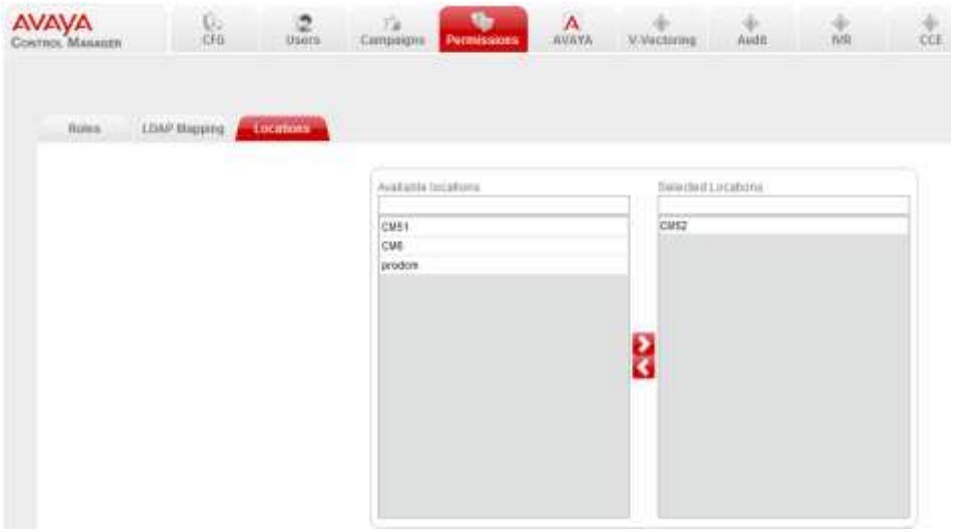


2. Select the application that you would like to manage
3. Edit a role



4. Click on the Locations tab

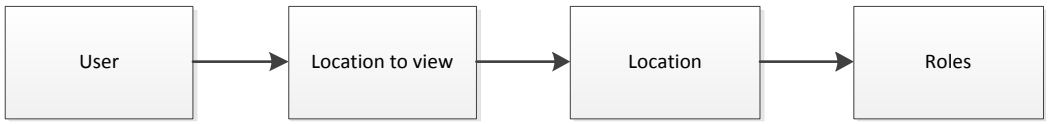
5. Map between your role and a location/locations



6. Save

After perform this change, only users that have access to the same locations through the "locations to view" option will be able to use this role.

The following diagram explains the mapping between the entities



Avaya CM Objects

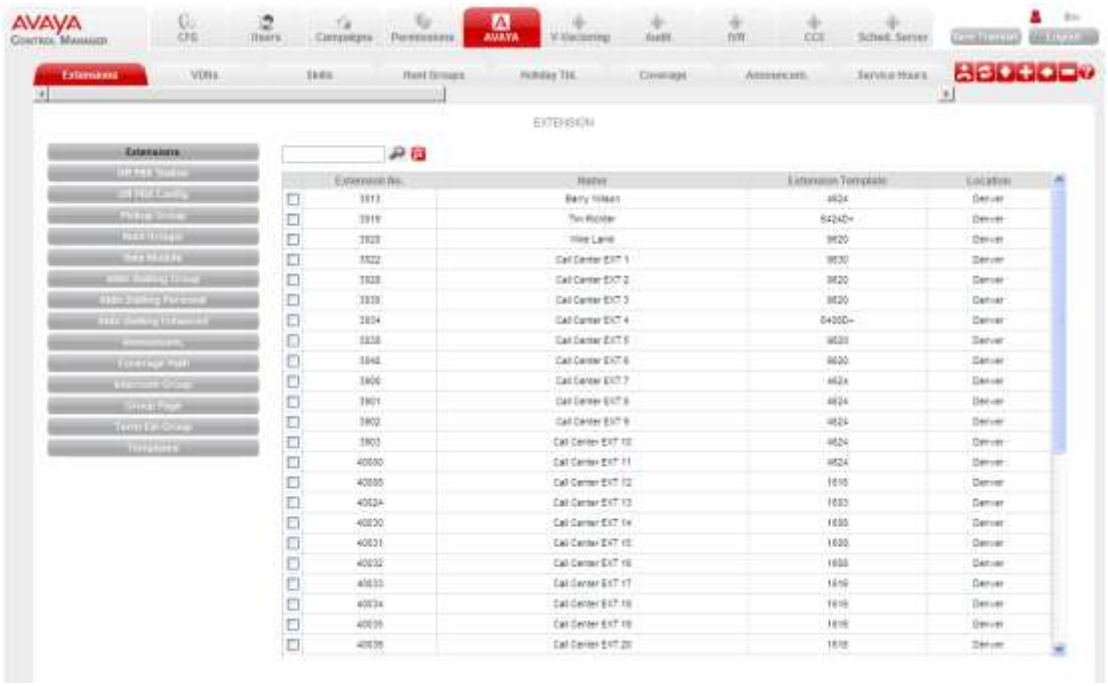
The AVAYA section of ACCCM allows you to manage different AVAYA Communication Manager Features. These are just a few examples:

- Extensions
- off pbx station mappings
- off pbx telephone config
- VDNs
- Skills
- Hunt groups
- Holyday tables
- Coverage objects (coverage path, remote, time of day, and answer group)
- Announcements
- Service Hour tables
- Groups (pickup groups, intercom groups, group page, and term-ext group)
- Time of Day table
- Data Modules
- Vector Routing Tables (VRT)
- Variables
- Abbr. Dialing Personal
- Abbr. Dialing Group
- Abbr. Dialing Enhanced
- Abbr. Dialing System
- Policy Routing Tables
- VUStats
- Numbering plan & Templates

Extensions

Adding a new extension

The extension management feature allows you to manage all the extensions that are part of the environment.



The extension list includes the following details:

Field	Description
Extension Number	The extension number in the CM.
Extension Name	The extension name.
Extension template	The template that the extension was created from. This also indicates the extension type.
Location	The location that the extension is assigned to.

To add an extension, click on the Add button.

The New Extension screen will open:



Fill in the extension details

Field	Description
Extension Number	The extension number.
Extension Name	Free text field.
Extension location	The location that the extension is assigned to.
Extension template (type)	Choose a template. The template indicates the extension type and configuration. Extension templates can be designed in the template section.

Click on the Save button in order to save the new extension.

The extension will be added automatically to the CM.

Editing an extension

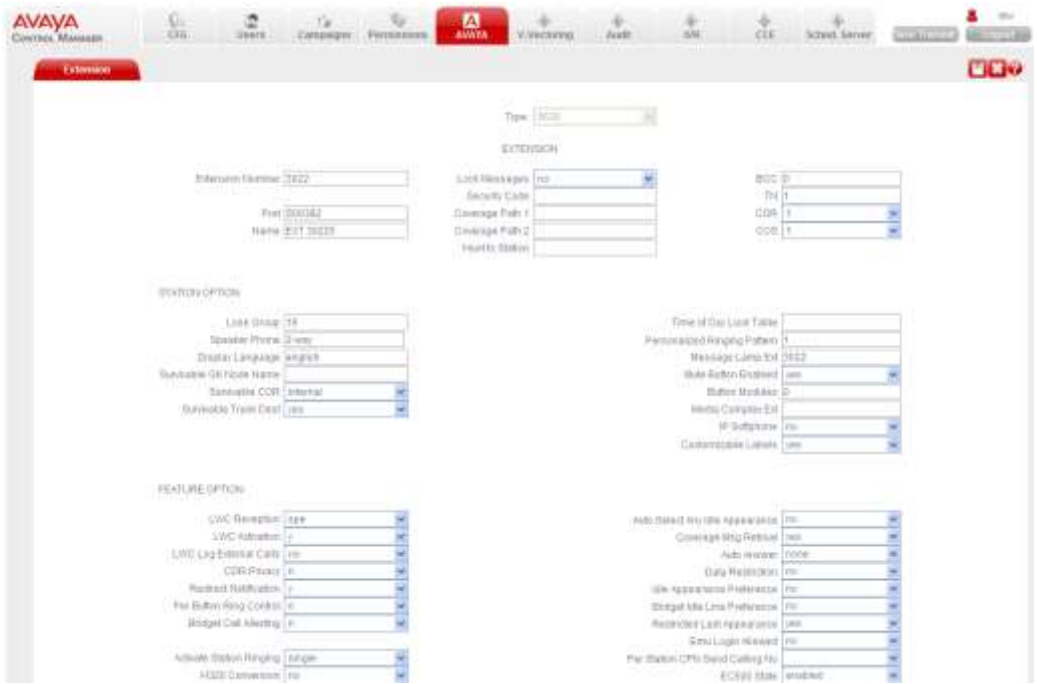
To edit an existing extension, double-click the relevant row from the extension list:



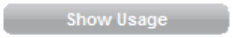
The Extension preview screen will appear. From this screen you can perform the following actions:

1. Edit the Extension details by clicking on the CM Properties 

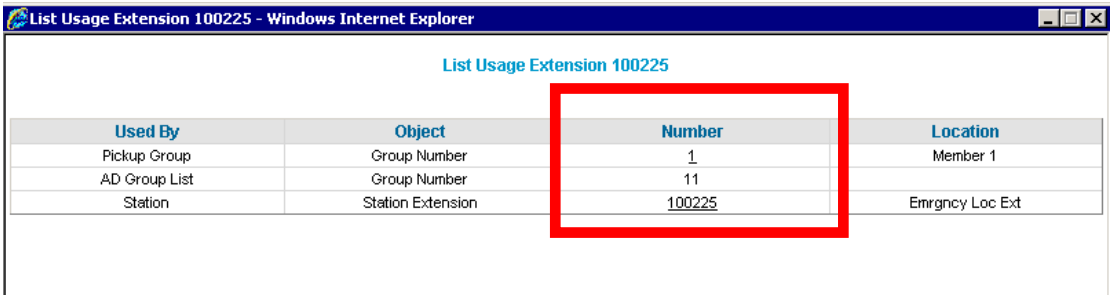
The following screen will appear (the screen layout depends on the extension type):



The screen layout of the ACCCM extension page is identical to its format in Communication Manager. For more information about the different features that can be used in each extension type, please refer to the official Avaya documentation.

2. Show usage of the extension by clicking on the button 

   This feature will allow you to see a list of all the objects the extension is connected to. It will also enable you to drill down from the extension to the pickup group the extension is assigned to.



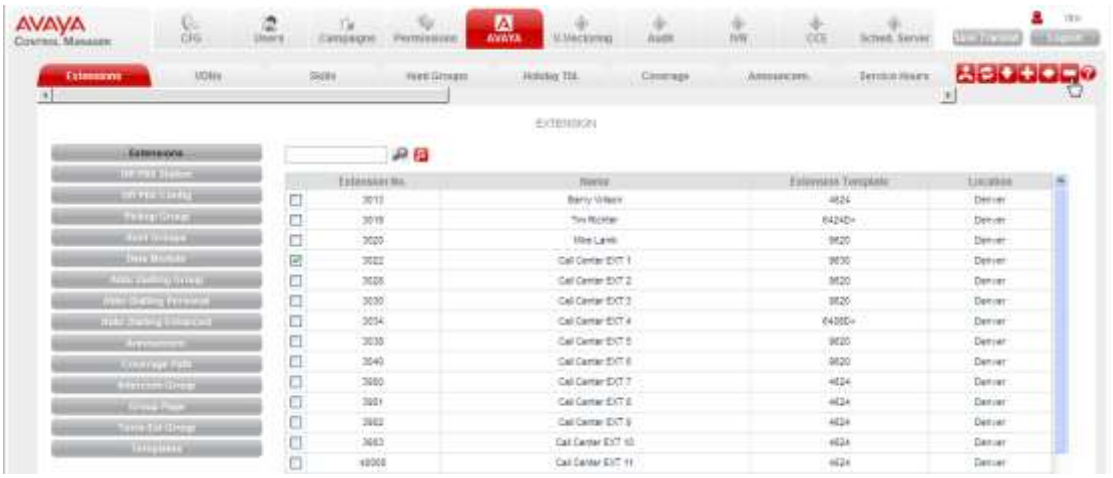
   By clicking on the pickup group number you can jump directly to the pickup group for editing.

3. Access the Messaging features of the extension.

   For more information about the Messaging capabilities please refer to the Messaging section of this document.

Deleting an extension

To delete an extension, select the checkbox next to the extension that you want to delete and click on the Delete button.



Searching for an extension

The search feature allows you to search for an extension based on its name or number.

To use the search option, enter the text to search for and click on the search button (marked in red).

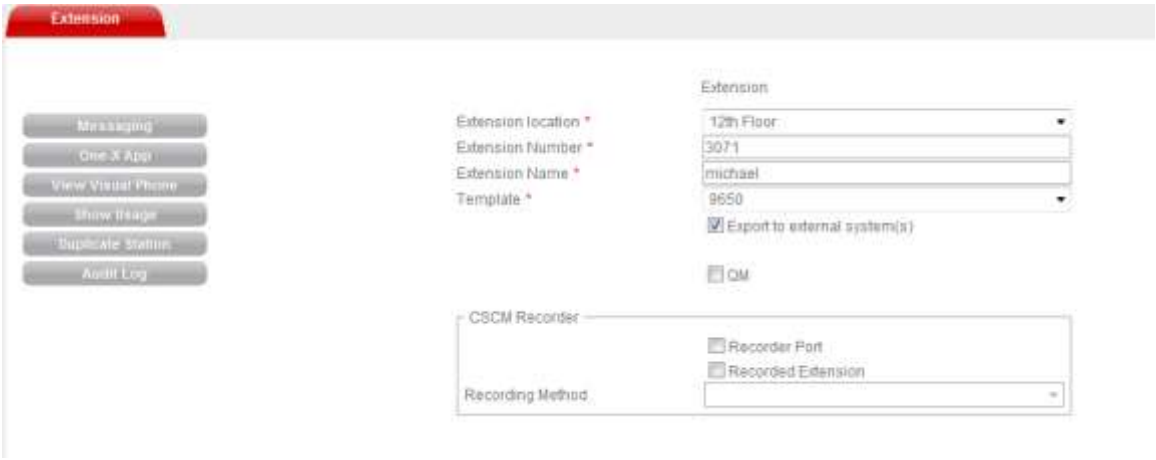


WFO Integration

ACCCM WFO Connectors allows you to provision Extensions directly into the Call Recording and QM systems.

Instead of updating manually the Extension details in these systems you can easily provision all updates from the ACCCM user interface.

Within the edit Extension page you can decide if you would like to provision the Extension into the Recording and QM systems.



There are three fields that control the provisioning process:

Field	Description	Values
QM	The fields controls if the Extension will be provisioned into the QM system	Checkbox –yes/no
Recorder Port	Select this option only if the station is a recorder port (DMCC station). This option will create the station in the recorder as a port	Checkbox –yes/no

	that is used in order to record other extensions	
Recorded Extension	Select this option if you would like to record this extension. If this extension is recorded then it will be provisioned into the recording system and you must select a value under the "Recording Method" option	Checkbox –yes/no
Recording Method	The type of recording that will be used in order to record this station.	Conferenced Quality Station bulk Station executive On demand Meeting Replay For more information about the recording types please refer to the Avaya WFO documentation

Off-pbx-station-mapping

The off-pbx-station-mapping feature provides users the ability to add, edit, and delete off-pbx-station-mappings.

To access the off-pbx-station-mapping management page:

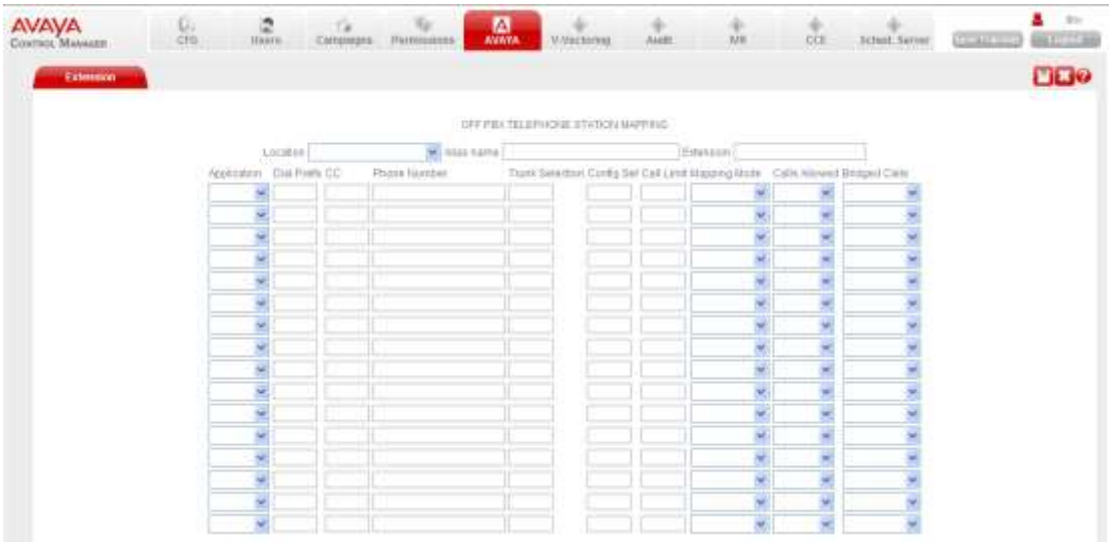
1. Go to the Extensions tab.
2. Click on the Off-pbx-station-mapping button.



Adding an off-pbx-station-mapping

To add a new off-pbx-station-mapping, click on the Add button.

The Add new off-pbx-station-mapping screen will appear:



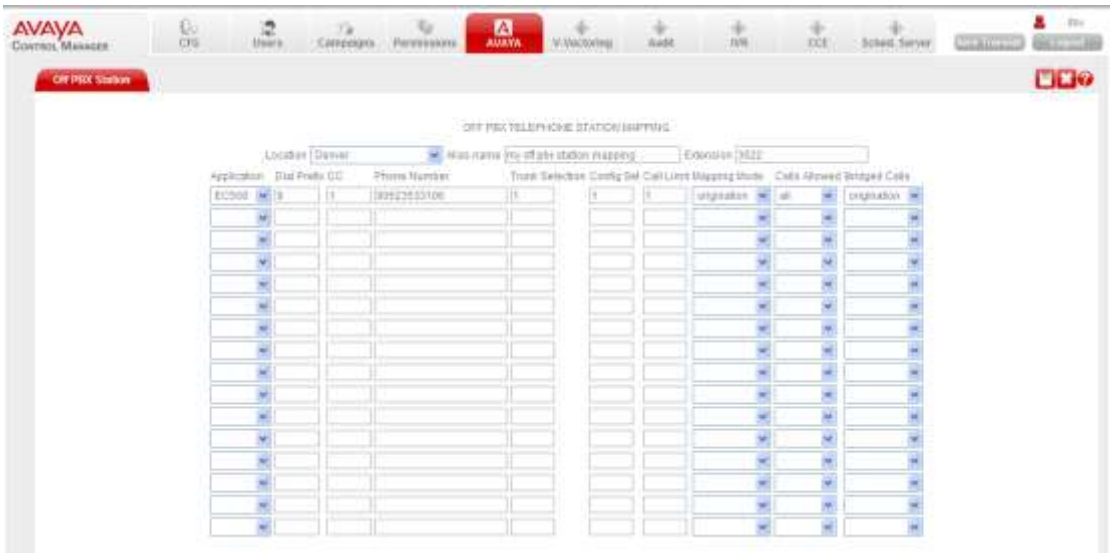
The off-pbx-station-mapping feature is identical to the screen that appears in the CM. For more information about how to use this feature, please refer to the official Avaya documentation.

Editing an off-pbx-station-mapping

To edit an existing off-pbx-station-mapping, double-click the relevant row from the off-pbx-station-mapping list:



The following screen will appear:

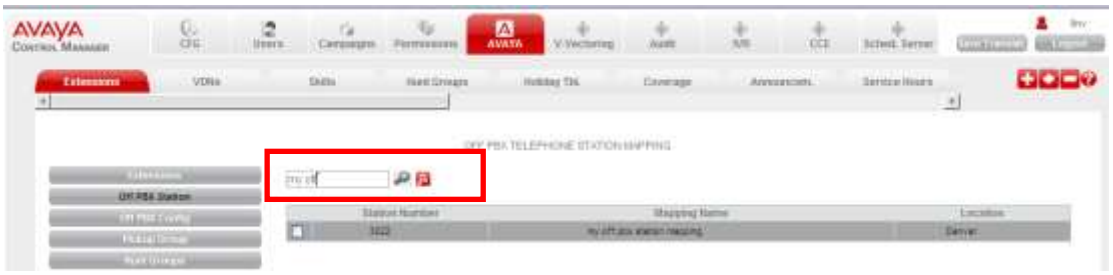


The off-pbx-station-mapping feature is identical to the screen that appears in the CM. For more information about how to use this feature, please refer to the official Avaya documentation.

Searching for an off-pbx-station-mapping

The search feature allows you to search for an off-pbx-station-mapping based on its extension number.

To use the search option, enter the search text in the search box and click on the search button (marked in red).

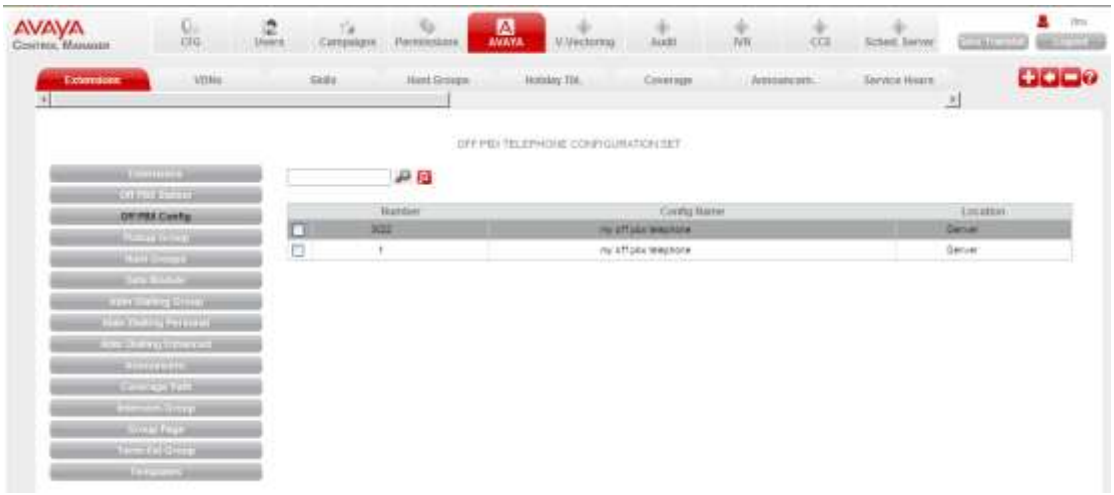


Off-pbx-telephone-config

The off-pbx-telephone-config feature allows you to add, edit, and delete off-pbx-telephone-config.

To access the off-pbx-telephone-config management page:

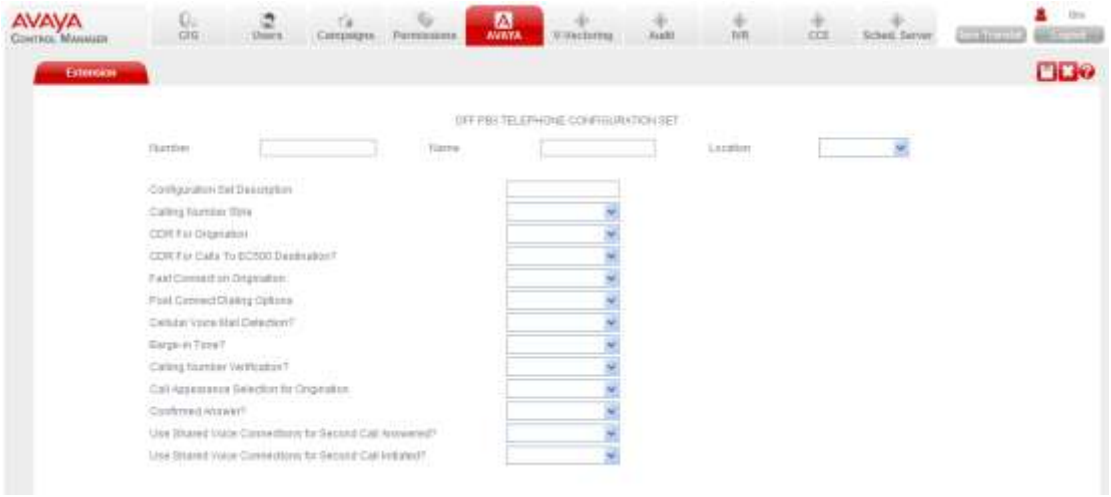
1. Go to the Extensions tab.
2. Click on the Off-pbx-telephone-config button.



Adding an off-pbx-telephone-config

To add a new off-pbx-telephone-config, click on the Add button.

The Add new off-pbx-telephone-config screen will appear:



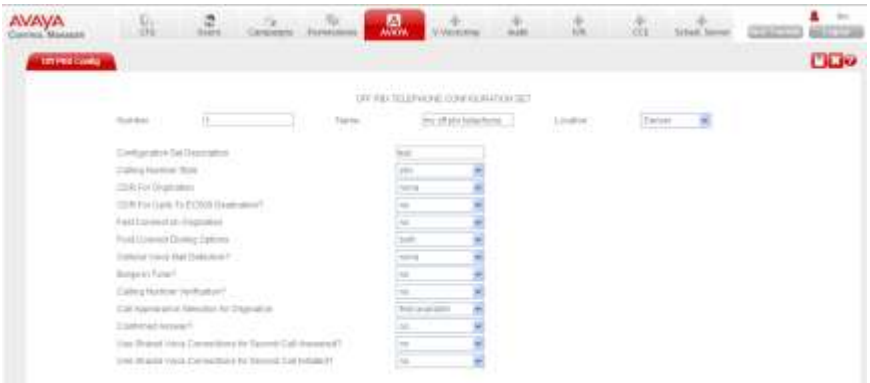
The off-pbx-telephone-config feature is identical to the screen that appears in the CM. For more information about how to use this feature, please refer to the official Avaya documentation.

Editing an off-pbx-telephone-config

To edit an existing off-pbx-telephone-config, double-click the relevant row from the off-pbx-telephone-config list:



The following screen will appear:



The off-pbx-telephone-config feature is identical to the screen that appears in the CM. For more information about how to use this feature, please refer to the official Avaya documentation.

Searching for an off-pbx-telephone-config

The search feature allows you to search for an off-pbx-telephone-config based on its extension number.

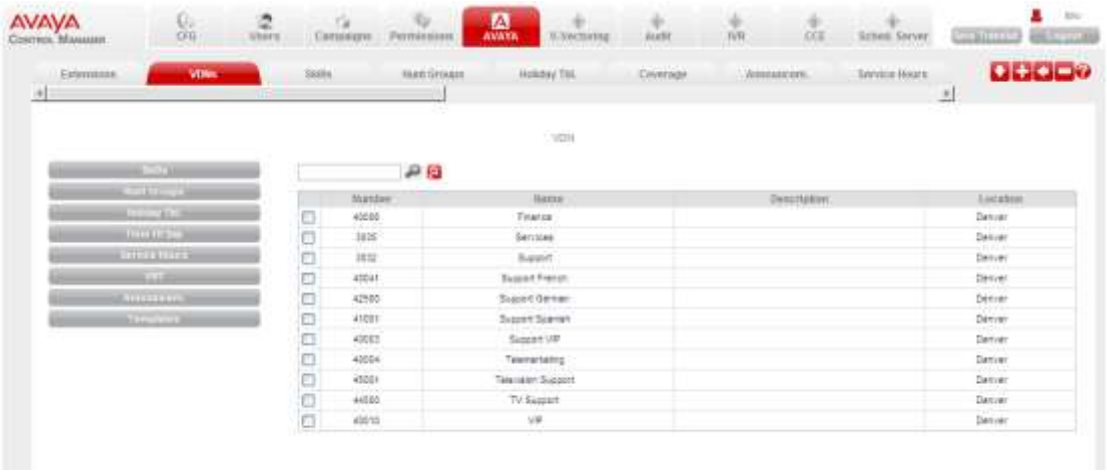
To use the search option, enter the search text in the search box and click on the search button (marked in red).



VDN

The VDN management feature allows you to manage the VDN configuration.

To access the VDN management section, navigate to the VDNs tab.



Adding a new VDN

To add a new VDN, click on the Add button, and the detail screen will open:



Fill in the VDN details:

Field	Description
VDN ID	The VDN number
VDN Name (Eng)	The VDN name that will be added to the CM. It must be in English, up to 22 letters, without special characters other than _ (underscore).
VDN Name (local lang)	Used to support local languages other than English. The VDN name can be different from the one used in the CM. That name is what will be displayed in ANAV.
Vector number	The vector that is built in the VDN.
VDN Description	Free text—will not be displayed.
VDN Location	Assignment of the VDN to a location.
VDN Template	The VDN default settings will populate based on the template that was selected.

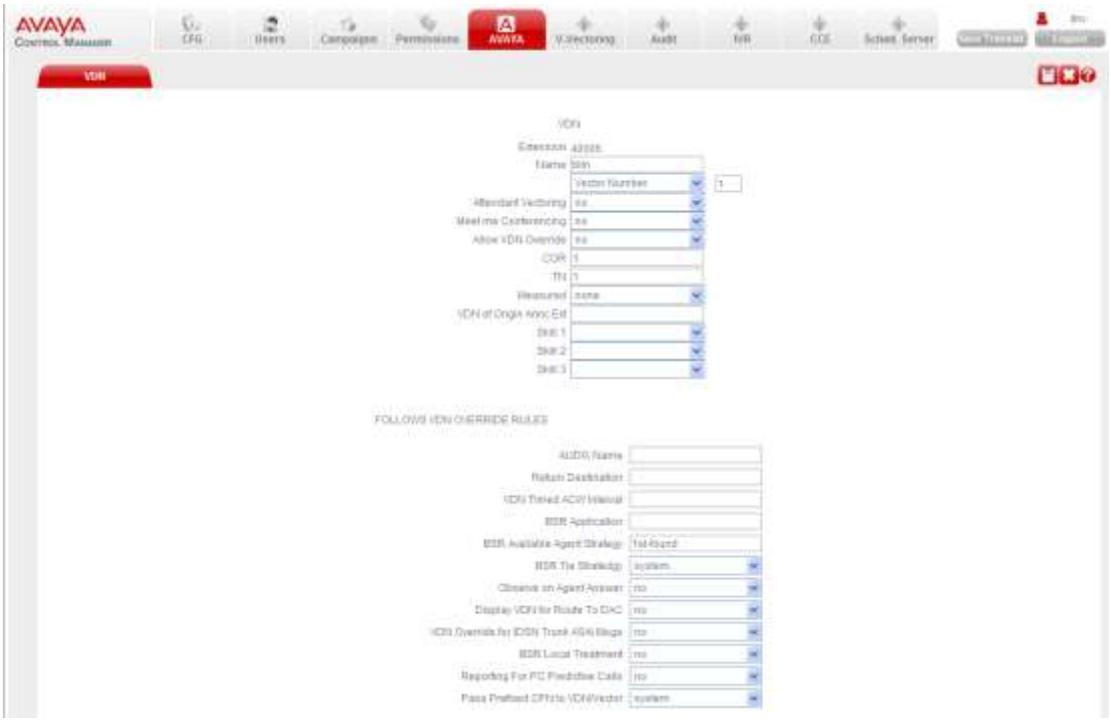
Editing a VDN

To edit the VDN details, open the VDN record by double-clicking its row in the VDN list.

You can configure the VDN properties on the CM directly from the ACCCM UI.

To view/update VDN properties, click on the  button.

The following screen will appear:



The VDN feature is identical to the screen that appears in the CM. For more information about how to use this feature, please refer to the official Avaya documentation.

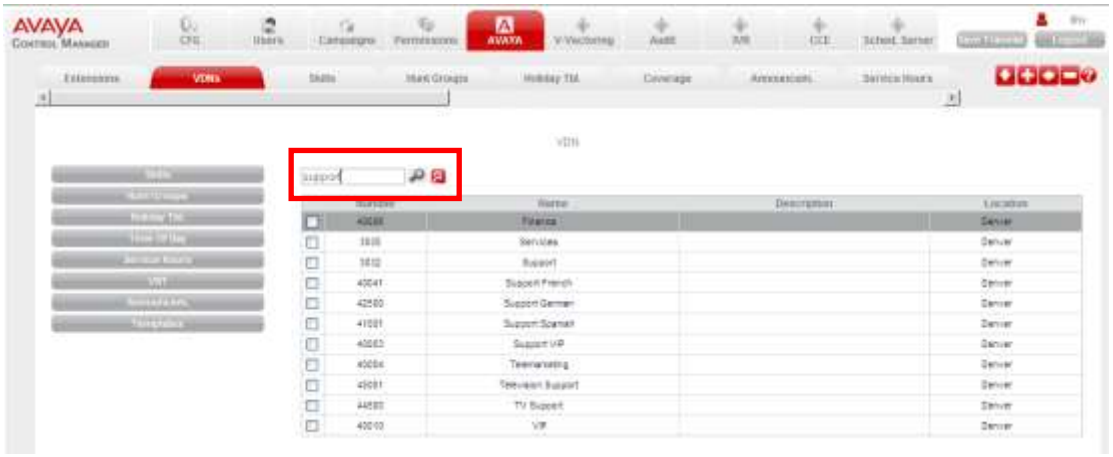
Deleting a VDN

To delete a VDN, check the checkbox next to the VDN name and click on the Delete button.

Searching for a VDN

The search feature allows you to search for a VDN based on its name or number.

To use the search option, enter the search text in the search box and click on the search button (marked in red).



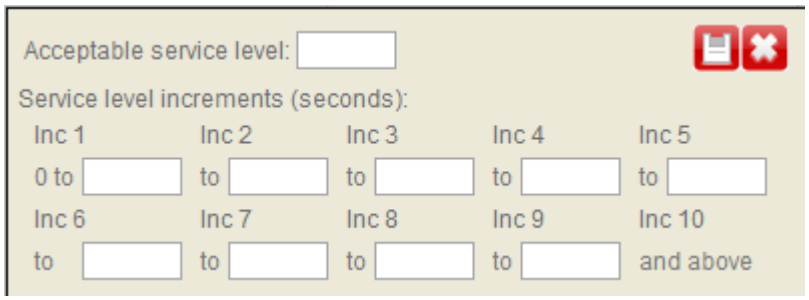
VDN CMS Call Profile Management

ACCCM integrates with Avaya Call Management System (CMS) and allows you to manage the VDN call profile information directly from the ACCCM UI.

In order to manage the VDN Call Profile details you need to click on the VDN Profile button in the Edit VDN screen.



The following screen will appear:



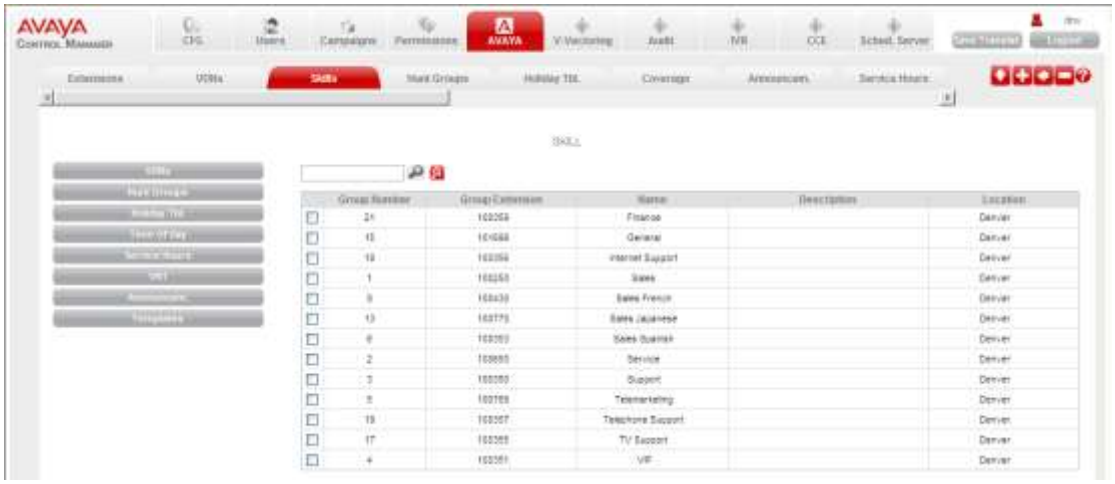
This screen is identical to the VDN Call Profile management screen you can acess from the CMS Supervisor application.

For more informeation about the different possiblities please refer to the Avaya CMS user guide.

Skills

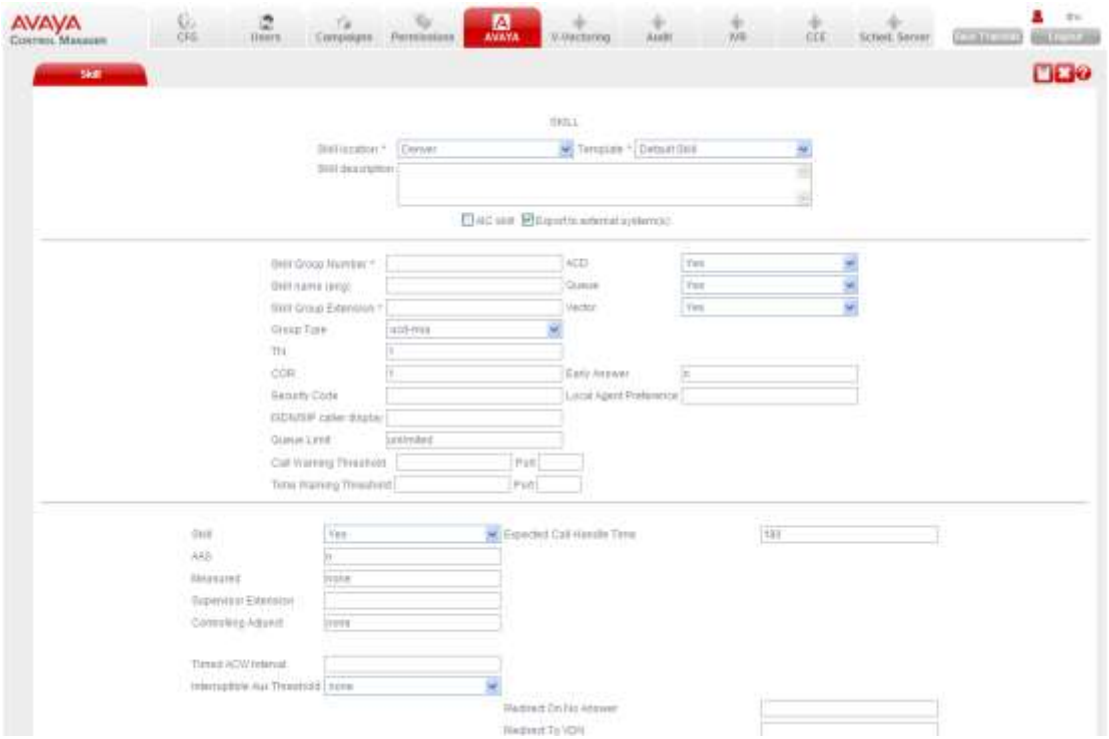
The skills management feature allows you to manage skill configurations.

To access the skill management section, navigate to the Skills tab.



Adding a new skill

To add a new skill, click the Add button, and the Skill Details screen will open:



Skill details:

Field	Description
Skill number	The hunt number in the CM.
Skill Name (Eng)	The VDN name that will be inserted to the CM. Must be in English, up to 22 letters, without special characters other than _ (underscore).
Skill Name (local lang)	Used to support local languages other than English. The VDN name can be different from the

	one at the CM. That name is what will be displayed in ANAV.
Skill Description	Free text.
Skill Location	The location that the skill is assigned to.
Skill Template	The skill default settings will populate based on the template that was selected.

Editing a skill

To edit the skill details, open the skill record by double-clicking its row in the skill list.

The skill feature is identical to the screen that appears in the CM. For more information about how to use this feature, please refer to the official Avaya documentation.

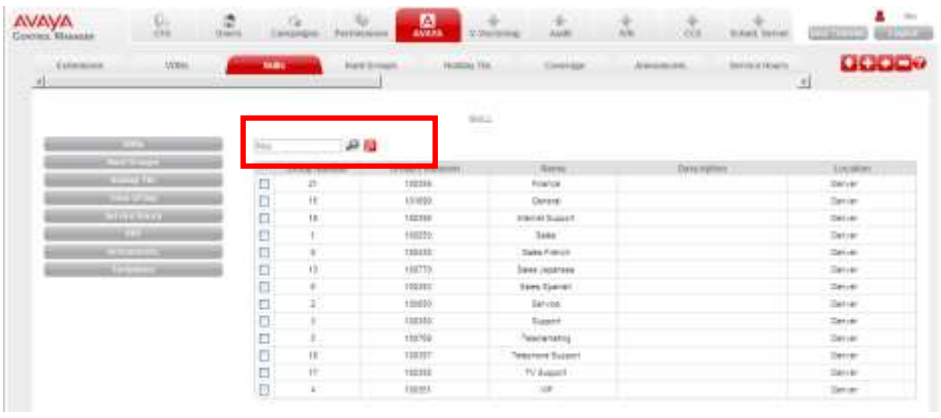
Deleting a skill

To delete, check the checkbox next to the skill name and click on the Delete button.

Searching for a skill

The search feature allows you to search for a skill based on its name or number.

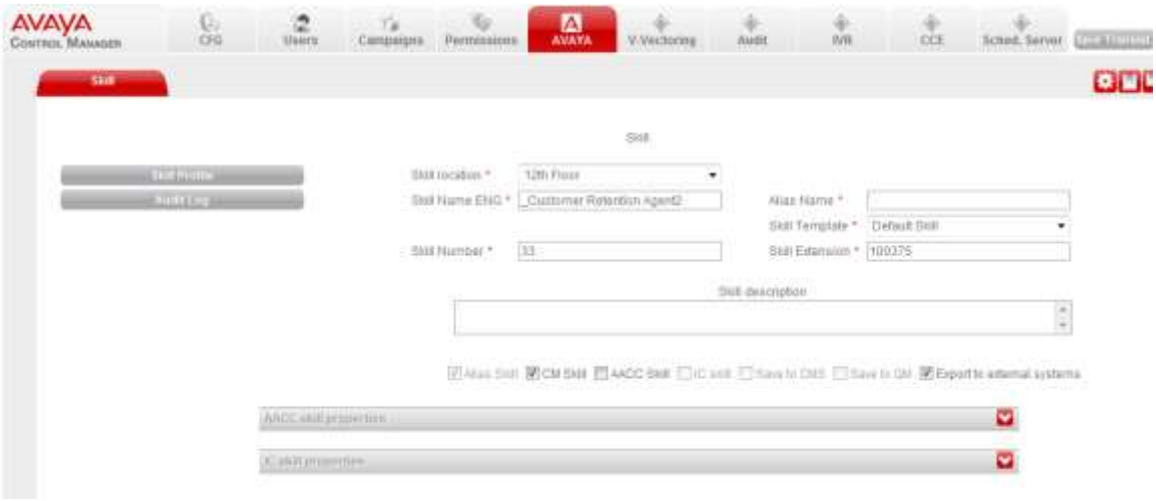
To use the search option, enter the search text in the search box and click on the search button (marked in red).



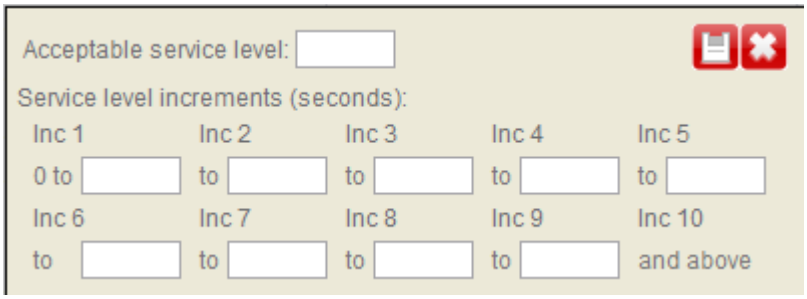
Skill CMS Call Profile Management

ACCCM integrates with Avaya Call Management System (CMS) and allows you to manage the Skill call profile information directly from the ACCCM UI.

In order to manage the Skill Call Profile details you need to click on the Skill Profile button in the Edit Skill screen.



The following screen will appear:



This screen is identical to the Skill Call Profile management screen you can acess from the CMS Supervisor application.

For more informeation about the different possiblities please refer to the Avaya CMS user guide.

Hunt Groups

The hunt group management feature allows you to manage hunt group configurations.

To access the hunt group management section, navigate to the Hunt Groups tab.



Adding a new hunt group

To add a new hunt group, click the Add button, and the Hunt Group Details screen will open:

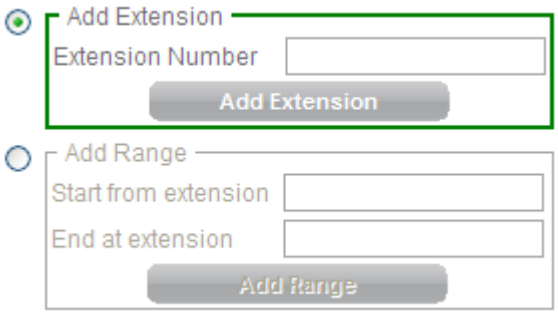


Enter the hunt group details:

Field	Description
Group number	The hunt group number.
Group name	The hunt group name.
Group extension	The hunt group extension number.
Hunt group Location	The location the hunt group is assigned to.

For more information about all other hunt group features, please refer to the official Avaya documentation.

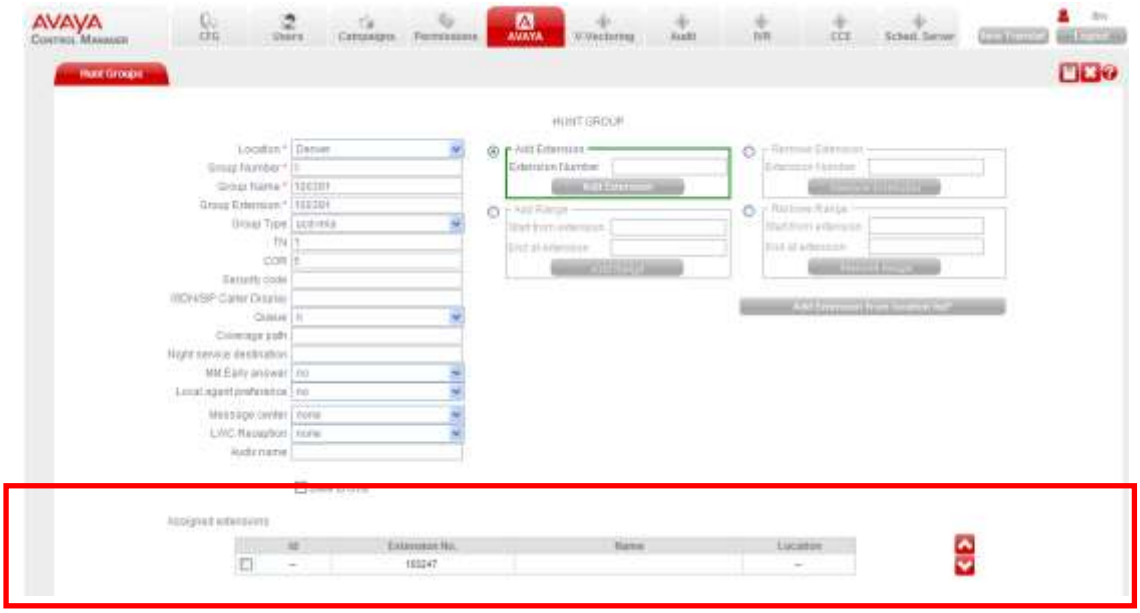
ACCCM allows you to add extensions and extension ranges to the hunt group.



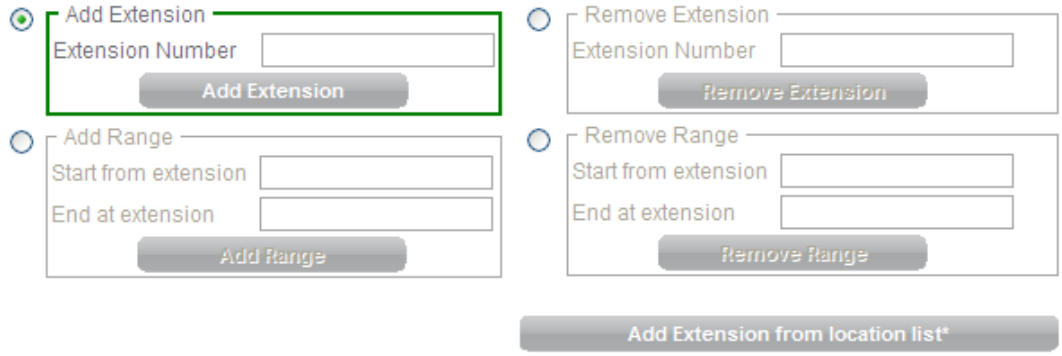
Select the Add Extension checkbox and enter the extension number in the text field. Click on Add Extension to add the extension.

Select the Add Range checkbox and enter the range of the extensions, then click on Add Range.

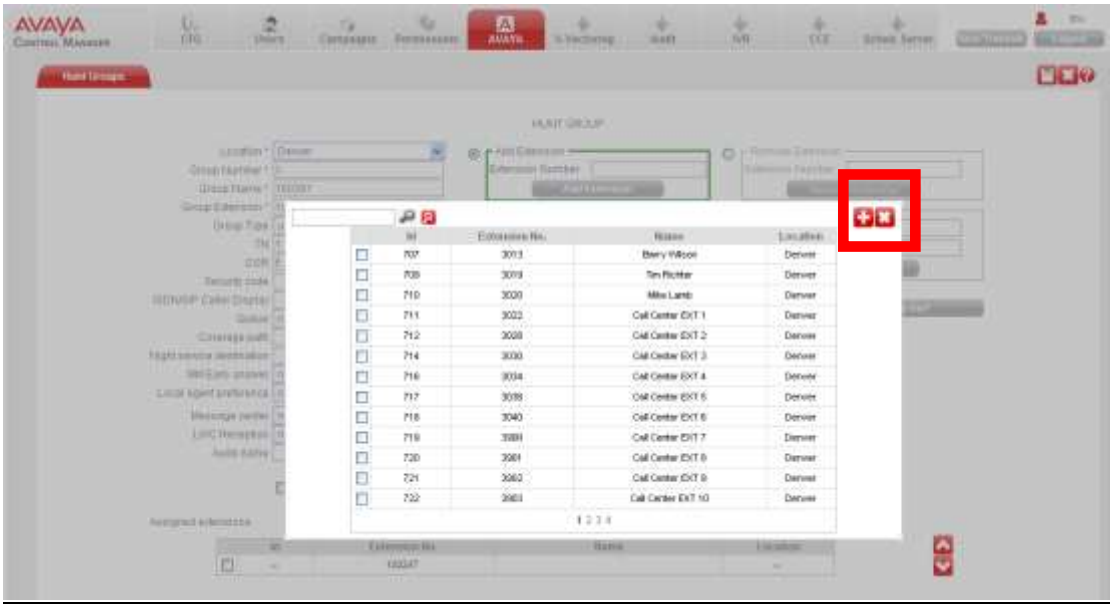
After adding the extension(s), they will appear in the bottom part of the screen:



When working in a location-based environment, the Add Extension from Location List feature can help users to easily assign extensions to a hunt group.



Click on the Add extension from location list button to get a display of all the extensions that are assigned to the hunt group's location.



To add an extension, select the checkbox next to the extension and click on the Add button (marked in red).

Editing a hunt group

To edit hunt group details, open the hunt group record by double-clicking its row in the hunt group list.

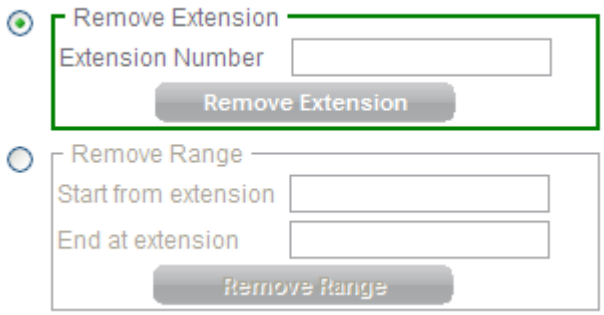


The following screen will appear:



The hunt group feature is identical to the screen that appears in the CM. For more information about how to use this feature, please refer to the official Avaya documentation.

ACCCM allows you to remove extensions and extension ranges from a hunt group.



Select the Remove Extension checkbox and enter the extension number in the text box. Click on Remove Extension to remove the extension.

Select the Remove Range checkbox and enter the range of the extensions, then click on Remove Range.

After removing the extension(s), they will be removed from the bottom part of the screen.

Deleting a hunt group

To delete, select the checkbox next to the hunt group name and click on the Delete button.

Searching for a hunt group

The search feature allows you to search for a hunt group based on its name or number.

To use the search option, enter the search text in the search box and click on the search button (marked in red).



Holiday Tables

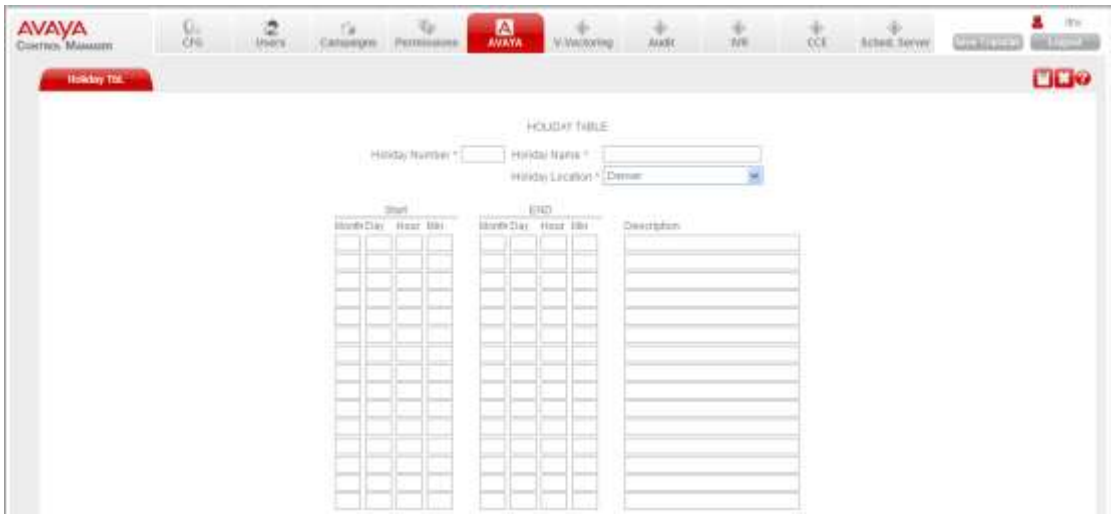
The holiday table management feature allows you to manage the configuration of Holiday tables.

To access the holiday table management section, navigate to the Holiday Table tab.



Adding a new holiday table

To add a new holiday table, click the Add button and the detail screen will open:



Enter the Holiday Table details:

Field	Description
Holiday Number	The holiday table number.
Holiday Name	The holiday table name.
Holiday Table Location	The location the holiday table is assigned to.

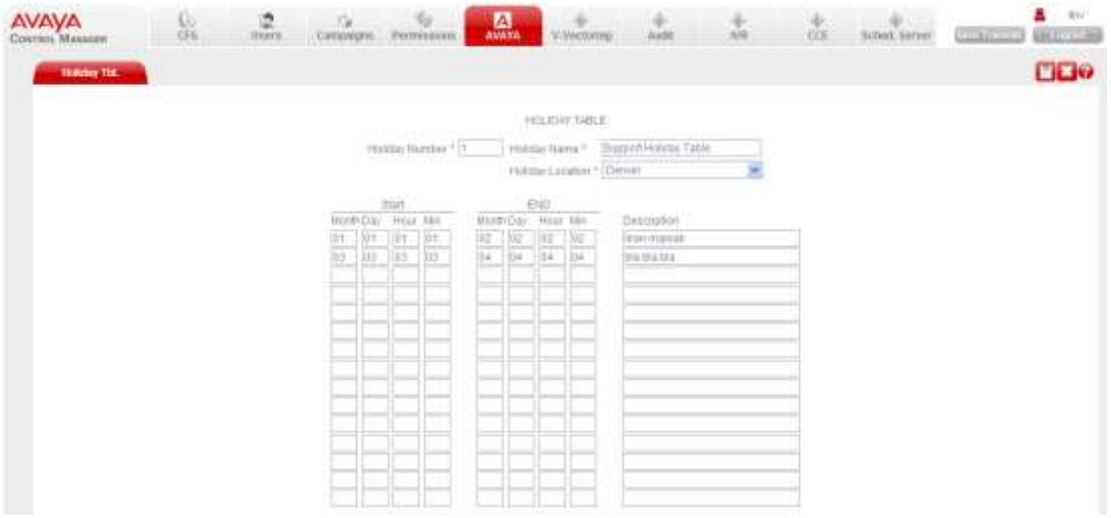
For more information about all other holiday table features, please refer to the official Avaya documentation.

Editing a holiday table

To edit a holiday table's details, open the holiday table record by double-clicking its row in the holiday table list.



The following screen will appear:



The holiday table feature is identical to the screen that appears in the CM. For more information about how to use this feature, please refer to the official Avaya documentation.

Deleting a holiday table

To delete, select the checkbox next to the holiday table name and click on the Delete button.

Searching for a holiday table

The search feature allows you to search for a holiday table based on its name or number.

To use the search option, enter the search text in the search box and click on the search button (marked in red).



Coverage Path

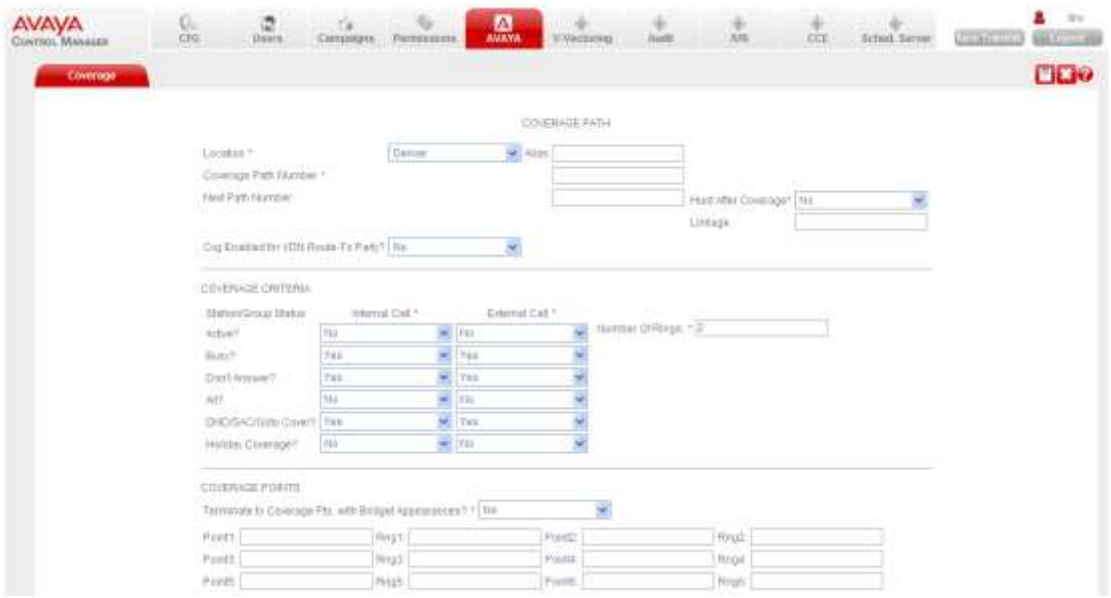
The coverage path management feature allows you to manage the configuration of a coverage path.

To access the coverage path management section, navigate to the Coverage tab and click on the Coverage Path button.



Adding a new coverage path

To add a new coverage path, click the Add button, and the Coverage Path details screen will open:



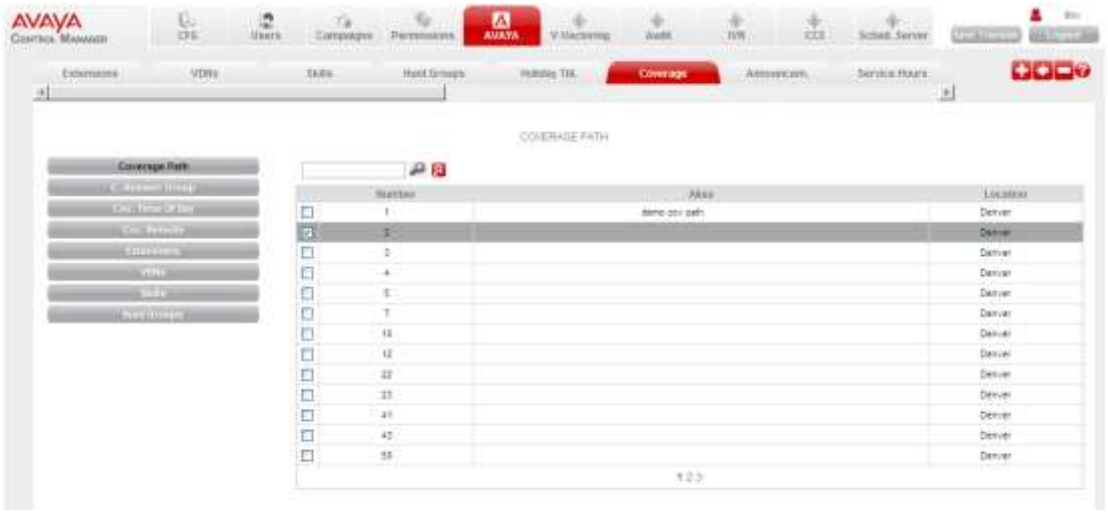
Enter the coverage path details:

Field	Description
Coverage Path Number	The coverage path number.
Alias	The coverage path name.
Coverage Path Location	The location that the coverage path is assigned to.

For more information about all other coverage path features, please refer to the official Avaya documentation.

Editing a coverage path

To edit the coverage path details, open the coverage path record by double-clicking its row in the coverage path list.



The following screen will appear:



The coverage path feature is identical to the screen that appears in the CM. For more information about how to use this feature, please refer to the official Avaya documentation.

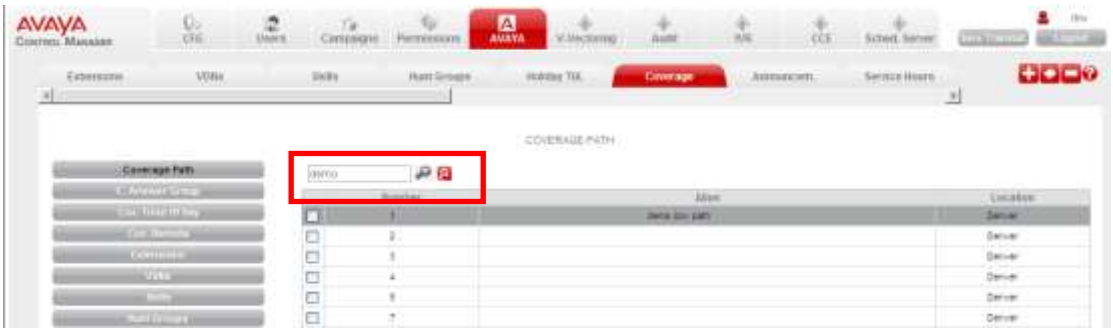
Deleting a coverage path

To delete, select the checkbox next to the coverage path name and click on the Delete button.

Searching for a coverage path

The search feature allows you to search for a coverage path based on its name or number.

To use the search option, enter the search text in the search box and click on the search button (marked in red).



Coverage Answer Group

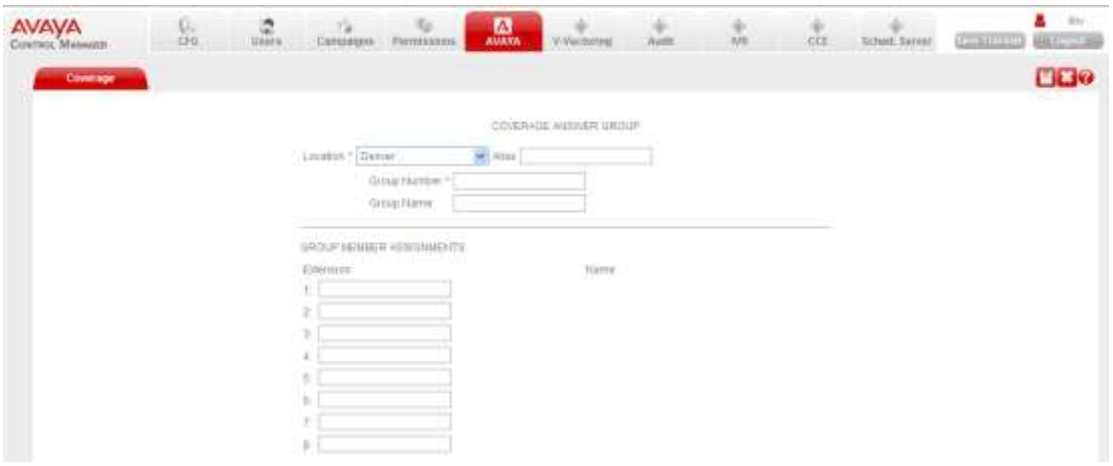
The coverage answer group management feature allows you to manage coverage answer group configurations.

To access the coverage answer group management section, navigate to the Coverage tab and click on the Coverage Answer Group button.



Adding a new coverage answer group

To add a new coverage answer group, click the Add button, and the detail screen will open:



Enter the coverage answer group details:

Field	Description
Coverage Answer Group Number	The coverage answer group number
Alias	The coverage answer group name
Coverage Answer Group Name	The name of the coverage answer group
Coverage Answer Group Location	The location the coverage answer group is assigned to.

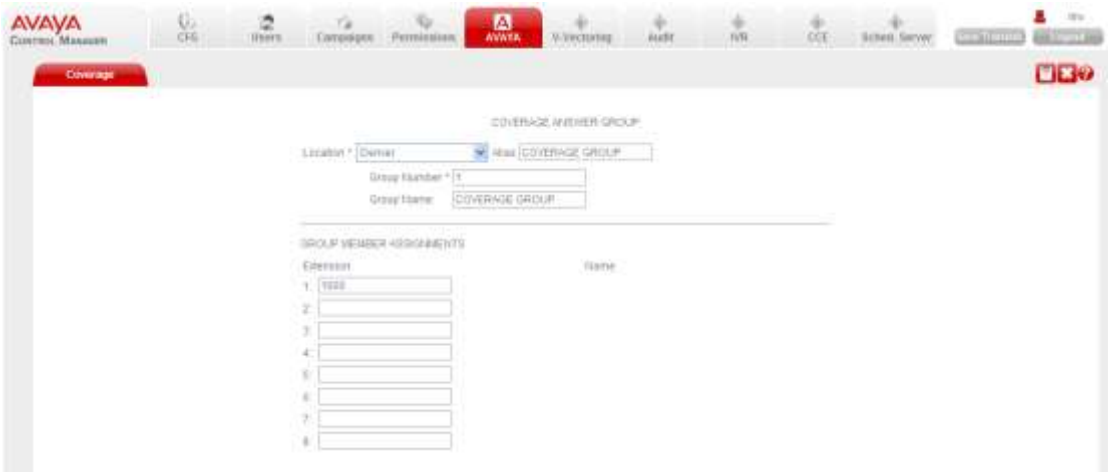
For more information about all other coverage answer group features, please refer to the official Avaya documentation.

Editing a coverage answer group

To edit the coverage answer group details, open the coverage answer group record by double-clicking its row in the coverage answer group list.



The following screen will appear:



The coverage answer group feature is identical to the screen that appears in the CM. For more information about how to use this feature, please refer to the official Avaya documentation.

Deleting a coverage answer group

To delete, select the checkbox next to the coverage answer group name and click on the Delete button.

Searching for a coverage answer group

The search feature allows you to search for a coverage answer group based on its name or number.

To use the search option, enter the search text in the search box and click on the search button (marked in red).



Coverage Time Of Day

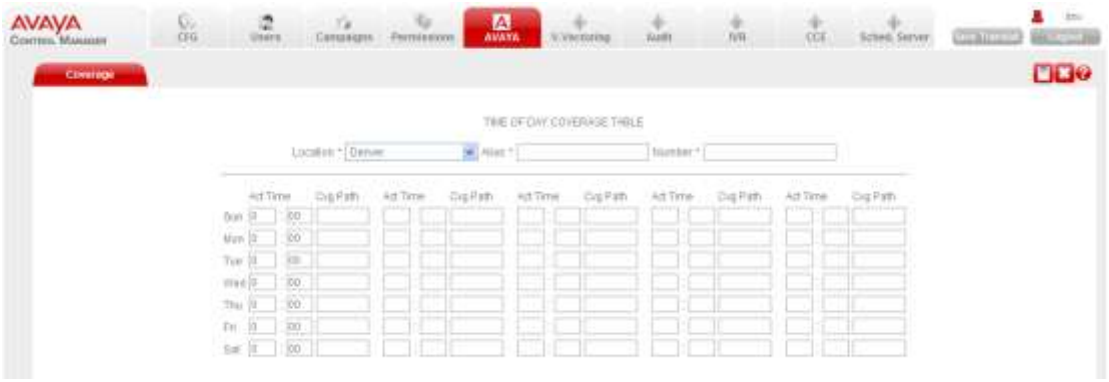
The coverage time of day management feature allows you to manage coverage time of day configurations.

To access the coverage time of day management section, navigate to the Coverage tab and click on the Coverage Time of Day button.



Adding a new coverage time of day

To add a new coverage time of day, click the Add button and the detail screen will open:



Enter the coverage time of day details:

Field	Description
Coverage Time of Day Number	The coverage time of day number.
Alias	The coverage time of day name.
Coverage Time of Day Location	The location that the coverage time of day is assigned to.

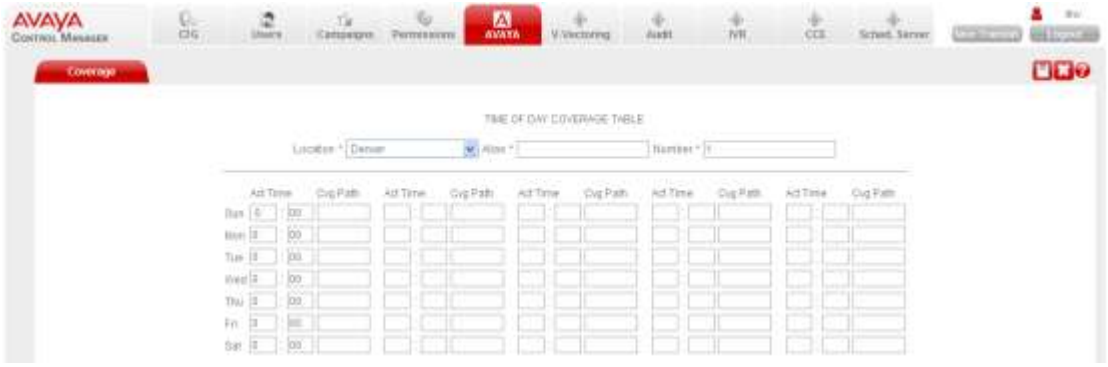
For more information about all other coverage time of day features, please refer to the official Avaya documentation.

Editing a coverage time of day

To edit the coverage time of day details, open the coverage time of day record by double-clicking its row in the coverage time of day list.



The following screen will appear:



The coverage time of day feature is identical to the screen that appears in the CM. For more information about how to use this feature, please refer to the official Avaya documentation.

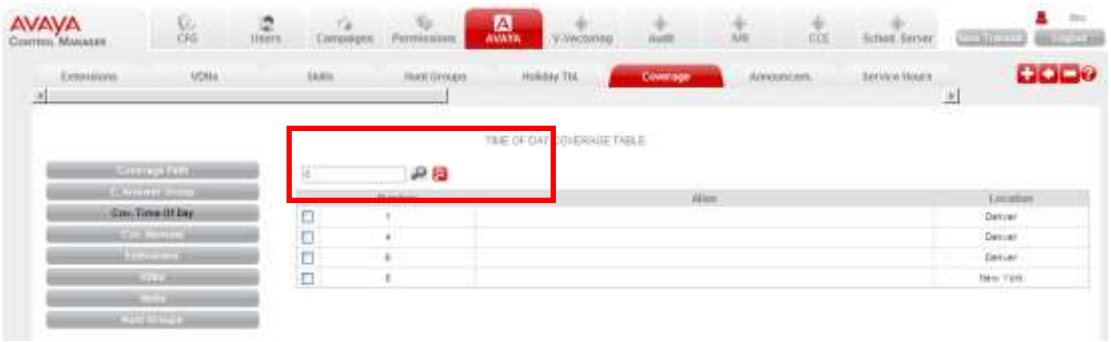
Deleting a coverage time of day

To delete, select the checkbox next to the coverage time of day name and click on the Delete button.

Searching for a coverage time of day

The search feature allows you to search for a coverage time of day based on its name or number.

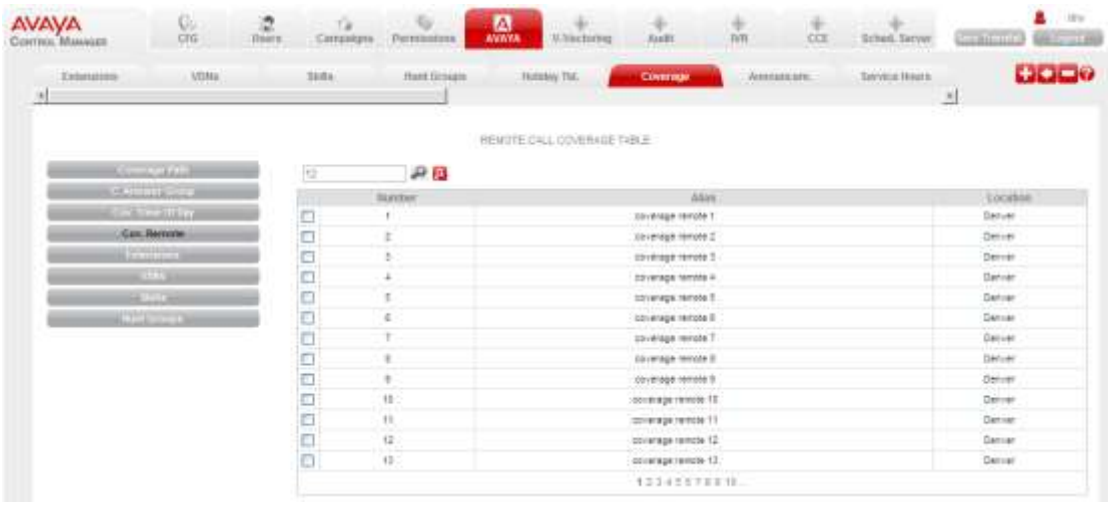
To use the search option, enter the search text in the search box and click on the search button (marked in red).



Coverage Remote

The coverage remote management feature allows you to manage coverage remote configurations.

To access the coverage remote management section, navigate to the Coverage tab and click on the Coverage Remote button.



Adding a new coverage remote

To add a new coverage remote, click the Add button and the detail screen will open:



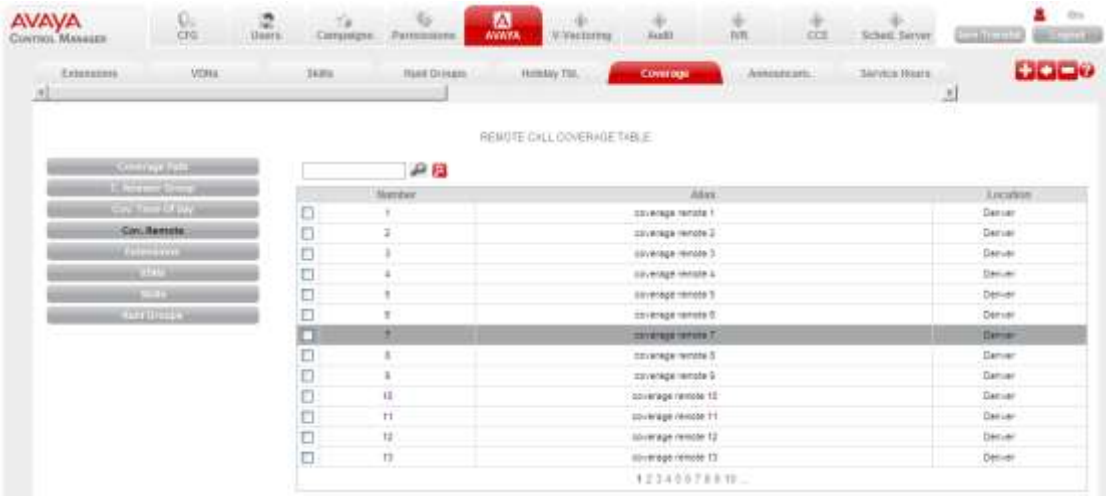
Enter the coverage remote details:

Field	Description
Coverage Remote Number	The coverage remote number
Alias	The coverage remote name
Coverage Remote Location	The location the coverage remote is assigned to.
Number	The number that the remote coverage will use

For more information about all other coverage remote features, please refer to the official Avaya documentation.

Editing a coverage remote

To edit the coverage remote details, open the coverage remote record by double-clicking its row in the coverage remote list.



The following screen will appear:



The coverage remote feature is identical to the screen that appears in the CM. For more information about how to use this feature, please refer to the official Avaya documentation.

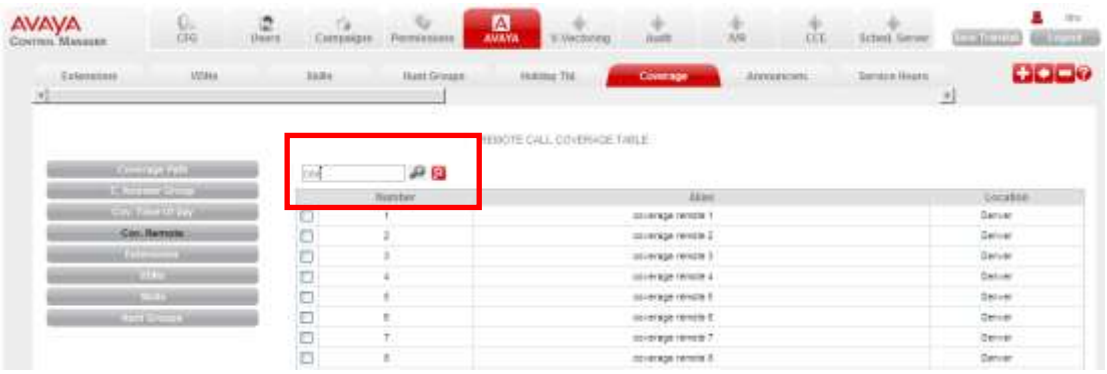
Deleting a coverage remote

To delete, select the checkbox next to the coverage remote name and click on the Delete button.

Searching for a coverage remote

The search feature allows you to search for a coverage remote based on its name or number.

To use the search option, enter the search text in the search box and click on the search button (marked in red).



Announcement

The announcement management feature allows you to manage announcements.

To access the announcement management section, navigate to the Announcements tab.



Adding a new announcement

To add a new announcement, click on the Add button and the detail screen will open:



Enter the announcement details:

Field	Description
Announcement Number	The announcement number.
Alias	The announcement name.
Announcement Name	The name of the announcement: should be identical to the announcement .wav file (if there is one).
Announcement Location	The location the announcement is assigned to.

For more information about all other announcement features, please refer to the official Avaya documentation.

Editing an announcement

To edit the announcement details, open the announcement record by double-clicking its row in the announcement list.



The following screen will appear:



The announcement feature is identical to the screen that appears in the CM. For more information about how to use this feature, please refer to the official Avaya documentation.

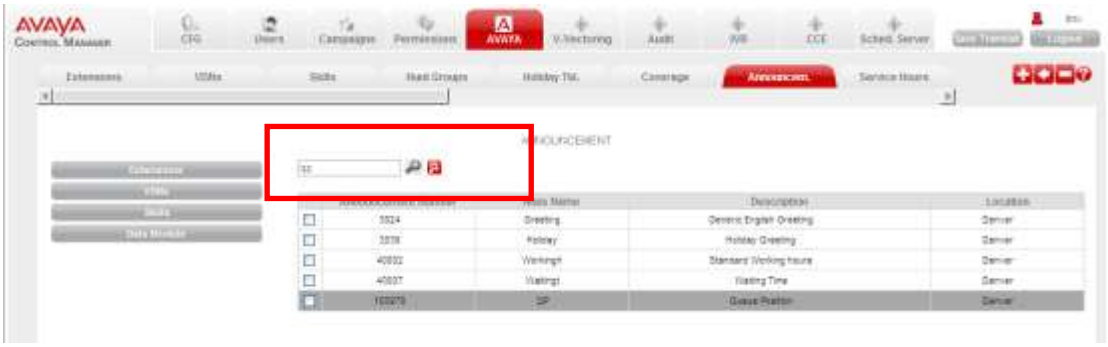
Deleting an announcement

To delete, select the checkbox next to the announcement name and click on the Delete button.

Searching for an announcement

The search feature allows you to search for an announcement based on its name or number.

To use the search option, enter the search text in the search box and click on the search button (marked in red).



Service Hours Tables

The service hours table management feature allows you to manage service hours table configurations.

To access the service hours table management section, navigate to the Service Hours tab.



Adding a new service hours table

To add a new service hours table, click the Add button and the detail screen will open:



Enter the service hour table details:

Field	Description
Service Hours Number	The service hour table number.
Service Hours Name	The service hour table name.
Service Hour Table Location	The location that the service hour table is assigned to.

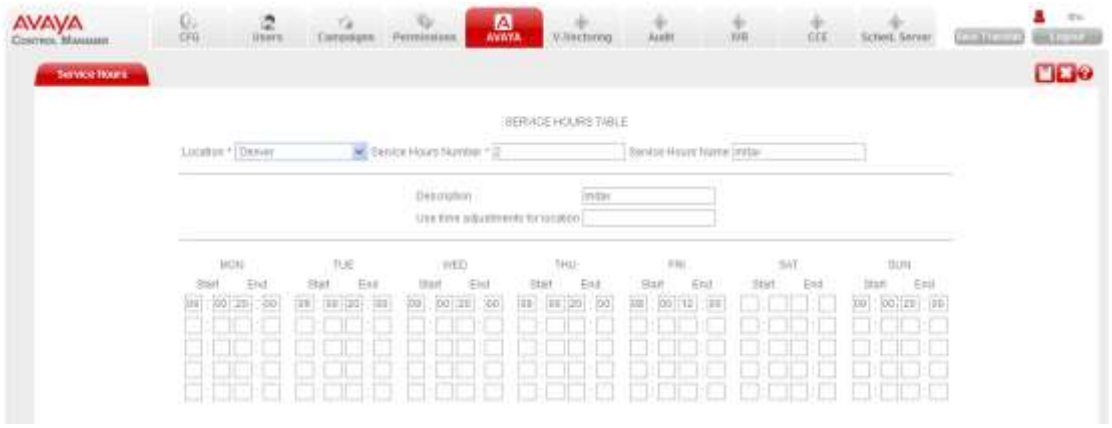
For more information about all other service hours table features, please refer to the official Avaya documentation.

Editing a service hours table

To edit the service hours table details, open the service hour table record by double-clicking its row in the service hours table list.



The following screen will appear:



The service hours table feature is identical to the screen that appears in the CM. For more information about how to use this feature, please refer to the official Avaya documentation.

Deleting a service hours table

To delete, select the checkbox next to the service hours table name and click on the Delete button.

Searching for a service hours table

The search feature allows you to search for a service hours table based on its name or number.

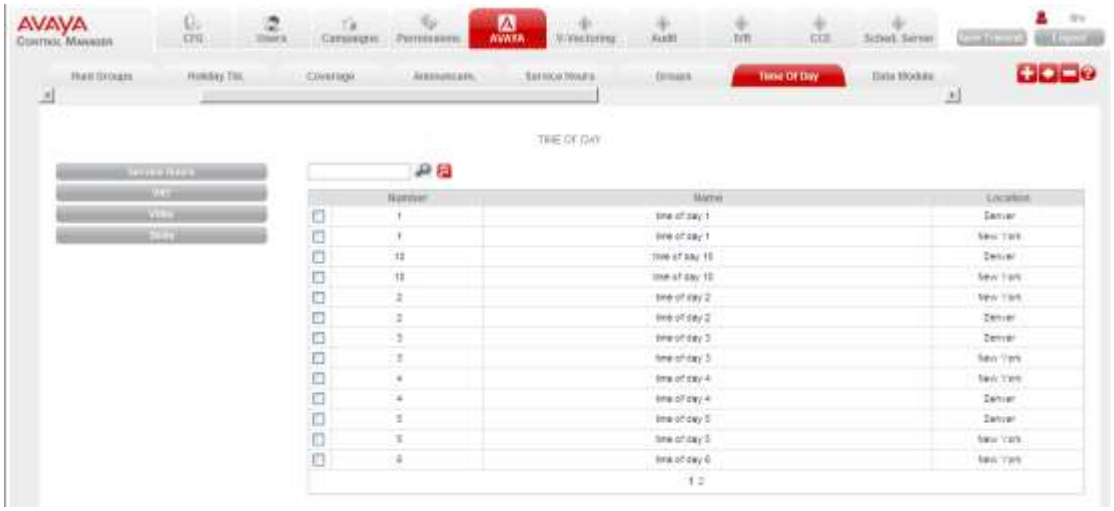
To use the search option, enter the search text in the search box and click on the search button (marked in red).



Time of Day Tables

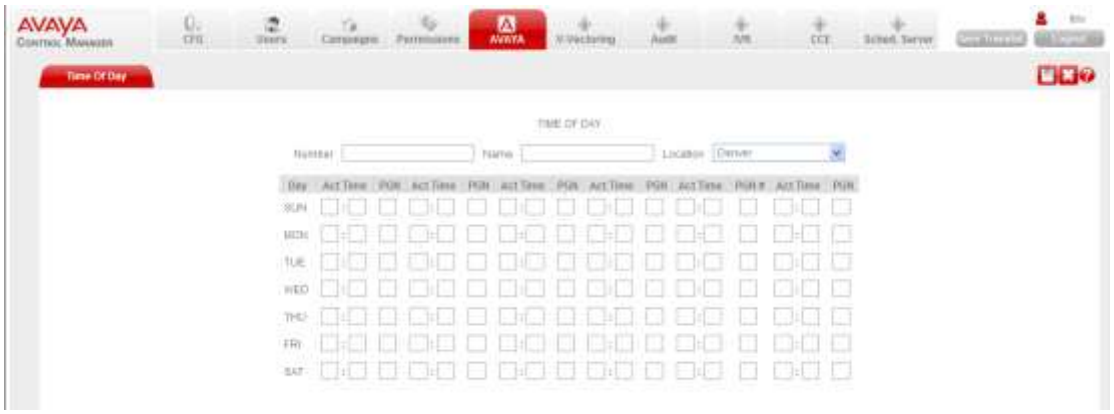
The time of day table management feature allows you to manage the time of day tables configuration.

To access the time of day table management section, navigate to the Time of Day tab.



Adding a new time of day table

To add a new time of day table, click the Add button and the detail screen will open:



Enter the time of Day table details:

Field	Description
Time of Day Number	The time of day table number.
Time of Day Name	The time of day table name.
Time of Day Table Location	The location that the the time of day table is assigned to.

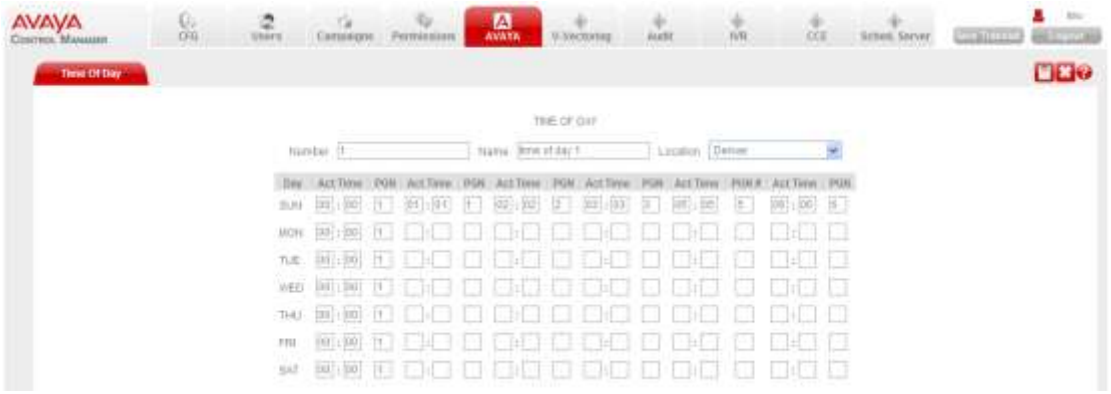
For more information about all other time of day table features, please refer to the official Avaya documentation.

Editing a time of day table

To edit the time of day table details, open the time of day table record by double-clicking its row in the time of day table list.



The following screen will appear:



The time of day table feature is identical to the screen that appears in the CM. For more information about how to use this feature, please refer to the official Avaya documentation.

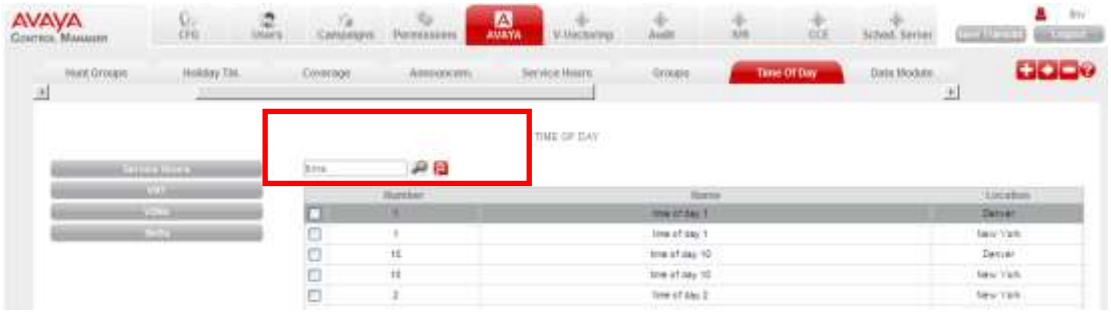
Deleting a time of day table

To delete, select the checkbox next to the time of day table name and click on the Delete button.

Searching for a time of day table

The search feature allows you to search for a time of day table based on its name or number.

To use the search option, enter the search text in the search box and click on the search button (marked in red).



Pickup Groups

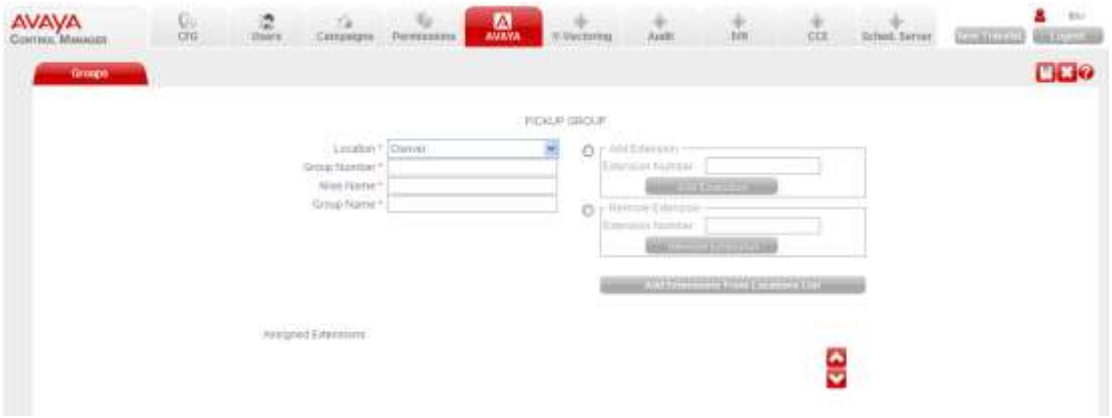
The pickup group management feature allows you to manage the pickup group configurations.

To access the pickup group management section, navigate to the Groups tab and click on the Pickup Group button.



Adding a new pickup group

To add a new pickup group, click the Add button and the detail screen will open:



Enter the pickup group details:

Field	Description
Pickup Group Number	The pickup group number.
Alias	The pickup group name.
Pickup group Name	The pickup group name.
Pickup Group Location	The location that the the pickup group is assigned to.

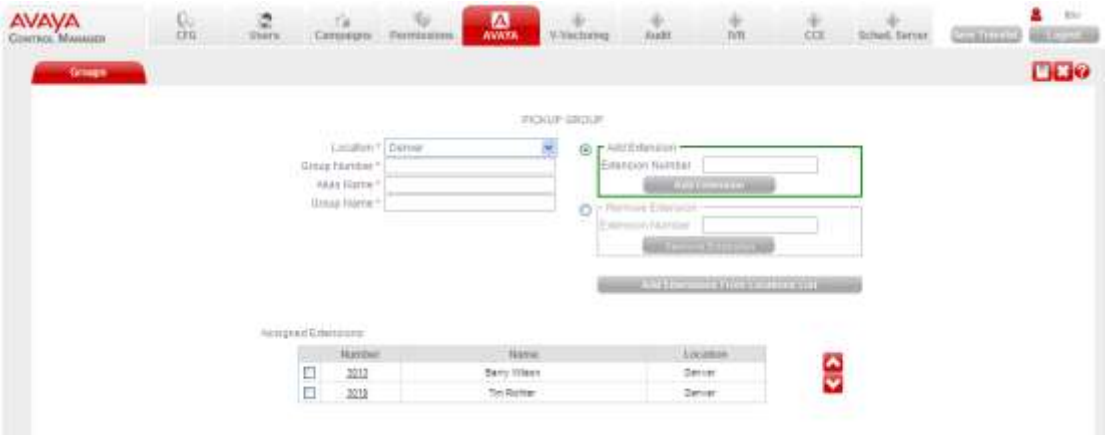
For more information about all other pickup group features, please refer to the official Avaya documentation.

ACCCM allows you to add numbers to the pickup group.



Select the Add Extension checkbox and enter the extension number in the text box. Click on Add Extension to add the extension.

After adding the extension(s), they will appear in the bottom part of the screen:



Editing a pickup group

To edit the pickup group details, open the pickup group record by double-clicking its row in the pickup group list.



The following screen will appear:

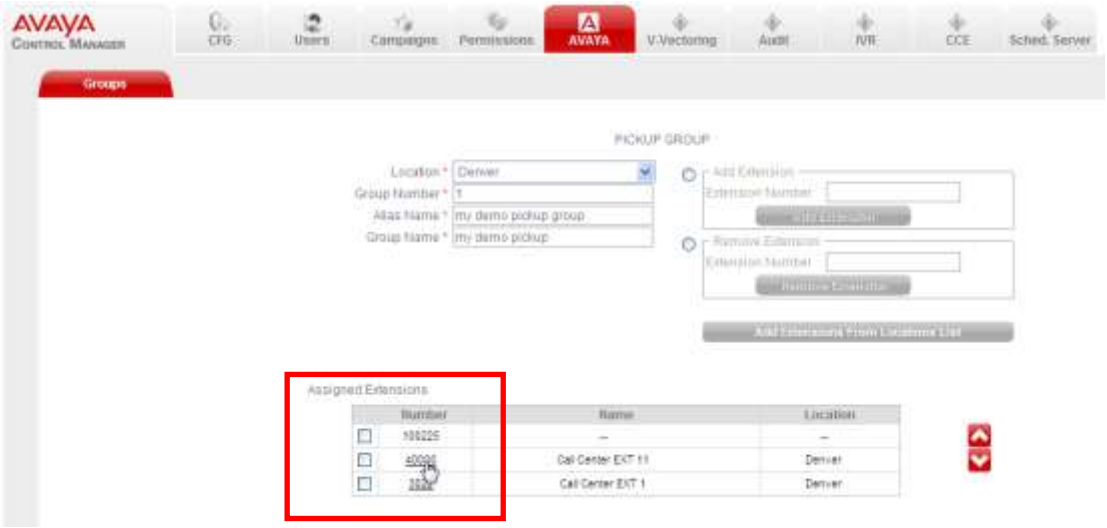


The pickup group feature is identical to the screen that appears in the CM. For more information about how to use this feature, please refer to the official Avaya documentation.

Drill Down Capabilities

While editing a pickup group you have the ability to drill down from the pickup group directly to the assigned extensions.

Each extension number is a dynamic link which enables drill down.



To remove a number from the pickup group, select the Remove Extension option, enter the number details, then click on Remove Extension.



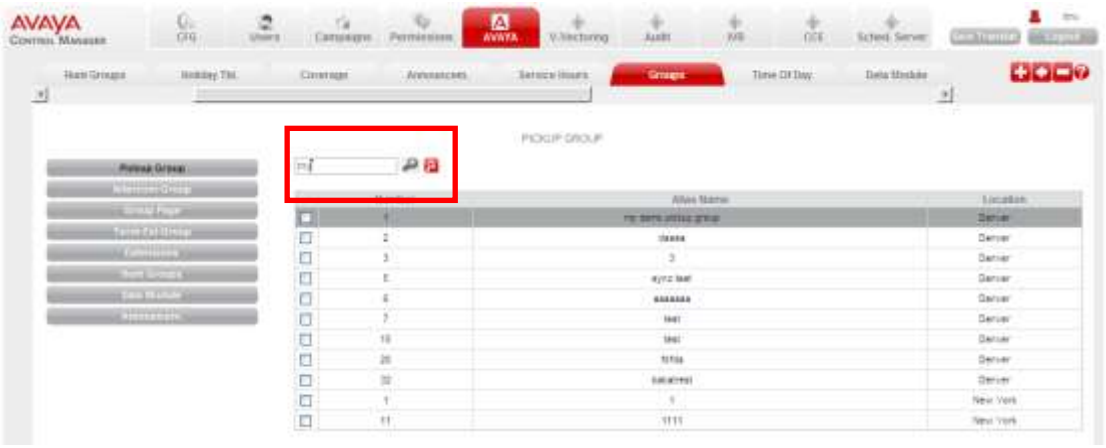
Deleting a pickup group

To delete, select the checkbox next to the pickup group name and click on the Delete button.

Searching for a pickup group

The search feature allows you to search for a pickup group based on its name or number.

To use the search option, enter the search text in the search box and click on the search button (marked in red).



Intercom Groups

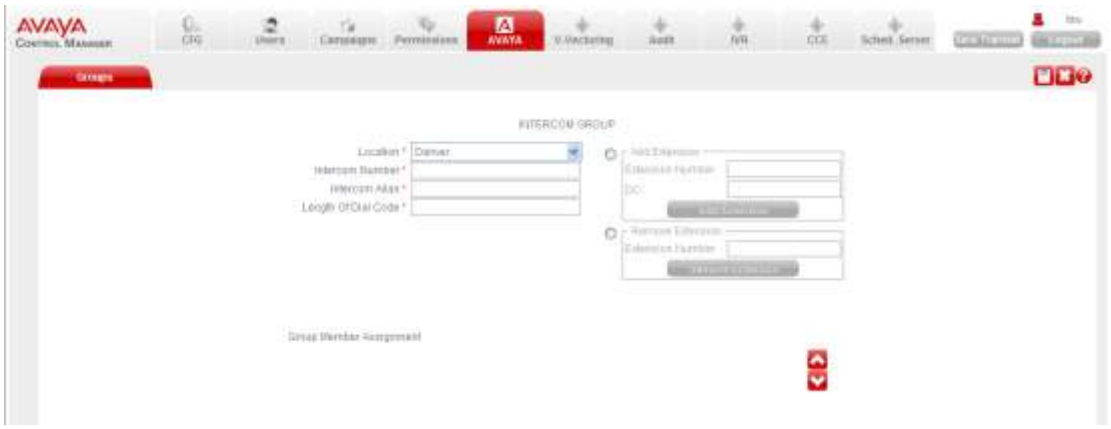
The intercom group management feature allows you to manage intercom group configurations.

To access the intercom group management section, navigate to the Groups tab and click on the Intercom Group button.



Adding a new intercom group

To add a new intercom group, click the Add button and the detail screen will open:

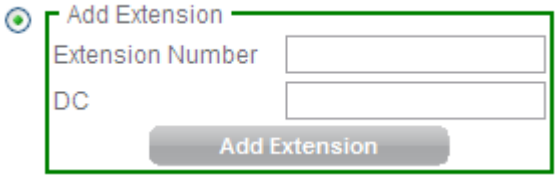


Enter the intercom group details:

Field	Description
Intercom Group Number	The intercom group number.
Alias	The intercom group name.
Intercom Group Location	The location that the the intercom group is assigned to.

For more information about all other intercom group features, please refer to the official Avaya documentation.

ACCCM allows you to add numbers to the intercom group.



Select the Add Extension radio button and enter the extension number in the text box. Click on Add Extension in order to add the extension.

After adding the extension(s), they will appear in the bottom part of the screen:

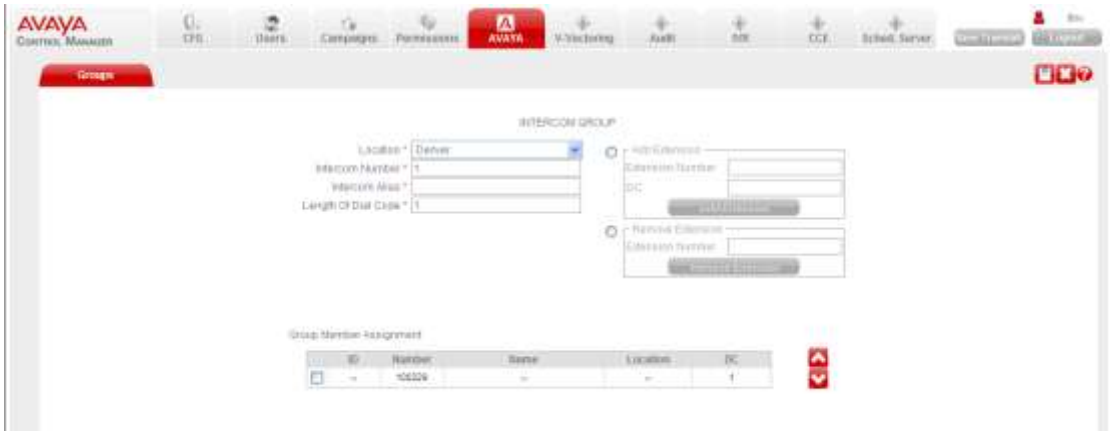


Editing an intercom group

To edit the intercom group details, open the intercom group record by double-clicking its row in the intercom group list.

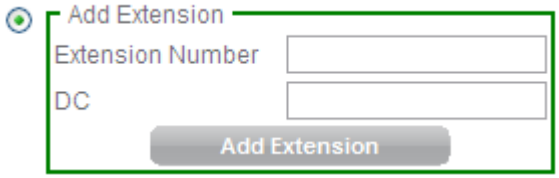


The following screen will appear:



The intercom group feature is identical to the screen that appears in the CM. For more information about how to use this feature, please refer to the official Avaya documentation.

To remove a number from the intercom group, select the Remove Extension radio button, enter the number details, then click on Remove Extension.



Deleting an intercom group

To delete, select the checkbox next to the intercom group name and click on the Delete button.

Searching for an intercom group

The search feature allows you to search for an intercom group based on its name or number.

To use the search option, enter the search text in the search box and click on the search button (marked in red).



Page Groups

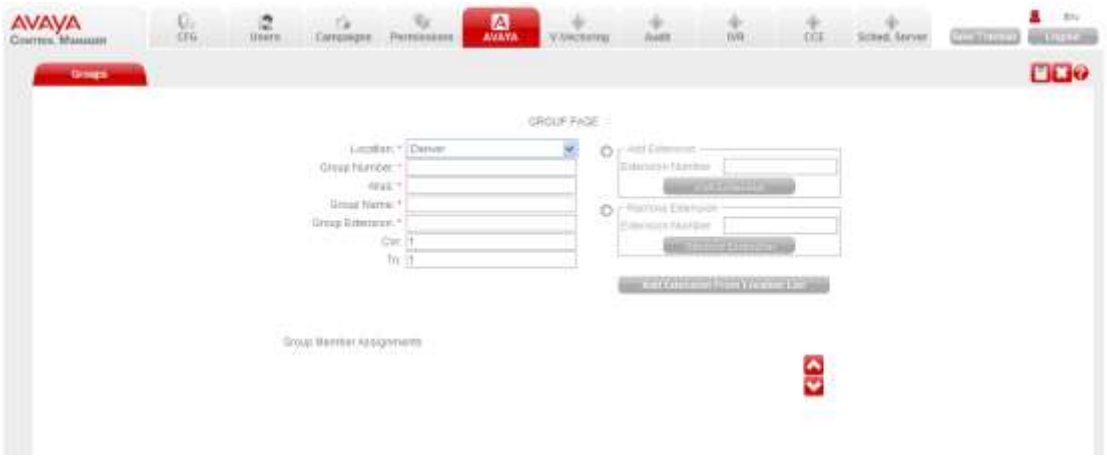
The page group management feature allows you to manage page group configurations.

To access the page group management section, navigate to the Groups tab and click on the Page Group button.



Adding a new page group

To add a new page group, click the Add button and the detail screen will open:

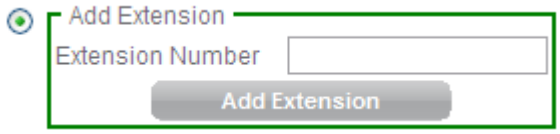


Enter the page group details:

Field	Description
Page Group Number	The page group number.
Alias	The page group name.
Page group Name	The page group name.
page Group Location	The location that the page group is assigned to.

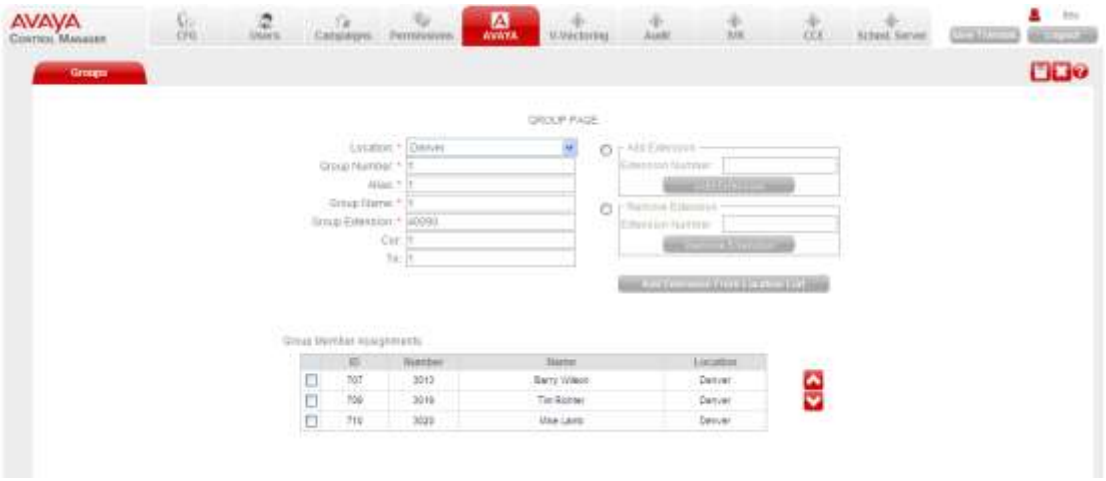
For more information about all other page group features, please refer to the official Avaya documentation.

ACCCM allows you to add numbers to the page group:



Select the Add Extension radio button and enter the extension number in the text box. Click on Add Extension to add the extension.

After adding the extension(s), they will appear in the bottom part of the screen.

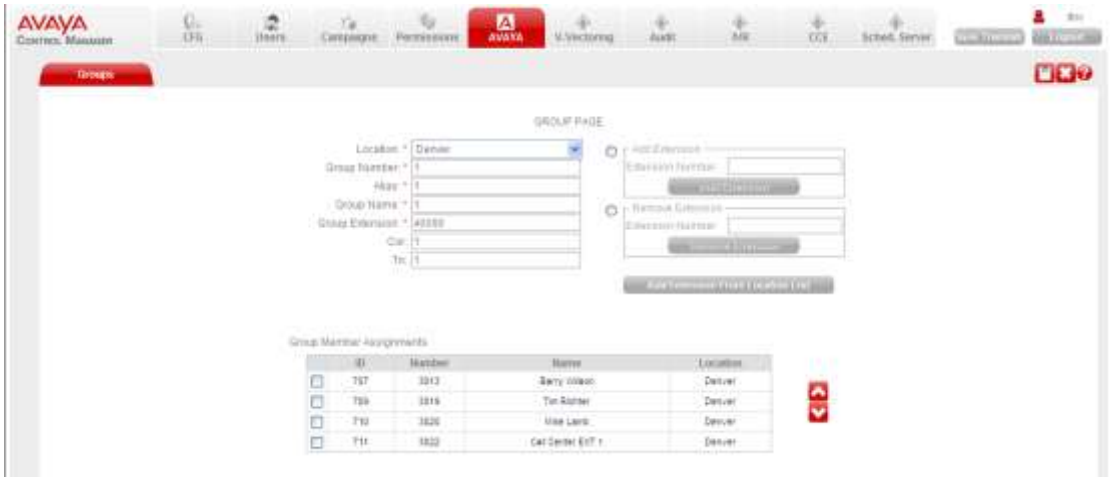


Editing a page group

To edit the page group details, open the page group record by double-clicking its row in the page group list.

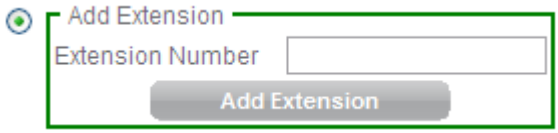


The following screen will appear:



The page group feature is identical to the screen that appears in the CM. For more information about how to use this feature, please refer to the official Avaya documentation.

To remove a number from the page group, select the Remove Extension option, enter the number details, then click on remove extension.



Deleting a page group

To delete, select the checkbox next to the page group name and click on the Delete button.

Searching for a page group

The search feature allows you to search for a page group based on its name or number.

To use the search option, enter the search text in the search box and click on the search button (marked in red).



Term-Ext Groups

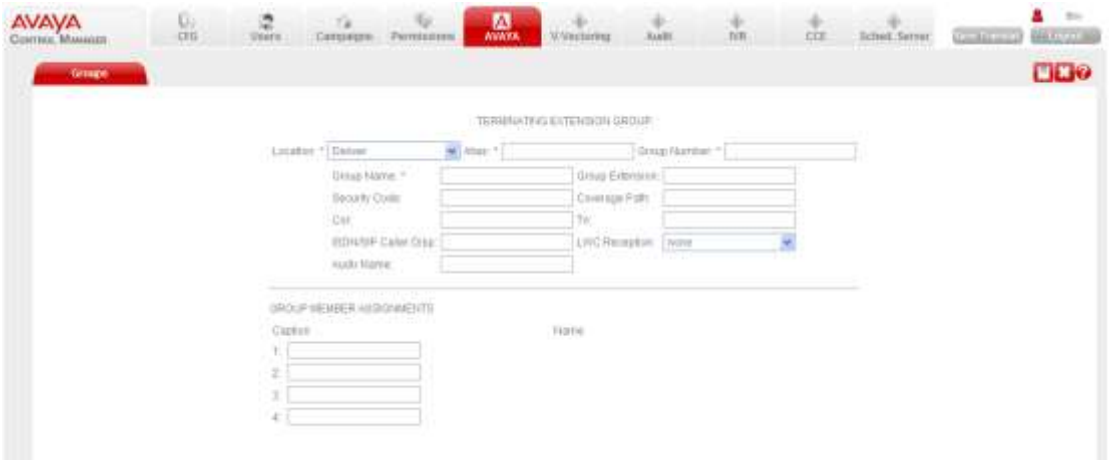
The term-ext group management feature allows you to manage term-ext group configurations.

To access the term-ext group management section, navigate to the Groups tab and click on the Term-Ext Group button.



Adding a new term-ext group

To add a new term-ext group, click the Add button and the detail screen will open:



Enter the term-ext group details:

Field	Description
Term-Ext Group Number	The term-ext group number.
Alias	The term-ext group name.
Term-Ext group Name	The term-ext group name.
Term-Ext Group Location	The location the term-ext group is assigned to.

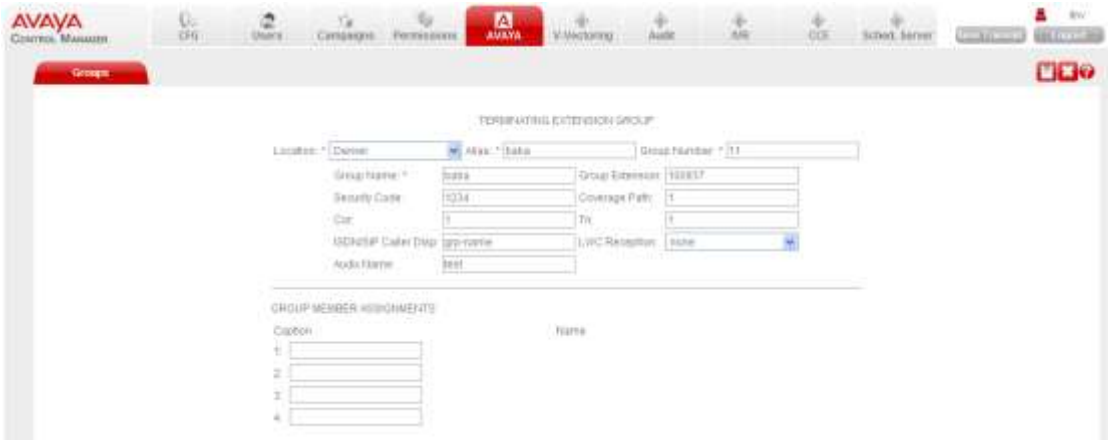
For more information about all other term-ext group features, please refer to the official Avaya documentation.

Editing a term-ext group

To edit the term-ext group details, open the term-ext group record by double-clicking its row in the term-ext group list.



The following screen will appear:



The term-ext group feature is identical to the screen that appears in the CM. For more information about how to use this feature, please refer to the official Avaya documentation.

Deleting a term-ext group

To delete, select the checkbox next to the term-ext group name and click on the Delete button.

Searching for a term-ext group

The search feature allows you to search for a term-ext group based on its name or number.

To use the search option, enter the search text in the search box and click on the search button (marked in red).



Data Modules

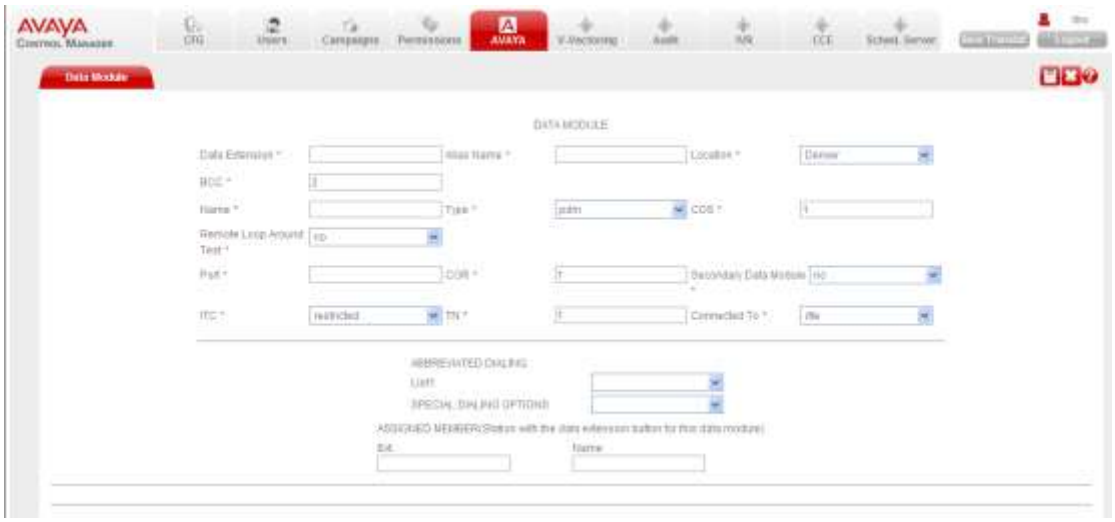
The Data Module management feature allows you to manage Data Module configurations.

To access the Data Module management section, navigate to the Data Module tab.



Adding a Data Module

To add a new Data Module, click the Add button and the detail screen will open:



Enter the Data Module details:

Field	Description
Data Extension	The Data Module Extension number.
Alias	The Data Module Alias name.
Data Module Name	The Data Module name.
Data Module Location	The location the Data Module is assigned to.

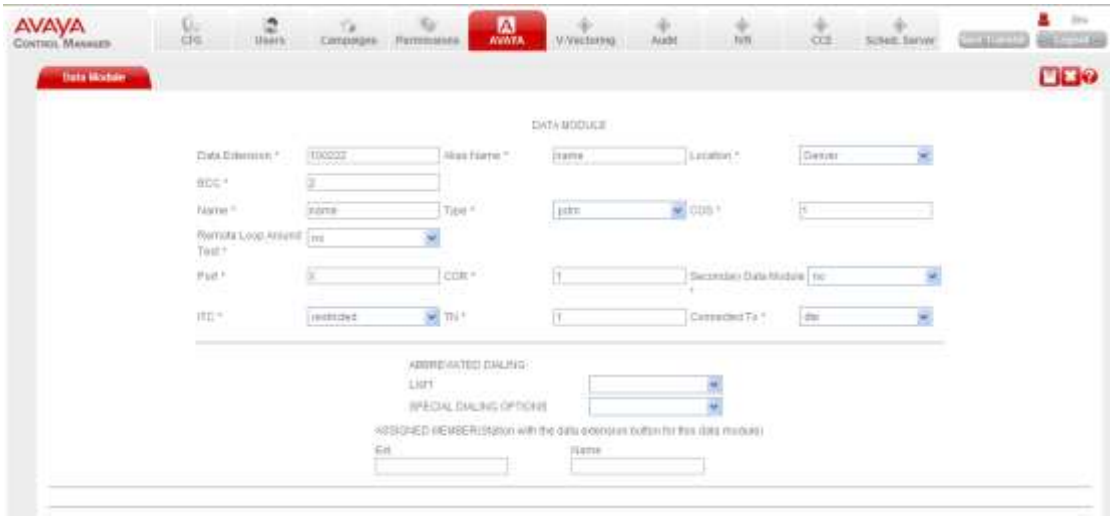
For more information about all other Data Module features, please refer to the official Avaya documentation.

Editing a Data Module

To edit the Data Module details, open the Data Module record by double-clicking its row in the Data Module list.



The following screen will appear:



The Data Module feature is identical to the screen that appears in the CM. For more information about how to use this feature, please refer to the official Avaya documentation.

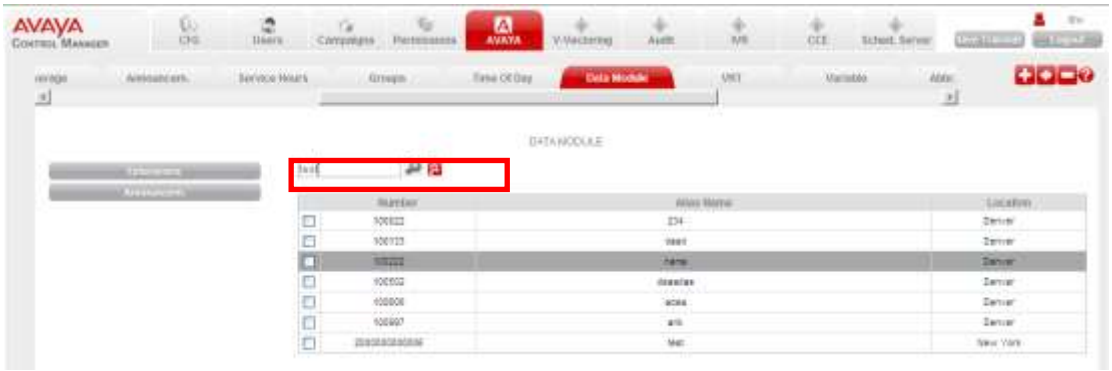
Deleting a Data Module

To delete, select the checkbox next to the Data Module name and click on the Delete button.

Searching for a Data Module

The search feature allows you to search for a Data Module based on its name or number.

To use the search option, enter the search text in the search box and click on the search button (marked in red).



VRT (Vector Routing Tables)

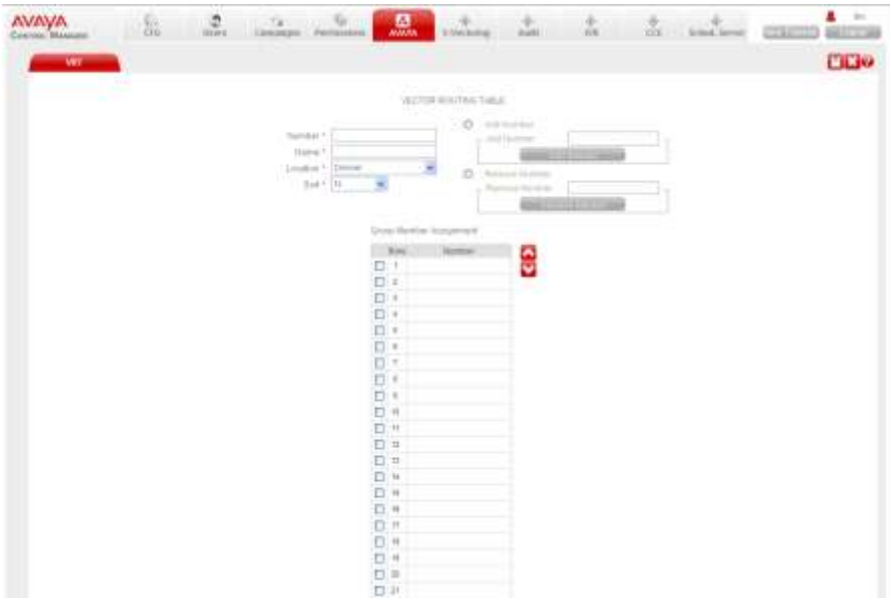
The VRT management feature allows you to manage VRT configurations.

To access the VRT management section, navigate to the VRT tab.



Adding a VRT

To add a new VRT, click the Add button and the detail screen will open:



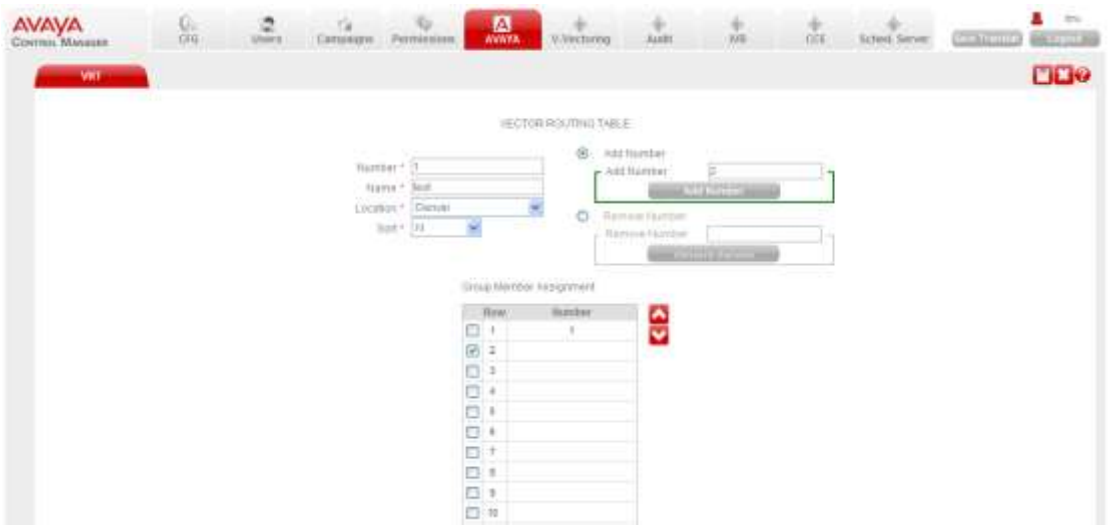
Enter the VRT details:

Field	Description
Number	The VRT Number.
Name	The VRT name.
VRT Location	The location the VRT is assigned to.

The VRT screen allows you to insert numbers into different locations of the VRT table.

In order to add a number perform the following steps:

1. Select the location in the table where you would like to insert the number (using the checkbox next to each row)
2. Enter the desired number in the "Add Number" field
3. Click on "Add Number"



In order to remove a number perform the following steps:

1. Enter the desired number to remove in the "Remove Number" field
2. Click on "Remove Number"

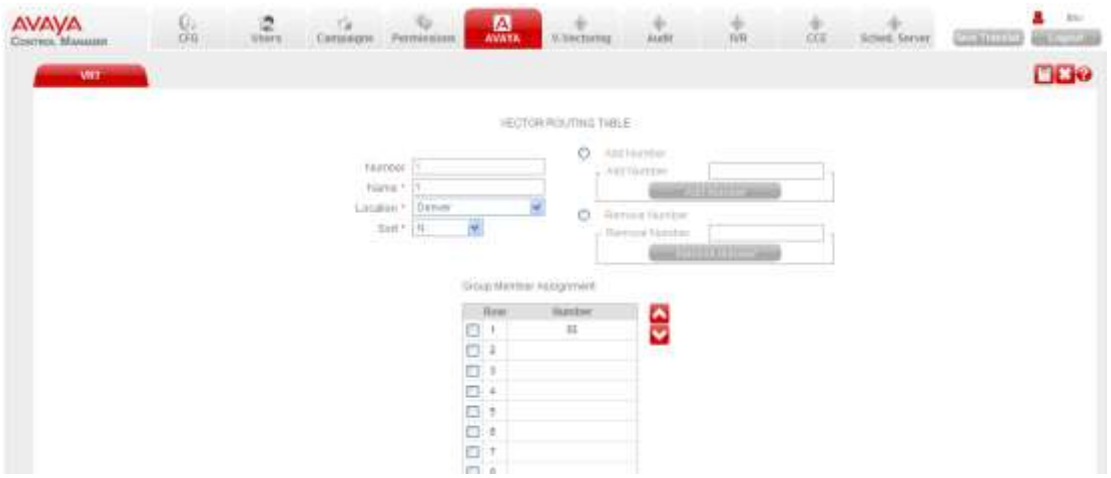


Editing a VRT

To edit the VRT details, open the VRT record by double-clicking its row in the VRT list.



The following screen will appear:



In order to add a number perform the following steps:

1. Select the location in the table where you would like to insert the number (using the checkbox next to each row)
2. Enter the desired number in the "Add Number" field
3. Click on "Add Number"



In order to remove a number perform the following steps:

1. Enter the desired number to remove in the "Remove Number" field
2. Click on "Remove Number"



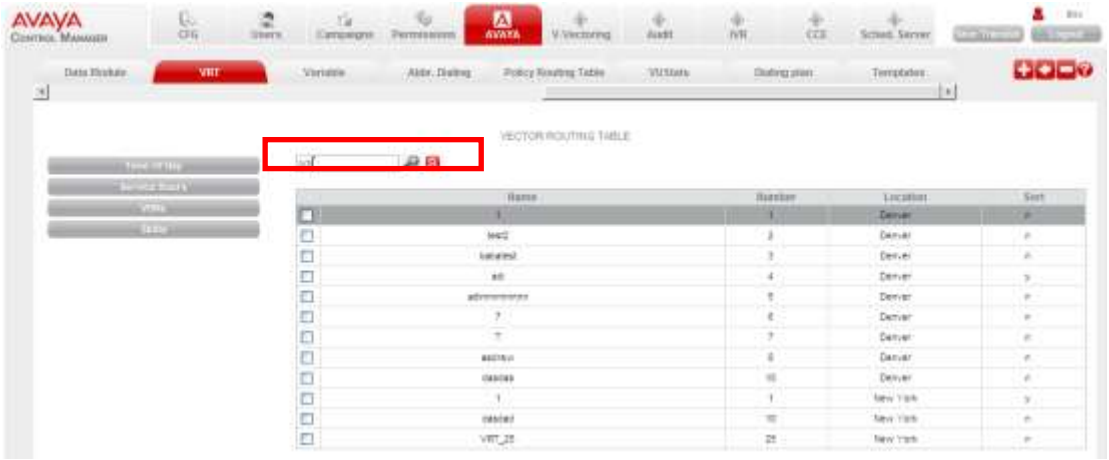
Deleting a VRT

To delete, select the checkbox next to the VRT name and click on the Delete button.

Searching for a VRT

The search feature allows you to search for a VRT based on its name or number.

To use the search option, enter the search text in the search box and click on the search button (marked in red).



VARIABLES

The Variable management feature allows you to manage Variable configurations.

To access the Variable management section, navigate to the Variable tab.



Adding a Variable

To add a new Variable, click the Add button and the detail screen will open:



Enter the Variable details:

Field	Description
VAR	The variable to use. Any letter between A-ZZ
Alias	The Variable Alias name.
Variable Location	The location the Variable is assigned to.
Description	The Variable description
Type	The variable type: For more information of the different Variable types please refer to the Avaya documentation.

The ACCCM Variable screen will adjust dynamically based on the Variable Type selected.

New fields will appear on the screen (see image below).



For more information about all other Variable features, please refer to the official Avaya documentation.

Editing a Variable

To edit a Variable, open the Variable record by double-clicking its row in the Variable list.



The following screen will appear:



The Variable feature is identical to the screen that appears in the CM. For more information about how to use this feature, please refer to the official Avaya documentation.

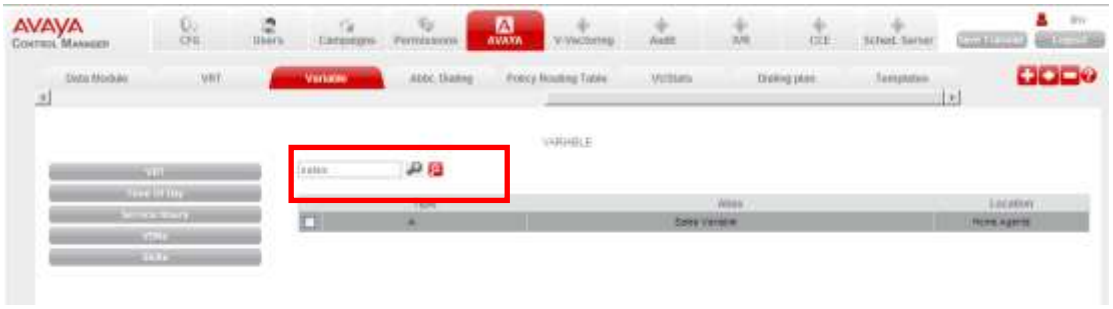
Deleting a Variable

To delete, select the checkbox next to the Variable name and click on the Delete button.

Searching for a Variable

The search feature allows you to search for a Variable based on its name or number.

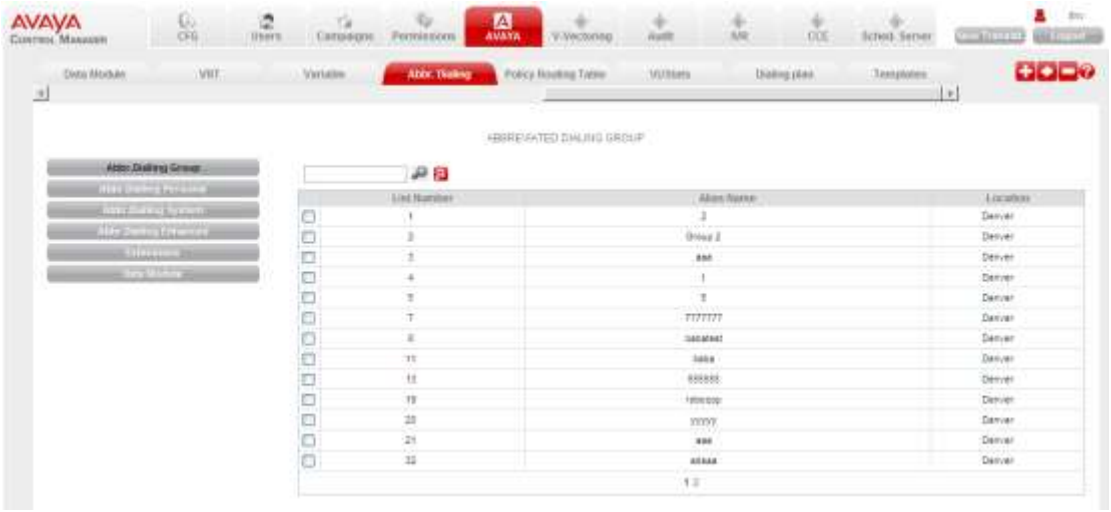
To use the search option, enter the search text in the search box and click on the search button (marked in red).



ABBREVIATED DIALING GROUP

The Abbreviated Dialing Group management feature allows you to manage Abbreviated Dialing Groups configurations.

To access the Abbreviated Dialing Group section, navigate to the Abbr.Dialing tab and click on the Abbreviated Dialing Group button.



Adding a new Abbreviated Dialing Group

To add a new Abbreviated Dialing Group, click the Add button and the detail screen will open:



Enter the Abbreviated Dialing Group details:

Field	Description
Group List	The Abbreviated Dialing Group list number
Group Name	The Abbreviated Dialing Group name
Abbreviated Dialing Group Location	The location the Abbreviated Dialing Group is assigned to.

For more information about all other Abbreviated Dialing Group features, please refer to the official Avaya documentation.

Editing an Abbreviated Dialing Group

To edit the Abbreviated Dialing Group details, open the Abbreviated Dialing Group record by double-clicking its row in the Abbreviated Dialing Group list.



The following screen will appear:



The Abbreviated Dialing Group feature is identical to the screen that appears in the CM. For more information about how to use this feature, please refer to the official Avaya documentation.

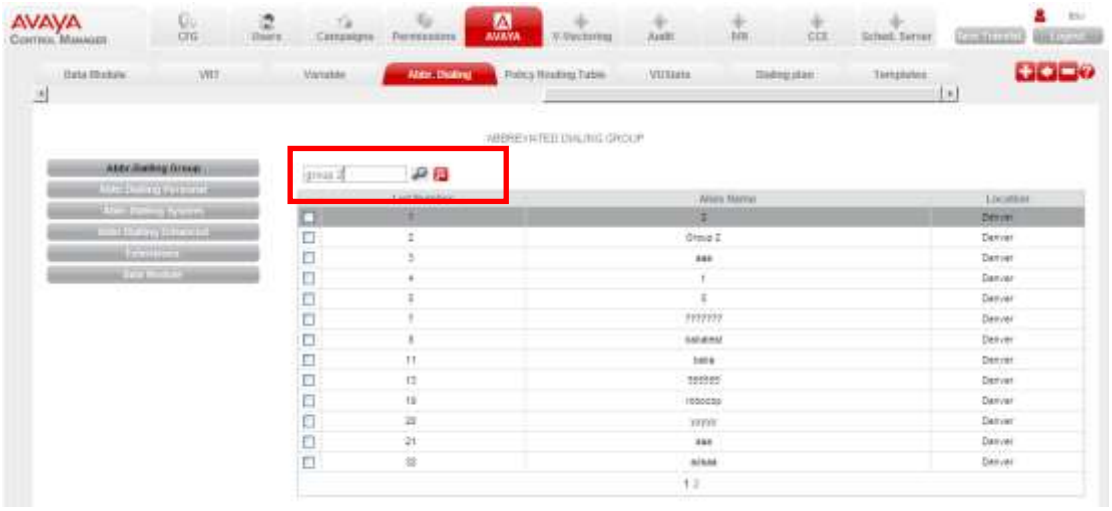
Deleting an Abbreviated Dialing Group

To delete, select the checkbox next to the Abbreviated Dialing Group name and click on the Delete button.

Searching for an Abbreviated Dialing Group

The search feature allows you to search for an Abbreviated Dialing Group based on its name or number.

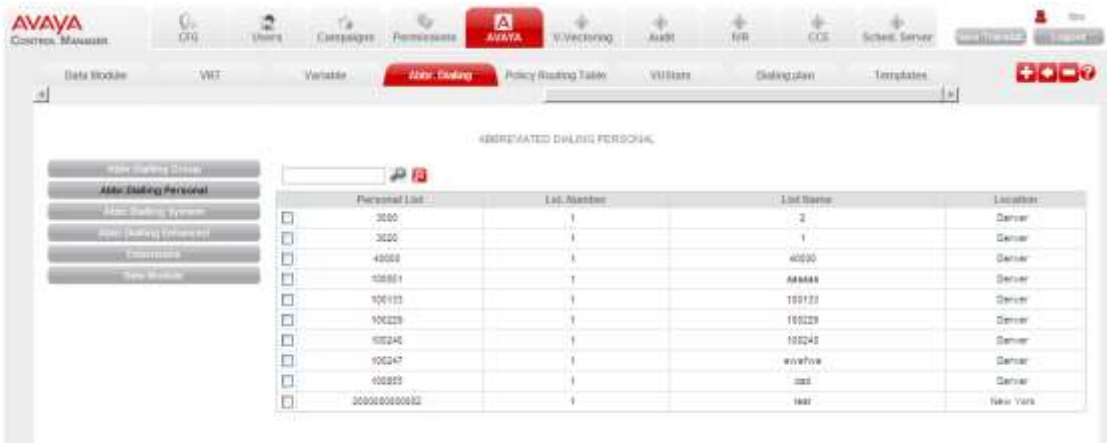
To use the search option, enter the search text in the search box and click on the search button (marked in red).



ABBREVIATED DIALING Personal

The Abbreviated Dialing Personal management feature allows you to manage Abbreviated Dialing Personal configurations.

To access the Abbreviated Dialing Group section, navigate to the Abbr.Dialing tab and click on the Abbreviated Dialing Personal button.



Adding a new Abbreviated Dialing Personal

To add a new Abbreviated Dialing Personal, click the Add button and the detail screen will open:



Enter the Abbreviated Dialing Group details:

Field	Description
Personal List	The Abbreviated Dialing Personal list personal number
List number	The Abbreviated Dialing Personal list number (extension number)
List name	The Abbreviated Dialing Personal list name
Abbreviated Dialing Group Location	The location the Abbreviated Dialing Group is assigned to.

For more information about all other Abbreviated Dialing Personal features, please refer to the official Avaya documentation.

Editing an Abbreviated Dialing Personal

To edit the Abbreviated Dialing Personal details, open the Abbreviated Dialing Personal record by double-clicking its row in the Abbreviated Dialing Group list.



The following screen will appear:



The Abbreviated Dialing Personal feature is identical to the screen that appears in the CM. For more information about how to use this feature, please refer to the official Avaya documentation.

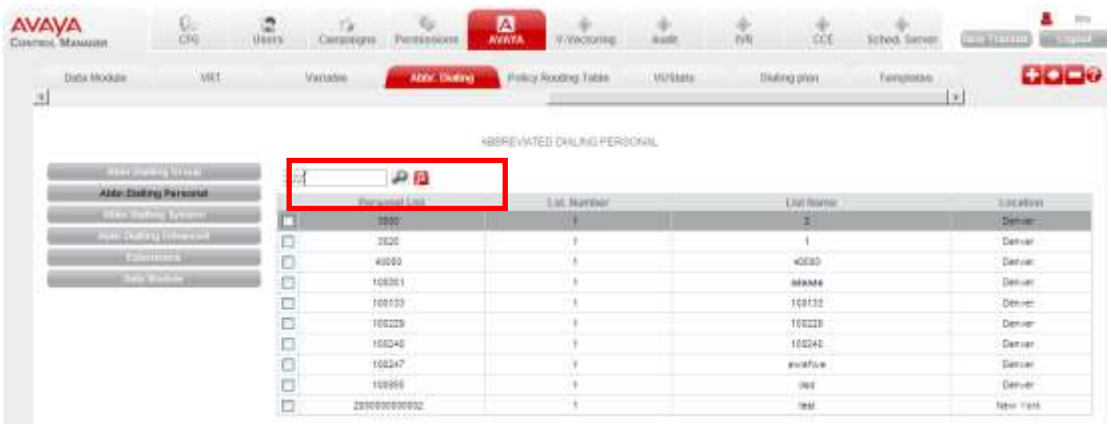
Deleting an Abbreviated Dialing Personal

To delete, select the checkbox next to the Abbreviated Dialing Personal name and click on the Delete button.

Searching for an Abbreviated Dialing Personal

The search feature allows you to search for an Abbreviated Dialing Personal based on its name or number.

To use the search option, enter the search text in the search box and click on the search button (marked in red).



ABBREVIATED DIALING SYSTEM

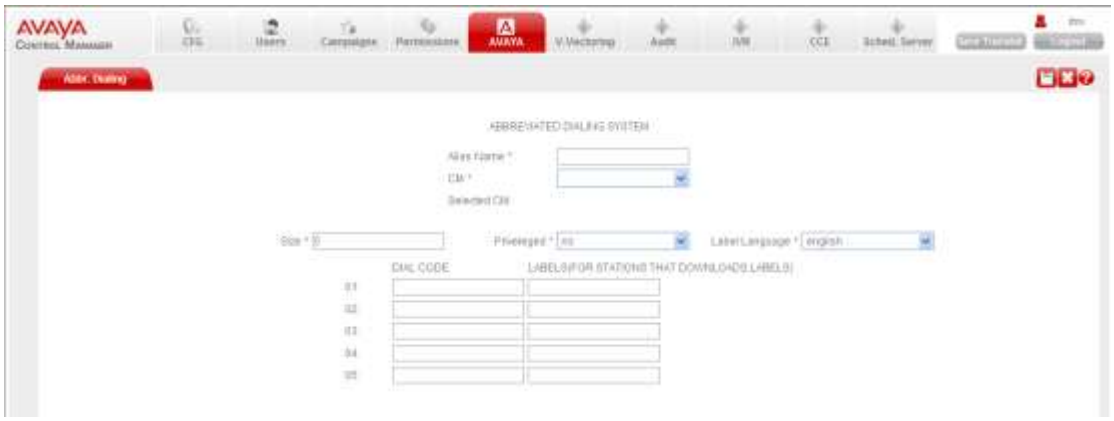
The Abbreviated Dialing System management feature allows you to manage Abbreviated Dialing System configurations.

To access the Abbreviated Dialing System section, navigate to the Abbr.Dialing tab and click on the Abbreviated Dialing System button.



Adding a new Abbreviated Dialing System

To add a new Abbreviated Dialing System, click the Add button and the detail screen will open:



Enter the Abbreviated Dialing System details:

Field	Description
Alias name	The alias name of the Abbreviated Dialing System
CM	The communication manager that is assigned to this Abbreviated Dialing System

For more information about all other Abbreviated Dialing System features, please refer to the official Avaya documentation.

Editing an Abbreviated Dialing System

To edit the Abbreviated Dialing System details, open the Abbreviated Dialing System record by double-clicking its row in the Abbreviated Dialing System list.



The following screen will appear:



The Abbreviated Dialing System feature is identical to the screen that appears in the CM. For more information about how to use this feature, please refer to the official Avaya documentation.

Deleting an Abbreviated Dialing System

To delete, select the checkbox next to the Abbreviated Dialing System name and click on the Delete button.

Searching for an Abbreviated Dialing System

The search feature allows you to search for an Abbreviated Dialing System based on its name or number.

To use the search option, enter the search text in the search box and click on the search button (marked in red).



ABBREVIATED DIALING ENHANCED

The Abbreviated Dialing Enhanced management feature allows you to manage Abbreviated Dialing Enhanced configurations.

To access the Abbreviated Dialing Enhanced section, navigate to the Abbr.Dialing tab and click on the Abbreviated Dialing Enhanced button.



Adding a new Abbreviated Dialing Enhanced

To add a new Abbreviated Dialing Enhanced, click the Add button and the detail screen will open:



Enter the Abbreviated Dialing Enhanced details:

Field	Description
List number	The number of the Abbreviated Dialing Enhanced list
Alias name	The alias name of the Abbreviated Dialing Enhanced
Location	The location the Abbreviated Dialing Enhanced is assigned to

For more information about all other Abbreviated Dialing Enhanced features, please refer to the official Avaya documentation.

Editing an Abbreviated Dialing Enhanced

To edit the Abbreviated Dialing Enhanced details, open the Abbreviated Dialing Enhanced record by double-clicking its row in the Abbreviated Dialing Enhanced list.



The following screen will appear:



The Abbreviated Dialing Enhanced feature is identical to the screen that appears in the CM. For more information about how to use this feature, please refer to the official Avaya documentation.

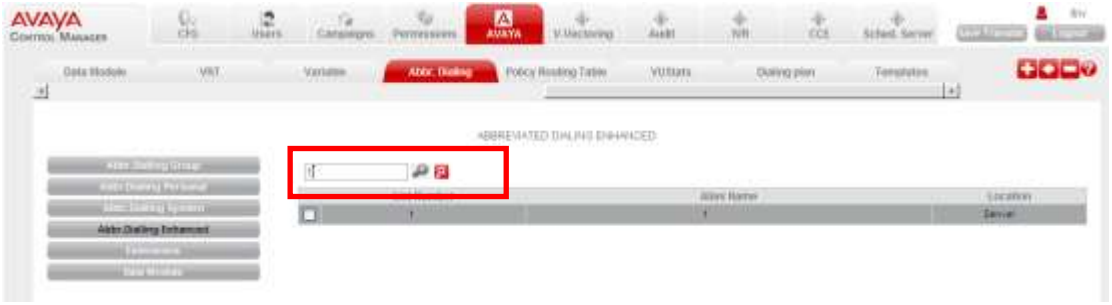
Deleting an Abbreviated Dialing Enhanced

To delete, select the checkbox next to the Abbreviated Dialing Enhanced name and click on the Delete button.

Searching for an Abbreviated Dialing Enhanced

The search feature allows you to search for an Abbreviated Dialing Enhanced based on its name or number.

To use the search option, enter the search text in the search box and click on the search button (marked in red).



Policy Routing Tables

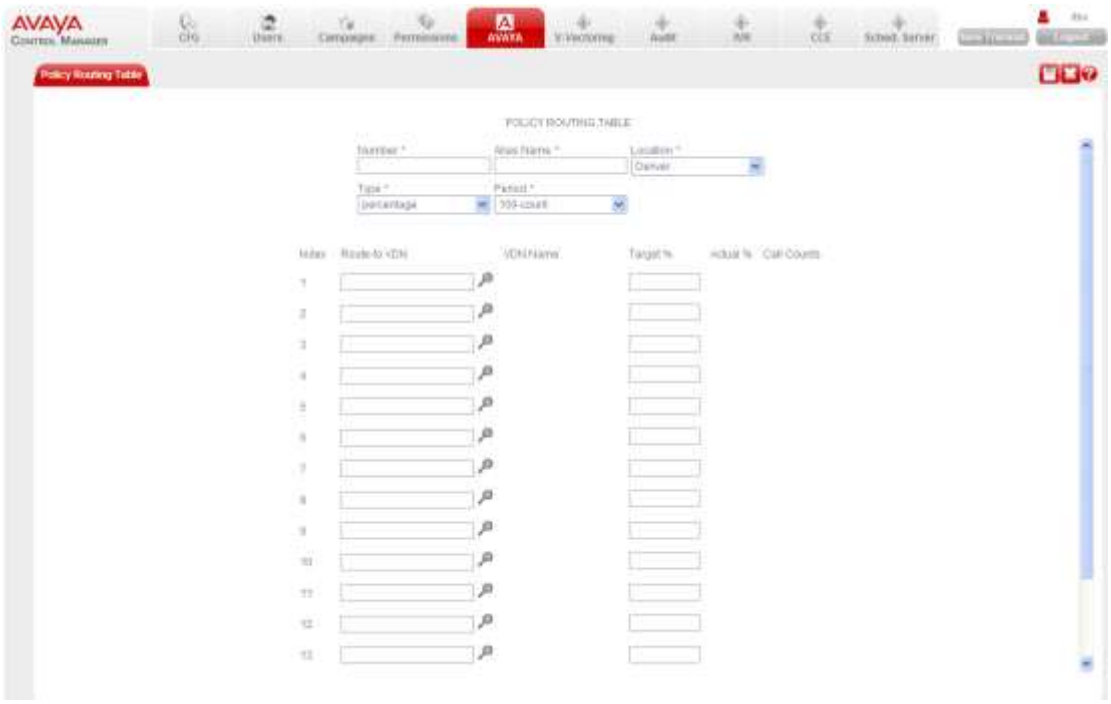
The Policy Routing Table management feature allows you to manage Policy Routing Table configurations.

To access the Policy Routing Table section, navigate to the Policy Routing Table tab.



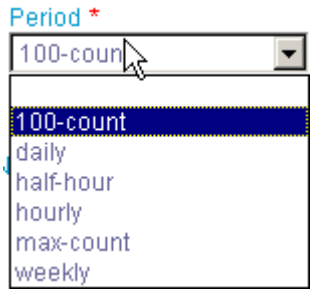
Adding a new Policy Routing Table

To add a new Policy Routing Table, click the Add button and the detail screen will open:



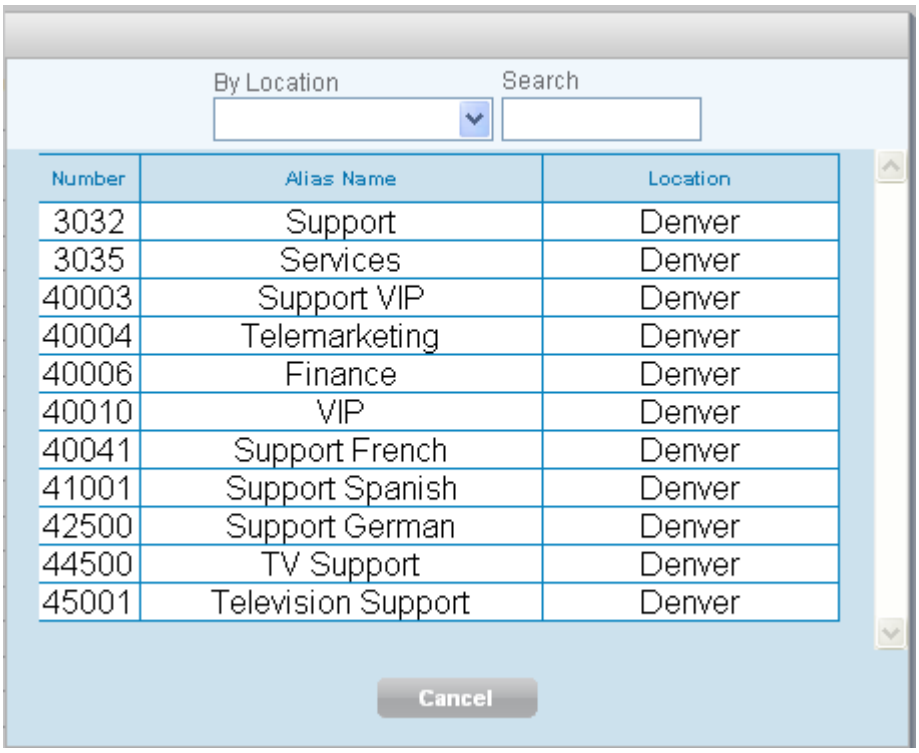
Enter the Policy Routing Table details:

Field	Description
Number	The number of the Policy Routing Table
Alias name	The alias name of the Policy Routing Table
Location	The location the Policy Routing Table is assigned to
Type	Percentage

Period	 The period count of the policy routing table

In order to assign a VDN to a Policy Routing Table click on 

ACCCM will display a list of all the VDN's based on the user's "Location to view" permissions.



In order to select a VDN double click on the row.



enter the %Target of calls in the Target field.

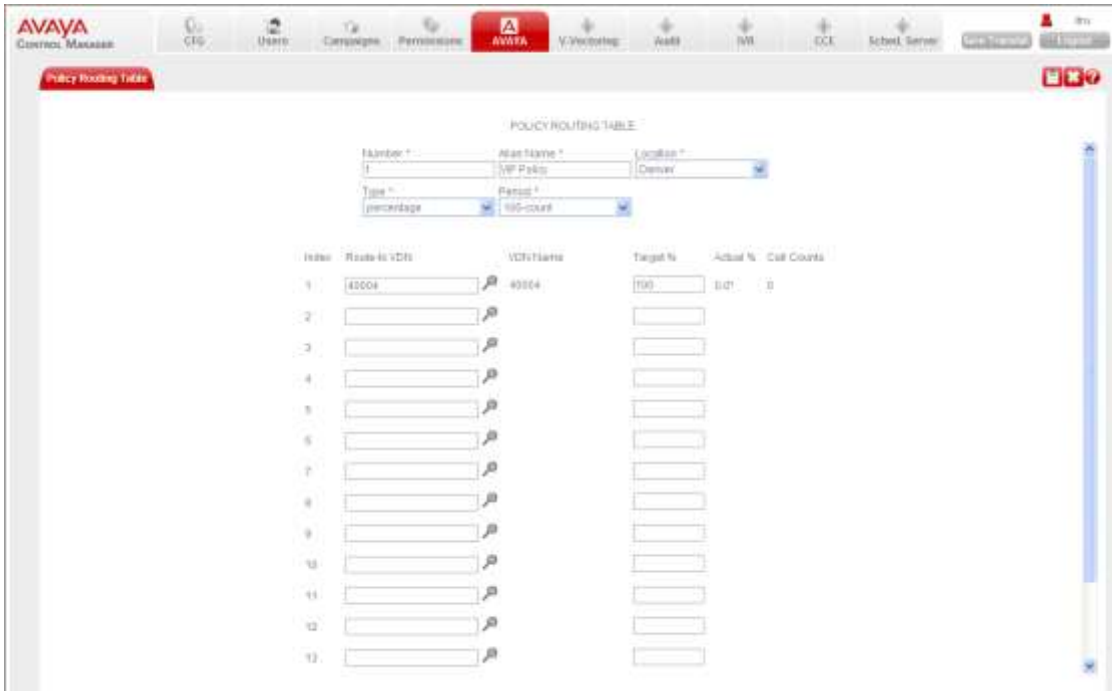
For more information about all other Policy Routing Table features, please refer to the official Avaya documentation.

Editing an Policy Routing Table

To edit the Policy Routing Table details, open the Policy Routing Table record by double-clicking its row in the Policy Routing Table list.



The following screen will appear:



The Policy Routing Table feature is identical to the screen that appears in the CM. For more information about how to use this feature, please refer to the official Avaya documentation.

Deleting an Policy Routing Table

To delete, select the checkbox next to the Policy Routing Table name and click on the Delete button.

Searching for an Policy Routing Table

The search feature allows you to search for an Policy Routing Table based on its name or number.

To use the search option, enter the search text in the search box and click on the search button (marked in red).



VUSTATS

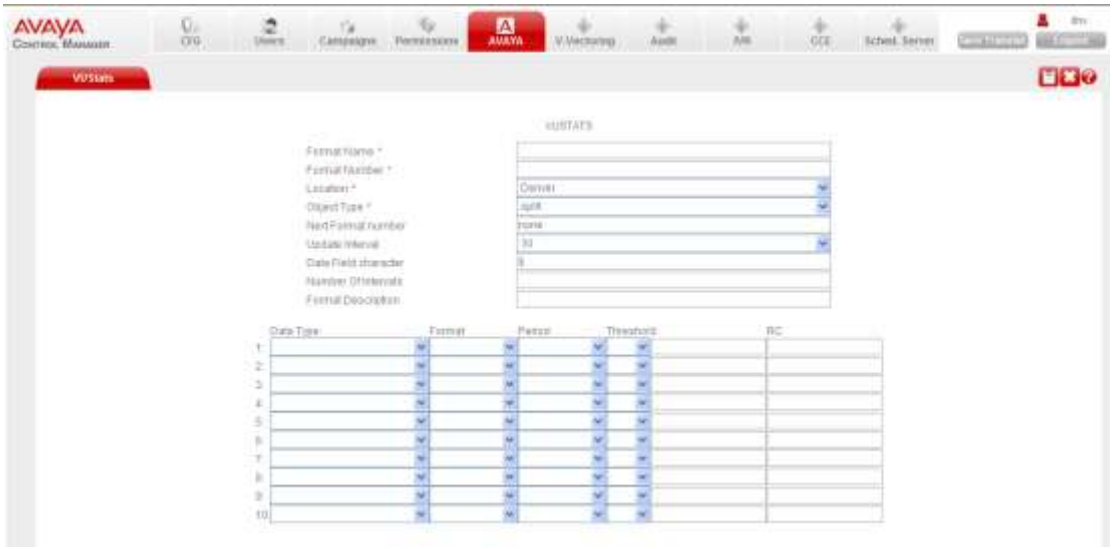
The VUSTAT management feature allows you to manage VUSTAT configurations.

To access the VUSTATS section, navigate to the VUSTAT tab.



Adding a new VUSTAT

To add a new VUSTAT, click the Add button and the detail screen will open:



Enter the Abbreviated Dialing Enhanced details:

Field	Description
Format name	The name of the VUSTAT
Format number	The number of the VUSTAT
Location	The location the VUSTAT is assigned to

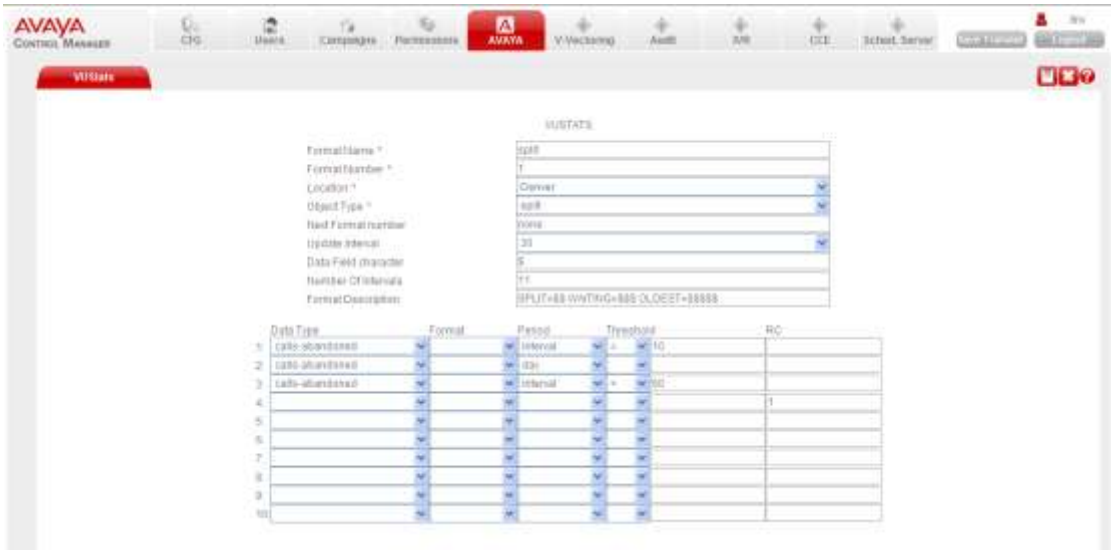
For more information about all other VUSTAT features, please refer to the official Avaya documentation.

Editing an VUSTAT

To edit the VUSTAT details, open the VUSTAT record by double-clicking its row in the VUSTAT list.



The following screen will appear:



The VUSTAT feature is identical to the screen that appears in the CM. For more information about how to use this feature, please refer to the official Avaya documentation.

Deleting an VUSTAT

To delete, select the checkbox next to the VUSTAT name and click on the Delete button.

Searching for an VUSTAT

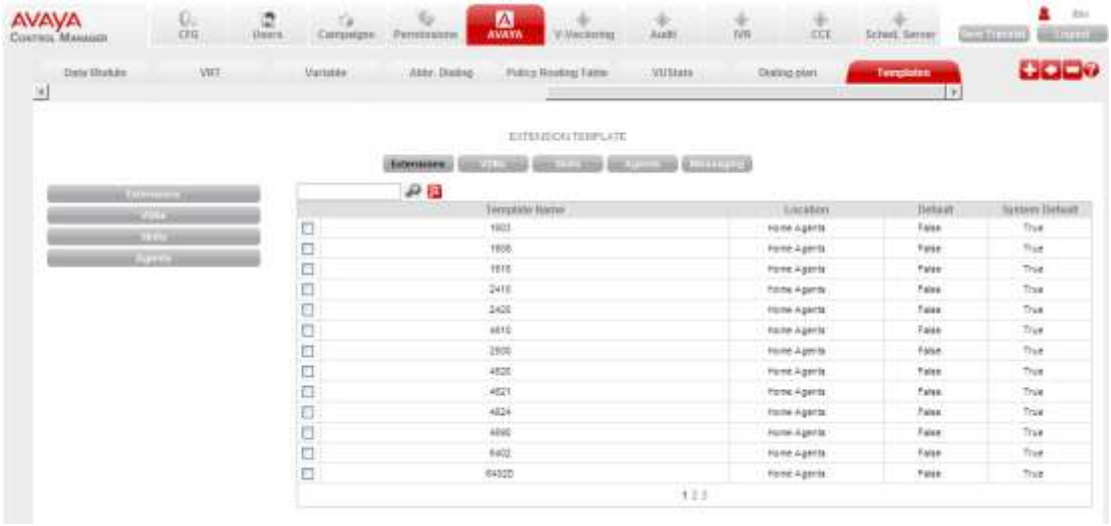
The search feature allows you to search for an VUSTAT based on its name or number.

To use the search option, enter the search text in the search box and click on the search button (marked in red).



Templates

ACCCM manages templates for extensions, VDNs, skills, and agents.



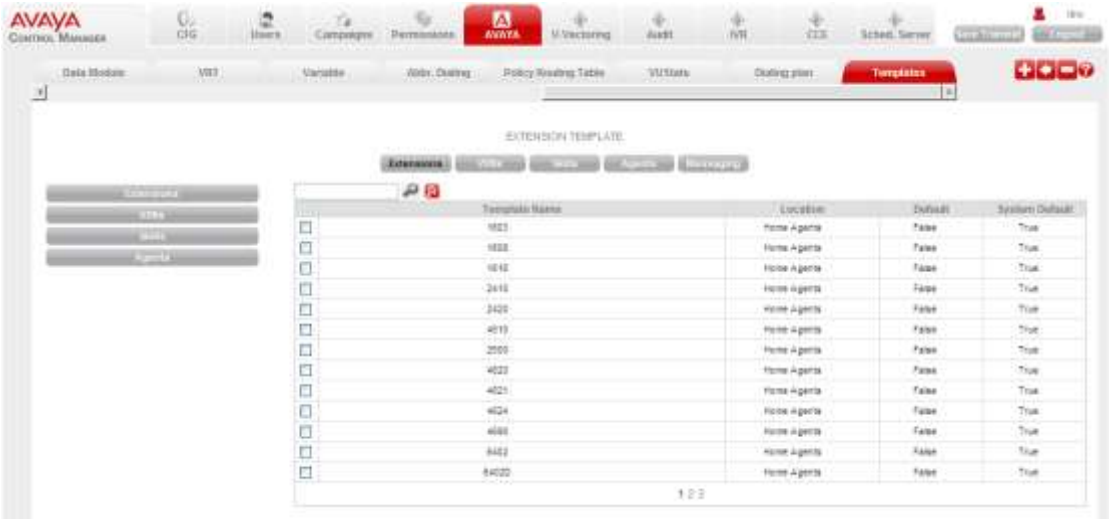
A template is a predefined object configuration that can be used to create new extensions, VDNs, skills, or agents.

Each template is assigned to a location and will only appear if the new object is related to the same location as the template.

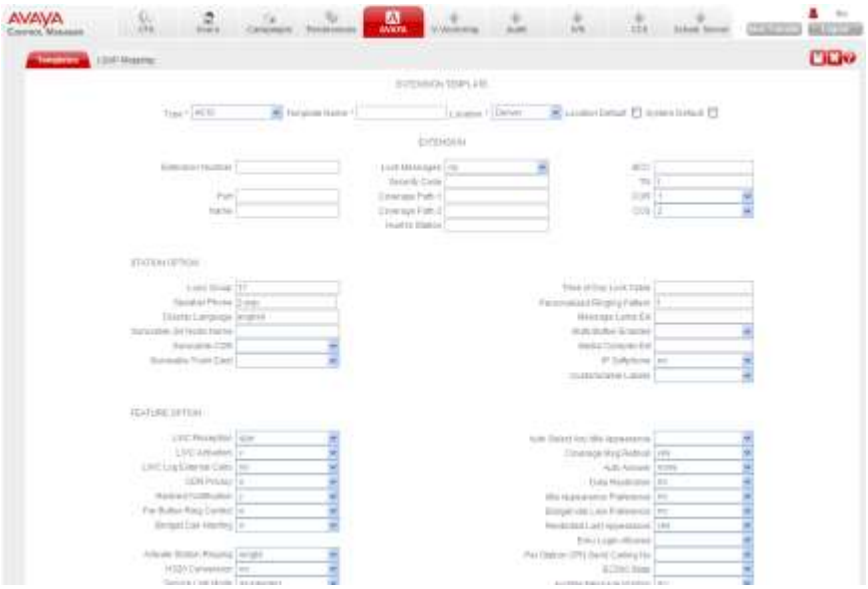
For example: when adding a new extension that is assigned to Location B, the user will only see the available extension templates that are assigned to Location B (and likewise for VDNs, skills, and agents).

Adding extension templates

To add an extension template, click on the Extensions button under the Templates tab.



Click on the Add button to add a new template.



The Extension Type field allows you to change between the different extension types. Each extension type is reflected with a different set of fields and properties.

Field	Description
Extension Type	The type of the extension that will be used.
Template Name	The name of the template.
Template Location	The location the template is assigned to.
Default	Defines whether this template will be the default extension template for the location.

The extension feature is identical to the screen that appears in the CM. For more information about how to use this feature, please refer to the official Avaya documentation.

Editing extension templates

To edit an extension template, click on the Extensions button under the Templates tab and double-click the template that you want to edit.



Deleting extension templates

To delete an extension template, click on the Extensions button under the Templates tab, select the extension, and click on the Delete button.

Adding VDN templates

To add a VDN template, click on the VDNs button under the Templates tab.



The click on the Add button to add a new template.



The VDN Type field allows you to change between the different VDN types. Each VDN type is reflected with a different set of field and properties.

Field	Description
VDN Type	The type of the VDN that will be used.
Template Name	The name of the template.
Template Location	The location the template is assigned to.
Default	Defines whether this template will be the default VDN template for the location.

The VDN feature is identical to the screen that appears in the CM. For more information about how to use this feature, please refer to the official Avaya documentation.

Editing VDN templates

To edit a VDN template, click on the VDNs button under the Templates tab and double-click the template that you want to edit.



Deleting VDN templates

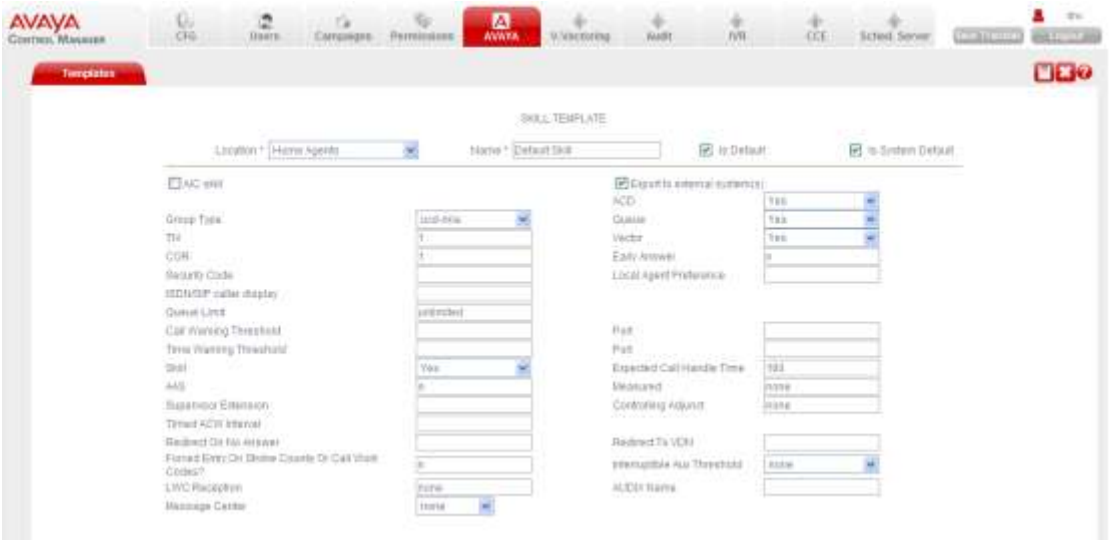
To delete a VDN template, click on the VDNs button under the Templates tab, select the VDN, and click on the Delete button.

Adding skills templates

To add a skills template, click on the Skills button under the Templates tab.



Then click on the Add button to add a new template.



The Skill Type field allows you to change between the different skill types. Each skill type is reflected with a different set of field and properties.

Field	Description
Skill Type	The skill type that will be used.
Template Name	The name of the template.
Template Location	The location the template is assigned to.
Default	Defines whether this template will be the default Skill template for the location.

The skill feature is identical to the screen that appears in the CM. For more information about how to use this feature, please refer to the official Avaya documentation.

Editing skill templates

To edit a skill template, click on the Skills button under the Templates tab and double-click the template that you want to edit.



Deleting skill templates

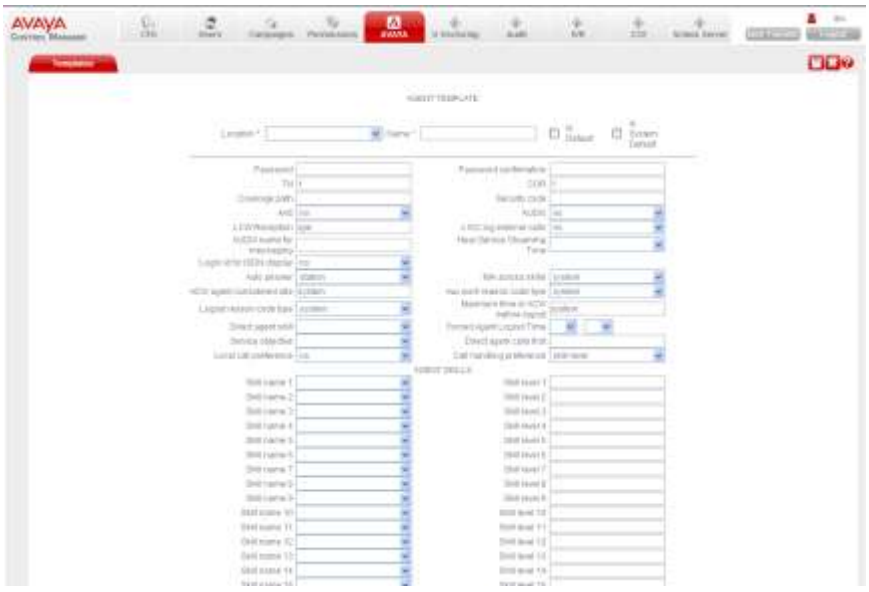
To delete a skill template, click on the Skill button under the Templates tab, select the skill, and click on the Delete button.

Adding agent templates

To add an agent template, click on the Agents button under the Templates tab.



Then click on the Add button to add a new template.



The Agent Type field allows you to change between the different agent types. Each agent type is reflected with a different set of field and properties.

Field	Description
Agent Type	The agent type that will be used
Template Name	The name of the template.
Template Location	The location the template is assigned to.
Default	Defines whether this template will be the default agent template for the location.

The agent feature is identical to the screen that appears in the CM. For more information about how to use this feature, please refer to the official Avaya documentation.

Editing agent templates

To edit an agent template, click on the Agent button under the Templates tab and double-click the template that you want to edit.



Deleting agent templates

To delete an agent template, click on the Agents button under the Templates tab, select the agent, and click on the Delete button.

Dialing Plan

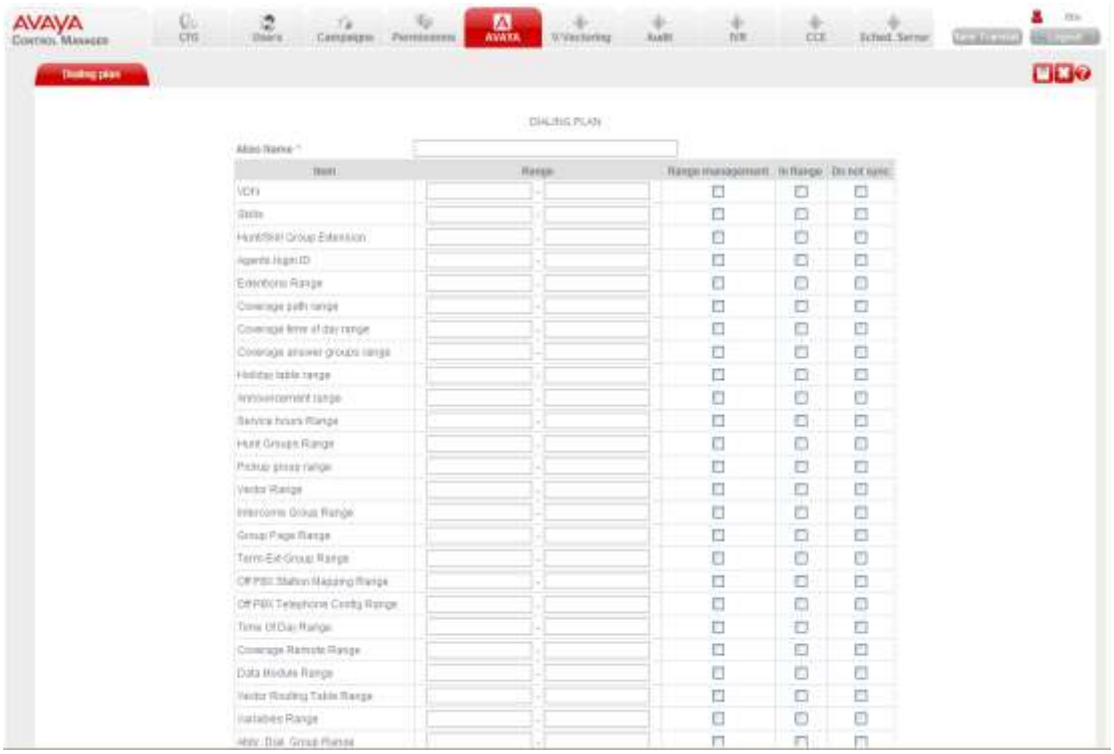


The ACCCM dialing plan allows you to manage the numbering logic of the environment.

There are two types of dialing plans that can be used in the ACCCM environment:

Type	Description
In Range	When this feature is enabled, each time a new object is created, the system will check if the object number is within the range defined in the **location's** dialing plan. If the number is outside of the range, the user will not be able to create the object.
Range Management	When this feature is enabled, the system handles assigning numbers automatically for each new object, based on the **location's** dialing plan.

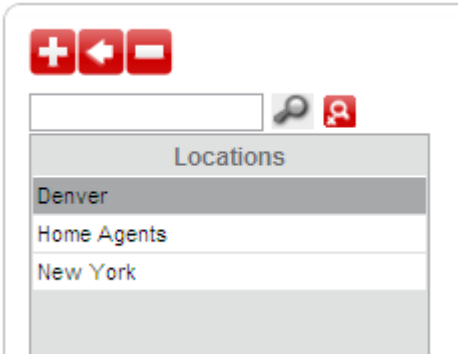
To add a new dialing plan, click on the Add button, and the New Dialing Plan screen will appear:

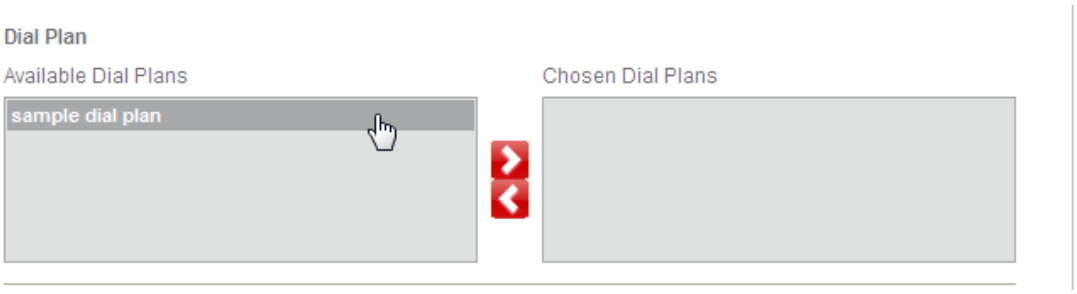


Each object is handled separately in the dialing plan, and the management features can be enabled and disabled for each object.

For each object you can enter the start/end range for numbering, then click on the Save button.

The dialing plan assigned to the location is managed in the **CFG tab** under each location.




Dial Plan
Available Dial Plans
sample dial plan
Chosen Dial Plans

Messaging

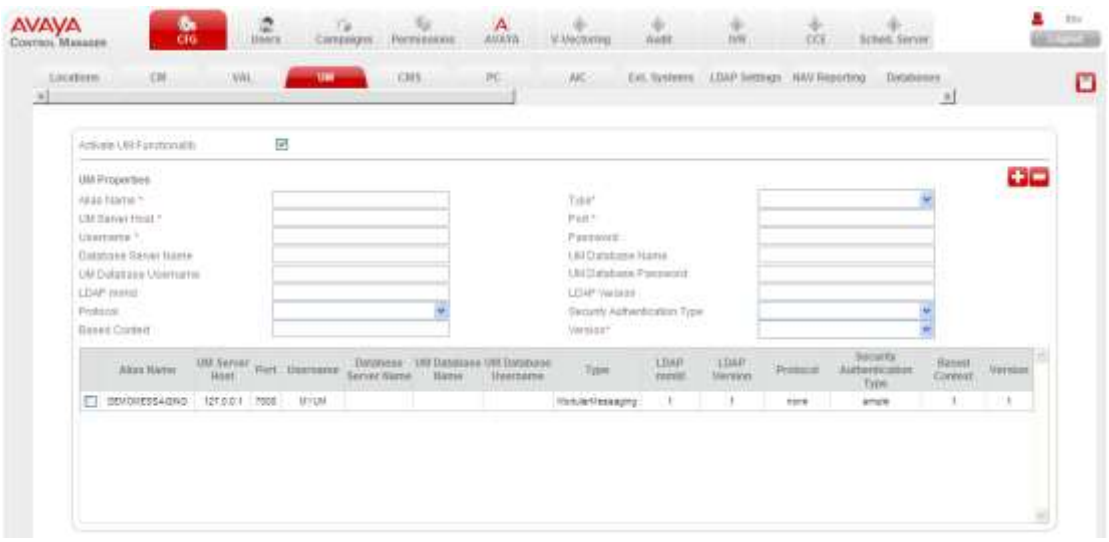
The Messaging feature in ACCCM allows you to manage different AVAYA Messaging systems. These supported messaging systems are:

- CM Messaging
- Modular Messaging
- Intuity
- Audix

Configuring Messaging Systems

Messaging systems are configured in the CFG section under the UM tab.

You can configure unlimited number of Messaging systems and assign them to locations.



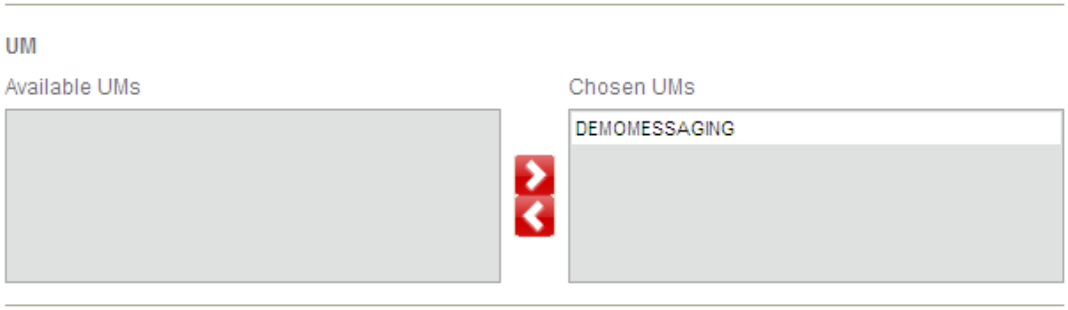
The table below describes the different parameters that are should be configured in order to enable the Messaging integration:

System Type	Field	Description
All	Alias Name	The alias name of the UM system.
	Type	The system type: MM, Intuity, audix, CM messaging.
	UM Server Host	The host name or IP address of the UM server.
	Port	The port number that is used for the integration.
	Username	The username that is used for the integration.
	Password	The user password.
	Version	The version of the Messaging system
For Future Use	Database server name	The name of the database server that is used by the UM solution (if there is one).
	UM Database Name	The name of the database.
	UM Database Username	The username that is used for the integration.
	UM Database Password	The user password.
Modular Messaging	LDAP mmld	The host name of your MM server. For example "ITNVMSS"
	LDAP Version	2
	Protocol	none
	Security Authentication	Simple

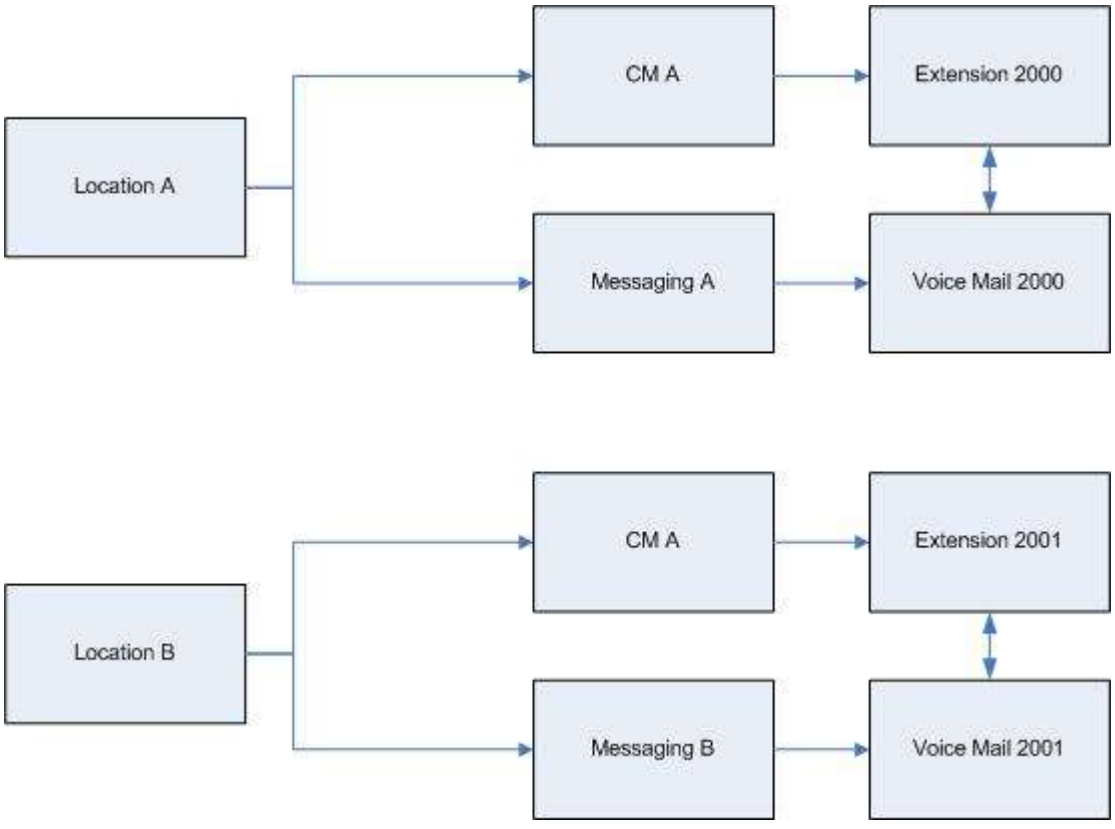
	Type	
	Based Context	O=Modular Msg Servers,DC=private,DC=local
	Version	2

Messaging Systems and Locations

Each Messaging system must be assigned to a location in order to allow users to administer voicemails.



The following diagram explains the relationship between Extensions, Locations and Messaging systems:



As seen in the image above the environment includes:

1. Two Locations (A&B)
2. A single Communication Manager (CM A)
3. Two Messaging systems (A&B)

Location A is assigned to:

- CM A
- Messaging A

Location B is assigned to:

- CM A
- Messaging B

If extension that is assigned to Location A (Extension 2000) then the messaging system that this extension will be released to is Messaging A because it belongs to the same location A.

If extension that is assigned to Location B (Extension 2001) then the messaging system that this extension will be released to is Messaging B because it belongs to the same location B.

Only one messaging system can be assigned to a location.

Messaging Permissions

ACCCM Messaging integration includes the following set of permissions:

Name	Description
View Messaging	View only (Mandatory permissions in order to view the Messaging button in the extension page)
Add Messaging	Ability to add a messaging feature to a User / Extension
Delete Messaging	Ability to delete a messaging feature to a User / Extension
Advanced Messaging	Access the advanced features of the messaging page

The Messaging permissions are part of the ACCCM application.

Using the Messaging Feature

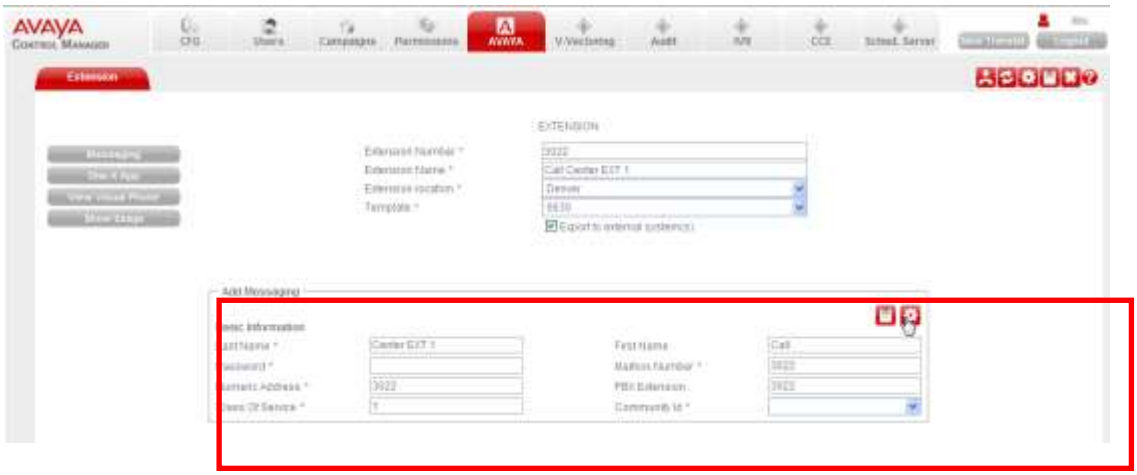
The messaging feature can be accessed from the Extension page. In order to access the messaging feature you must have the relevant permissions.



As part of the "Edit Extension" page you will see the "Messaging" button.

After clicking on the Messaging button the system will show on the screen a list of fields that are related to the Messaging system.

Based on the messaging system that is assigned to the location different types of fields will be shown (for example: CM Messaging will have different fields then Modular Messaging).



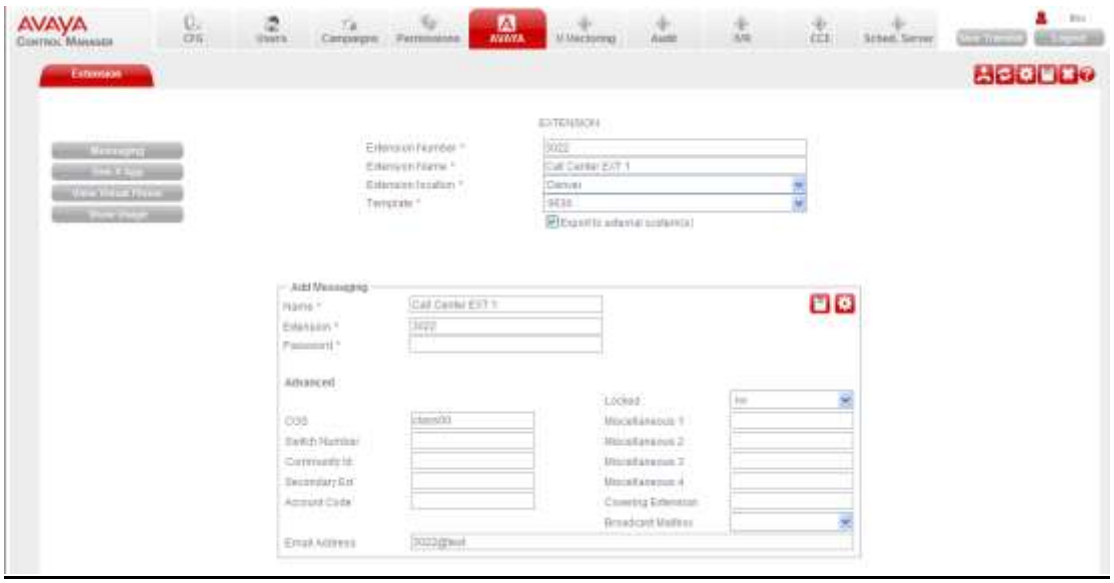
By default ACCCM will show only the minimal amount of fields that are required for a new Messaging feature.

CMM/Intuity/Audix – Standard Fields

Name	Description
Name	The name of the voice mail. by default the system will show the name of the extension
Extension	The messaging extension number. by default the system will show the extension number
Password	Enter the password of the voice mail.

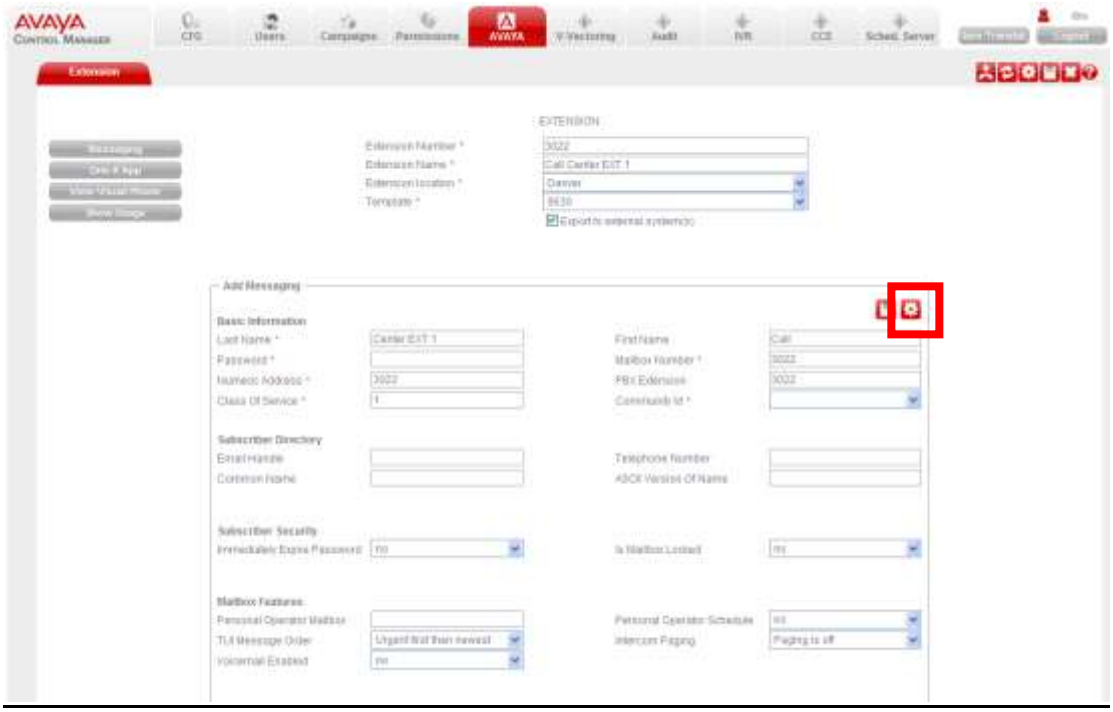
CMM/Intuity/Audix – Advanced Fields

By clicking on the advanced field button ACCCM will expose an additional set of fields:



For more information about the additional fields please refer to the official Avaya documentation.

Modular Messaging – Standard Fields



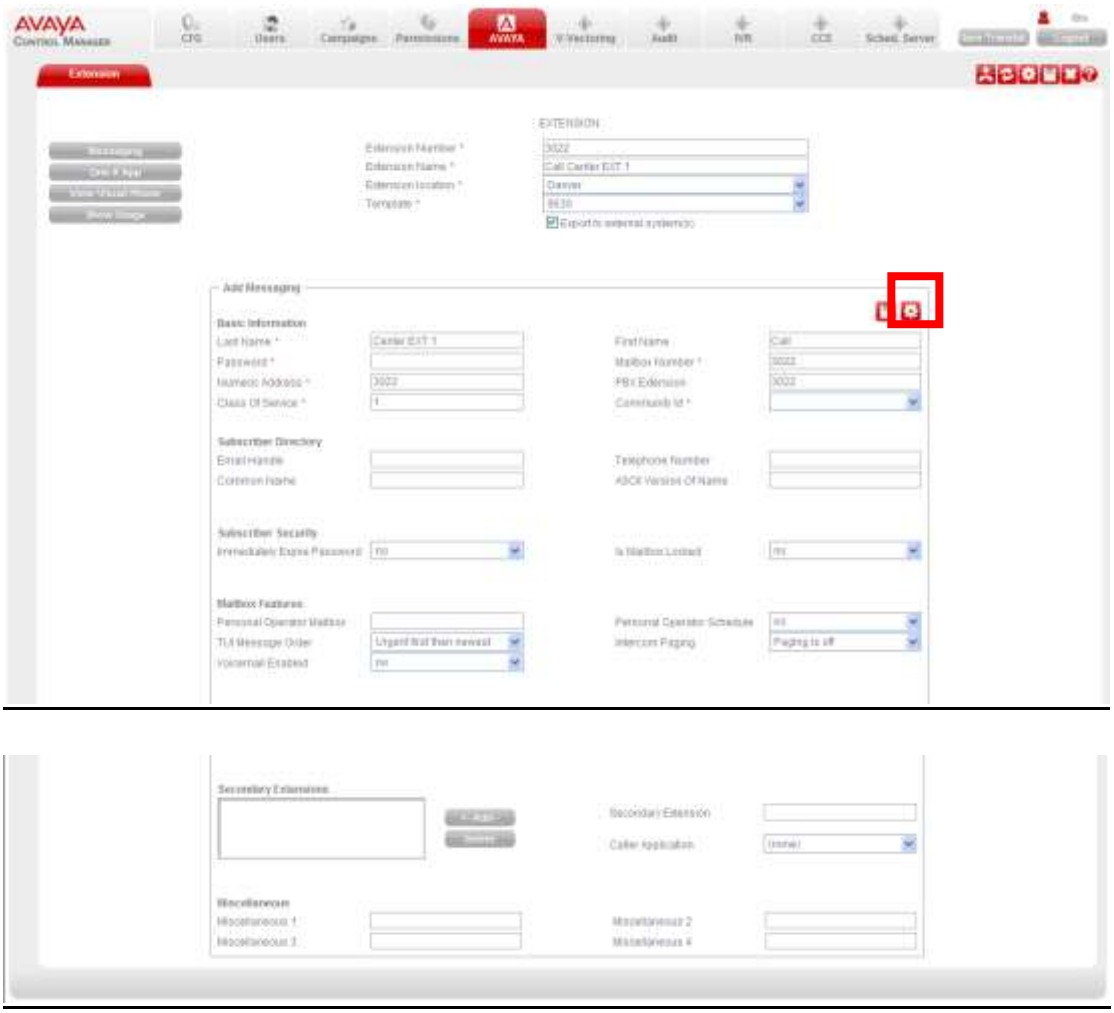
Name	Description
First name	The first name of the voice mail. by default the system will show the name of the extension
Last Name	The Last name of the voice mail. by default the system will show the name of the extension
Mailbox number	The messaging extension number. by default the system will show the extension number
Password	Enter the password of the voice mail.
Numeric address	The messaging numeric address. by default the system will show the extension number
PBX Extension	The PBX extension number behind this voice mail. by default the system will show the extension number

Class of Service (COR)	The COR the messaging is assigned to
Community ID	The community ID

Modular Messaging – Advanced Fields

By clicking on the advanced field button ACCCM will expose an additional set of fields:

For more information about the additional fields please refer to the official Avaya documentation.



Save Translation

ACCCM enables users to perform the "Save Translation" command in the Avaya Communication Manager after they add/edit/delete Avaya Objects in the environment.



The save translation button appear in the top part of the Avaya screen and is accessible only to users with save translate permissions in ACCCM .

In multi CM environments the when the user has access to more then one CM the system will prompt the user with the list of CM's and will allow him to select to which CM to perform the save translate command.

Multi CM Environments

In a multi CM environment when using the save translation option the following screen will appear:



You can:

1. Select the CM that will be used in the save translation command
2. Select the "Save to all servers" option which will perform the "save translation" command to all the CMs that are configured in ACCCM.

3.

Visual Phone

ACCCM Visual Phone is an application that allows users to manage Phone Buttons from a graphical interface with Drag & Drop capabilities.

The visual phone is accessible in two different modes:

1. ACCCM Admin – Users that are managing extensions in ACCCM can launch the visual phone application from within the ACCCM Admin "Edit Extension" Page

2. Standalone Application – ACCCM Visual Phone can be exposed to non administrative users. Every user can manage his personal phone and access only his phone buttons.

ACCCM Visual Phone requires Microsoft Silverlight to be installed on the Client Machine. The application will prompts the user with an installation option in case Silverlight won't be installed on the machine.

For more information about Microsoft Silverlight please refer to:

http://www.microsoft.com/silverlight/

Visual Phone – ACCCM Admin

In order to use the visual phone application from within ACCCM Admin you will have to access the "Edit Extension" page.

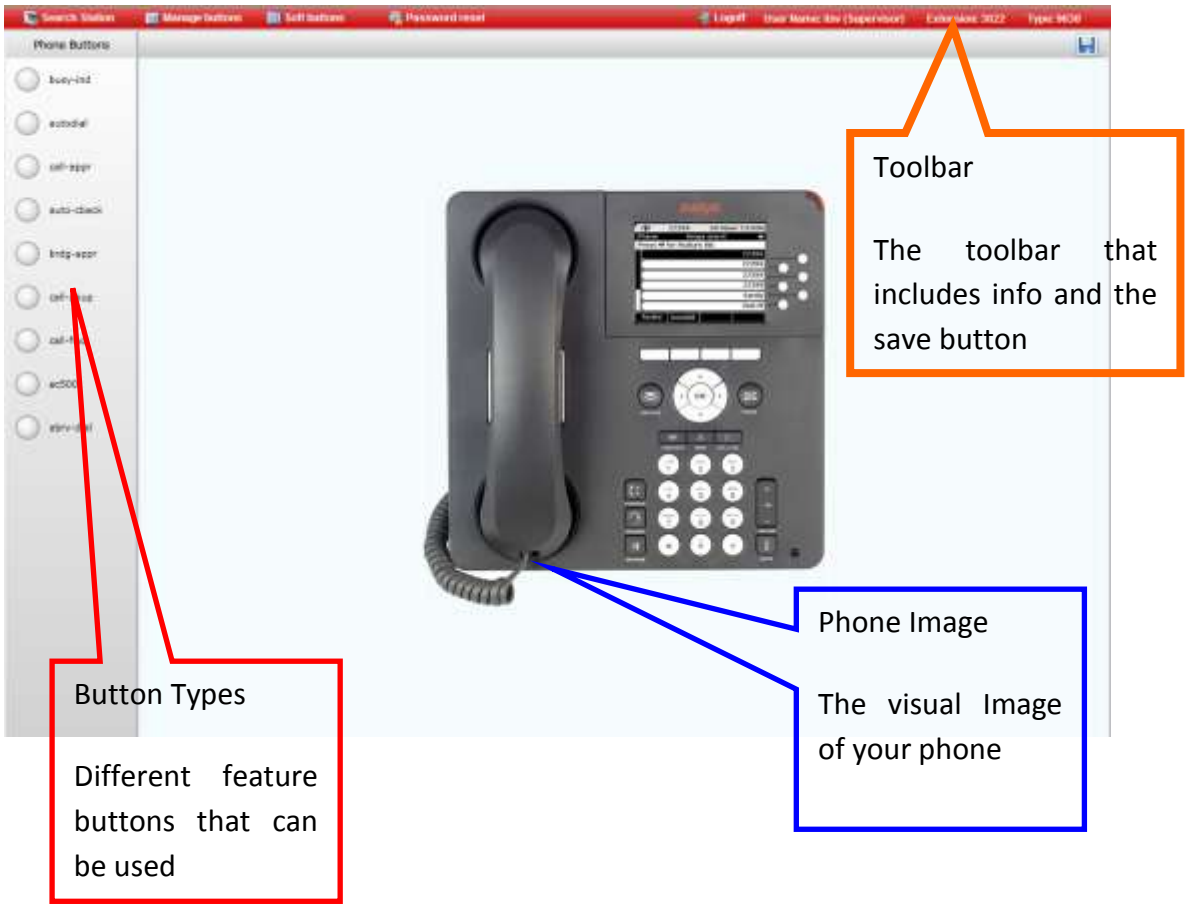
The "View Visual Phone" button will appear on the screen only if you have the visual phone permissions in ACCCM .



The "View visual phone" button will launch the visual phone application in a separate web browser and will show you an image of the phone:



The Visual Phone screen is divided into three parts:



Phone Image

The visual phone image is a dynamic image the responds to the computer mouse movements.

When moving the mouse on top of a phone button the system will display the button type that is used.



By right clicking a button the user will be able to perform the following actions:

1. Remove the feature button that is configured
2. Edit the button details



For example, if the button is an "autodial" button then you can configure the dialed number:



Button Types

ACCCM Visual Phone doesn't support all the button types that are available in ACCCM Admin or the Avaya Communication Manager.

Only the following set of buttons can be used in ACCCM Visual Phone:



With every new release ITNAVIGATOR intends to add additional feature buttons.

In order to configure a feature button on a phone you can drag and drop the required feature button from the button types section into the phone image.

When the feature button will be on top of the button area the visual phone application will emphasize the phone buttons and will allow you to easily assign the feature to the button.



Toolbar

The toolbar allows you to perform the following actions:

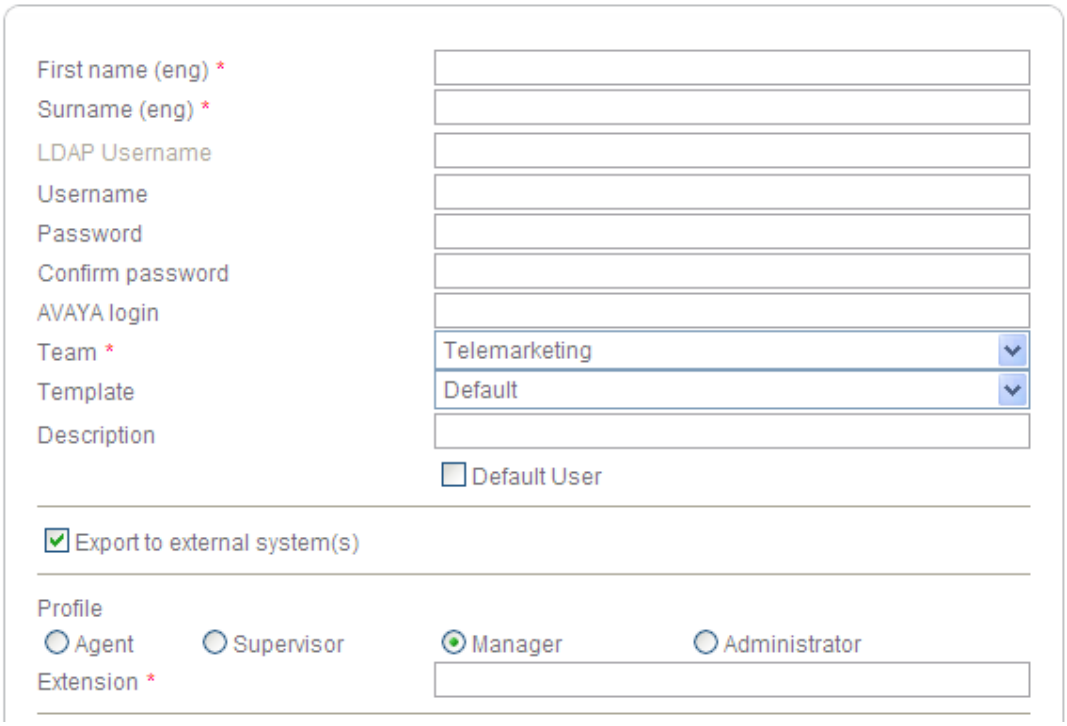


1. Logout from the application
2. View the extension number and type
3. Change the Extension Password
4. Manage soft buttons
5. Save your changes

Visual Phone – Standalone Application

Using the ACCCM Visual Phone application as standalone application requires the following configuration steps:

1. Create a ACCCM User for every user that requires access to the visual phone
2. Assign to every user an extension number in ACCCM



3. Enter a username and password for the user

These steps will allow the configured user to manage his personal extension.

Browse to the visual phone login page:



Enter the username and password and login.



The Visual Phone screen is divided into three parts:

The Visual Phone screen is divided into three parts:



Phone Image

The visual phone image is a dynamic image the responds to the computer mouse movements.

When moving the mouse on top of a phone button the system will display the button type that is used.



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Toolbar

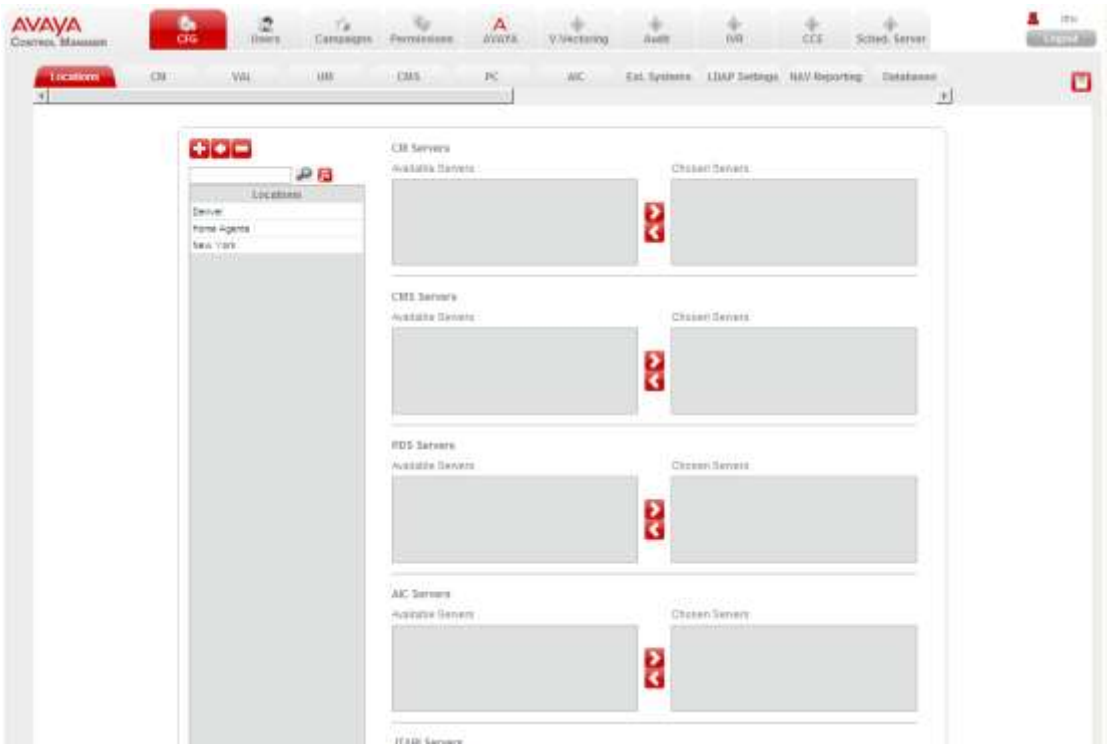
The toolbar allows you to perform the following actions:



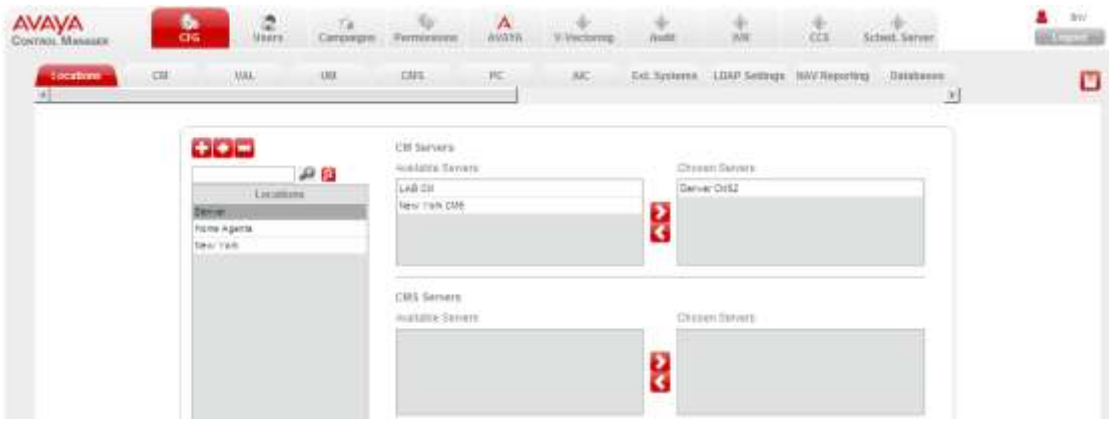
1. Logout from the application
2. View the extension number and type
3. Change the Extension Password
4. Manage soft buttons
5. Save your changes

System Configuration

The CFG Tab allows system administrators to manage and configure the ACCCM environment, including integration with various Avaya systems and external applications.



Locations



Locations are the core entity of the ACCCM environment. Each object that is managed in the application is assigned to a location, and the location configuration affects user permissions and access to the different parts of the application.

When configuring a new location, you must assign the location all relevant systems that provide services in the location.

The following table summarizes the location configuration details:

Type	Description
CM Servers	The communication manager servers that are assigned to the location. (More the one server is supported, but if more than one is configured, then refer to the special configuration guide).
CMS Servers	The AVAYA CMS servers that are assigned to the location (more than one server is supported).
PDS Servers	The AVAYA proactive content servers that are assigned to the location.
AIC Servers	The AVAYA interaction center servers that are assigned to the location.
JTAPI/TSAPI Servers	The ANAV reporting servers that are assigned to the

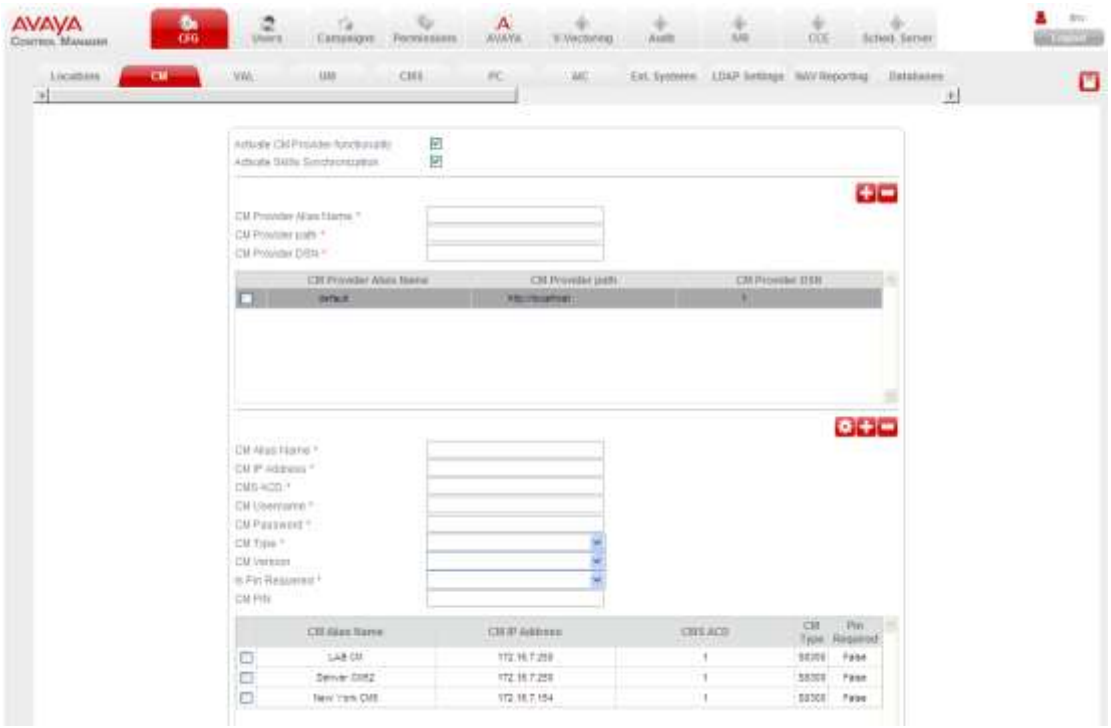
	location.
External Systems	The external systems that are integrated with ACCCM which are assigned to the location.
Dialing Plan	The dialing plan that is assigned to the location (only one is supported).
UM	The unified messaging solutions (MM, Intuity, Audix) that are assigned to the location.
File Servers	The file servers for IP Phones that are assigned to the location.
CCE Config	The CCE configuration servers that are assigned to the location.

CM

The CM section allows you to configure all the communication managers that are integrated with ACCCM.

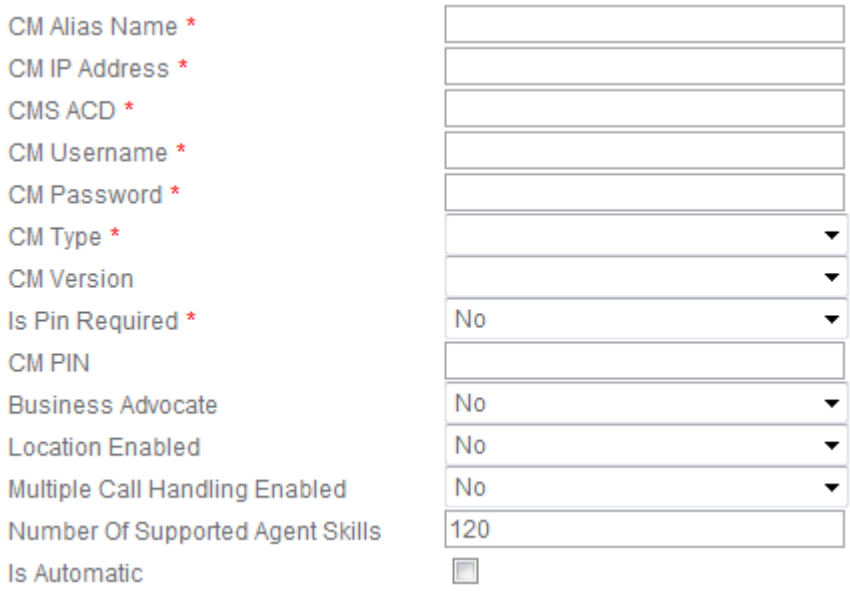
ACCCM supports the following configuration:

Type	Description
Direct CM integration	ACCCM integrates with the CM directly through the management port.



Direct CM integration

1. Enter http://localhost/ACCCM
2. Click on the Add button.
3. AES DSN = 1
4. Enter the details of the communication manager:

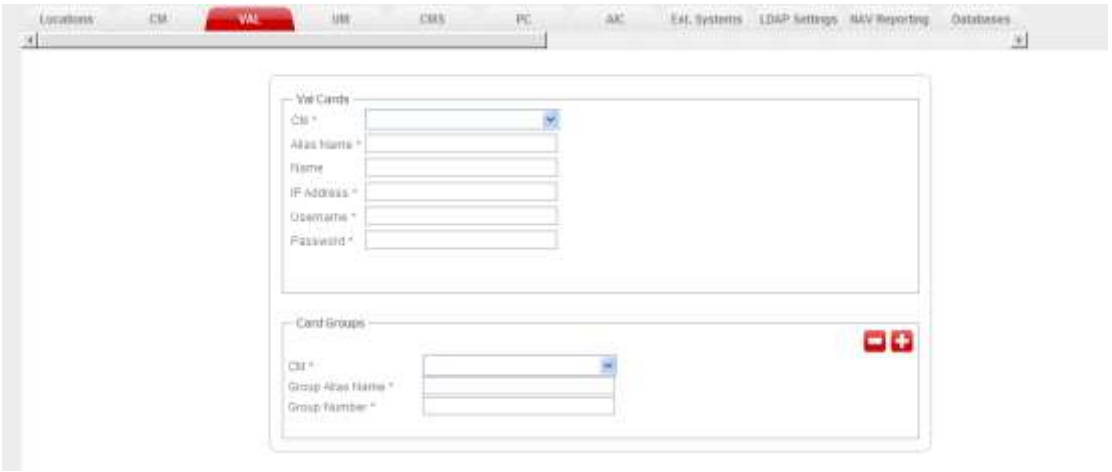


Type	Description
CM Alias Name	The alias name of the communication manager.
CM IP Address	The IP address of the management port.
CMS ACD	The CMS ACD of the configured CM. If you don't know, then enter "1".
CM Username	The username that ACCCM will use for the CM integration.
CM Password	The password that ACCCM is going to use for the CM integration.
CM Type	The CM type (s8300,s8400,s8500,s8700).

CM Version	The version of the CM.
Is PIN required?	When using AES-based integration, the PIN code feature should be disabled.
CM PIN	The PIN code of the user that ACCCM will use for the CM integration.
Business advocate	Select "Yes" if business advocate features are enabled on your CM
Location enabled	Select "Yes" if you have the Location feature enabled on CM version 6 or higher only
Multiple call handling	Select "Yes" if the multiple call handling feature is enabled on your CM
Number of supported agent skills	Enter the number of agent skills that are supported by your Communication Manager. Check your agent form in the CM
Is automatic	Turn this feature on only if you are using TTY

VAL

The VAL tab allows you to configure all announcement cards that are part of the environment.



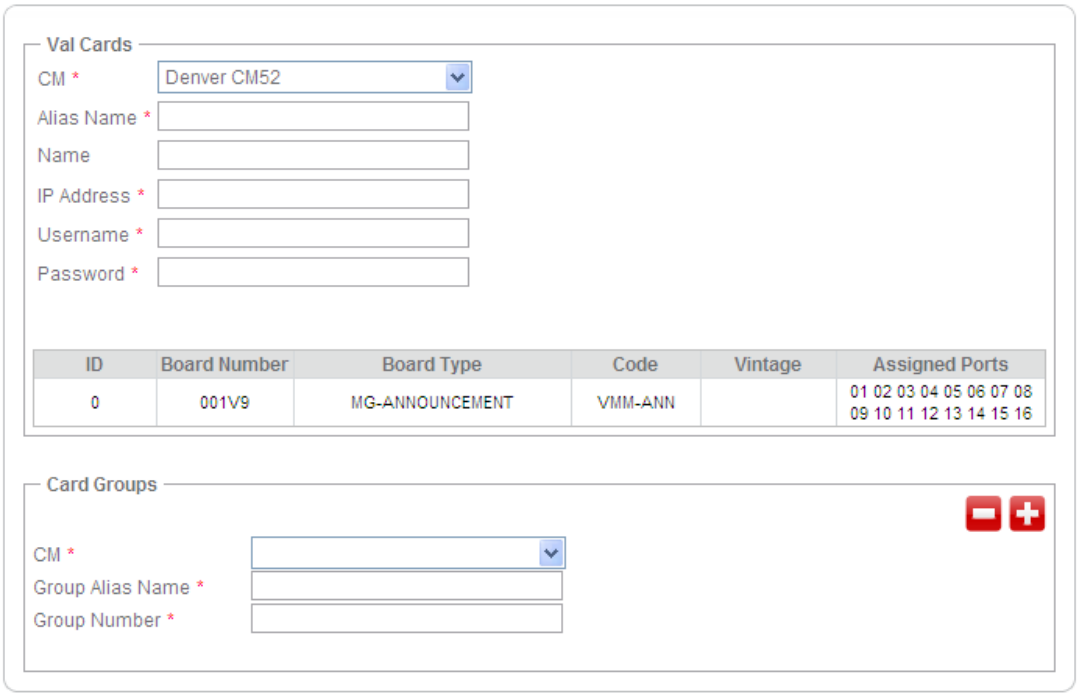
To configure an announcement card, perform the following steps:

1. Select a CM from the drop-down list:



2. The system will display all announcement cards that are part of that CM.

3. Click on the card.



4. Enter an alias name for the card. This is the name that will be displayed in the announcement section.

5. Click on the Save button.

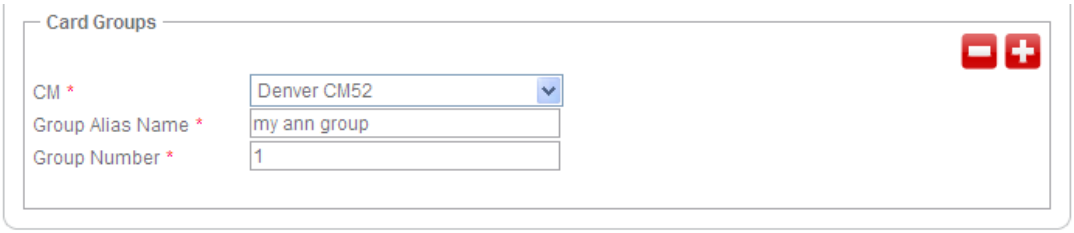
Managing groups

To manage VAL groups, perform the following steps:

1. Select the CM from the drop-down list:



2. Enter an alias name and the group number:



3. Click on the  button.

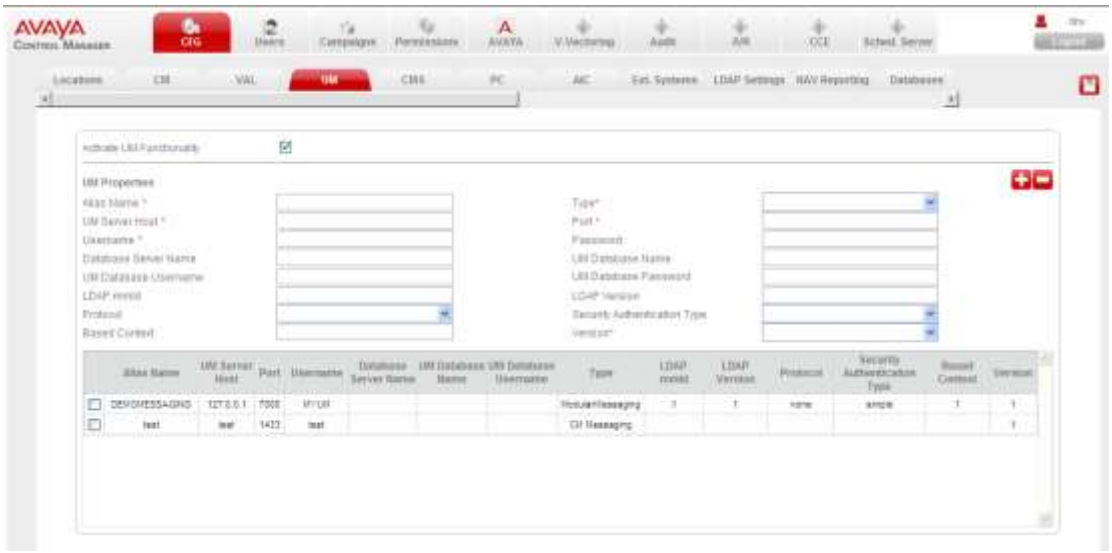
4. Select fields for all the announcement cards that are part of the group from the drop-down lists:



5. Click on the Save button.

UM

The UM section manages integration with the various unified messaging systems that are integrated with ACCCM.

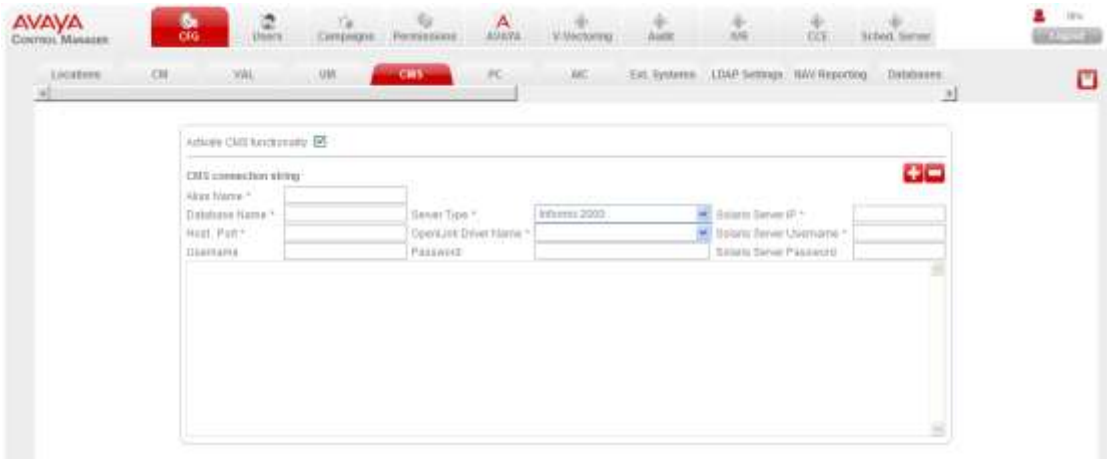


To configure a UM integration with ACCCM , fill the following fields:

Field	Description
Alias Name	The alias name of the UM system.
Type	The system type: MM, Intuity, audix, CM messaging.
UM Server Host	The host name of the UM server.
Port	The port number that is used for the integration.
Username	The username that is used for the integration.
Password	The user password.
Database server name	The name of the database server that is used by the UM solution (if there is one).
UM Database Name	The name of the database.

UM Database Username	The username that is used for the integration.
UM Database Password	The user password.

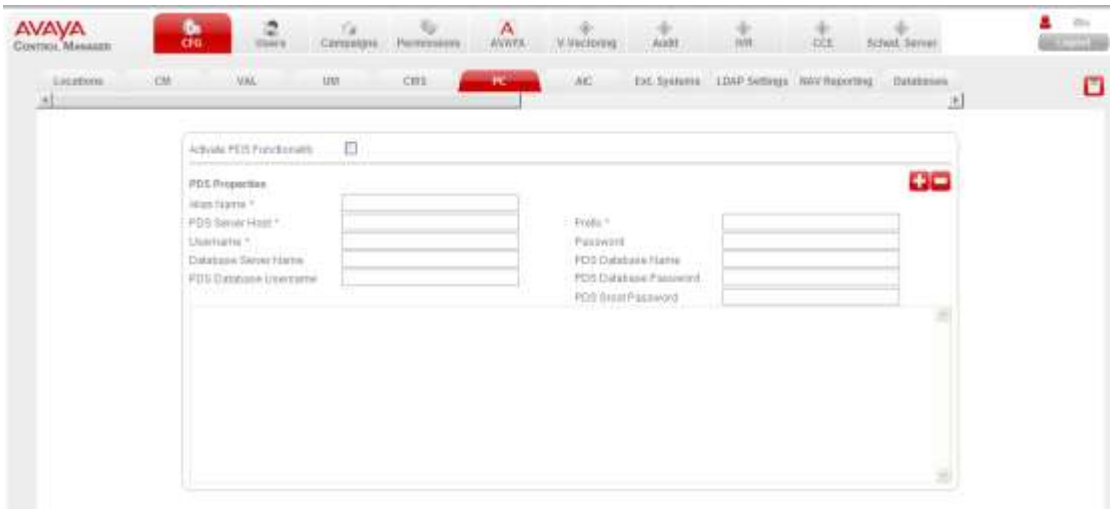
CMS



Field	Description
Database Name	CMS
Server Type	Informix 2000
Host/Port	The host name and port number of the CMS Informix database.
OpenLink Driver Name	OpenLink Generic 32 Bit Driver v4.0.
Username	The username for the CMS database (with insert/update/delete privileges).
Password	The user's password.
Activate CMS Functionality	Disable/enable CMS integration.
Solaris Server IP	The server used to connect to the CMS database when adding users.
Solaris Server Username	The Solaris username.
Solaris Server Password	The Solaris username's password.
Default	The default CMS server.

More than one CMS server can be added.

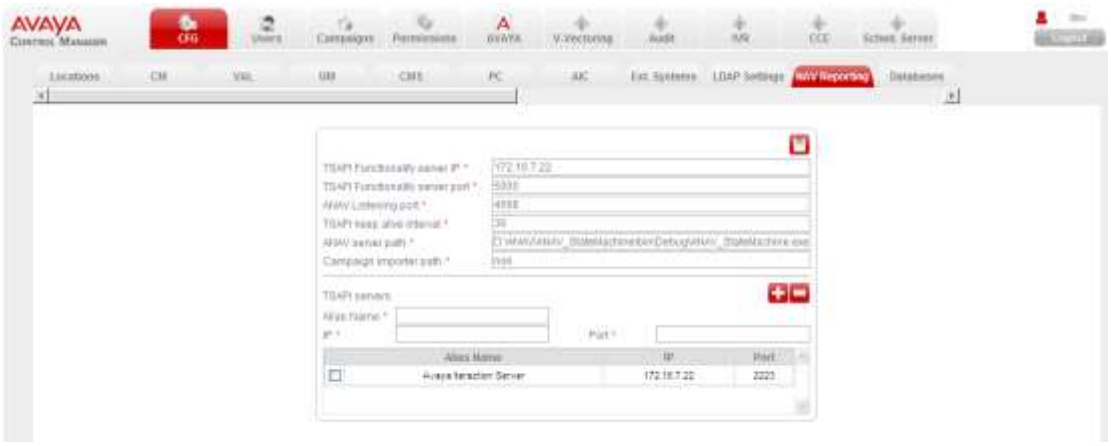
PC



Field	Description
PDS Server Host	The host name of the AVAYA predictive dialer server.
Prefix	For future use.
Username	The username that has access to the AVAYA PDS server (preferred username is "craft").
Password	The user's password.
PDS Database Name	For future use.
PDS Server Name	For future use.
PDS Server Username	For future use.
PDS Server Password	For future use.
Default	The default PDS server.
Activate PDS Functionality	If checked, the agents added to ACCCM will be added automatically to the PDS.

More than one PDS server can be added.

NAV Reporting



Field	Description
JTAPI Functionality server IP	The JTAPI server IP address.
JTAPI Functionality server port	The JTAPI server port.
ANAV listing port	The ANAV state machine port.
JTAPI keep a live interval	The keep alive interval between the JTAPI and the state machine.
ANAV server path	The path for the ANAV state machine .exe file.
Campaign importer path	For future use.
Default	The default SMS server.
JTAPI servers IP	The JTAPI server IP addresses.
JTAPI port	The JTAPI servers port.

System Parameters

Field	Description
Support Local Language	Allows object names to be added in local languages (for non-English sites).
Render Interval (ms)	The interval (in ms) at which the IIS will refresh the UI.
Read Interval (ms)	The interval (in ms) at which the ANAV campaign statistics will be reloaded.
Reload Interval (ms)	The interval (in ms) at which the system will reload the data from the database.
Backup Interval (ms)	For future use.
Watch Interval (ms)	For future use.
Waiting Time-out (s)	For future use.
Waiting Time-out Interval (s)	For future use.
ADGroup Agent	The Name of the Active Directory group that is mapped to the Contact Center Agents
AD Synch Cycle Time	The time in Milliseconds to sync objects from active directory
AES Agent Group	Not used
AES DSN	Not used
Agent Default Skill	The default skill which is assigned to Agents that are provisioned from active directory
Agent range management	Not used
Agent TCP Server IP	The IP Address of the ANAV functional server
Agent TCP Server port	The port of the ANAV functional server
AIC Enabled	Not used

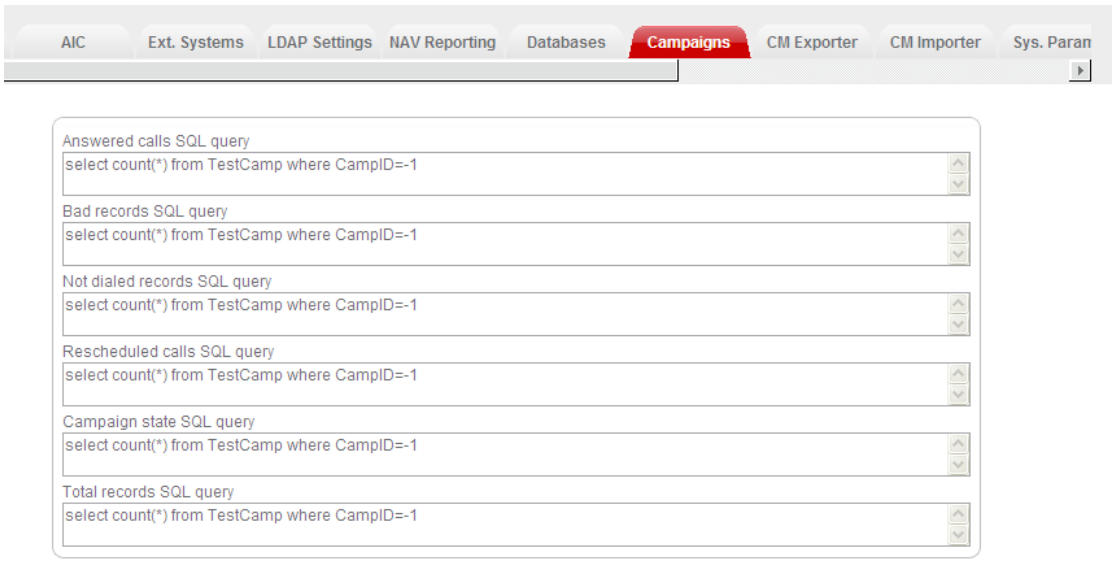
AIC Port	Not used
AIC Server Type	Not used
AIC Enabled	Not used
AIPOINT Query	The time in seconds which ANAV will query the AIPOINT system
AIPOINT Reread internal	The time in seconds ANAV will query the AIPOINT system
AVAYA Web Services Connection	The number of active connections ANAV will use to the AES system for SMS
Avaya Web Service Password	The password used by the ANAV AES user to connect to the AES
Avaya WebService Path	The URL of the Avaya SMS web service
Avaya WebService time out	The number of milliseconds to wait for a timeout from the Avaya AES SMS service
Avaya WebService Username	The username ANAV is using to access the AES SMS Connection
Change skill notify	Not used
Clear DMS Time	The hour of the day that ANAV will clear the DMS
CM Extension num	The number of extensions that will be displayed in the extension page of ACCCM
CM Extension per page	The number of extensions per page that will be displayed in ACCCM
CM Port	The port used by the provisioning server to connect to the CM. the number can be 5023 or 5022
CMImport host	The IP address of the server that hosts the CM importer service
CMImport port	The port number used by the CM Import service
DCS Buffer size	Not used
DCS Bulk package size	Not used

DCS Snapshots path	Not used
DCS Write Interval	Not used
DMS Queue Timeout	Not used
Event Stream IP	The IP address of the ANAV TSAPI Probe
Event Stream Protocol	The type of protocol used by the ANAV TSAPI Probe. either TCP or UDP
Expired WC Interval	Not used
Expired WC Delta Interval	Not used
Export folder	Not used
Export host	Not used
Export password	Not used
Export port	Not used
Export username	Not used
Extension file prefix	Not used
Extension Range Management	Not used
IP TCP Sender	The IP address of the ANAV functional service
ACCCM Path to WebBase	Not used
Network keep a live	Not used
Port Listener	Not used
Port Listener 1	Not used
Port Listener 2	Not used
Port TCP Sender	The port number used by the ANAV TSAPI Functional service
Prov Service Host	The IP address of the ACCCM Provisioning Server
Prov Service Port	The port used by the ACCCM Provisioning Server
Prov Service SMS Interactions count	Not used
Prov Service SMS Wait Period	Not used

Skill grp number range	Not used
Skill range management	Not used
Skill sync	Not used
Solaris IP Address	Not used
Solaris password	Not used
Solaris username	Not used
State machine path	The path where the ANAV state machine is installed
Sync Agents	Not used
Terminal TCP Server IP	Not used
Terminal TCP Server port	Not used
UDF Enabled	Not used
UM Enabled	Not used
VDN Range Management	Not used
VDN Var AF	0
VDN Var AJ	0
Vdn Var AK	0
Vdn Var AM	0
VDN TCP Server IP	The IP Address of the ANAV VDN PROBE
VDN TCP Server Port	The port of the ANAV VDN probve
Version	Not used
Enable myNAV Integration	myNAV integration to ACCCM
DEM Connector IP	The IP address of the DEM connector used for Modular Messaging administration
DEM Connector Port	The port number of the DEM connector
ACCCM VisualVectoring URL	The URL of the Visual Vectoring web site
ACCCM IVR URL	The URL of the IVR Management application
ACCCM CCE URL	The URL of the CCE Management application

ACCCM Importer URL	The URL of the ACCCM importer
ACCCM VISUALPHONE URL	The URL of the ACCCM Visual Phone
ACCCM ScheduleServer URL	The URL of the ACCCM Schedule server
Delete Users	Set to "Yes" if you want to physically delete users from the ACCCM database Set to "No" if you want users to stay in "Not Active" mode inside the ACCCM database

Campaigns



Field	Description
Answered calls SQL Query	Queries for the ANAV campaign statistics.
Bad calls SQL Query	
Non-dialed records SQL Query	
Reschedule calls SQL Query	
Campaign state SQL Query	
Total records SQL Query	

LDAP Settings



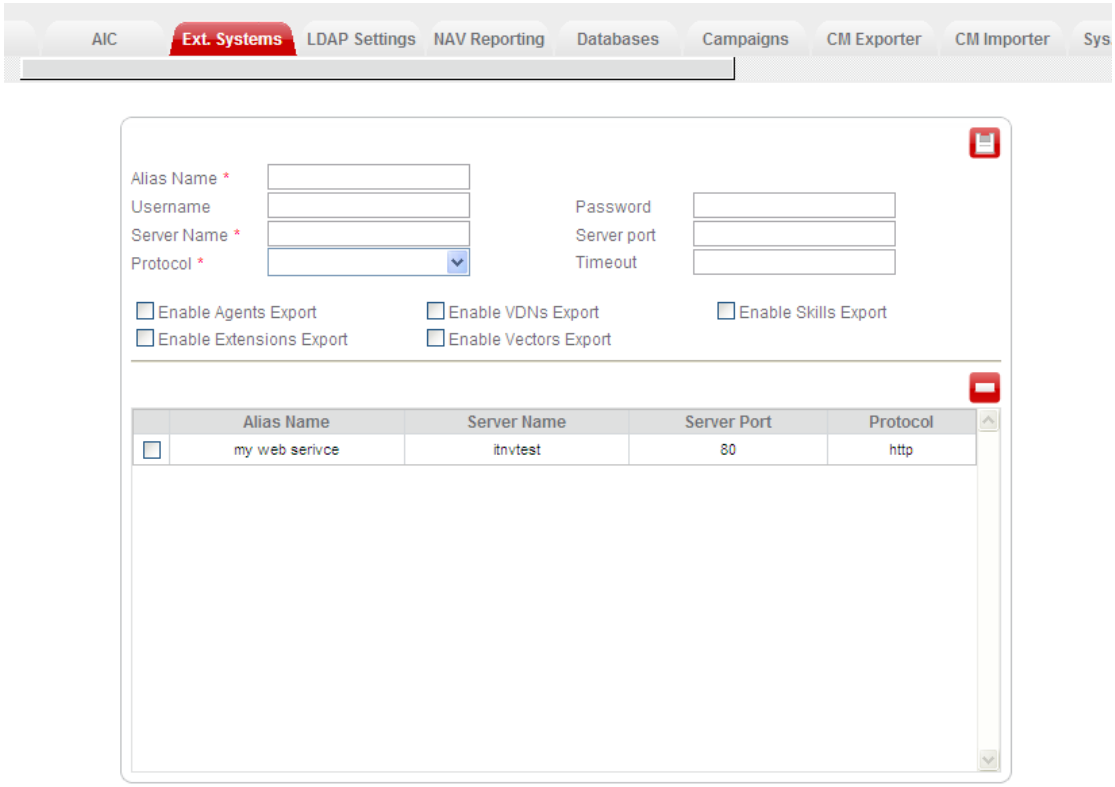
Field	Description
Enable LDAP integration	Enables/disables LDAP integration for the entire application.
Enable Auto Sync	For future use.
LDAP Server name	The LDAP server name.
LDAP Server port	The LDAP server port.
Username	The username used for ACCCM /LDAP integration.
Password	The password for the username.
Sync time (seconds)	

Single log in capabilities in ACCCM and ANAV

When LDAP integration is enabled, users that access ACCCM or ANAV are logged in automatically with all their permissions and roles based on LDAP integration.

If user is not recognized or none of his or her roles in A.D. are mapped to ACCCM , the standard login screen is displayed.

External Systems



The External System feature allows ACCCM to integrate with any system that is part of the organization environment, regardless of platform or protocol.

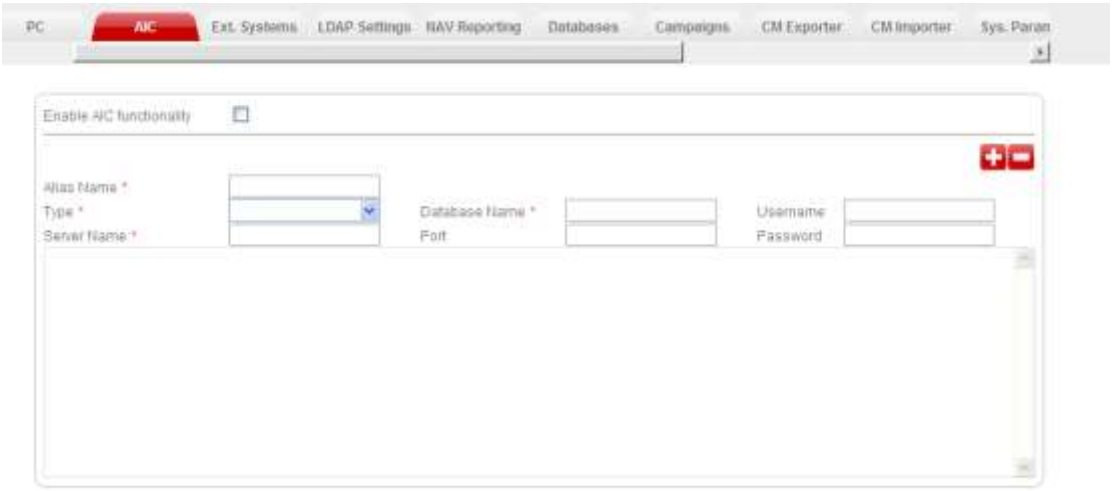
Field	Description
Username	The authentication username for the external system.
Password	The username's password.
Server name	The server that the data is exported to.
Server port	The port number used.
Protocol	The protocol for data transfer.
Timeout	The timeout, in seconds.
Enable Agents export	Allows agents to be exported.
Enable Extensions export	Allows extensions to be exported.
Enable VDNs export	Allows VDNs to be exported.
Enable Skills export	Allows skills to be exported.

Enable Vectors export	Allows vectors to be exported.

You can integrate with more than one external system.

For more information, please see the ACCCM developer's guide.

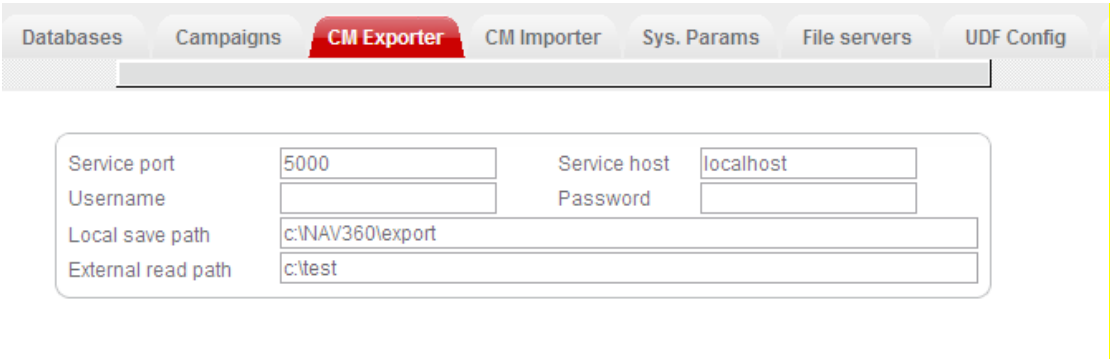
Avaya Interaction Center (AIC)



Field	Description
Type	The database type: Oracle or MS SQL
Database name	The AIC database name.
Server name	The AIC server name.
Username	The username that will be used by the ACCCM /AIC integration server.
Password	The username's password.
Port	The port used for the database.
Default	The default AIC server.
Activate AIC functionality	Enables/disables AIC integration for the entire application.

You can add more than one AIC server.

CM Exporter



Field	Description
Service port	Default values.
Service host	Default values.
Username	Default values.
Password	Default values.
Local save path	Default values.
External read path	Default values.

CM Importer



Field	Description
Service port	Default values.
Service host	Default values.

Databases



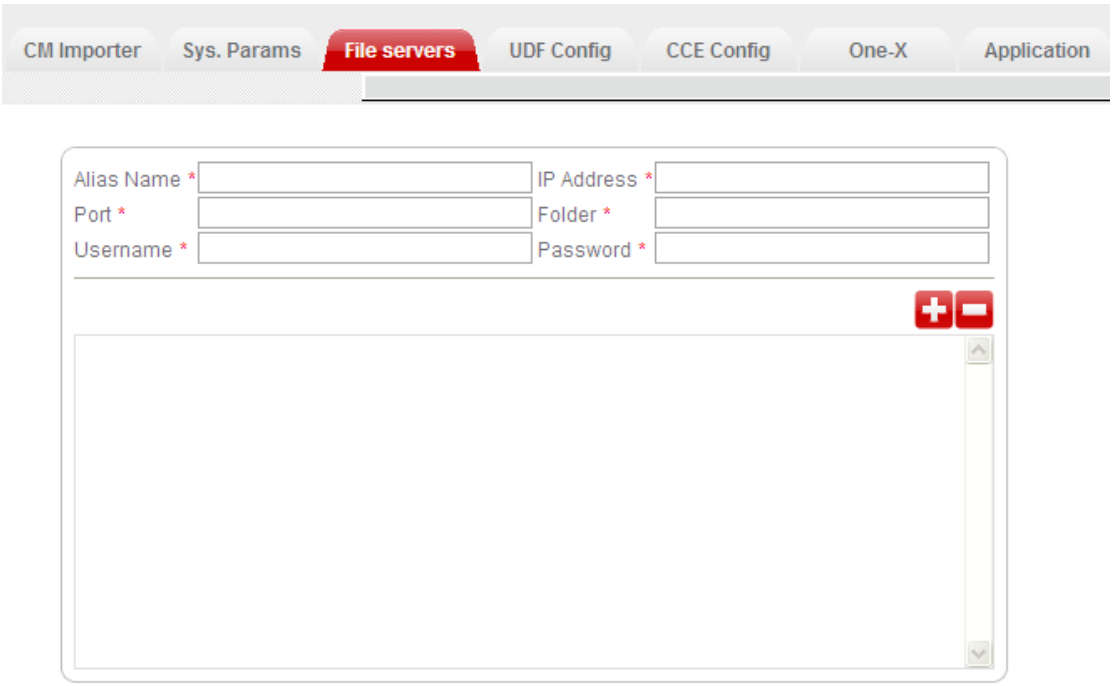
Field		Description
Main connection string		
	Server name	The name of the database server.
	Database name	The name of the ACCCM database.
	Username	The ACCCM database username.
	Password	The ACCCM database username password.
Campaign connection string		
	Server name	The Avaya Contact express preview database server name.

	Database name	The Avaya Contact express preview database name.
	Username	The Avaya Contact express preview database username.
	Password	The Avaya Contact express preview database username password.
CNAV connection string		
	Project name	
	Server name	The CNAV database server name.
	Database name	The CNAV database name.
	Username	The CNAV database username.
	Password	The CNAV database username password.

AIPOINT Integration		
	Server name	The AIPOINT database server name.
	Database name	The AIPOINT database name.
	Username	The AIPOINT database username.
	Password	The AIPOINT database username password.

File servers

The file server section allows you to configure the integration between ACCCM and the file servers that host the configuration files for the IP phones (this feature is enabled only up through version 2.1).



Field	Description
Alias Name	The file server alias name.
IP Address	The file server IP address.
Port	The port that is used by the file server's web server (the same port that is used by the IP phones)
Folder	The folder that the files are configured to work with. This should be http://serverip/**folder**
Username	The username that ACCCM uses to access the folder.
Password	The password that ACCCM uses to access the

	server.

Active Directory Provisioning

ACCCM /LDAP Overview

The ACCCM /LDAP integration capability allows you to configure ACCCM to work with Active Directory.

Users from Active Directory can be automatically synchronized to ACCCM and all relevant AVAYA systems with their permissions.

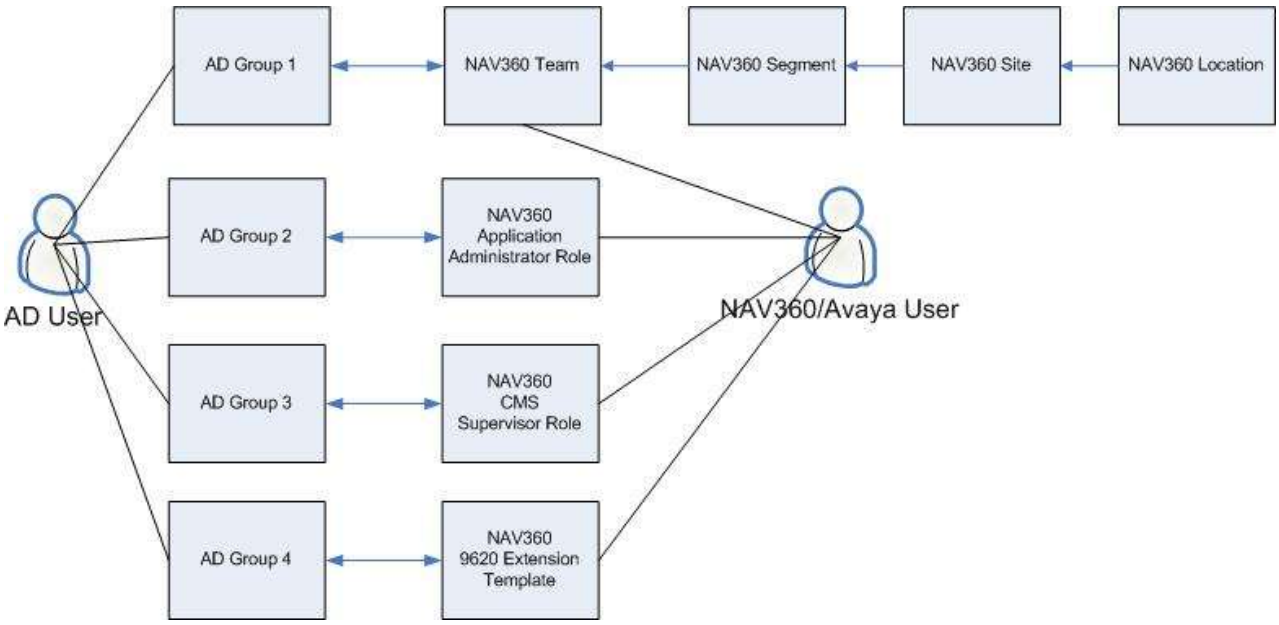
The following features are enabled through Active Directory Provisioning:

1. User Management – Manage User records and their permissions across the different applications that ACCCM integrates with
2. Agent Management – Provision agents into Communication Manager and related systems
3. Extension Management – Provision extensions into the Communication Manager based on templates

Active Directory – Group Based Mapping

ACCCM integration to Active Directory is done through Active Directory Group Mapping to ACCCM objects:

ACCCM Object	Mapping to Active Directory Group
ACCCM Roles	Each ACCCM role can be mapped to an Active Directory Group. The group mapping between ACCCM Roles and Active Directory groups enables you to provision Users from Active Directory directly into the ACCCM and the different Avaya systems that are integrated to ACCCM
Extension Templates	Each extension template that is managed by ACCCM can be mapped to an Active Directory group. This mapping will allow you to provision extensions into the Communication Manager directly from Active Directory
ACCCM Agents	ACCCM System parameter table allows you to map an Active Directory group into a generic ACCCM parameter. This mapping will enable you to provision Contact Center Agents from Active Directory
Organization hierarchy based Team	Each Team that is part of the ACCCM org chart can be mapped to an active directory group. This mapping allows you to provision users/agents into specific parts of the org chart.



A ACCCM Team must be mapped to an Active Directory group in order to allow provisioning.

Based on a mapping between an Active Directory Group and a ACCCM team The ACCCM provision server is able to provision a user due to:

1. Assigning the user to a team in the ACCCM Org chart
2. Provisioning the user to the relevant Avaya systems based on the assigned Location (the ACCCM Team is assigned to a location in the ACCCM org chart)

Role mapping

Role mapping between active directory groups and ACCCM roles allows the administrator to manage user permissions for any application directly from ACCCM.

The user details and permissions are synchronized and updated every time there is a change in the Active Directory.

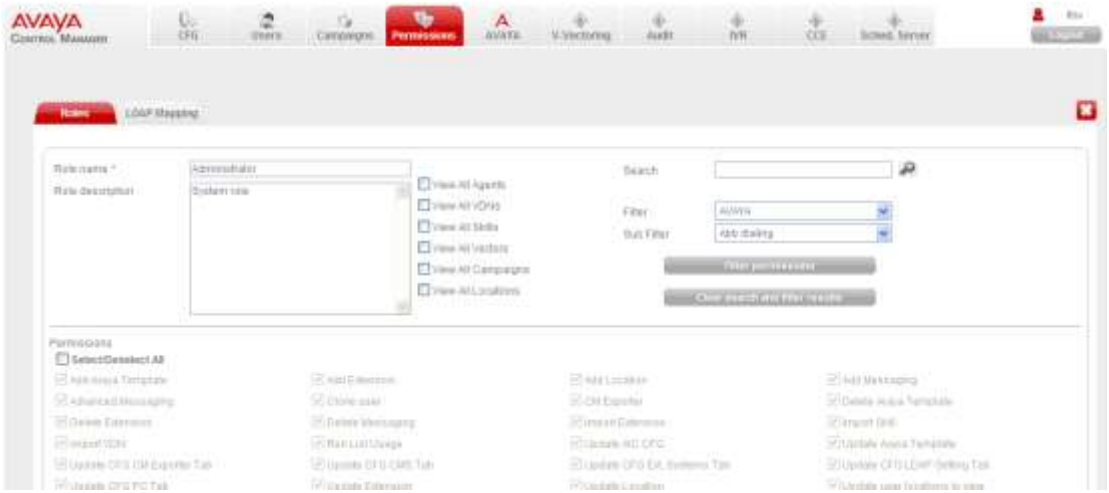
For example, if the organization uses CMS, you can build a role in Active Directory and map it to a CMS role using ACCCM .

In order to map a ACCCM role to Active Directory group perform the following steps:

1. Go to the Permissions tab
2. Select the application (click on the CMS tab as an example)
3. Edit the required Role
4. Click on the LDAP Mapping tab



5. Select the desired Active Directory Group from the left side and map it to the Role



Each user who has the Active Directory group that was mapped to the CMS role in ACCCM will automatically be provisioned into CMS with these set of permissions.

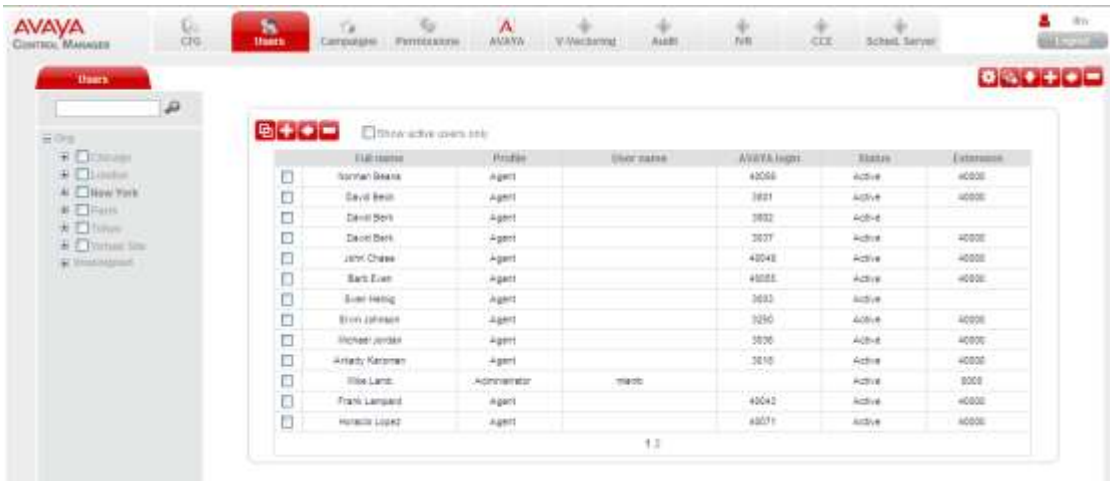
Each Active Directory role can be mapped to multiple roles on other applications. This means you can build a role on Active Directory and map it to more than one application using ACCCM (CMS, AIC, PDS, CCE, ACCCM, etc.). This will automatically grant the users who have those LDAP role permissions at all mapped applications.

Team Mapping

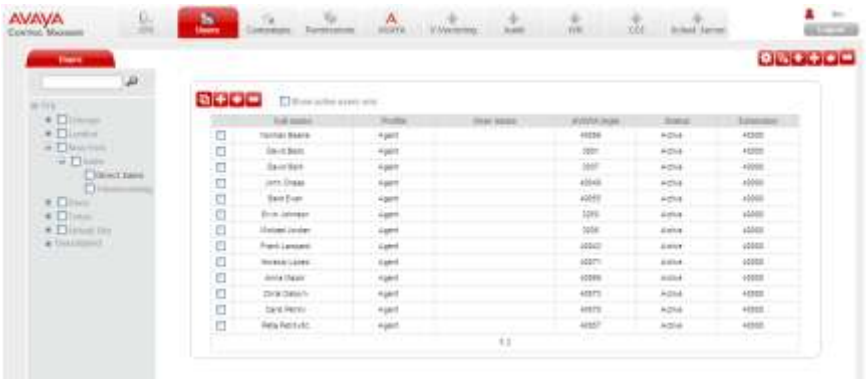
Mapping between an Active Directory Group and a ACCCM Team is mandatory in order to provision a user.

A user that is not assigned to an Active Directory Group which is mapped to a ACCCM team will not be provisioned.

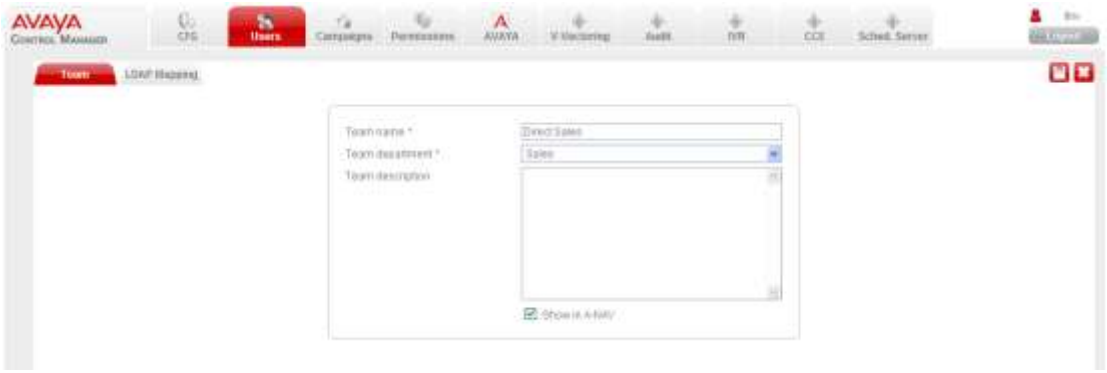
1. Go to the ACCCM User section



2. Navigate to the Team you would like to assign to an Active Directory Group
3. Select the Team and click on the edit Team button



4. Select the LDAP Mapping tab



5. Select the desired Active Directory Group from the left side and map it to the Team

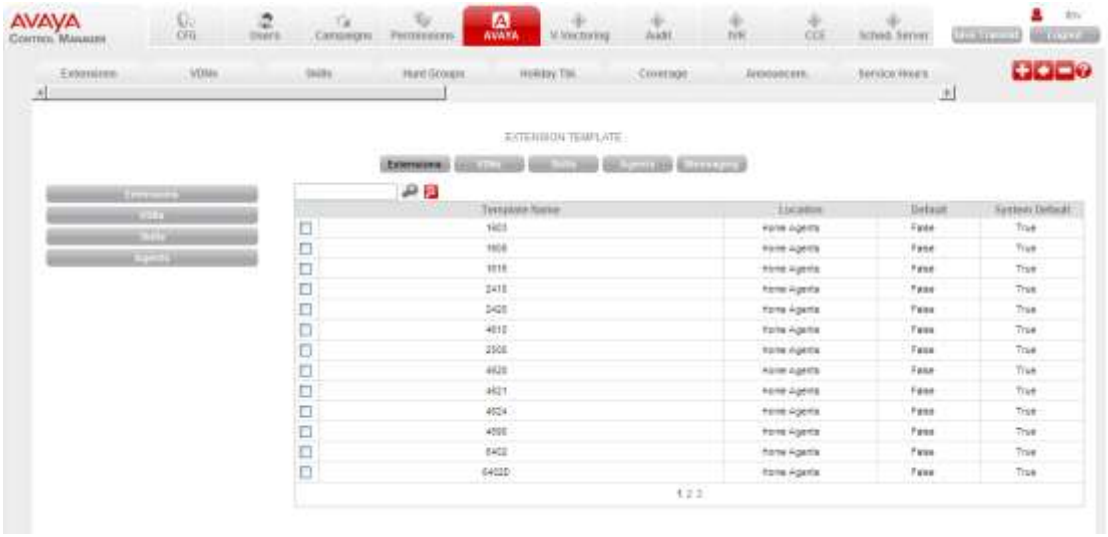


6. Save

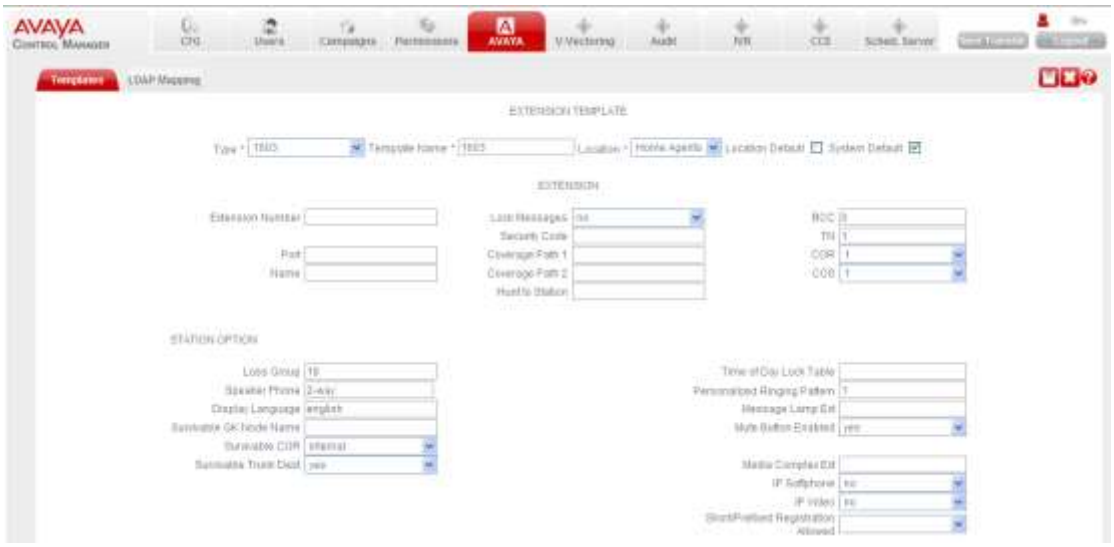
Extension Template Mapping

Mapping between an Active Directory Group and a ACCCM Extension template will allow you to provision Extensions directly to the Communication Manager from your Active Directory.

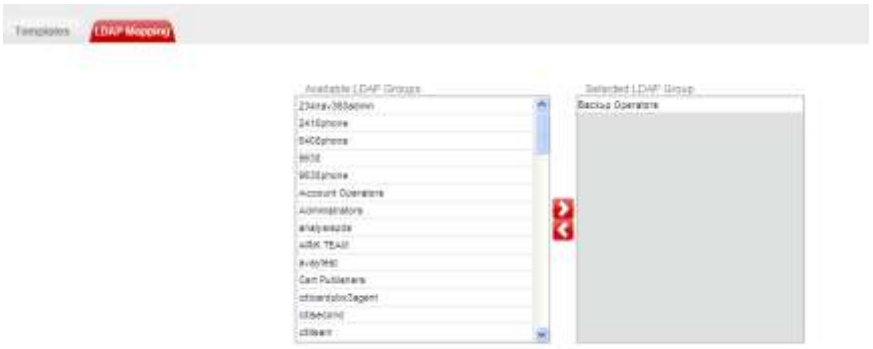
1. Navigate to Avaya>Templates>Extensions



2. Select the Extension Template you would like to edit



3. Click on the LDAP Mapping tab



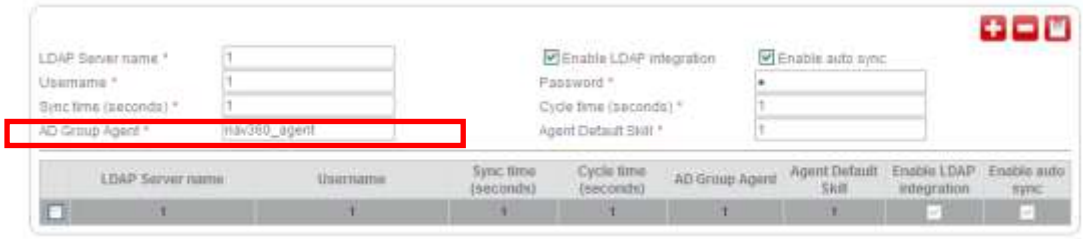
4. Select the desired Active Directory Group from the left side and map it to the Team
5. Save

Agent Mapping and Provisioning

Contact Center Agents can be provisioned directly from active directory to the Avaya Communication Manager and different Adjuncts.

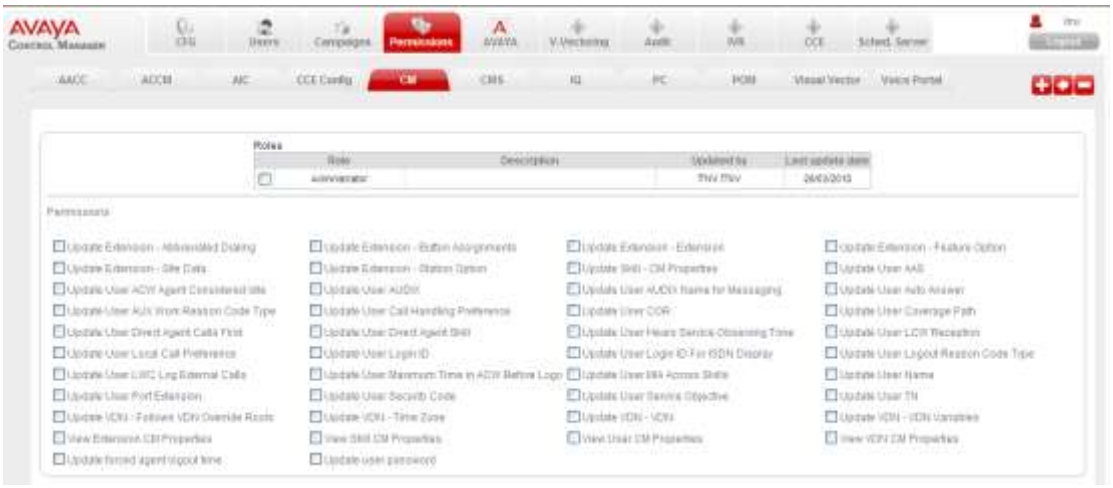
The following steps describe how to enable the Agent provisioning:

1. Navigate to ACCCM CFG>LDAP Settings

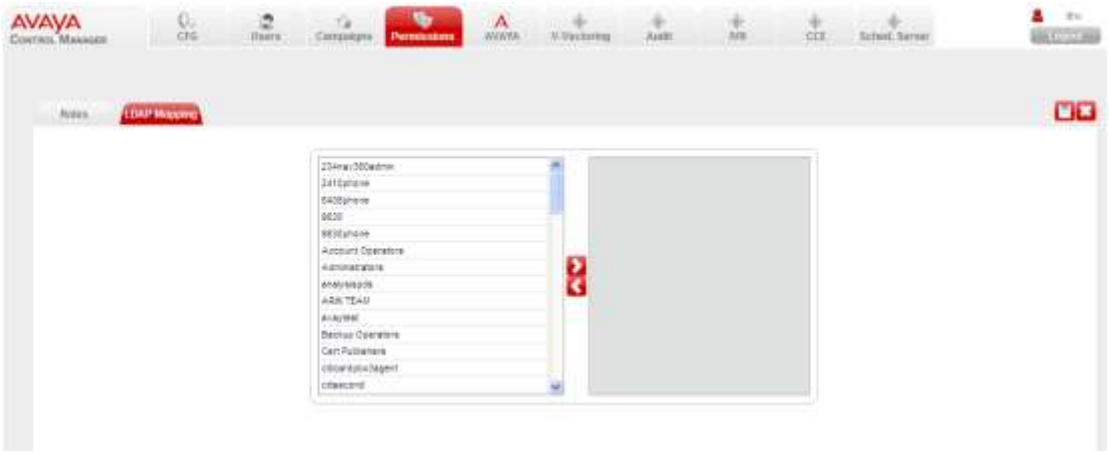


2. Enter the name of the Active Directory Group which will enable Agent Provisioning under the AD Group Agent system parameter

3. Navigate to the Permissions>CM section



4. Map the Agent role to the **same** Active Directory group you just entered in the system parameters

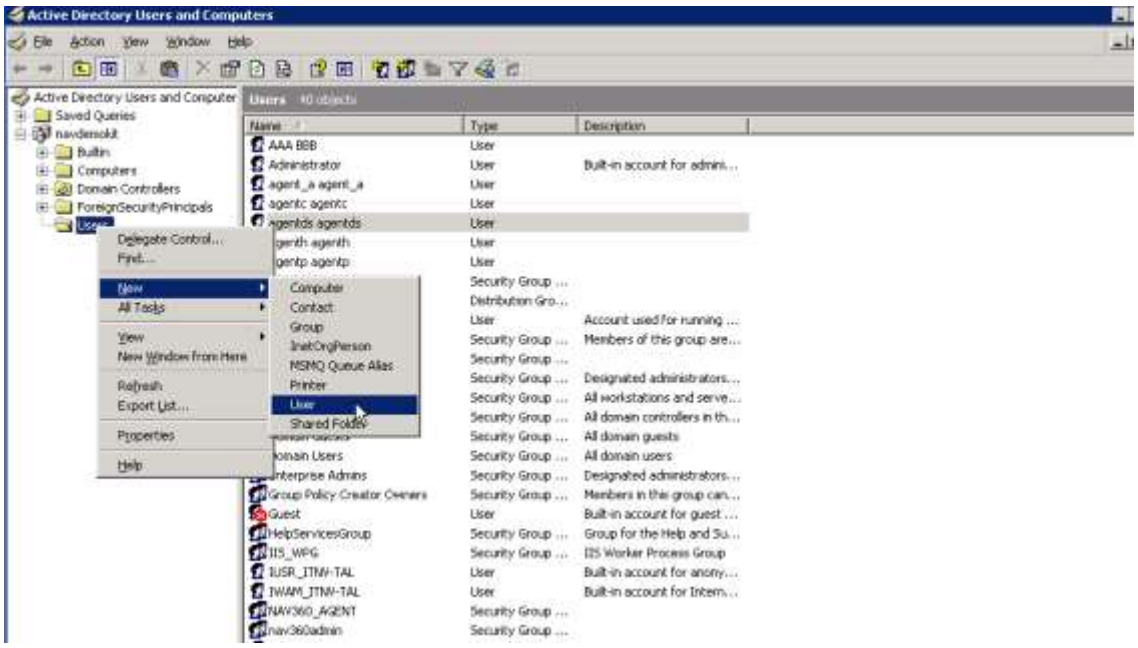


5. Save

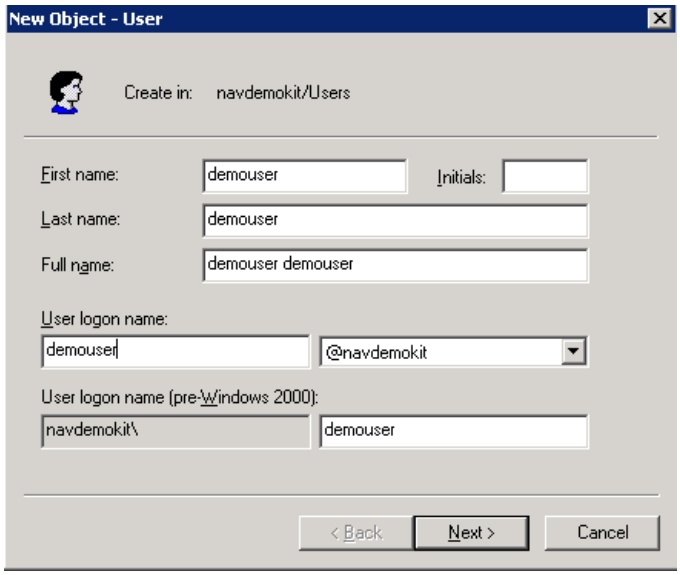
How to Work with A.D. Integration

To create a user in Active Directory:

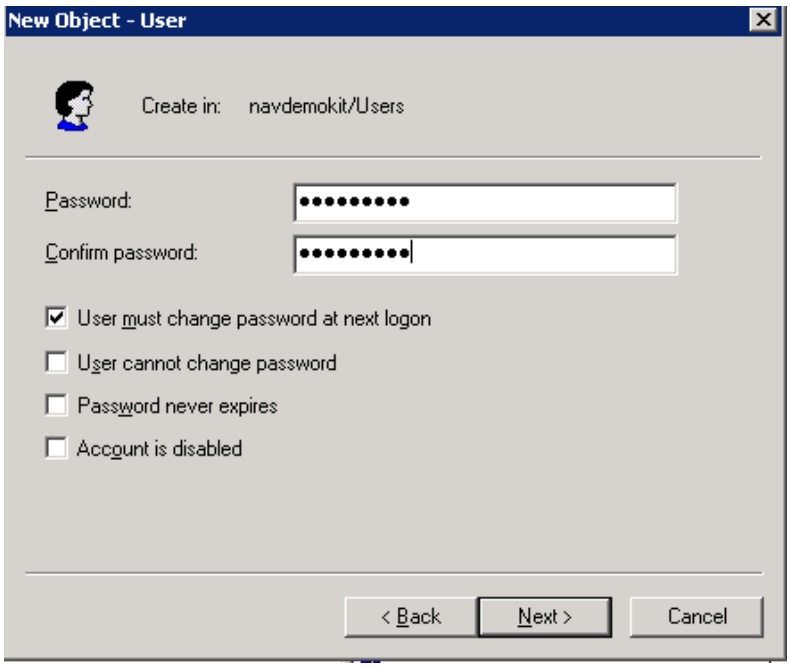
1. Create a new user in Active Directory:



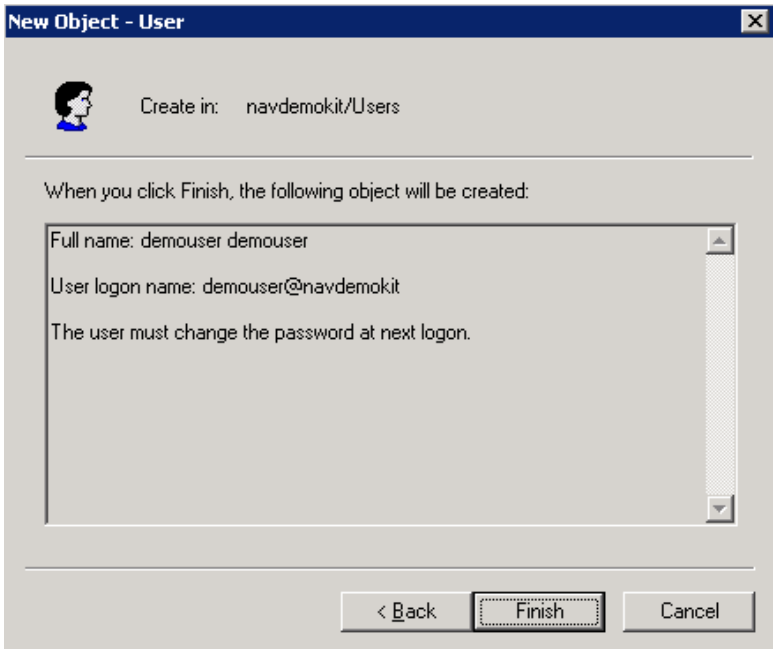
2. Enter the user details:



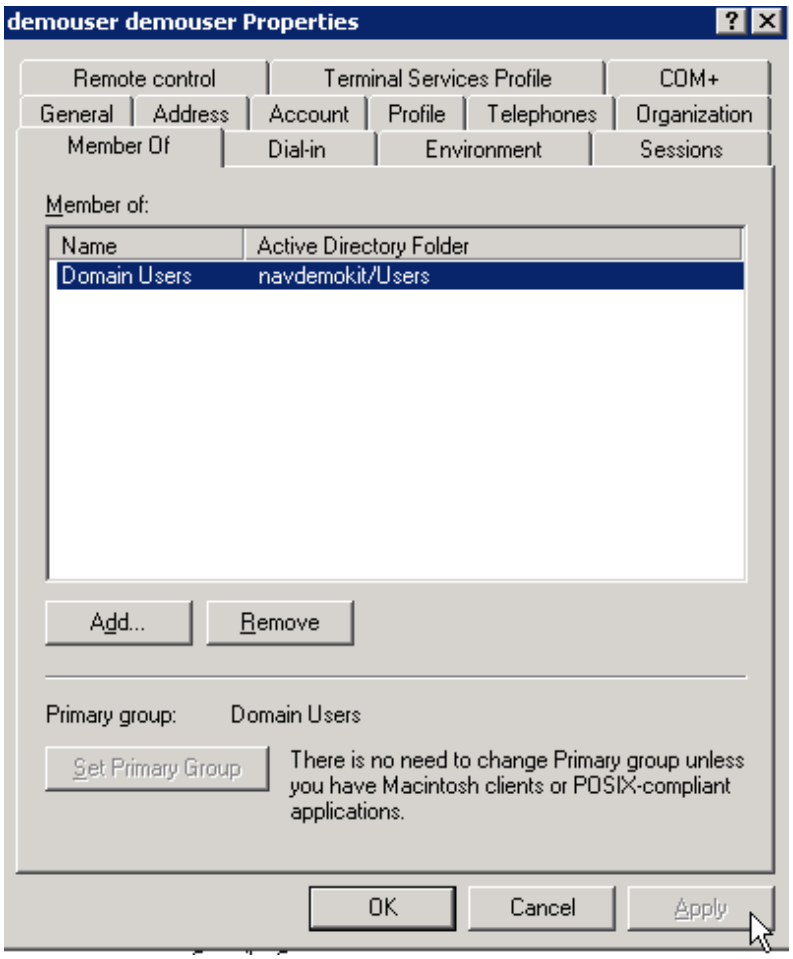
3. Enter the user password (this password doesn't affect applications that don't support single logon):



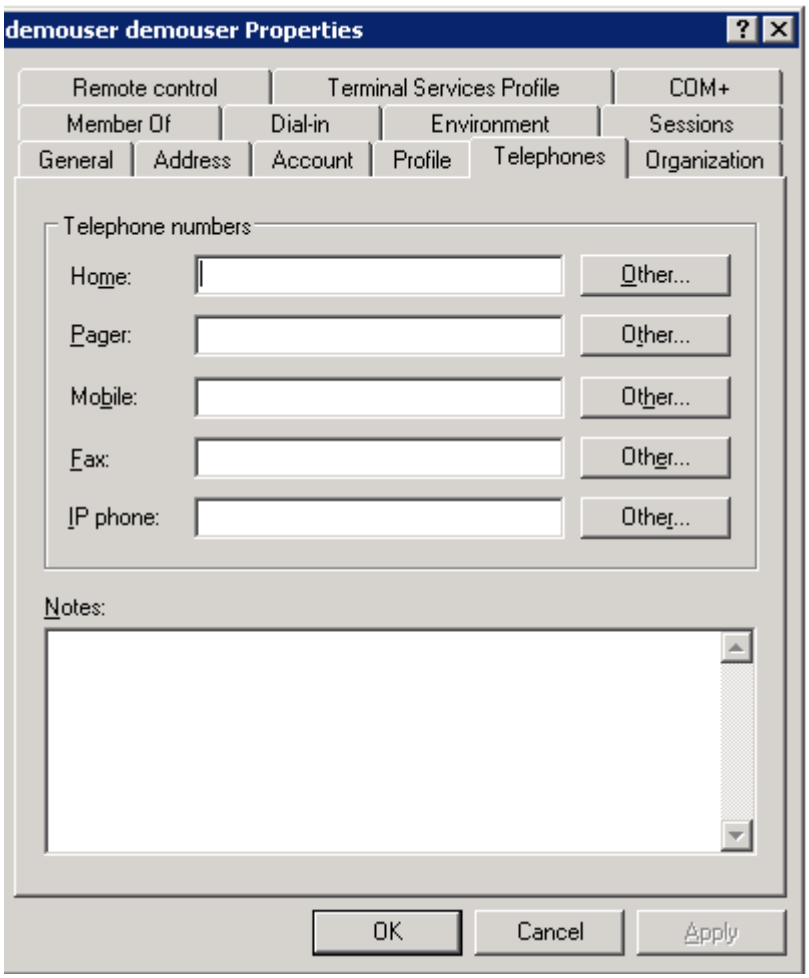
4. Click on the Finish button.



5. Open the user details and select the group membership. Groups that are mapped to ACCCM roles will trigger the ACCCM Active Directory Sync service user-creation process.



When creating a user/agent, you must to enter the following fields under the Telephones tab:



Pager = Agent ID (will be inserted into the CM and other systems)

IP Phone = Extension number that will be provisioned into ACCCM

6. Click on OK to save the user.

Users that were created in Active Directory cannot be deleted via ACCCM ; only from Active Directory.

Users that were created in Active Directory will have default password "itnv" on all systems that do not support single sign on.

For users that are to be used on PDS, the username must be 3-8 letters long.

Audit Log

Overview

The ACCCM includes Audit capabilities.

There are three types of Audit logs that are managed within ACCCM:

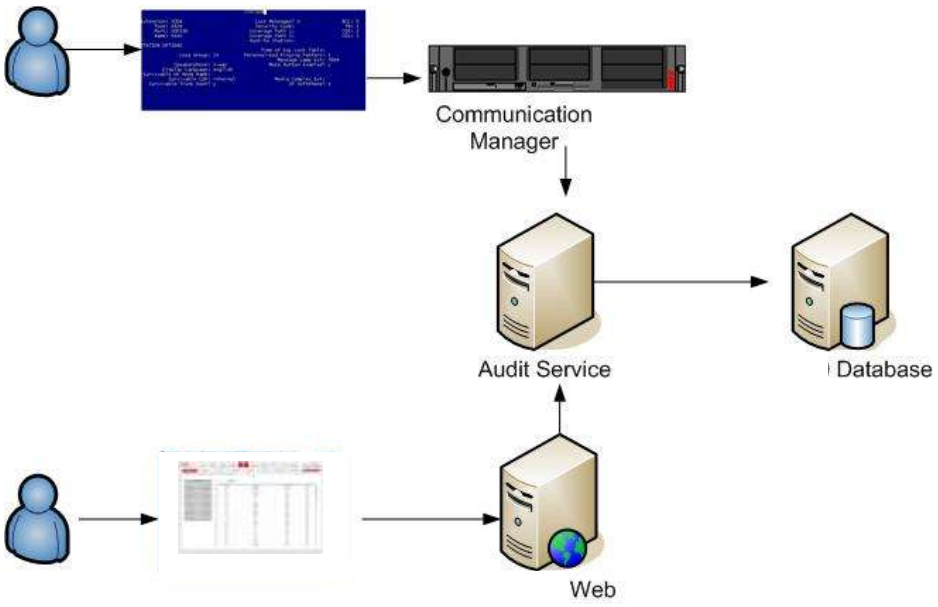
1. System Audit Log – tracks all changes that are done on different entities within the system including changes that are done directly within Communication Manager (through SAT).
2. ACCCM Admin changes – changes that are done to administrative data within ACCCM (Configuration section)
3. CM List History – A log captured from the CM list history.

System Audit Log

The ACCCM system audit log tracks every single change that is done on ACCCM objects within the environment. The changes are stored in the audit log table and are **not** removed automatically, so you can see the entire change history for the system anytime.

The System Audit log is also capable to capture changes that are done directly on the Avaya Communication Manager (through SAT/ASA).

The diagram below shows an illustration of the audit flow:



The ACCCM Audit Service tracks changes that are done and stores them in the ACCCM database.

Accessing the Audit log

Every object that is managed within ACCCM includes an Audit Log button

( or 

) that laucnes the audit log of the managed objects.

For example, if you will access an Extension and click on the Audit Log button the followng screen will appear:



Every change that was done in the environment will be shown in the audit log. The mian audit log page shows the audited objects, the location, username that performed the changed, date time of the change and the command (add/change/delete).

In order to compare two changes you can select the checkbox next to the audit records and click on the compare button:



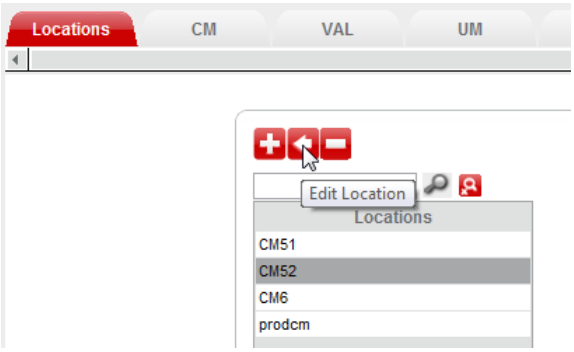
The audit screen results shows you only the fields that were changed within the entity. In this example you can see that the extension name was changed from "my extension" to "I changed the value". Each coloumn shows also the date/time of the change and the name of the user that performed the change.

Enable Auditing on changes that are done outside of ACCCM

The ACCCM Audit log can track changes that are done directly in the Avaya Communication Manager.

In order to enable Auditing on these kind of changes you will have to activate the auditing for every location separately.

1. Login into ACCCM and navigate to the Location tab
2. Select the Location and click on the edit button



3. Select the "Audit Log" checkbox and click on the save button



4. Open windows services and restart the ACCCM Audit Log service



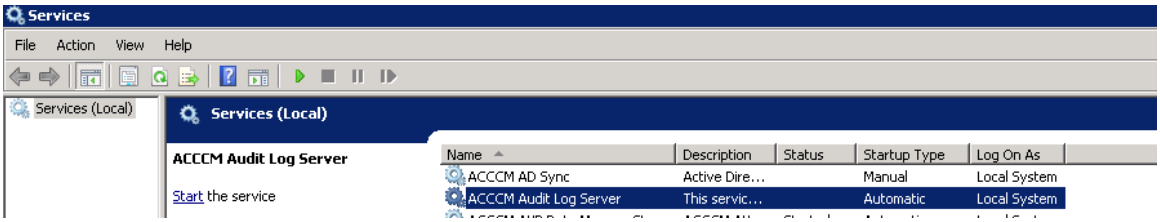
Disabling the Audit Log

By default all ACCCM activity is stored in the audit log. You can disable this functionality by performing the following steps:

1. Login to ACCCM and navigate to the CFG>System parameter section
2. Locate the "Audit Logging Enable" system parameter



3. Change the parameter to "No" and save
4. Stop the ACCCM Audit Log services that is running on the ACCCM server

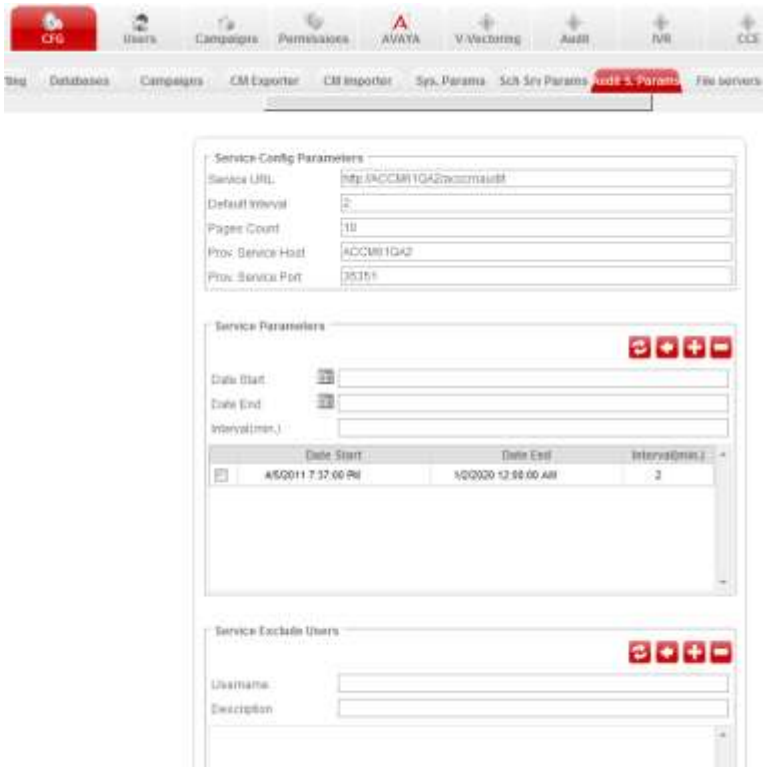


Managing Audit Log Parameters

There are several audit log parameters that can be managed within ACCCM which can affect the auditing process.

In order to modify the parameters you will need to:

1. Login to ACCCM and navigate to the CFG>Audit Log parameters section

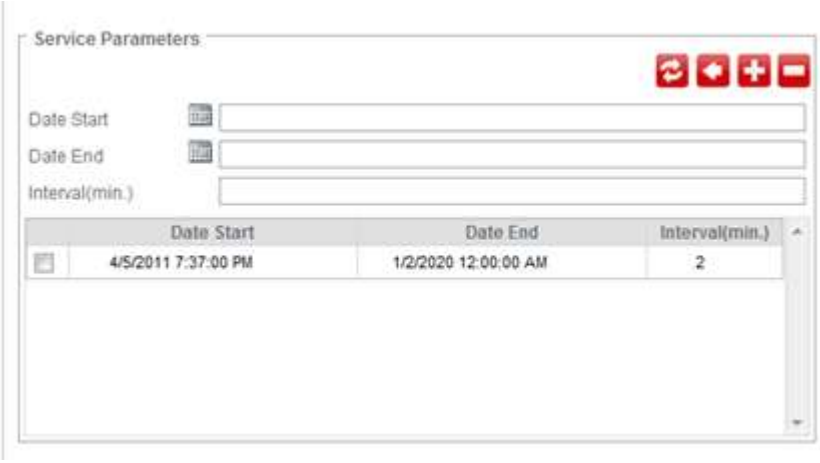


2. The Following Parameters can be managed:

Parameter	Description
Service URL	The URL of the audit log application. This parameter is updated automatically by the installation process and points to the Audit log web site

Default Interval	The time in minutes that the audit log service is accessing the Avaya Communication Manager to search for changes that are done directly on the CM (changes that are done within ACCCM are tracked automatically) We recommend to set this time on 2 minutes
Page count	The number of list history changes that the system will review to capture changes in every cycle. By default this parameter is set to 10, that means that every 2 minutes (default interval parameter) the system will search for changes in the last 10 pages of the "list history" command. This parameter should be changes only if in your environment there are more then 50 changes done on your CM per minute
Prov service host	The host name of your provisioning service.
Prov service port	The port number of your provisioning server.

3. The service parameter section allows you to define dates/times that the audit service will be Enabled/Disabled. This parameter controls only auditing that is done directly on the Communication Manager!



By default the system is set to perform auditing from installation date without a time limit.

In case you want to change the audit time or configure a different time interval in specific times you can:

- Enter the Start date
- Enter the End date
- Enter the Interval of auditing
- Click on the add button 

4. You might want to exclude some users from the auditing process. We recommend to exclude the CM user that is used by ACCCM from the auditing process in order to avoid duplicate entries



- Enter the user name
- Enter a description (not mandatory)
- Click on the add button 

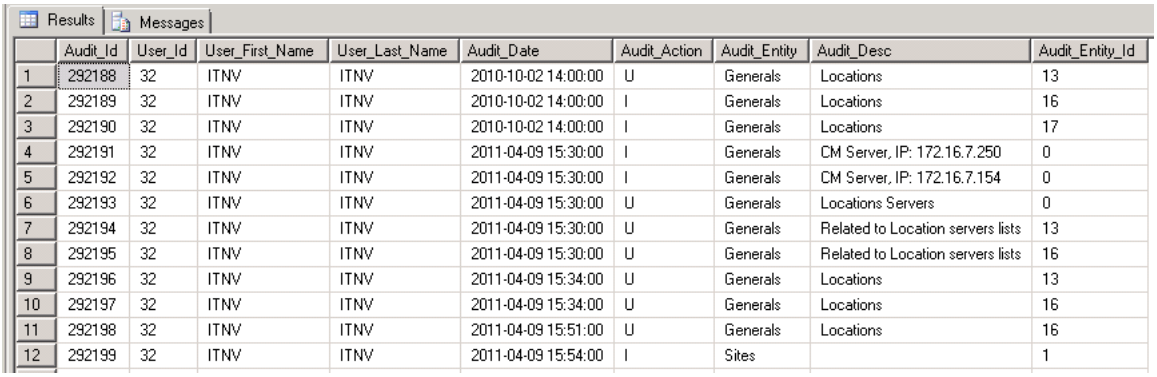
Any changes that are done by this user name **directly in the CM** will be ignored by the audit log.

ACCCM Admin Changes

Changes that are done on administrative data within ACCCM (under the configuration section) is stored in a special audit log table that cannot be accessed within he user interface.

In order to access this audit log you will have to:

1. Open SQL Studio
2. Navigate to the ACCCM Database
3. Run the following query : select * from audit_logs



Results | Messages

	Audit_Id	User_Id	User_First_Name	User_Last_Name	Audit_Date	Audit_Action	Audit_Entity	Audit_Desc	Audit_Entity_Id
1	292188	32	ITNV	ITNV	2010-10-02 14:00:00	U	Generals	Locations	13
2	292189	32	ITNV	ITNV	2010-10-02 14:00:00	I	Generals	Locations	16
3	292190	32	ITNV	ITNV	2010-10-02 14:00:00	I	Generals	Locations	17
4	292191	32	ITNV	ITNV	2011-04-09 15:30:00	I	Generals	CM Server, IP: 172.16.7.250	0
5	292192	32	ITNV	ITNV	2011-04-09 15:30:00	I	Generals	CM Server, IP: 172.16.7.154	0
6	292193	32	ITNV	ITNV	2011-04-09 15:30:00	U	Generals	Locations Servers	0
7	292194	32	ITNV	ITNV	2011-04-09 15:30:00	U	Generals	Related to Location servers lists	13
8	292195	32	ITNV	ITNV	2011-04-09 15:30:00	U	Generals	Related to Location servers lists	16
9	292196	32	ITNV	ITNV	2011-04-09 15:34:00	U	Generals	Locations	13
10	292197	32	ITNV	ITNV	2011-04-09 15:34:00	U	Generals	Locations	16
11	292198	32	ITNV	ITNV	2011-04-09 15:51:00	U	Generals	Locations	16
12	292199	32	ITNV	ITNV	2011-04-09 15:54:00	I	Sites		1

The Audit Log table contains the following fields:

Field	Description
Audit_Id	Internal ID.
User_Id	The ID of user who made the change.
User_first_name	The first name of user who made the change.
User_Last_Name_	The last name of user who made the change.
Audit_Date	The date and time that change took place.
Audit_Action	The actual action that was made in the

	ACCCM application or the skill change in ANAV: I: Insert U: Update D: Delete
Audit_Entity	The type of entity/object that was changed: skill, user, etc.
Audit_Description	Change description.
Audit_Entity_Id	The ID of the actual object that has been changed: which skill, which user, etc.

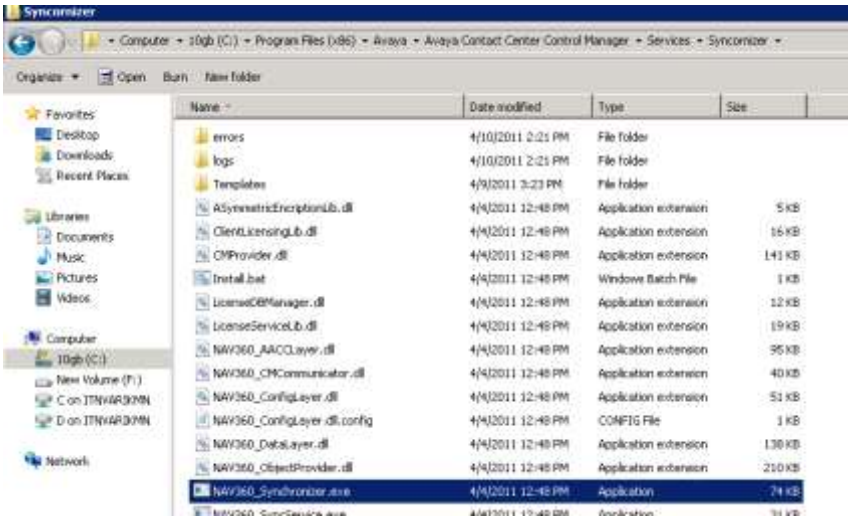
CM List History Log

Configuring the service

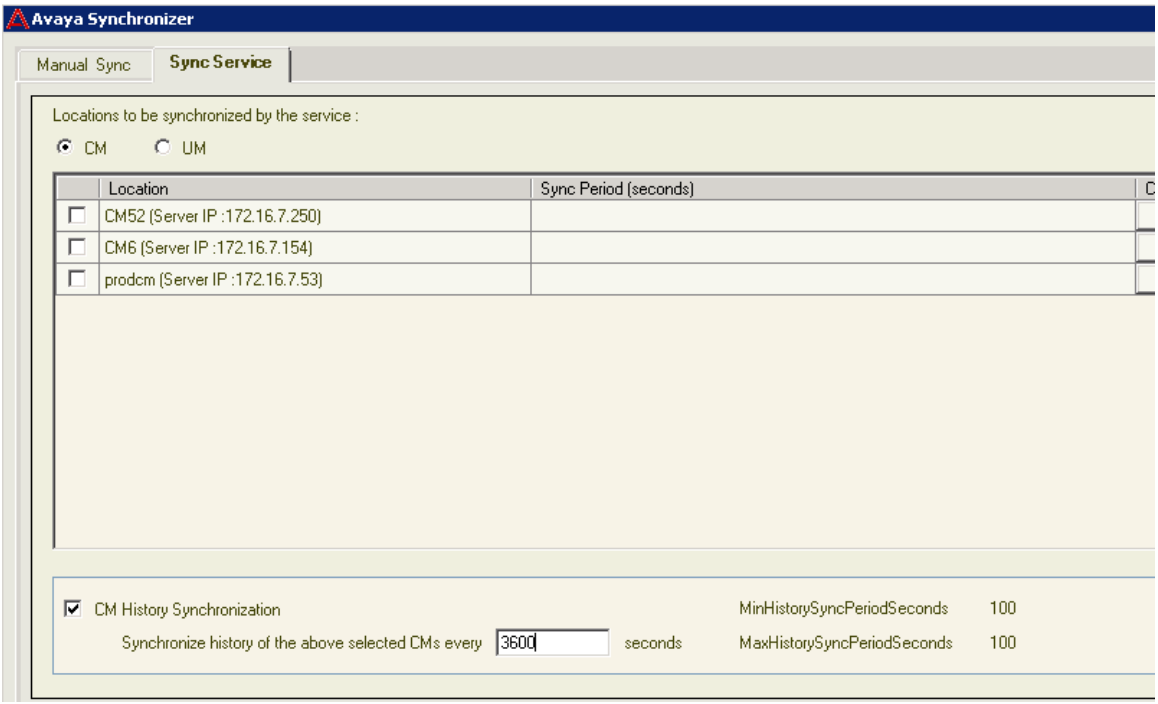
ACCCM provides the ability to store within the ACCCM database the entire history of the "list history" log from your Communication Manager.

In order to enable the list history storing within ACCCM you will need to perform the following steps:

1. Open the NAV360_Syncornizer.exe application that is placed on your ACCCM Server



2. Launch the application and click on the Sync Service tab
3. Select the CM History Synchronization checkbox and enter the number of seconds between synchronization intervals (we recommend this value to be set at 3600)



4. Click on the save button

The system will start storing the list history data in the ACCCM database.

Accessing the Data

1. Login into ACCCM
2. Click on the Audit tab



The Audit tab in ACCCM will allow you to access the CM audit log.



You can search the Audit Log based on the following parameters:

- ACCCM Location
- Object (Based on the CM object like Station, VDN and etc)
- Date From
- Date To
- From Time
- To Time
- Qualifier/Login/Action

Multi-location/Multi-site Enviroment

ACCCM is designed using a location-based architecture.

Locations are virtual objects that are created in ACCCM. All the objects handled by the environment can be grouped into locations.

The following section provides an overview of the location logic used in ACCCM.

Managing Locations

Deciding on the location structure in your environment is a fundamental step in setting up ACCCM .

Before deciding on the location structure, you will need to answer the following questions:

1. Why do I want to manage locations? To deal with security/permissions, or to distinguish between multi-location objects that are handled in a single CM?
2. Am I managing a single CM or multiple CMs?
3. Which Avaya products is part of my environment? How do I use them across organization/locations?
4. What is the organizational hierarchy that I should use?

Answering these questions will help you to define your location structure.

The following table shows an example of a location structure for a CM/CMS environment:

Location name	CM	CMS	IPT file server
Demo Location A	My production CM	My production CMS **A**	File server A

Demo Location B	My production CM	My production CMS **B**	File server B

The following details are required in order to integrate with the communication manager:

Object	Description
AES IP Address	The IP address of the AES server connected via SMS to the CM which is managed.
CM IP Address	The IP address that is used by ASA to connect to and manage the CM.
CM Username	A username for the CM.
CM Password	A password for the CM.
CMS ACD	If you are using CMS ACD partitioning, fill out this section.
CM Alias Name	The alias name of your CM.

The following details are required in order to integrate with the CMS:

Object	Description
CMS IP Address	The IP address of the CMS machine.
CMS Username	A username for the CMS system with full admin privileges for the CMS, including UNIX access.
CMS Password	The username's password.
Root password	The password of the CMS root user.

The following details are required in order to integrate with the file servers*:

Object	Description
File Server IP Address	The file server IP address.
Alias Name	The file server alias name.
Folder	The IIS director where the files are located (usually "backup").
Username	The username to access this folder.
Password	The username's password.

* used in order to manage button labels and IPPhone books.

Managing an Organizational Hierarchy

ACCCM provides you the ability to define an organizational structure.

The organizational structure includes:

Sites: the highest hierarchy in the organization

Departments: a child to sites

Teams: the lowest level of the organizational hierarchy, which is populated by all the organization's users and agents.

When designing the organizational structure, there are several things to consider:

1. The organizational structure allows you to assign a user to only one team>Department>site.
2. ACCCM provides you the ability to manage virtual groups. Virtual group objects allow you to connect a user/agent to an unlimited number of virtual groups.
3. Virtual groups can be integrated with CMS agent groups.
4. The locations that were defined in the previous step are mapped to sites (see next page).

Tip: usually a site represents a city/physical location, and a Department represents a department.

The following table shows an example of an organizational structure:

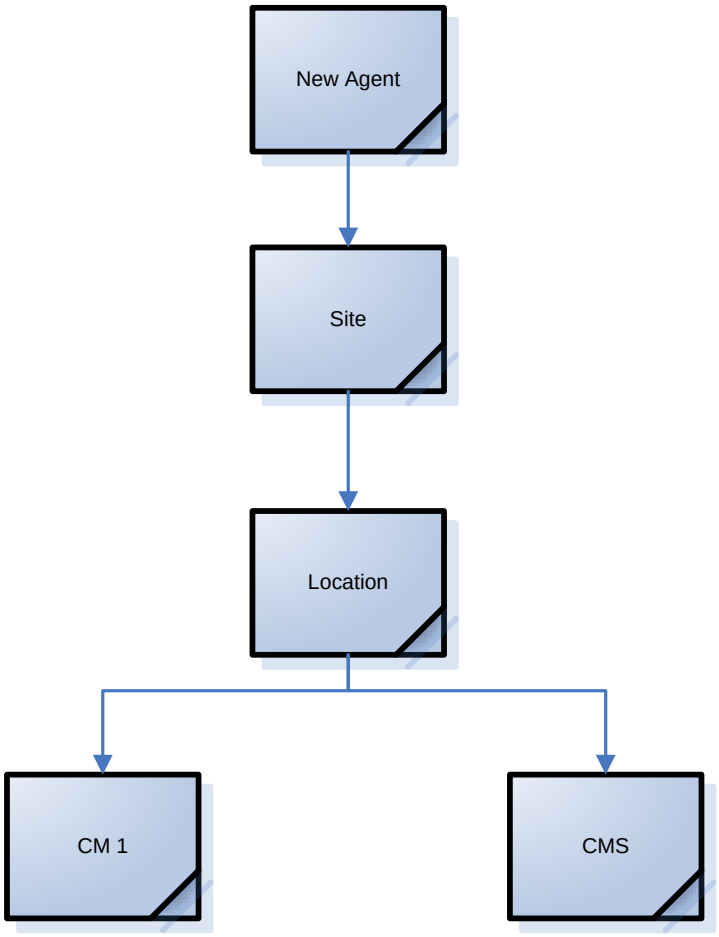
Site	Department	Team
New York	Sales	Team A
		Team B
	Service	Team C
Miami	Back Office	Back office team
	Management	Managers

Assigning Locations to Sites

After creating an organizational structure and locations, you will need to assign locations to sites.

By assigning a location to a site, you are mapping between the different Avaya systems that are part of this location and the users that will be created in this site.

When a new agent/user/extension is saved under a site, the NA360 Provisioning server saves the agent directly into the CM assigned to the location that is assigned to the site, and then into the CMS dictionary.



AVAYA Objects and Locations

Locations also affect the configuration of different Avaya components in ACCCM, such as:

- VDNs
- Skills
- Extensions
- Vectors
- Coverage objects
- Holiday table/time of day

…and every other AVAYA object in ACCCM.

Each one of these objects must be assigned to a location in a multi-location/multi-site environment.

Managing AVAYA Objects

Users' ability to manage specific AVAYA objects depends on the location permissions that are assigned to them.

When implementing ACCCM in an existing environment, the process of mapping existing objects to defined locations is a critical step.

Every single managed object must be mapped to **only one location**.

The outcome of this step should be one of the following:

1. A specific list that maps between every object and a location;

or

2. Mapping between ranges of objects, for example: all extensions from 2000-2010 are mapped to location A.

If you are working in an existing environment, we recommend you export a list of all the objects to Excel files via GEDI and then map them to the relevant locations.

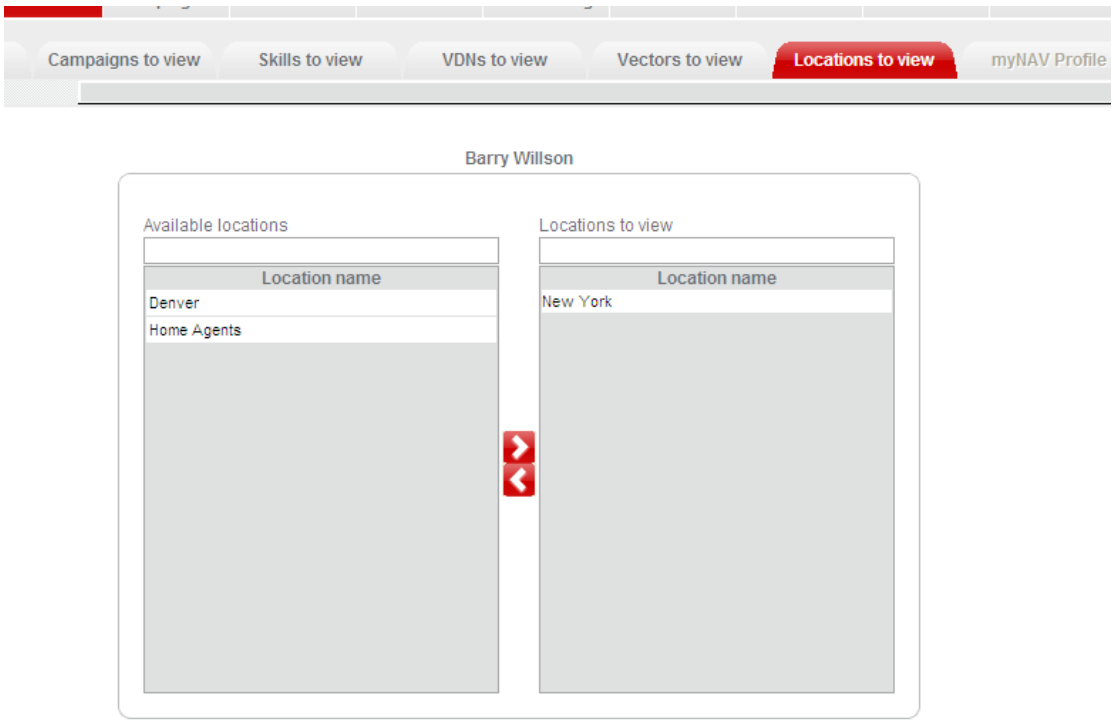
These Excel files will be used for the import process into the ACCCM database.

Users

Users and Locations – Relationship

ACCCM users can be granted permission to a certain location.

When creating a new ACCCM user, the Location to View tab allows you to assign the user to the various locations that he will be able to use in ACCCM:



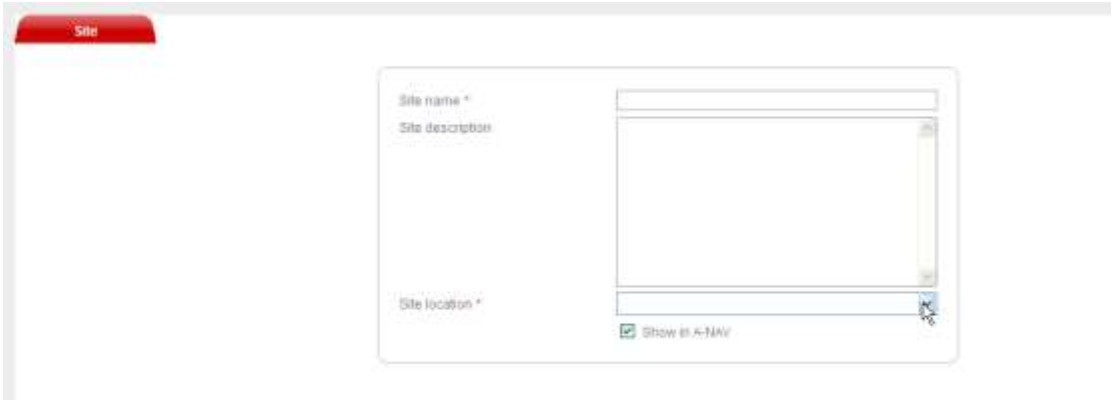
The user's ability to view locations in ACCCM affects the following things:

1. Ability to create a new site.

   A user that has permissions to create ACCCM sites must have permissions for at least one location. Due to the fact that a site must be assigned to a

location, the user won't be able to create a site without the ability to view a location.

Users won't be able to assign sites to locations that they don't have permission to access.

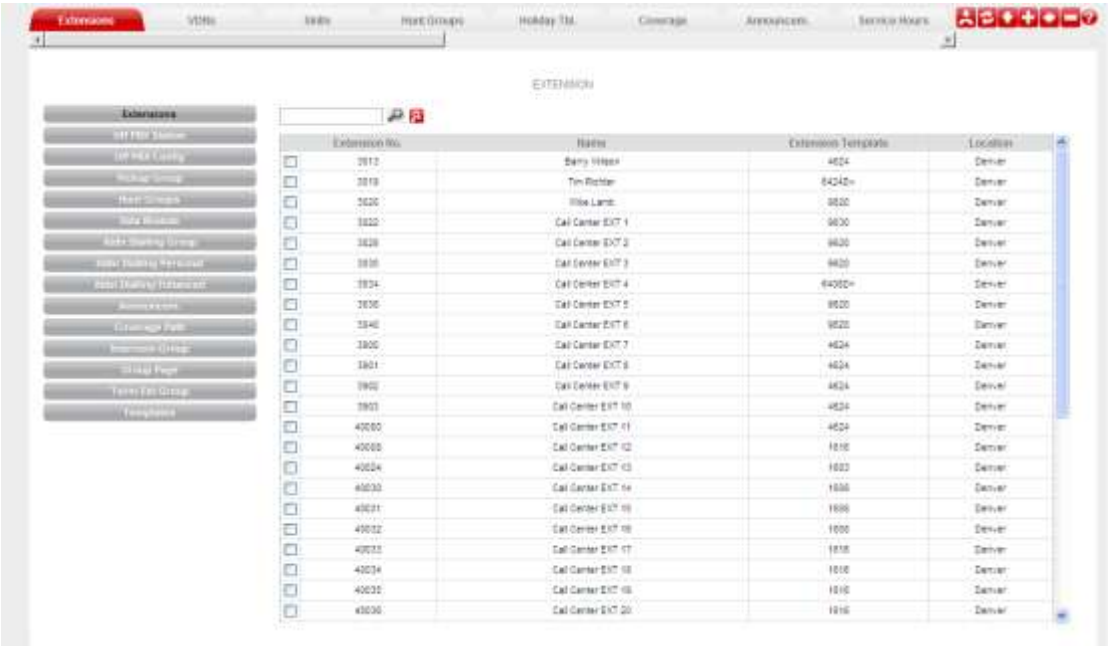


2. View AVAYA objects (extensions, hunts, coverage, etc.)

Users that have permission to the AVAYA section will be able to view, edit, and insert only those objects that are assigned to the location that they can view.



For example: in ACCCM , a user that has permission for location A won't be able to see extensions that are assigned to location B.



3. Manage locations

   Users that have permission to manage locations in the ACCCM configuration will only be able to manage the locations that they have permission to view.



Users Permissions (Roles)

The Permissions tab allows you to set roles for each application, and to set permissions for each role.



Each application is represented by a tab.

There are two sections to each tab: Roles & Permissions.

The roles section lists all roles, with their details.

The role section lists the set of roles that can be assigned to a user in the application.

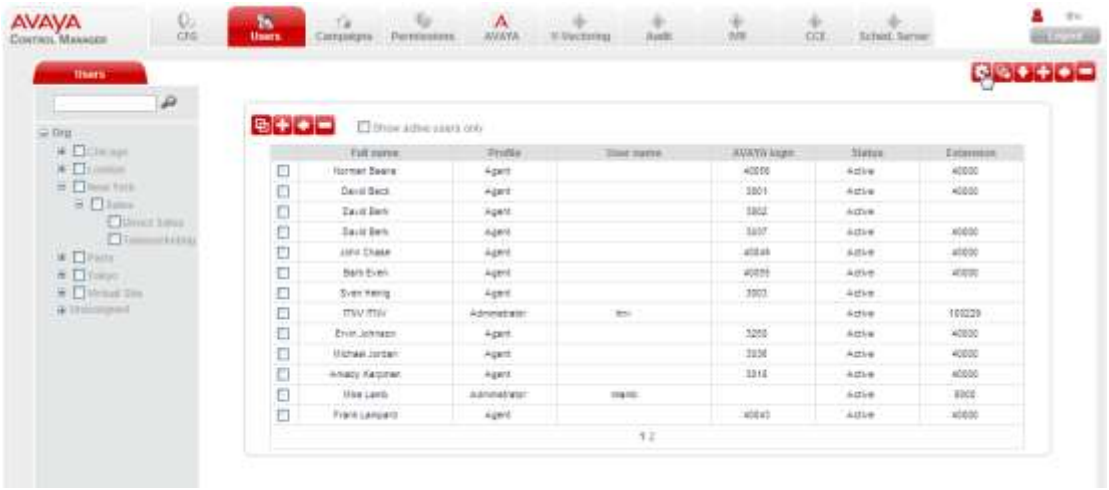
The permissions section lists all permissions assigned to a role.

The permissions state what the user can see and execute within the relevant application.

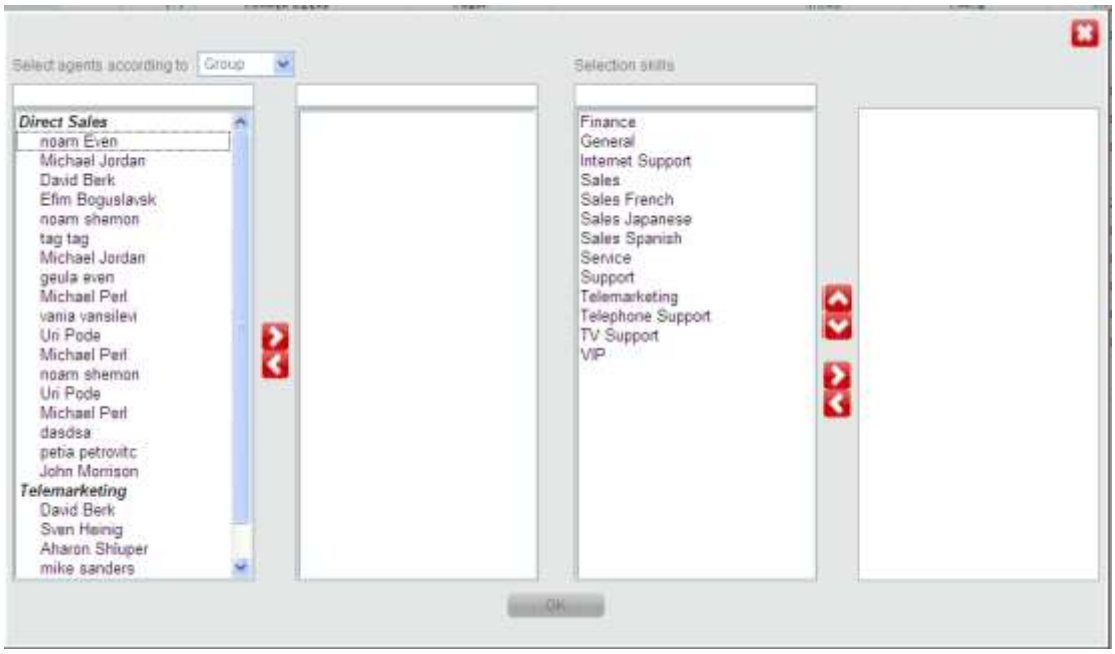
Bulk Skill Change

Bulk skill change is a feature that allows you to take several contact center agents and shift them between Skills.

The bulk skill change feature is accessible from the main user screen:



When clicking on the bulk skill change button ACCCM will display the following screen:

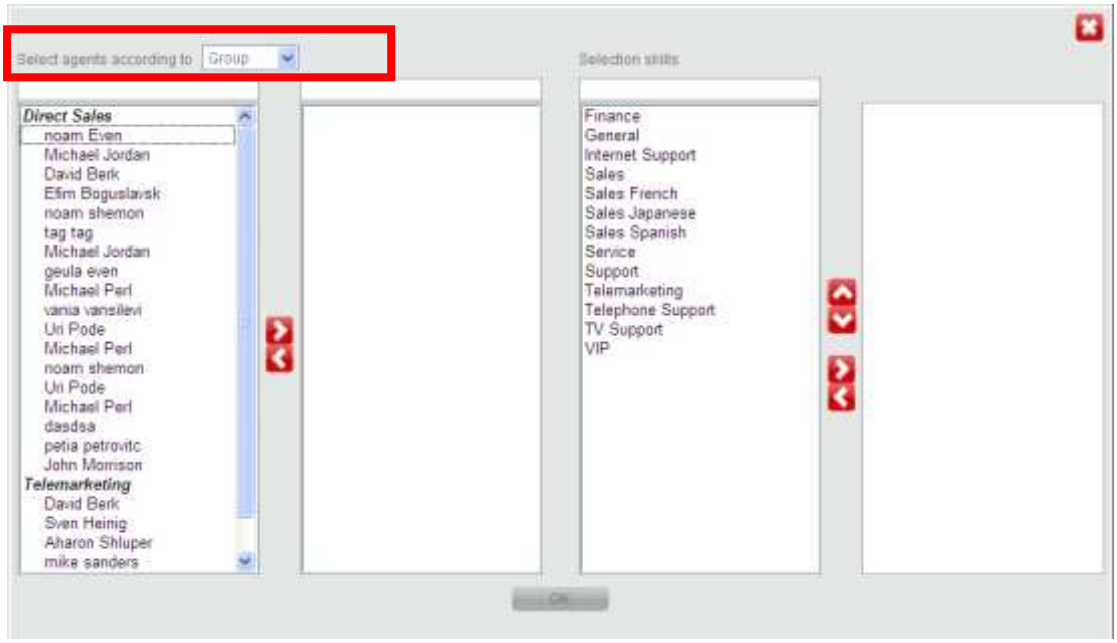


You can bulk skill change agents in two different ways:

1. According to Agent groups – ACCCM will allow you to select agents based on their group assignment
2. According to Skills – ACCCM will allow you to select agents based on Skill assignment

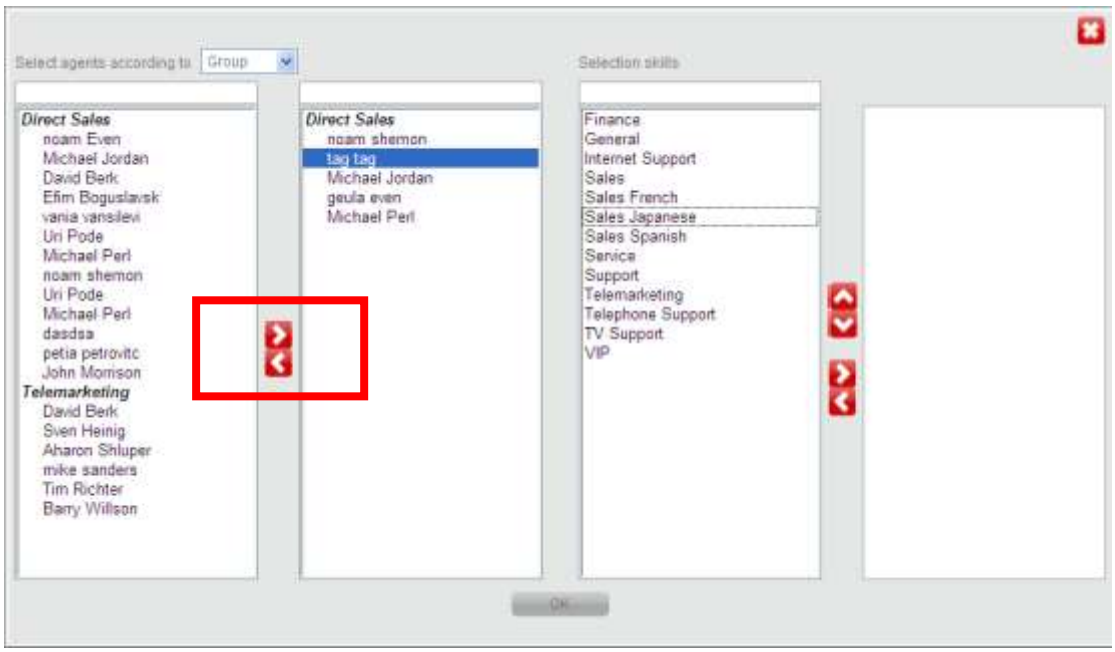
Bulk skill change – Agent groups

1. Select "Groups"

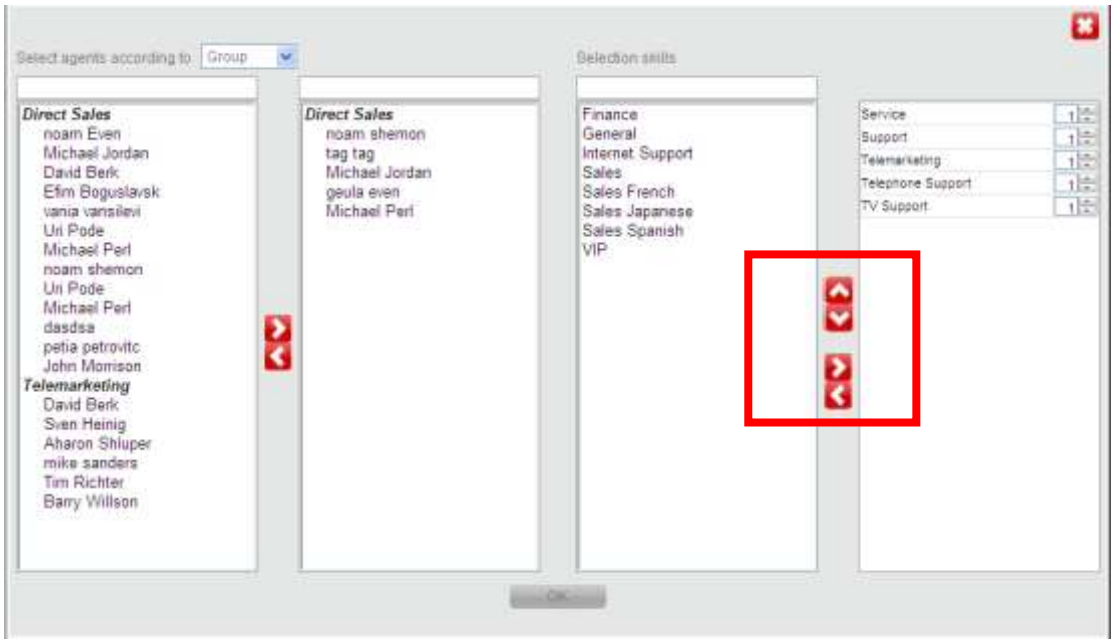


ACCCM will show the agents grouped based on their Agent groups.

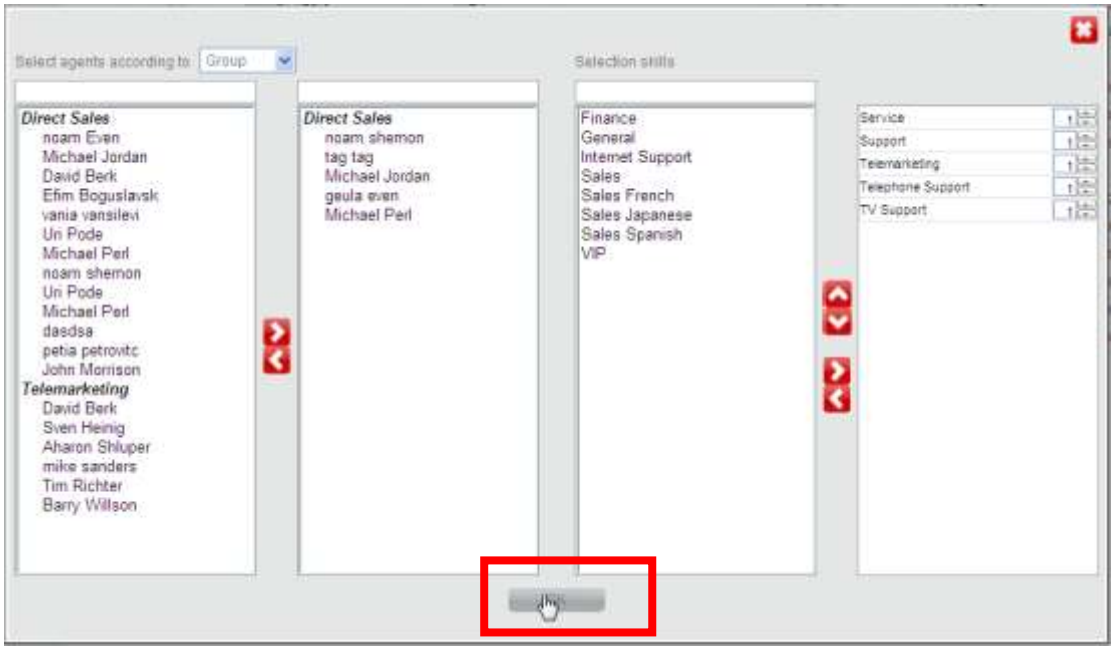
2. Select the agents



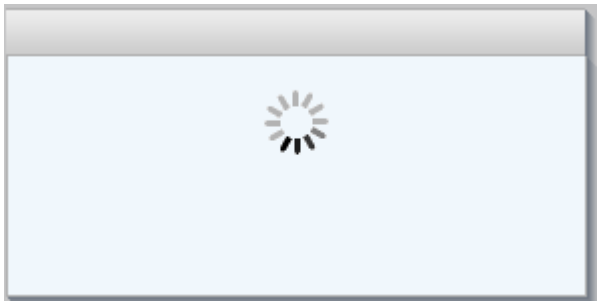
3. Select Skills



4. Save the change

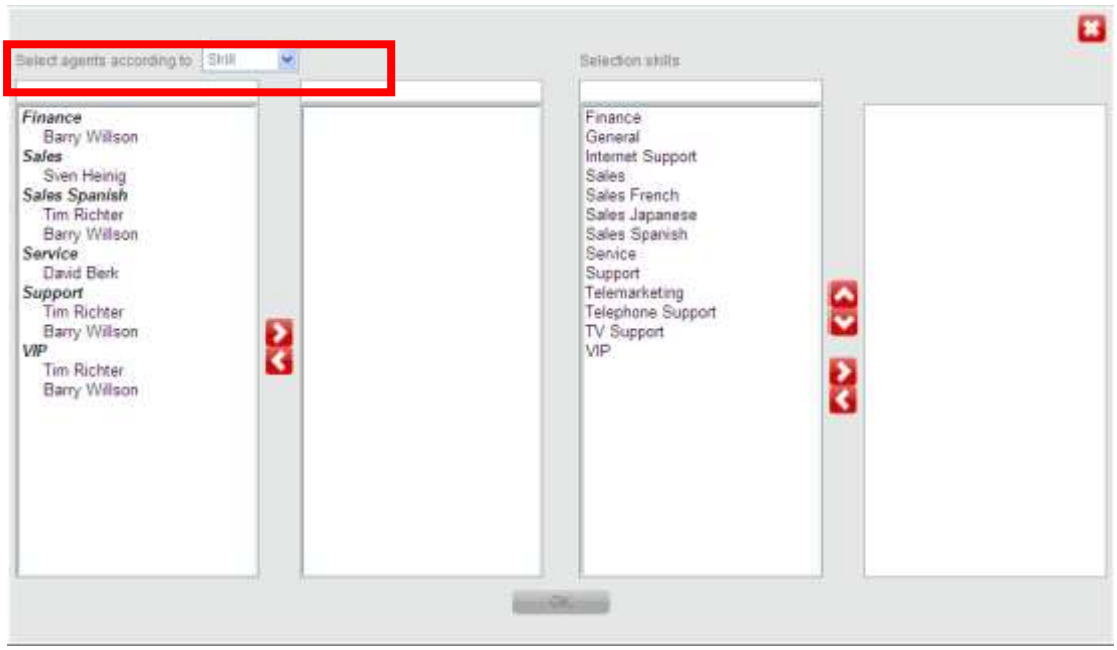


This action is synchronic, which means that if you selected a big number of agents the system might take some time And you will see the following screen:



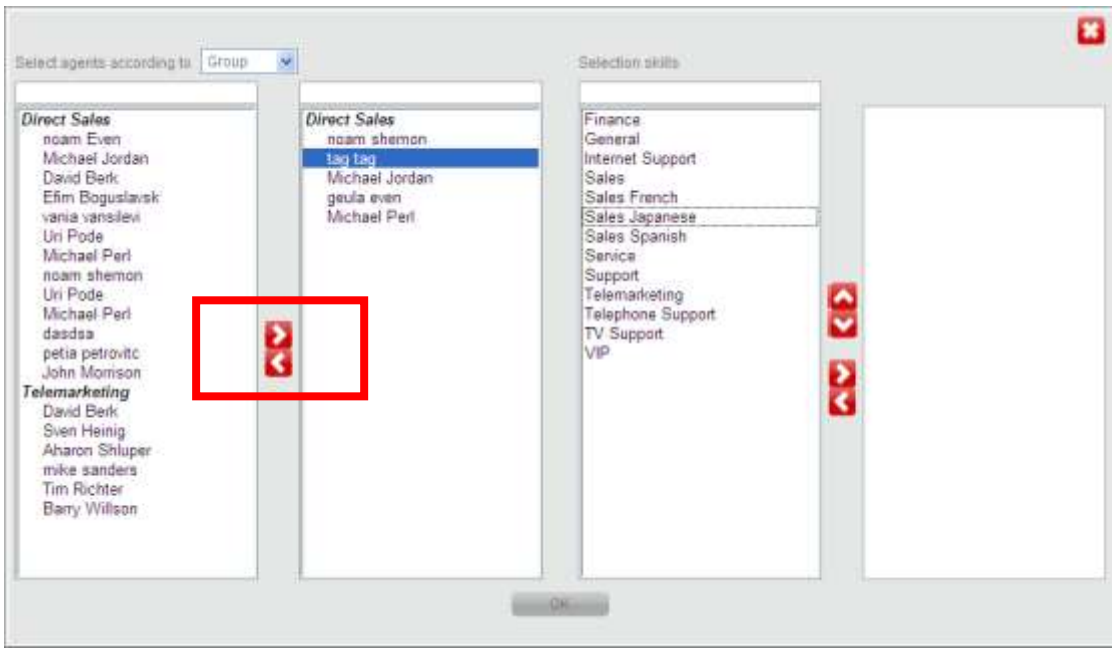
Bulk skill change – Skill Selection

1. Select "Skills"

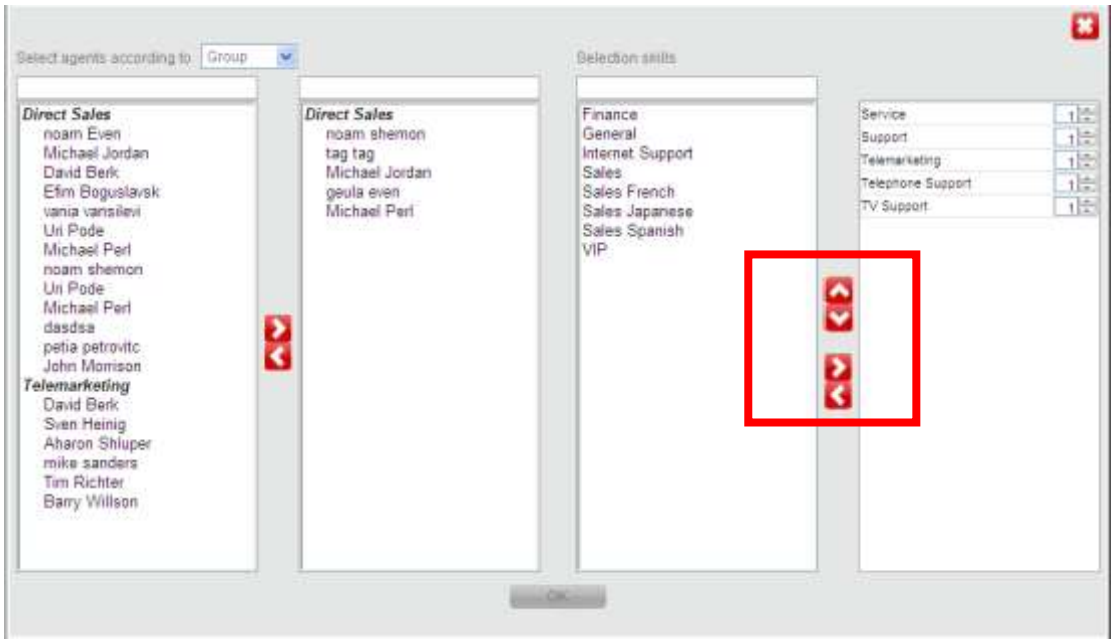


ACCCM will show the agents grouped based on their skill assignment.

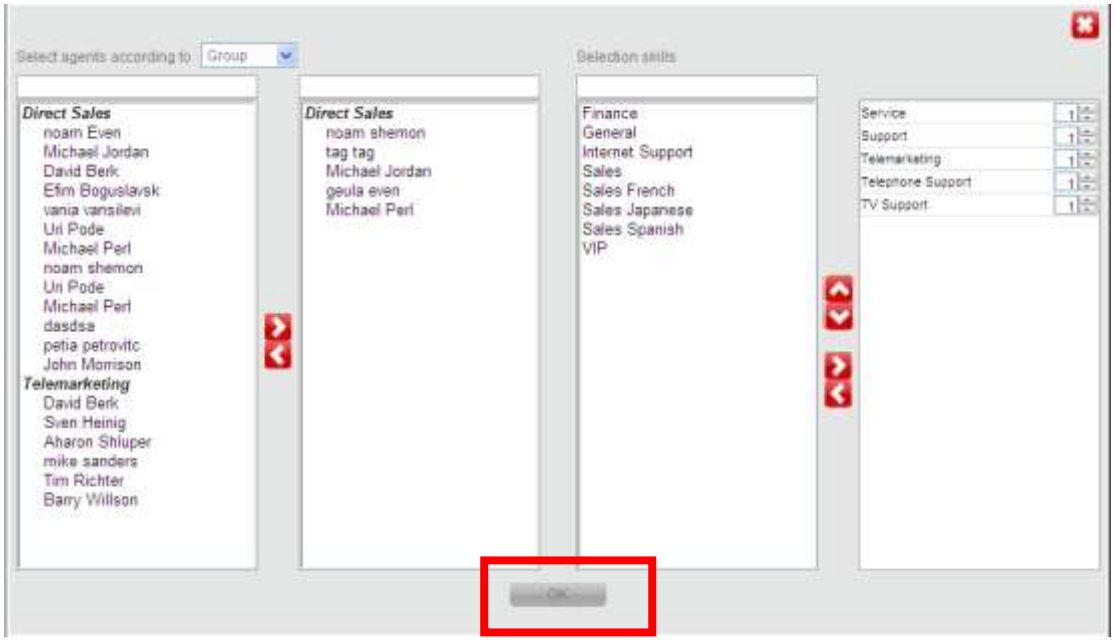
2. Select the agents



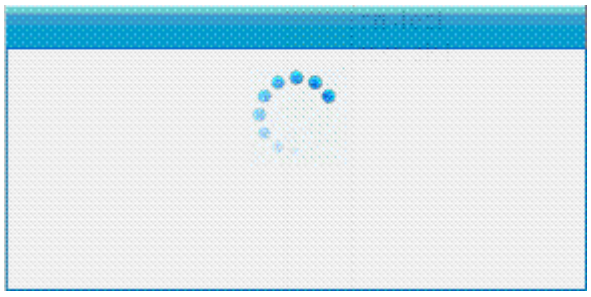
3. Select Skills



4. Save the change



This action is synchronic, which means that if you selected a big number of agents the system might take some time And you will see the following screen:

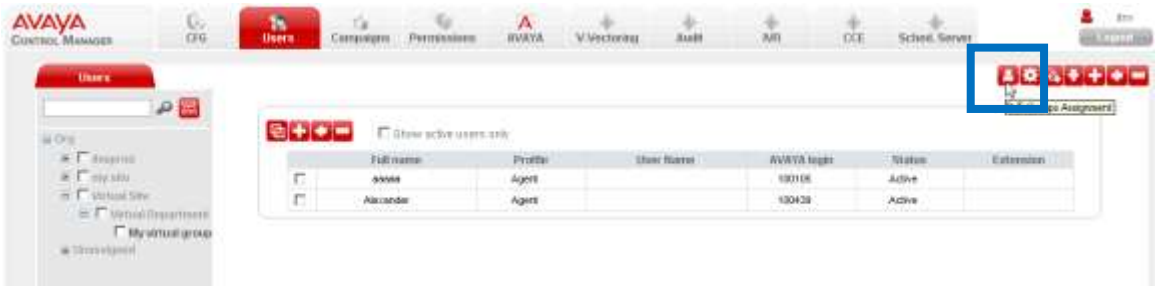


Bulk Team Assignment

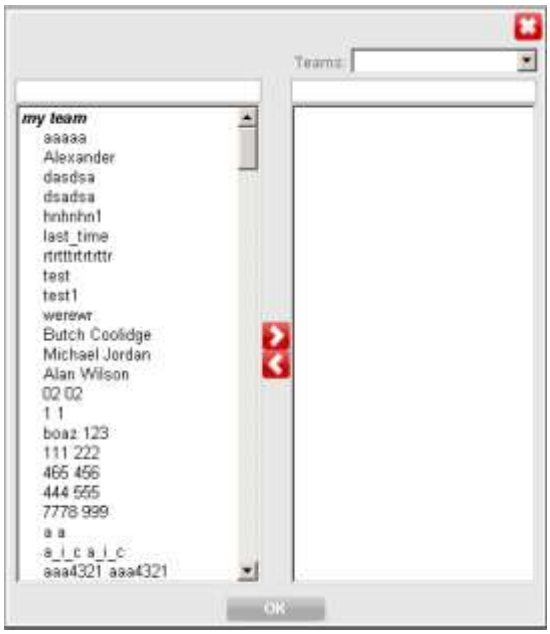
ACCCM includes bulk team assignment capabilities.

The bulk team assignment allows you to move users between groups in an easy way.

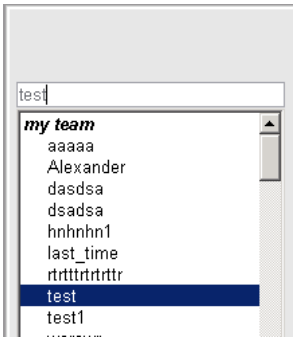
1. The bulk team assignment feature can be accessed from the button area in the main users section:



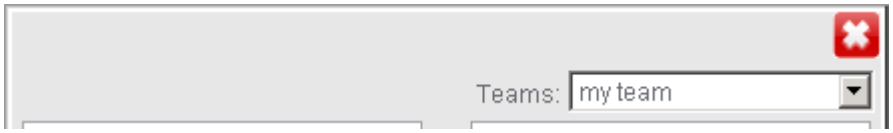
2. The following screen will appear:



3. Move the Agents from the left side of the screen to the right side of the screen using the arrows 
4. You can also enter the agent name in the text box in the top part of the screen



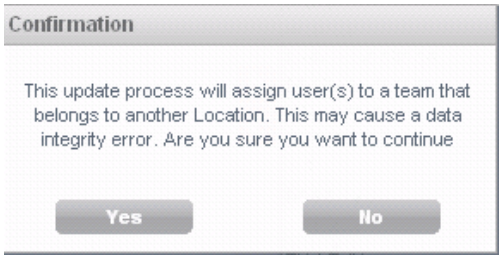
5. Select the new group you would like to move the agents to



6. Click on Ok to save



7. The following warning message will appear on the screen



8. Please make sure you do NOT move agents across locations that are not using the same Avaya systems. For example: Moving an Agent that is part of Location A which is assigned to CM1 , to Location B that is assigned to CM 2 can break the location based logic within ACCCM .
9. Click on Yes to confirm or No to cancel

10.

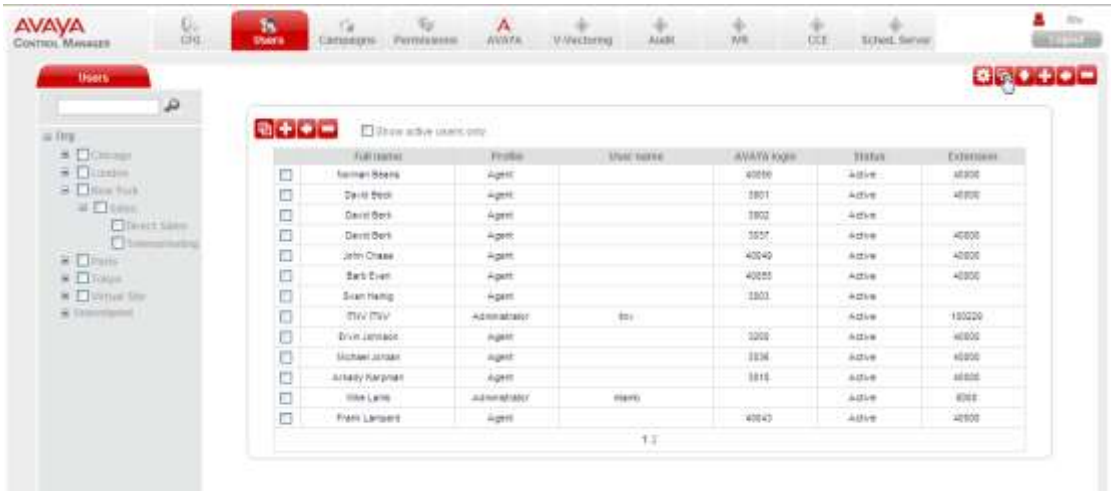
Virtual groups

ACCCM Manages as part of the Organizational Hierarchy Virtual Groups.

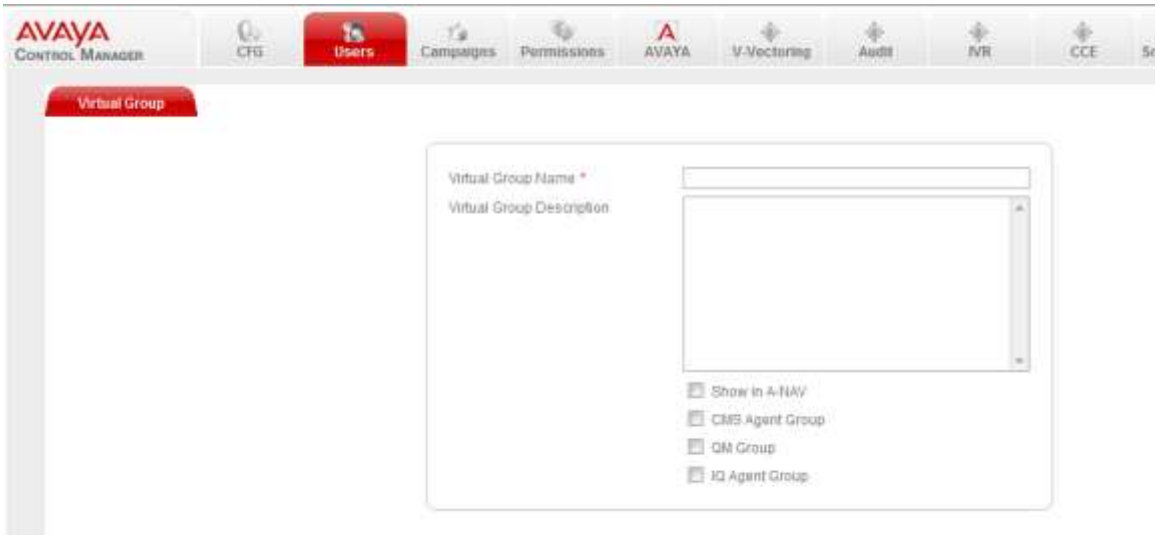
Due tot the fact that the physical organizational structure allows a single user/agent to be assigned to a single team, the Virtual Groups are used to assign users/agents into more then one team.

Virtual Groups can also be used in order to manage CMS Agent groups as part of the ACCCM Provisioning integration into CMS.

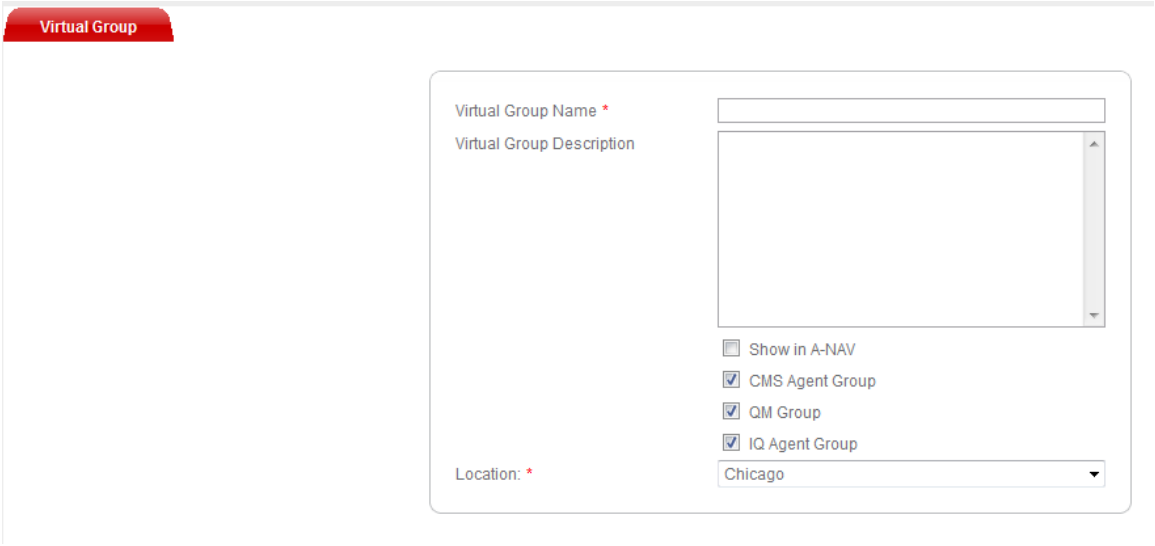
1. Go to the user section and click on the "Virtual Department
2. Click on the "add virtual site group" button



3. Enter the Virtual Group name

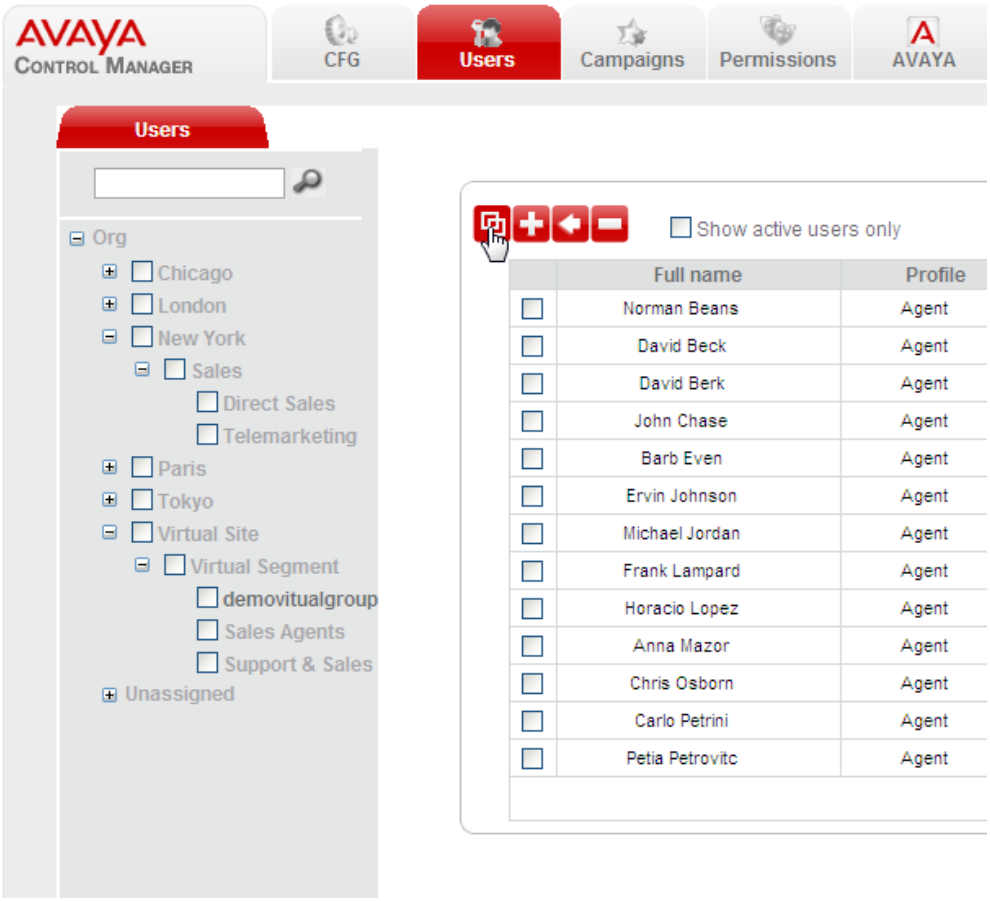


4. If you want to provision this group into CMS, IQ or QM as an agent group select the relevant checkbox and select the location this group will belong to

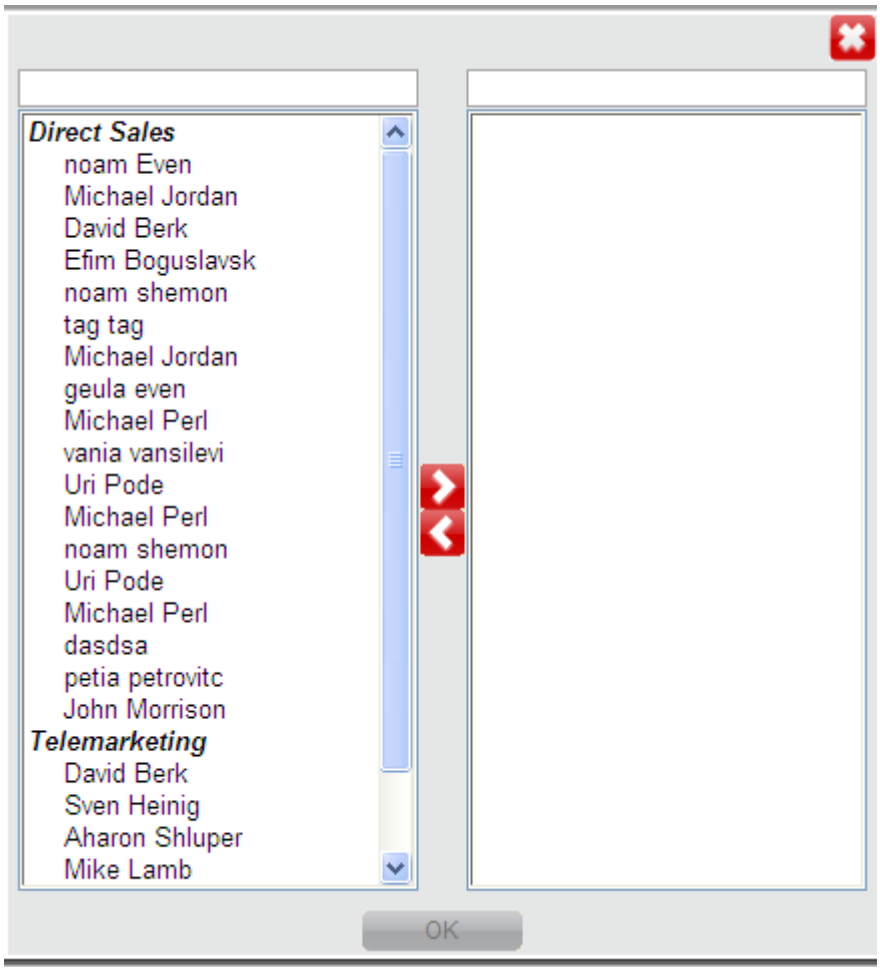


Based on the location assignment ACCCM will know to which CMS Server The agent group needs to be provisioned

5. Click on Save
6. Go back to the Org Chart and click on the "Add user to virtual group"



7. Select the agents/users you would like to assign to this group



8. Click Ok

Synchronizer

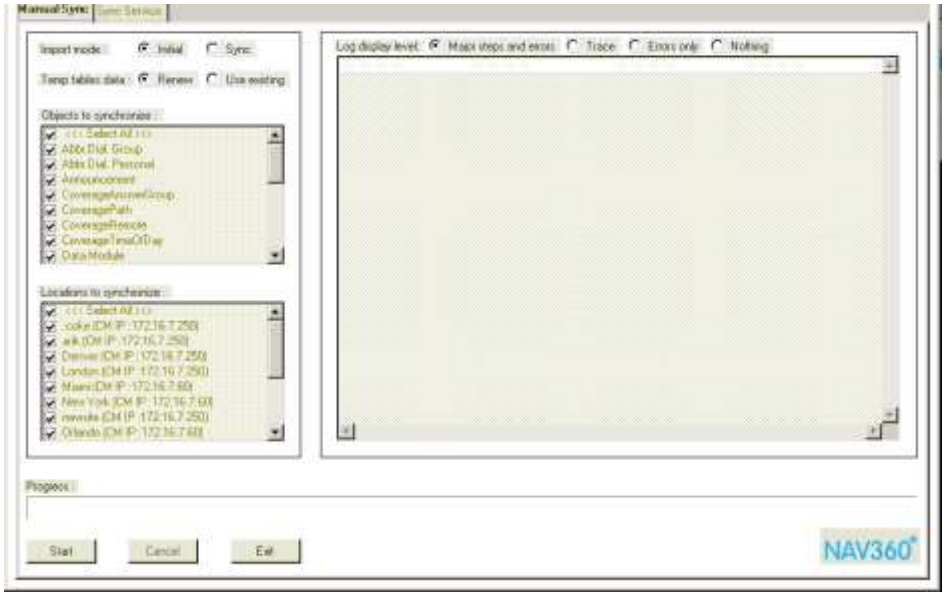
ACCCM Synchronizer is a service that enables automatic synchronization from the Avaya Communication Manager to the ACCCM Database.

Synchronization modes

The Synchronizer is installed as part of the ACCCM Services and can work in two modes:

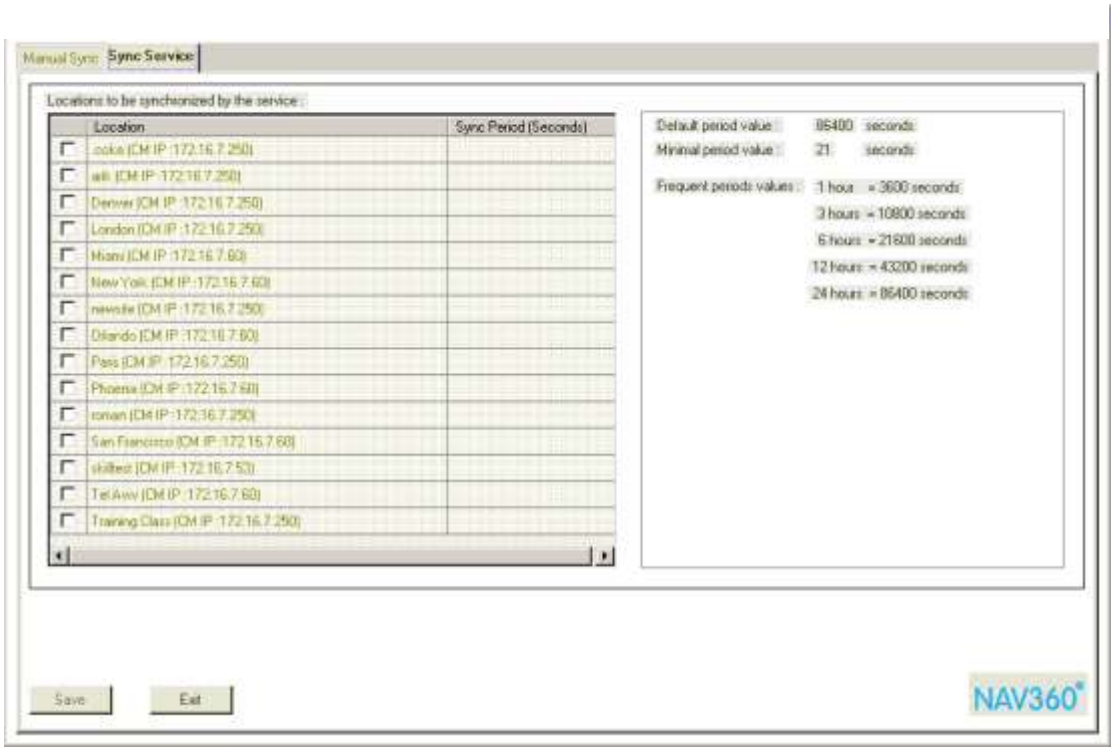
1. One Time Synchronization – This is usually used for the initial synchronization process only.

   The one time synchronization allows you to select the Avaya CM Objects that you would like to sync and the ACCCM Locations that are part of this synchronization process.



2. Sync Service – The Sync Service enables automatic synchronization based on a predefined interval (for example: every 30 minutes).

   You can configure the Sync service based on Locations.



Dial plan Impact on the Synchronization Process

The ACCCM Dial Plan can have a very big impact on the synchronization process.

There are several things that need to be taken into consideration before running a synchronization process.

1. How many locations are part of the environment?
2. How many Communication Managers are part of the environment?

If we configured more then one location we need to make sure that we have a dial plan assigned for each location or that every location is assigned to a different communication manager

In case there is a situation that we try to synchronize a single CM into a multi location environment without a dial plan it will cause all the CM data to be synced into a single location.

We strongly recommend planning the synchronization process before running the initial sync.

When the synchronization process starts it will perform the following steps:

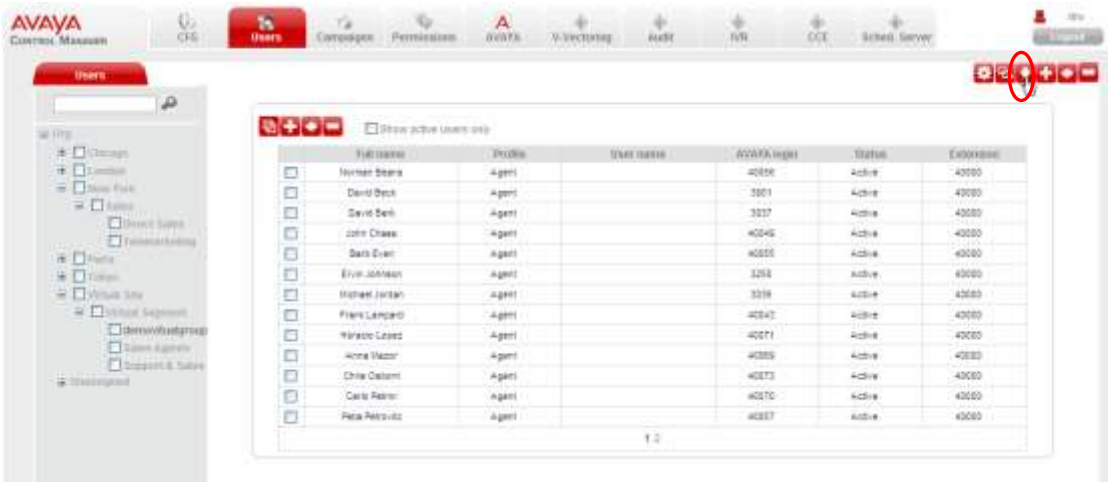
1. Check the list of Locations to sync
2. Connect to the CM that is assigned to the first Location synced
3. Download all the CM data into Temporary tables
4. Check if this Location has a dial plan
5. If there is a dial plan then the Synchronizer will sync only the CM data that belongs to this location based on the dial plan
6. If there is no dial plan then all the CM data will be synced to this Location

Import Agents

ACCCM enables importing from EXCEL files of Agents, Extensions, Skills and VDNs.

Importing Agents

1. Navigate to the users section and click on the import button 



2. Click on Browse and select the excel file you would like to import



3. Click Upload to upload the file to ACCCM .
4. You can select:

    A. ACCCM Database Only: the entries will be added only to the ACCCM database
    B. CM only: the entries will be added only to the CM, and not to ACCCM
    C. CMS Dictionary only: the entries will be added to the CMS only
    D. CM and ACCCM Database: the entries will be added both to the CM and to ACCCM
    E. CMS and ACCCM Database: the entries will be added both to the CMS and to ACCCM
    F. CM and CMS Database: the entries will be added both to the CM and to CMS
    G. All: the entries will be added to all systems

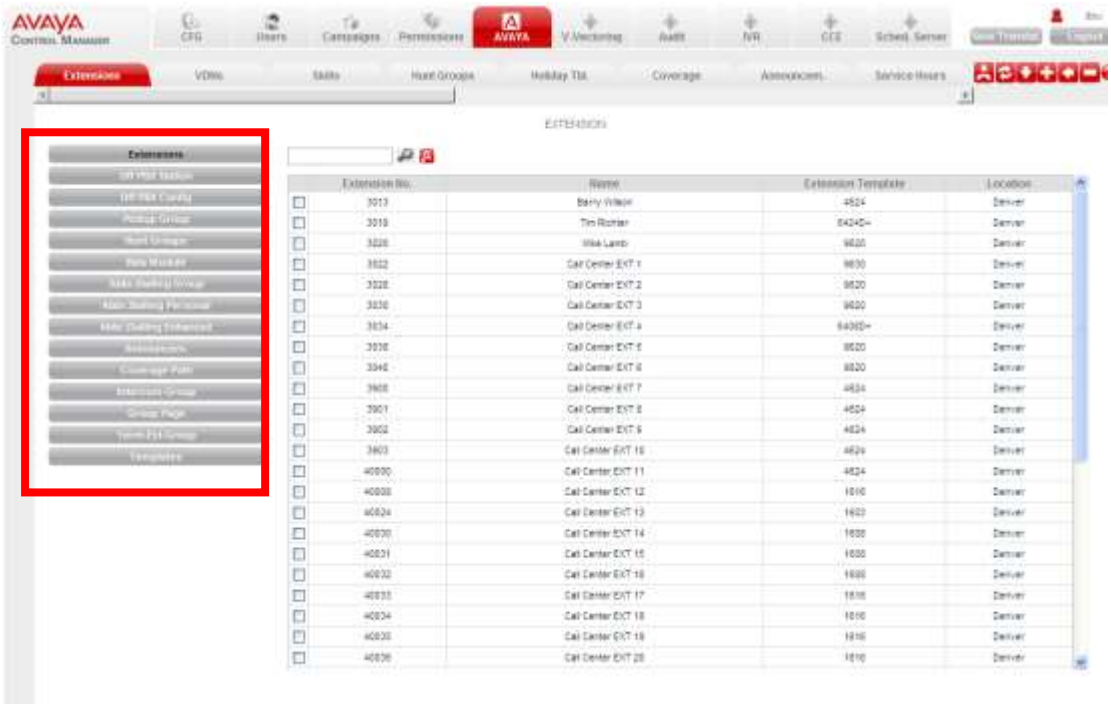
5. Select the "Team" the agents will be assigned to
6. Select the Location the agents will be created in
7. Run the Import

The import process is asynchronic, which means you will not receive a notification when the process will finish. You can continue working in the system during the import process.

Check the importer log files for more information.

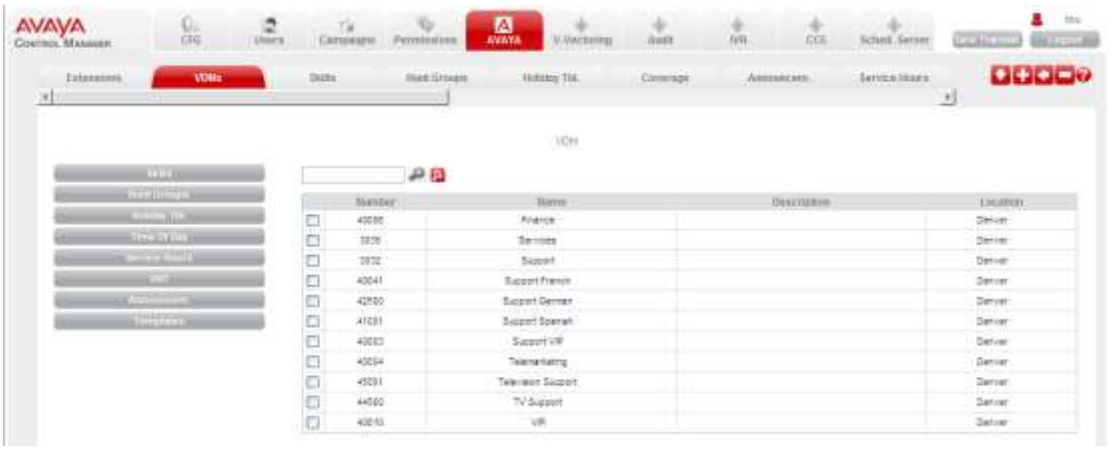
Quick Links

The ACCCM quick links are shortcuts that appear in the Avaya section of ACCCM.



By clicking on one of the quick links ACCCM will jump directly to linked object.

Each one of the objects under the Avaya tab includes a different set of quick links that represents a logical relationship between entities.

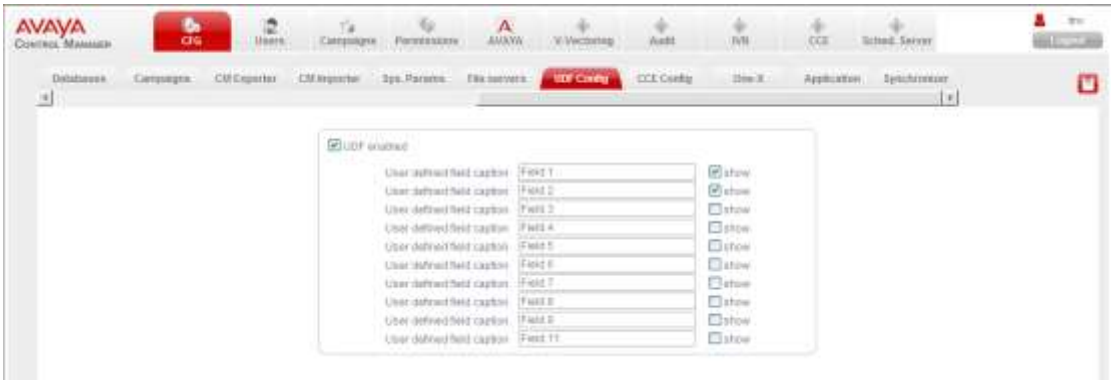


UDF Fields

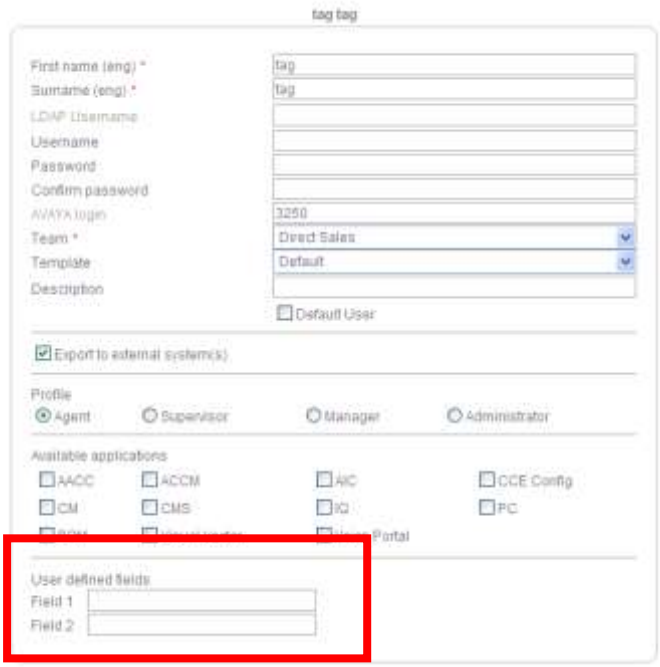
User defined fields (UDF) is a feature in ACCCM that allows you dynamically to add additional fields to the user/agent record in the application.

In order to add additional fields perform the following steps:

1. Navigate to the CFG>UDF Config tab

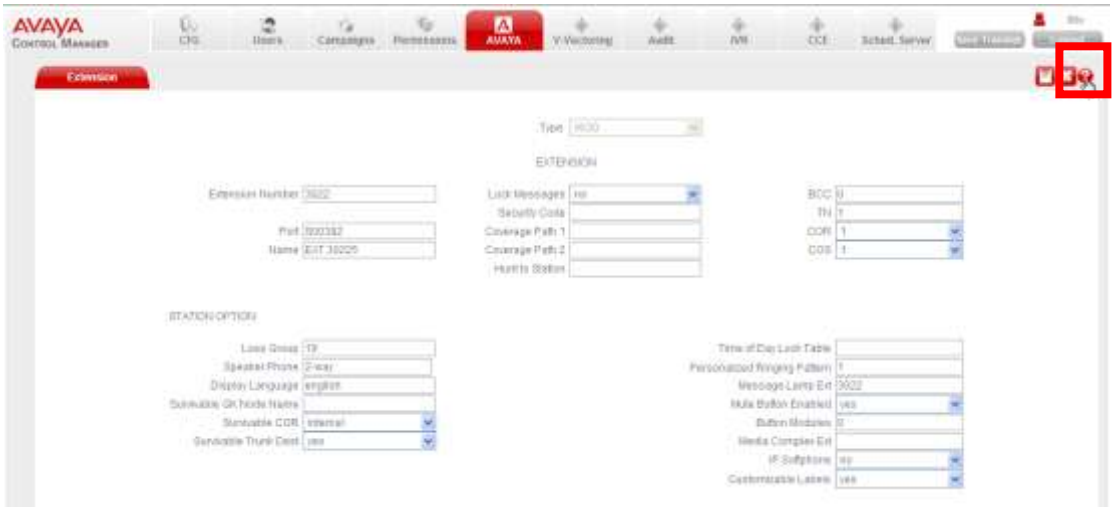


2. There are ten user defined fields that can be enabled
3. In order to enable a field select the checkbox next to "show"
4. Enter the field caption in the free text area
5. Enable the UDF section by selecting the checkbox near the "UDF Enable"
6. Click on Save
7. The UDF fields will appear on the user screen (add/edit)


tag tag
First name (eng) *
tag
Surname (eng) *
tag
LDAP Username
Username
Password
Confirm password
AVAYA login
3250
Team *
Direct Sales
Template
Default
Description
Default User
Export to external system(s)
Profile
Agent
Supervisor
Manager
Administrator
Available applications
AACC
ACCM
AIC
CCE Config
CM
CMS
IQ
PC
Portal
User defined fields
Field 1
Field 2

Online Help

The online help feature in ACCCM allows the user to access a web based help page that provides information regarding different features that are managed in the Avaya objects.



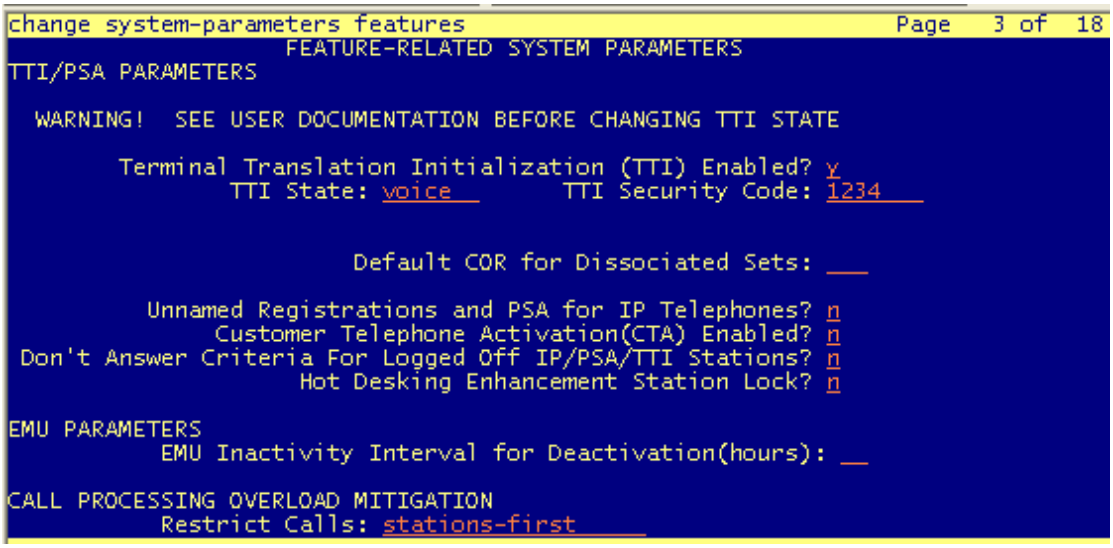
The online help appears in different pages and can be accessed from

the help button 

Automatic Move station

TTI Feature

In case the TTI feature is enabled in your environment you will need to configure the Automatic Moves feature in the ACCCM Extension templates.



Detailed description

On the **Feature-Related System Parameters** screen, set the **Terminal Translation Initialization (TTI) Enabled** field to **y** and the **TTI State** field to **voice**.

Note:

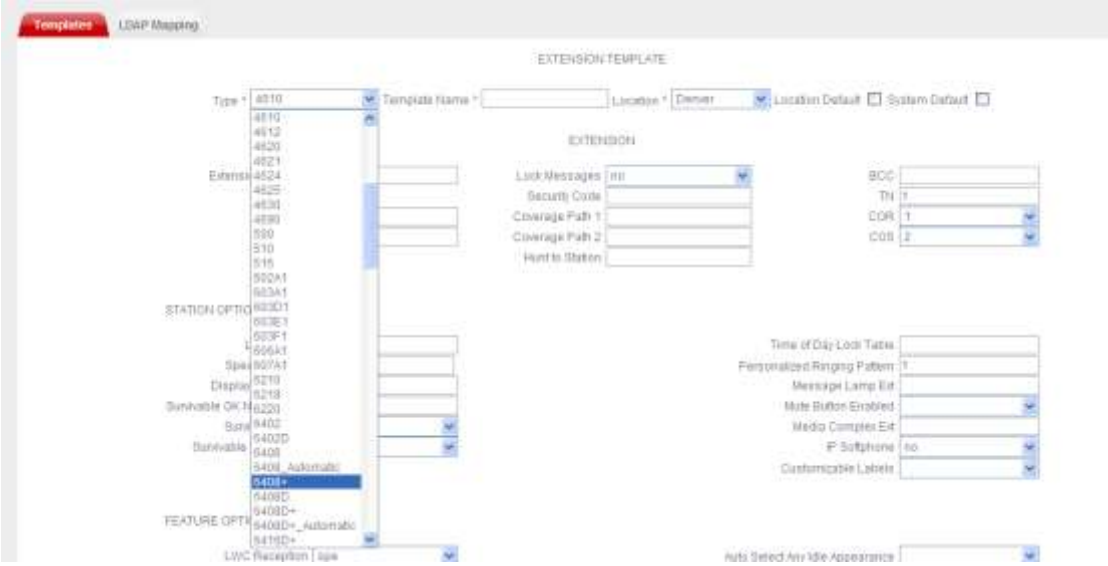
When a telephone is moved, if there is any local auxiliary power (a power supply plugged into a local AC outlet), the telephone must be plugged into an AC outlet at the telephone's new location. A telephone with remote auxiliary power must be supplied remote auxiliary power at its new location. If you do not supply auxiliary power in either case after a telephone is moved, some optional adjuncts (for example, an expansion module) do not operate.

When you enter **always** or **once** in the **Automatic Moves** field on the **Station** screen, Communication Manager adds the extension to its ACTR Move List database. When the telephone is plugged in, Communication Manager asks the telephone for its serial number and records the serial number on the ACTR Move List. If you change the entry in the **Automatic Moves** field from **always** or **once** to **no**, Communication Manager removes the extension from the Move List.

Extension Templates

Enabling the Automatic Moves extensions:

1. Navigate to Avaya>Templates
2. Create a new Template for the required phone type
3. If you have already a template for this type rename it to "_old"
4. Make sure you select the Automatic Template type



5. Enter the template name. Make sure the template name is equal to the extension type without the "_Automatic"

Schedule Server Wizard

Overview

The ACCCM schedule server is a feature that allows you to schedule tasks.

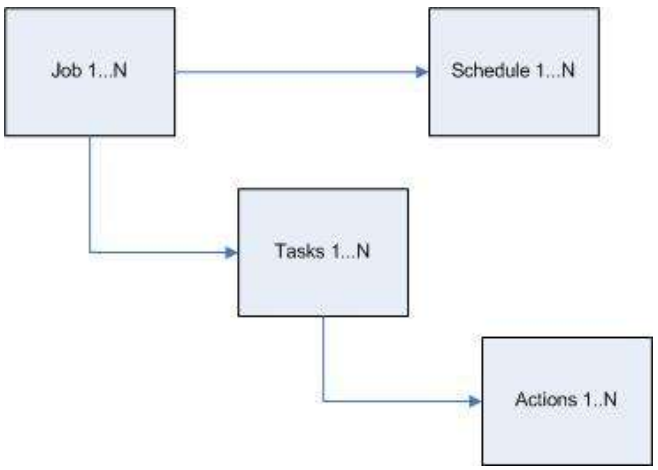
A task can be any administrative action that is supported by ACCCM.

There are two different types of scheduled tasks within ACCCM:

1. Delayed Save
2. Schedule Wizard

Schedule Wizard

The Schedule Server is a designed in a hierarchical structure:



Job = A Schedule Server Job is the highest entity in the hierarchy and it

Represents group of tasks.

Schedule = A Schedule is the timing (daily, Weekly, Monthly). A single schedule can

Be assigned to unlimited number of Jobs.

Task = A single task can be assigned to only one job. a job can handle unlimited

Number of tasks.

Actions = an action is the operation. For example: Changing an agent skill.

You can have unlimited number of Actions under a single Task.

Schedule Wizard

The ACCCM Schedule Server is accessible through the ACCCM Web Interface or with a direct Login.

1. Open The Wizard
2. Click on the  to add a new Job



3. Enter the Job details (Pay attention to the "Enable" Checkbox". If it is not enabled then the Job won't be executed).



4. Click on the ... button to create/assign a schedule to the Job

5. Select an existing schedule or click on the + to create a new one



6. Enter The schedule details



7. Click "Next"
8. Based on the schedule type selected the system will allow you to configure the exact time the Job will be executed.
9. Select the time



10. Click on Save
11. Go back to the Job screen and click on "Next"
12. You arrived to the Task list screen



13. Click on the  button to add a new task
14. Enter the task details and click on save



15. Select the task list and click on "Next"

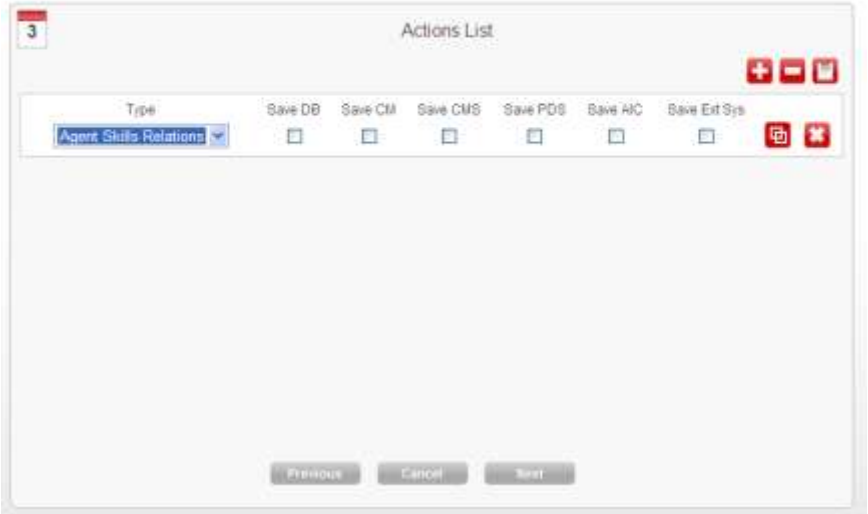


16. You arrived to the "Action" Screen



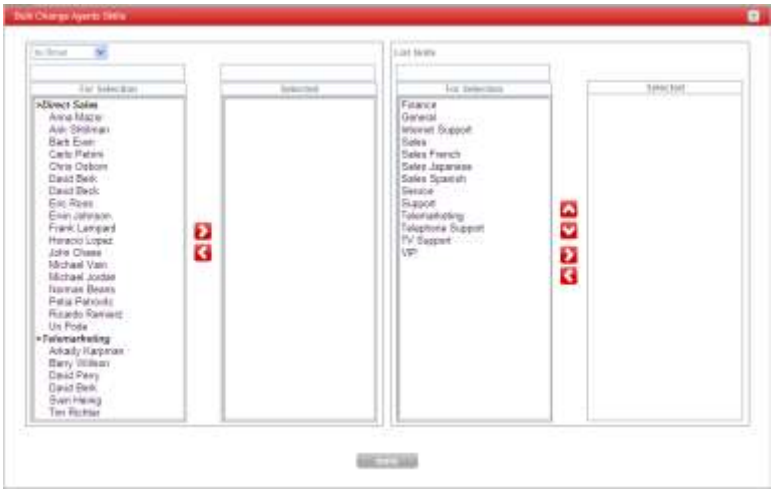
17. Click on the  button to add a new Action

18. Select the places you would like the skill change to be performed



19. Click on the  to select the agent and their skills

20. Select the agent and their skills



21. Click Apply

22. Click Save

23. Click "Next"

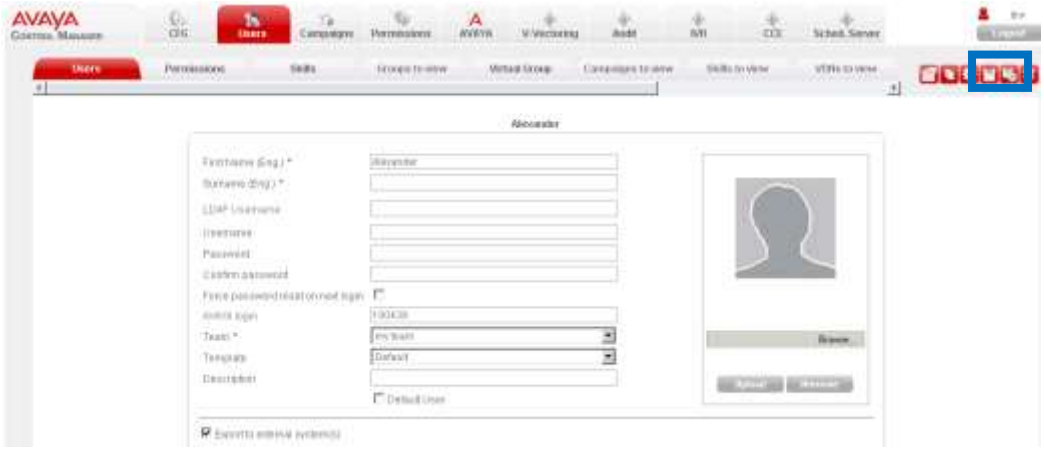
24. Click Finish



Delayed Save

ACCCM enables you to delay a save action from the ACCCM user interface.

In every system screen there are two different save icons:



 = Standard Save button for immidiate execution

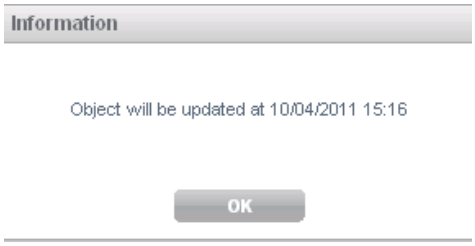
 = Delayed Save button for schdeuled exceution

By presssing on the delayed save button the user will be able to delay the save action and schedule it for a later time:



The user can select the exact date/time and click on craete.

The following confirmaton message will appear on the the screen:

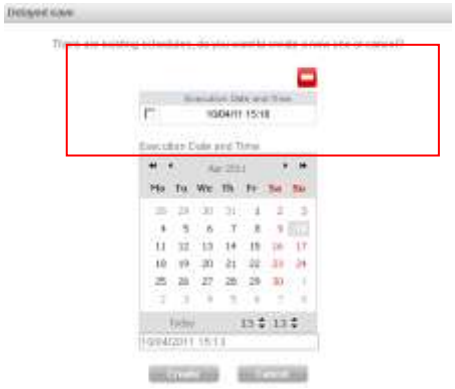


The message confirms that the save process will be executed in the specified date/time.

How to remove a scheduled Task

In case you are would like to remove a schedule task you can perfrom the following steps:

1. Locate the object you would like to manage
2. Click on the delayed save button
3. The following screen will appear



4. You will be able to see the scheduled task details
5. Select the checkbox next to the task you would like to delete and click on the delete button
6. Confirm the delete request

Schedule Server Parameters

ACCCM Schedule Server is a Windows Service that is installed as part of the ACCCM environment.

The service parameters are configured with the default values from the installation wizard, but can be manually changed from the ACCCM Configuration section.

1. Navigate to the CFG>Schedule Server Parameters



2. The following parameters can be managed:

Parameter	Description
Listening port	The port number used by schedule server. The default port number is 35355
Load jobs internal	The number of second between scheduling intervals. The default value is 60
Min. Appointments interval	The minimum time in milliseconds between every transaction that is

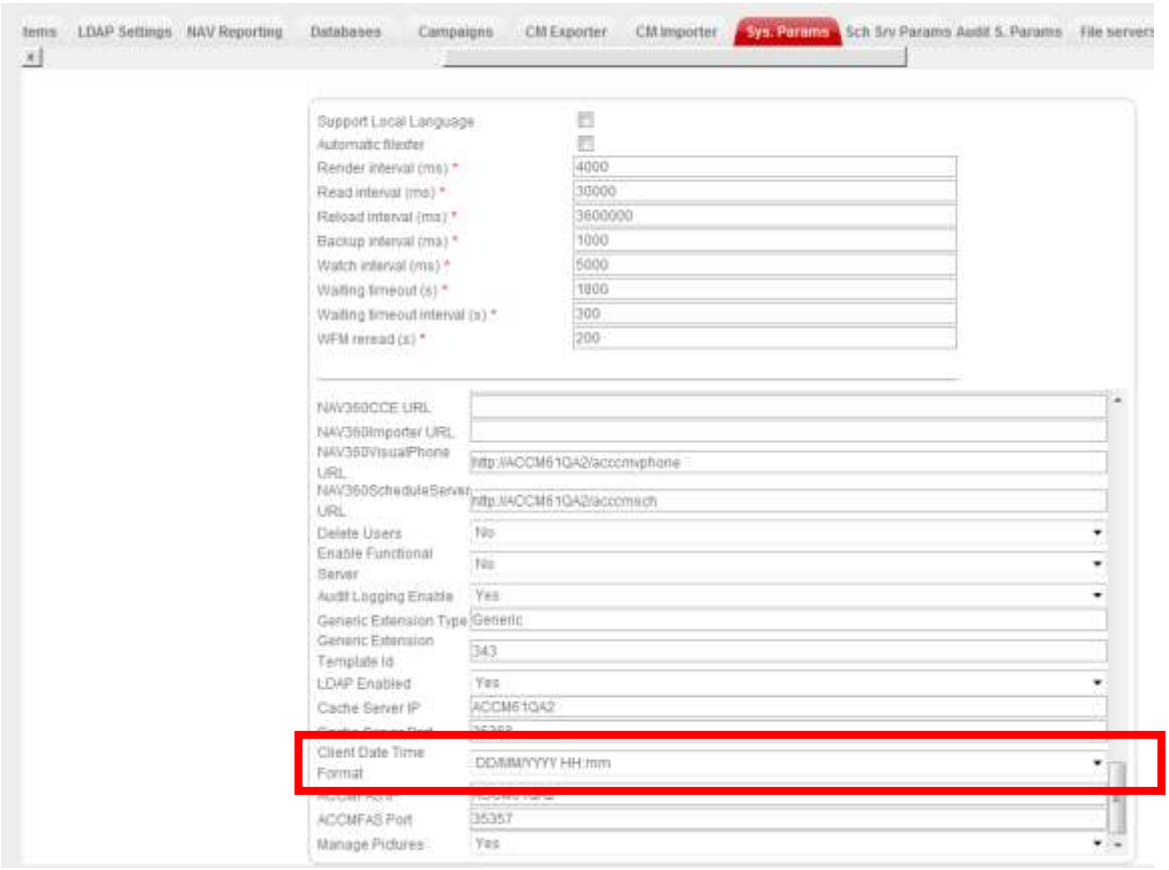
	scheduled
Process Mode	Sequential (other values are saved for future use)
Prov Service Execution timeout	The number of seconds before the transaction fails due to a timeout
Prov Service Username	For future use
Prov Service Password	For future use
Prov Service Request Status Interval	The number of milliseconds between requests of the Schedule Server to the Provisioning Server
Prov Service Timeout	The number of seconds to wait for connection to the provisioning server
Retries Count	The number of retries for every transaction in case of a failure
Server IP	The host name or IP address of the schedule server
Synchronizer Jobs Interval	The number of seconds between synchronizer jobs. Set this value to 3600
Transport Protocol	SOAP

3. Any parameter change requires restarting the schedule server.

Controlling the Schedule Server Date Structure

The Schedule Date/Time structure can be modified from the ACCCM system parameter screen in order to support your requirements.

1. Login to ACCCM and navigate to the CFG>System Parameters section
2. Locate the "Client Date Format" system parameter



3. The following date formats are supported:

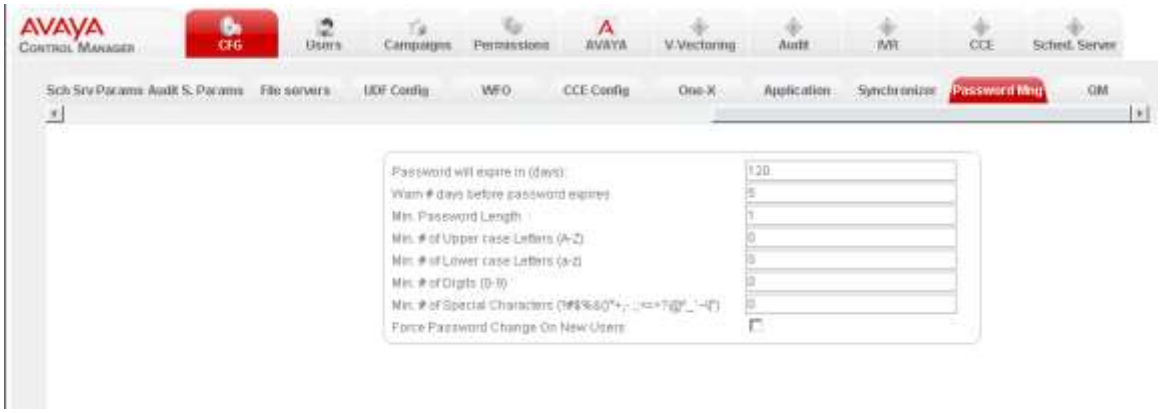
   DD/MM/YYYY HH:mm

   MM/DD/YYYY HH:mm

Password Rule Management

ACCCM 6.2 includes a new capability to manage the password rules in the environment.

The password rules can be manage from the CFG>Password Management section:



The table below describes the different parameters that can be managed:

Rule	description
Password will expire in (days)	The number of days before the password will expire and the user will have to renew it
Wan#days before password expires	The number of days before password expiration that the user will get a warning message during the login process to change his password
Min. Password Length	The minimum number of characters in a password
Min # of upper case letters (A-Z)	The minimum number of upper case letters that should appear in a password
Min # of lower case letters (a-z)	The minimum number of lower case letters that should appear in a password

Min # of Digits (0-9)	The minimum number of digits that should appear in a password
Min # of special characters	The minimum number of special characters that should appear in password
Force password change on new users	Requires users that are created within ACCCM to change their password during the first login

ACCCM Importer

Overview

ACCCM Importer supports four objects:

1. Extension
2. VDNs
3. Skills
4. User

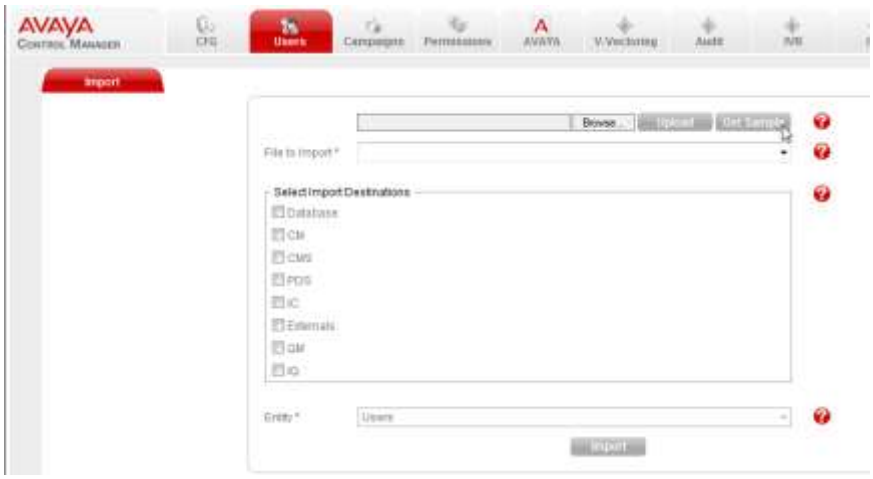
Import can be done from EXCEL files that are uploaded from the ACCCM user interface.

A sample excel file for each object can be downloaded from the import screen in every entity.

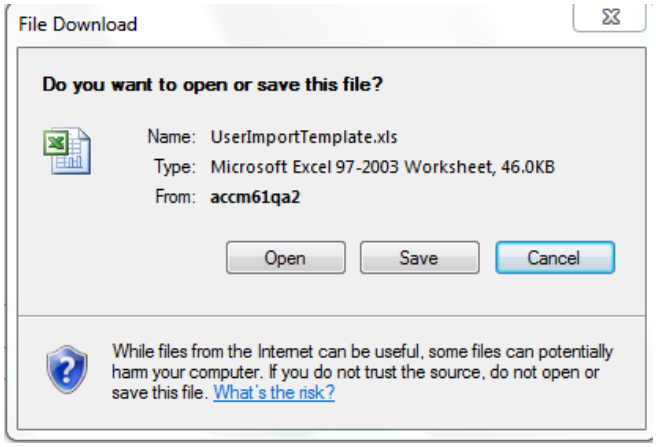
In order to access the import screen you will have to click on the Import button  located in the extension, vdn, skill and user screen.



Click on the "Get Sample" button



The system will pop up a download screen with the sample file.



Importing Users

Mandatory :	Group main - Mandatory Fields				
Remarks:	In ACCCM : First name (eng)	In ACCCM : Surname (eng)	Mandatory , only when creating an agent In ACCCM : AVAYA login	In ACCCM : "Team Name"	Template & "Group_Name " Must Belongs the Specified Location
Field Type:	string	string	Integer	string	string
Field name:	First_Name	Last_Name	AgentID	Group_Name	Template
Data rows (Example):	Marge	Simpson	123	sales	tmpl12

Mandatory:	**Group A - Non-Mandatory Fields**		
Remarks:	1-not relevant when there is no agent ID 2-when there is an Agent ID there is a minimum of one skill and a contact type 3-avaialble contact types: email,fax,im,openq,outbound,scanned_document,sms,voice **currently, only Context_Type="ACD" is supported**	In ACCCM : {skill name, skill tab}	Skill level=1 to 99 default value=1 In ACCCM : {level, skill tab}
Field Type:	string	string	Integer
Field name:	Contact_Type1	Skill1	**Level1**
Data rows (Example):	**acd**	tech1	5

Group B - Non-Mandatory Fields			
Available applications: ACCM CCE Config CM CMS IC IVR PC Visual Call Flow	In ACCCM : {Permissions, roles tab}	If Agent ID exists – mandatory If application & Role exists – mandatory **username, is not updated** **Username & Password**	
string	string	string (ENG)	string (ENG)
Application1	Role1	Username	User_Password
ACCCM	administrator	marge1	pass123

Please note, in addition to the "main group" mandatory fields, the fields of group A or B or Both, may also need to be filled

Group A - Assign Skills to User, This group consists of the 3 fields that makeup a skill

In case a user has more than a single skill, these 3 fields need to be duplicated, each time changing the {counter} number,

I.e., to add 3 more skills, add the following fields:

Contact_Type2	Skill2	Level2	Contact_Type3	Skill3	Level3	Contact_Type4	Skill4	Level4

These fields are NOT mandatory, however if a skill is added all 3 fields have to be filled for each skill

Group B - allocation to applications and User Roles, This group consists of the 4 fields that makeup users application

In case a user needs more than a single application, the fields "Role1" & "Application1", need to be duplicated, each time changing the {counter} number,

I.e., to add 3 more applications, add the following fields:

Role2	Application2	Role3	Application3	Role3	Application3

These fields are NOT mandatory, however if an application is added, all 4 fields have to be filled for a single application,

For multiple applications, "username" & "user_password" only have to be entered once

When importing Call center ELITE agents you can control every single Communication Manager parameter from the imported excel file.

The CM parameters are empty by default in the excel file, which means the importer is using the values from the Agent template that was entered in the in the template field.



In case you are interested to change one of the values for an imported record you can enter a value under the relevant column (the populated columns values will replace the default values from the assigned template).

Importing Extensions

The following table shows the mandatory fields for an extension import.

Mandatory:	Mandatory Fields			
Remarks		This field that can contain up to 13 digits. It can also starts with zero (0)		Template **Must** Belongs the Specified Location
Field Type:	string	Integer	string	string
Field name:	Name	**Number**	Location	Template
Data rows (Example):	Homer Simpson	3160	Springfield	2420

By default only the extension number, name, location and template are required.
The entire extension configuration is inherited from the template.

If you would like to configure values within the extension you can use the additional fields that appear in the excel:



E	F	G	H	I	J	K	L	M	N	O
ExtensionStatus	RecorderExtension	RecorderPort	ExtensionID	Abbreviated_dialing_list_numbers1	Access_code	Active_station_ringing	Adjunct_supervision	Always_use	Att_call_waiting_indicator	Audible_msg_waiting

The populated columns values will replace the default values from the assigned template.

Importing VDNs

The following table shows the mandatory fields for VDN import.

Mandatory:	**Mandatory Fields**					
Remark				Template **Must** Belongs the Specified Location		
Field Type:	string	Integer	string	string	string	Integer
Field name:	Name	**Number**	Location	Template	Alias	**VectorId**
Data rows (Example):	Sell_1	123	London_office	4610	david123	123

By default only the VDN number, name, location and template are required. The entire VDN configuration is inherited from the template.

If you would like to configure values within the VDN you can use the additional fields that appear in the excel:

G	H	I	J	K	L	M	N	O
Description	IsActive	Acceptable_service_level	Allow_vdn_override	Attendant_vectoring	Audix_name	Background_bsr_polling	Bsr_application	Bsr_available_agent_strategy

The populated columns values will replace the default values from the assigned template.

Importing Skills

The following table shows the mandatory fields for Skills import.

Mandatory:	**Mandatory Fields**					
Remarks		aka "GROUP EXTENSION"		Template **Must** Belongs the Specified Location	Eng	Numeric field, which indicates the ACCCM Skill number aka "GROUP NUMBER"
Field Type:	string	Integer	string	string	string	Integer
Field name:	Name	**ExtensionID**	Location	Template	Alias	**Hunt_Number**
Data rows (Example):	Bart	**123**	NewYork	9600	Lisa	**1**

By default only the Skill number, Hunt number, name, location and template are required. The entire Skill configuration is inherited from the template.

If you would like to configure values within the Skill you can use the additional fields that appear in the excel:

J	K	L	M	N	O	P	Q	R
Voice_Mail_Handle	Calling_Party_Number_To_INTUITY_AUDIX	Primary	Tsc_Per_MWI_Interrogation	Provide_Ringback	Routing_Digits	Voice_Mail_Number	Send_Reroute_Request	Message_Center

The populated columns values will replace the default values from the assigned template.

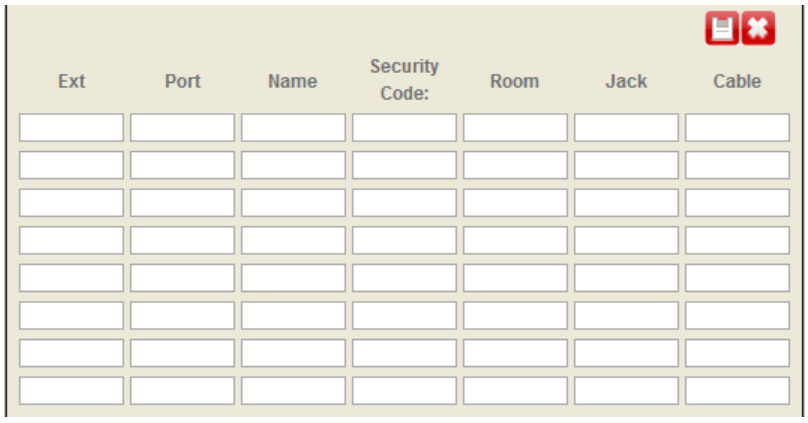
Duplicate Station Feature

ACCCM allows you to duplicate an existing station and create identical stations in your Communication Manager.

The duplicate station feature appears on every station form as a button on the left side of the screen.



By clicking on a button the following screen will appear:



Field	Description
Ext	The new extension number of the station that will be duplicated
Port	The port number of the extension. If you are cloning an IP Station this field can be blank
Name	The name of the station
Security code	The security code of the station
Room	The Room (can be left blank)
Jack	The Jack (can be left blank)
Cable	The Cable (can be left blank)

Click on the save button in order to save the new stations  .

ACCCM will create the new stations in your CM and the ACCCM DB.

The stations will be created in an identical configuration to the station that was cloned.

Save as Template Feature

ACCCM allows you to manage Extensions, VDNs, Skills and Agent templates. The templates are manages from the AVAYA>Template tab in ACCCM.

ACCCM 6.2 allows you to save existing Extensions, VDNs, skills and agents as templates.

A new button called "Save as Template"  appears on the top right side of the screen in every each one of the forms.

When clicking on this button ACCCM will duplicate the object details and will launch the template screen. You will need to enter the Template name and Location and then save the template.

The template can be then used within ACCCM.