



Avaya Proactive Contact 5.1 Overview

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Chapter 1: Introduction

Purpose

This document describes tested product characteristics and capabilities including product overview, new features descriptions, standard features descriptions, interoperability, and capacity specifications.

Intended audience

This document is intended for anyone who wants to gain an understanding of the product features, functions, capacities, and limitations within the context of solutions and verified reference configurations.

Revision history

Issue	Date	Summary of changes
1.0	Feb 2013	First issue.
1.1	April 2013	Updated the Product Compatibility section.
1.2	May 2013	Updated the capacity information.

Related resources

Documentation

The following table lists the documents related to Avaya Proactive Contact. Download the documents from the Avaya Support website at <http://support.avaya.com>

Title	Description	Audience
<i>Using Avaya Proactive Contact Agent 5.1</i>	Provides detailed description of Avaya Proactive Contact Agent.	Agents of contact centers and end users.
<i>Using Avaya Proactive Contact Supervisor 5.1</i>	Provides detailed description of the Avaya Proactive Contact Supervisor suite of applications.	Supervisors of contact centers and end users.
<i>Planning for Avaya Proactive Contact 5.1</i>	Provides detailed description of the planning process of Avaya Proactive Contact.	Sales engineers, Avaya Professional Services, and design engineers.
<i>Maintaining and Troubleshooting Avaya Proactive Contact 5.1</i>	Provides detailed information about hardware and software maintenance of Avaya Proactive Contact.	Avaya Professional Services and business partners.
<i>Avaya Proactive Contact Safety and Regulatory Information</i>	Provides information about safety regulations.	Avaya Professional Services and end users.
<i>Administering Avaya Proactive Contact 5.1</i>	Provides detailed information about the operation of the Avaya Proactive Contact system through a Linux-based menu.	Administrators, design engineers, and business partners.

Training

The following courses are available on the Avaya Learning website at www.avaya-learning.com. Enter the course code in the **Search** field, and click **Go** to search for the course.

Course code	Course title
ASC00206WEN	Contact Center Intelligence
ASC00207WEN	Contact Center Automated
ATA00781VEN	Avaya Proactive Contact Solutions Basic Implementation
AVA001002H00	Avaya Proactive Contact Solution - Configuration
AVA00989H00	Avaya Proactive Contact Solutions - Basic System Supervisor
AVA01013WEN	Avaya Proactive Contact Solutions Overview
AVA01043H00	Avaya Proactive Contact Solutions - Basic Installation
AVA00990H00	Avaya Proactive Contact Solutions Advanced System Supervisor

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- Click the name of a playlist to scroll through the posted videos.

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Visit the Avaya Support website at <http://support.avaya.com> for the most up-to-date documentation, product notices, and knowledge articles. You can also search for notices, release notes, downloads, user guides, and resolutions to issues.

Use the Web service request system to create a service request. Chat with live agents to get answers to questions. If an issue requires additional expertise, agents can quickly connect you to a support team.

Warranty

Customers who do not have an Avaya services agreement receive support in accordance with the Avaya standard Warranty Policy.

Avaya Global Services defines the support provided under Warranty for an Avaya Standard Warranty on software for 90 days and on hardware for 12 months.

For information about the standard Avaya warranty and support for Avaya Proactive Contact during the warranty period, see the Avaya Support website at <http://support.avaya.com> in **HELP & POLICIES > Policies & Legal > Maintenance and Warranty Information**.

Chapter 2: New in this release

Multitenancy

Multitenancy is an optional feature in Avaya Proactive Contact. Multitenancy creates separate instances of configuration so that multiple individual business units can use the same Avaya Proactive Contact system but not have access to configurations of other business units. Using Multitenancy, you can create various tenants on the Dialer. Within these tenants, you can administer and use the functionalities of the dialer so that each tenant performs actions on the dialer without hampering the work of other tenants working on the dialer. Therefore, each tenant can work as an individual dialer while residing on the same setup. You can allocate campaigns, agents, calling lists, schedules, agent keys, and other components to the tenants.

You can continue to use Avaya Proactive Contact as the default resource group, without Multitenancy. The other new features in this release such as, Increased Dialer Support and Out of Time Zone Cellphone Support, are available in both tenantised and non-tenantised environments.

For more information on Multitenancy, see *Administering Avaya Proactive Contact 5.1*.

Increased dialer support in a pod

In Avaya Proactive Contact 5.1, the number of dialers that you can include in a pod setup has been increased from four to ten.

The pod capacity for Avaya Proactive Contact with CTI is four dialers.

Backup logs

In Avaya Proactive Contact 5.1, backup and restore activities that you perform on the dialer are logged in a separate log file which is at `/opt/avaya/logs/archive_mgr.log`. The log file contains the actions and user inputs during the backup and restore activities.

Enhanced ID field for calling list names

In the current release, you can provide meaningful names to calling lists, for example, to indicate the reason for creating the calling list.

In releases prior to Avaya Proactive Contact 5.1, the calling list name only indicated the nature of the calling list, such as inbound or outbound, and the pre-assigned number. You can use customized calling list names in strategy, call selections, and jobs. You can also create, download, upload, and install a campaign template for a calling list with a customized name. All the reports display customized calling list names.

The calling list name must be unique at the tenant level. You can use the same calling list name for multiple tenants, but within a tenant, you cannot have more than one list with the same name.

Enhanced IQ Reporting

Avaya Proactive Contact 5.1 integrates with Avaya IQ to support call transfers and conference. A pod environment also supports Enhanced IQ Reporting.

Out of time zone cellphone support

The Telephone Consumer Protection Act (TCPA) restricts telemarketers from calling outside the calling hours of the called party whatever the local time zone might be. In previous releases, when a person kept the original mobile phone number after moving to a different time zone, the Avaya Proactive Contact dialer placed a call to the mobile phones outside of the regulatory time zone hours. In this release, you can support calls to mobile phones in accordance with the TCPA time zone laws.

Automated Release Agent to Ready feature for Voicemail

In the United Kingdom, Avaya Proactive Contact must connect the called party with an agent within two seconds. Therefore, the customers are unable to use the Answering Machine Detection (AMD) feature of Avaya Proactive Contact to eliminate agent intervention for a call. The customers typically turn off AMD and answer all calls with a live agent. The live agent passes the call to the correct message, selects the completion code for this result, and then

goes back to the ready state. However, this procedure impacts agent productivity significantly.

With the Automated Agent Release to Ready feature, Avaya Proactive Contact connects all calls to a live agent and the system continues to detect answering machines. If the system detects an answering machine, the administrator can configure the Avaya Proactive Contact system to perform one of the following actions:

- End the call without playing a message and place the agent in the ready mode.
- Play a message on the answering machine but also place the agent in the ready mode.
- Leave the answering machine with an agent.

Access Security Gateway

Access Security Gateway (ASG) is a challenge-and-response protocol that eliminates the need for sharing password. Avaya Services supports ASG. The admin, craft, and sroot accounts require ASG authentication. Currently, Avaya Proactive Contact provides sroot and admin accounts that Avaya Services, business partners, and contact centers share. Avaya Services updates the passwords through a manual process several times in a year. Avaya Services personnel visit the contact center site to change passwords, and these visits incur significant costs. Due to the shared accounts, the Services team cannot determine who made changes on the system. The shared accounts also prevent Avaya Services from using other authentication technologies for the Services access. To overcome the problems of shared passwords, ASG has been added to Avaya Proactive Contact for user authentication. Here, only craft and sroot user accounts are ASG enabled. The user account admin is ssh disabled and will be accessible once the craft user logs in to the dialer through ASG login.

Oracle 11g

The Avaya Proactive Contact database has been upgraded to Oracle 11g. The Oracle version on the dialer is 11.2.0.3.3. The Oracle version on the Supervisor application is 11.2.0.3. The Analyst reports have been upgraded to Crystal Reports 2011.

Simplified Supervisor installation

Using Avaya Proactive Contact 5.1 Supervisor, you can skip the installation of third-party components, such as Oracle Instant Client, Microsoft .NET Framework, or SAP Crystal Reports Runtime Engine. For example, if your system already has a version of Oracle Instant Client, then you can skip the installation of Oracle Instant Client in Supervisor setup. To skip

installing specific third-party components, you must skip installing specific Avaya Proactive Contact components.

USB support

In addition to the earlier supported media types, in Avaya Proactive Contact 5.1 you can also use USB (Flash Memory Drive) to install dialers, perform backups, and restore. USB devices do not support Mondo backup.

Implementation of FCC 12-21 regulation

In the earlier release of Avaya Proactive Contact, in case of a live call, you can use the Do Not Call (DNC) feature to allow agents to mark the called party record as DNC and mark all the matching records with the same unique called party identifier in other selected calling lists as DNC.

In view of the FCC 12-21 regulation, in case of virtual job, a pre-recorded message plays to the called party that provides the DNC opt-out option for automatic indication to mark the record as DNC.

In case of an outbound live call on Avaya Proactive Contact, if a welcome message is played to the called party before connecting to the agent, the system provides the DNC opt-out option to the called party throughout the duration of the welcome and wait queue messages. After the welcome message, the call must connect to a live agent within two seconds, otherwise the system marks the call as an FCC nuisance call. Also, a report has been added to the Analyst module that provides the details of FCC nuisance calls for a 30-day period.

Chapter 3: Proactive Contact overview

About Proactive Contact

The Proactive Contact solution is a suite of hardware and software products that facilitates proactive and opportunistic management of customer relationships within a contact center.

Proactive Contact provides superior outbound and blended solutions for the next generation of contact centers. Proactive Contact is available in two versions, the hard dialer or Proactive Contact with PG230, rack-mounted solution, and the soft dialer or Proactive Contact with Computer Telephony Integration (CTI) version.

With the Proactive Contact solution, you can reach your customers at the lowest possible cost per call, irrespective of whether a calling mission requires an inbound, outbound, or blended solution. Proactive Contact provides a robust, proven, and secure technology to meet the demands of a business. With one of the most accurate call detection capabilities and a superior calling capacity in the industry, Proactive Contact provides the maximum number of live customer connects. In addition, a superior call pacing algorithm ensures the automatic control of service levels, which increases agent productivity and results in a significantly higher Return on Investment (ROI) than solutions offered by competitors.

Contact centers face multiple business challenges. With the Proactive Contact solution, businesses can meet the following challenges:

- Provide better support and services to customers and increase the revenue stream.
- Free the business to focus on core competencies, become more competitive, and spend less time on contact center IT issues and upgrades.
- Leverage the latest contact center technologies to increase capabilities with minimal capital expense without worrying about obsolete features and functionality.
- Minimize the operational cost while increasing agent efficiency.

With Proactive Contact solution you can deliver on all of these challenges and additionally, you can reach your customers with the information the customers need.

When you successfully integrate the set of features and technology that Proactive Contact uses with the business processes, your business can gain a competitive edge.

Feature description

The following table describes the standard features of Avaya Proactive Contact:

Feature	Description
Detect the beep	You can use the Detect the Beep feature to leave a message after detecting the last beep on an answering machine. Detect the beep is not available in Avaya Proactive Contact with CTI.
Expert Calling Ratio	You can use the Expert Calling Ratio feature to provide the supervisors the ability to control the dialing pace of a Job.
Cruise Control	You can use the Cruise Control feature to automatically maintain the service level of outbound dialing during a Job. The Cruise Control feature also connects the calls to agents within a specified period of time. The system manages the call pacing during the Job based on the service level configured at the start of the Job.
Agent Blending	You can use the Agent Blending feature to integrate outbound calling activities on Proactive Contact with inbound calling activities on your Automatic Call Distribution (ACD). In an Agent Blending system, ACD agents log in to both Proactive Contact and the ACD. The Agent Blending feature monitors the activity on the ACD. Agent Blending uses the information gathered to determine when to acquire agents for outbound calling and when to release ACD agents to handle inbound calls.
Intelligent Call Blending	You can use the Intelligent Call Blending (ICB) feature that Avaya Proactive Contact uses as a call blending method for call centers whose priority is outbound dialing. ICB distributes a blend of inbound and outbound calls to Proactive Contact agents. The ACD transfers inbound calls to available inbound or blend agents on Avaya Proactive Contact. When an agent is unavailable, Avaya Proactive Contact places calls in the inbound wait queue. If your system does not use an ACD, Avaya Proactive Contact transfers inbound calls to available inbound or blend agents.
Job Linking	You can use the Job Linking feature to identify Jobs that start automatically when the current Job is complete. When you link a Job, the system transfers agents to the next Job as the agents complete their last calls and release the records. The system displays a message that the agents are changing Jobs.
Letter Generation	You can use the Letter Generation feature to help supervisors create a list of customer data, such as names, addresses, and

Feature	Description
	<p>other record information, to develop customized form letters from their calling lists.</p> <p>Letter Generation extracts the information that the system exports locally. Supervisors can then create a mail merge letter using the extracted information.</p>
Line Pool	<p>You can use the Line Pool feature to allow multiple Jobs to share common line pools. Using Line pooling, Avaya Proactive Contact can distribute lines to active Jobs.</p>
List Distribution	<p>You can use the List Distribution feature to analyze the records in an outbound calling list and create reports that count the records in the specified categories or distributions. With List Distribution, you can do Job planning and analysis.</p>
Managed Dialing	<p>You can use the Managed Dialing feature to facilitate agents to preview a customer record before calling that customer.</p>
PC Analysis	<p>You can use the PC Analysis feature to generate reports from Jobs, agents, calling list information, and calling activity.</p>
Record Edit	<p>You can use the Record Edit feature to facilitate a supervisor to view, edit, or mark a record uncallable or deleted on a calling list. The supervisor can specify data to locate the customer record and display the data on the Supervisor workstation where the supervisor can view, edit, or mark a record uncallable or deleted.</p> <p>Record edit has two options: Standard Record Edit and Quick Search. By default, both the options are configured on the system unless otherwise requested.</p>
Standard Record Edit	<p>You can use the Standard Record Edit feature to search through a calling list based on the values entered in the fields. Standard Record Edit is slower than Quick Search, but Standard Record Edit accepts field values that contain special characters, such as hyphens (-) and wildcard characters (*). With Standard Record Edit, you can also perform searches on multiple fields.</p>
Quick Search	<p>You can use the Quick Search feature to use the value entered in a single field to locate a record. The system also uses the same single field to index your calling lists. The value for this single field must be unique to each record.</p> <p>Quick Search is a fast retrieval method that you can use for large calling lists. Quick Search does not accept field values that contain special characters.</p>
Screenbuilder	<p>You can use the Screenbuilder feature to help supervisors design and modify agent screens.</p>
Ziptones	<p>You can use the Ziptones feature to indicate the tones that Avaya Proactive Contact transmits to the headset of an agent immediately before the agent connects with a customer.</p>

Feature	Description
	The two ziptones defined during the specification process are distinct: one for inbound calls and the other for outbound calls. Agents can quickly determine by the tone whether the call is an inbound or an outbound call.

Configured features list

The following table describes the features that Avaya configures and provides with Avaya Proactive Contact:

Feature name	Description
Agent owned recall (AOR)	You can use the Agent Owned Recall feature to facilitate an agent to set a recall for a customer. The agent who initially set the recall handles the call when the call is placed again.
ANI/DNIS	You can use the ANI/DNIS feature to display Automatic Number Identification (ANI) to indicate the number of the calling party. The ANI/DNIS feature displays Dialed Number Identification Service (DNIS) or the number dialed.
Autoplay	You can use the Autoplay feature to facilitate Avaya Proactive Contact to automatically deliver a message during a campaign when Autoplay detects an answering machine at the other end.
Completion codes	<p>The system or an agent uses the Completion Codes to specify individual call results. When a customer answers a phone call, Avaya Proactive Contact transfers the call to an agent. The completion code can be an agent-generated code that is pre-specified or a standard system completion code. If the system does not pass the call to an agent, Avaya Proactive Contact generates the completion code. Avaya Proactive Contact stores the completion codes and uses these codes to select records for calling and to generate reports. The system identifies completion codes by a code number, a call result, and a description.</p> <ul style="list-style-type: none"> • The call result is a short name that makes the code easier for agents to identify. • The description provides call center supervisors with a more concise description of the codes. <p>Each system has one set of completion codes. You must specify the agent-generated codes to use in the specification process.</p>
Campaign update	You can use the Campaign update feature to stop outbound calls to customers who are already in contact with an agent. If

Feature name	Description
	the customer calls an inbound agent, the system removes the record from the calling activities of the day. You can configure the Campaign update feature as Real Time, Batch, or Both.
Do not call list	Using the Do not call feature, agents can mark a record as uncallable. Using the Do not call feature, you can also mark a matching record uncallable on multiple lists as configured. The uncallable records are then not called on any other jobs. Agents can mark numbers as Do Not Call (DNC) on request. You can also upload DNC requests to the host database for future exclusion. This marking of DNC, however, is valid only for a day, if you download the list every day.
File transfer and schedules	<p>You can use the File transfer and schedules feature to identify the information that Avaya Proactive Contact uses to receive and transfer data to the host.</p> <p>The system gathers the following information during the specification process:</p> <ul style="list-style-type: none"> • The time to start the data transfer, even to retry transfers when an attempt fails • The time between each transfer attempt • The time to stop transfer attempts • The days to conduct the data transfer • The calling lists to process <p>Type of transfer: Download from the host to Avaya Proactive Contact, and upload from Avaya Proactive Contact to the host.</p>
Infinite job	You can use the Infinite Job feature the system to append new records to a calling list during calling activities and automatically add these records to the active Infinite Job campaign.
List processing	You can use the List processing feature for flexible configuration options for extracting and updating information on the calling list, such as retaining data from previous lists, marking duplicate accounts, and running reports.
Native voice and data transfer	You can use the Native voice and data transfer feature to transfer a call and the associated call data to an available inbound or blend agent. Outbound or blend agents use this feature. Native voice and data transfer is not available on Proactive Contact with CTI.
Record specific messaging	<p>You can use the Record specific messaging feature to link outbound wait queue messages to selected criteria in the calling list fields.</p> <p>During calling activities, Proactive Contact plays messages specific to zip code, city, account type, or any other specified field in the calling list.</p>

Feature name	Description
	During the specification process, you specify the messages that a customer hears while waiting in the outbound wait queue.
Sales verification	You can use the Sales verification feature to use a second calling campaign to confirm sales or commitments obtained in a prior campaign. You can choose the keys needed to support a sales job in a sales verification scenario. When you use Sales Verification, agents use a specific code to release records that resulted in a successful sale. The system automatically sends these records to a second verification Job where agents call up each record and the agent verifies and confirms the sale.
System wait queue messages	<p>You can use the System Wait Queue Messages feature to provide the messages that customers hear while waiting for an agent or when customers call after business hours. You can also create customized messages for agent keys so that when an agent presses the agent key, Avaya Proactive Contact plays the assigned messages. System wait queue messages are commonly strung together to create a script. When creating system wait queue messages, create individual messages, and then assign messages to a message script.</p> <p>This feature also indicates the time, in seconds, that Avaya Proactive Contact pauses between messages. The following is a sample message script:</p> <ol style="list-style-type: none"> 1. "Hold the line. I have a call for this number." 2. Pause for 5 seconds 3. "Sorry to keep you waiting. I'm still trying to connect." 4. Pause for 5 seconds. 5. "Still trying to connect, continue to hold." 6. Pause for 5 seconds. 7. "Thank you for waiting. Sorry I could not connect you. Try again later." 8. Avaya Proactive Contact disconnects the line.
Virtual agent	You can use the Virtual Agent feature to deliver outbound messages to customers. This feature is a part of an agentless Job.
Wait queues	You can use the Wait queues features to assign calls to a holding area. These calls are the calls that the system cannot pass immediately to agents. Customers often hear system messages while waiting in a wait queue.
Wait queue indicators	The Wait Queue Indicators feature is a message that appears on the screen of an agent when Avaya Proactive Contact passes a call from the wait queue to the agent.

Feature name	Description
	Wait queue indicators display the amount of time that the customer waited for the agent and a brief message that the agent reads to the customer. Base each indicator on how long customers waited for an agent. An agent screen can display up to four wait queue indicators in one set.

Supervisor tools

You can access supervisor tools from the Tools menu in the Supervisor applications. The following table describes each Supervisor tool, along with the application from which each tool originates:

Tool name	Description	Started from
Agent Blending Administrator	You can use the Agent Blending Administrator tool to configure domains and domain groups and display Automatic Call Distribution (ACD) statistics.	Monitor, Editor
Hierarchy Manager	You can use the Hierarchy Manager tool to create, display, and modify agent, Job, and dialer hierarchies. The Analyst and Monitor applications use the hierarchy definitions to group data as required by your business.	Monitor, Analyst
PC Analysis Telnet	You can use the PC Analysis Telnet tool to retrieve report data files from the dialer for external reporting.	Analyst
System Telnet	You can use the System Telnet tool to provide access to the certain features and configurations through a simple menu interface.	Monitor, Editor, Analyst

System reports

During the specification process, you can identify the columns and fields to be used in the Proactive Contact system while generating call list reports. The following table describes the various reports:

Report name	Description
Release Code Report	The Release Code Report displays customer information based on system and agent call completion codes. The report can contain up to 200 codes. System supervisors can generate a Release Code Report for printing or viewing on a supervisor workstation.
Days On Report	The Days On Report lists the account information for records that exceed the maximum number of days specified for appearing in a call list. While processing a downloading file, the system keeps track of the number of times a record appears on the same call list in sequential downloads. The system flags any record downloaded for more than a specified number of consecutive days. However, these records still remain eligible for calling.
Reject Report	The Reject Report lists records that Proactive Contact rejected for calling. While processing a download file, the system rejects duplicate records and records with invalid phone numbers. A phone number can be invalid for several reasons, including incorrect length or a missing or invalid area code.

Agent screens

Using Proactive Contact, agents can view and save customer information and record call results on the Agent screen. The system saves the information entered on the Agent screen for future retrieval.

During the specification process for creating new Agent screens, you can design character-based screens for outbound and inbound calls. Each character-based screen can contain up to 78 characters on a line and 23 lines of text that consist of data fields. Use **Screenbuilder** to add and modify character-based screens.

You also need application development software for Visual Basic or C++ application development.

Inbound agent screens can also display the ANI and DNIS fields.

Configure agent applications

During the specification process, an Avaya representative works with your company to configure some of the Proactive Contact features for your call center.

Agent Keys

Agents use function keys to record call results and release phone lines. Agents can also use function keys to start actions such as:

- Playing a recorded message for a customer
- Logging off the Job
- Switching between screens

You can specify Agent keys as function keys, key combinations, or other programmable keys. You can design one key set for all applications or multiple key sets.

During the specification process, define agent keys for the following functions and call completion codes:

- Standard functions such as Get Record and Set Recall
- Standard call completion codes such as NOANSWER
- Optional company-defined call completion codes such as Left Message and Promise to Pay

The following table describes the standard agent key functions:

Function	Description
Release record	The Release record function releases the current record and requests for a new record.
Set Recall	The Set Recall function schedules a callback at a specific time.
Manual Hangup	The Manual Hangup function ends the call without releasing the line so the agent can place a manual call. Not available in Proactive Contact with CTI.
Manual Call	The Manual Call function places a manual call and prompts the agent for a phone number. Not available in Proactive Contact with CTI.
Field Call	The Field Call function calls the number that appears in a record field. Not available in Proactive Contact with CTI.
Transfer Call	The Transfer Call function transfers a call to another phone number. Not available in Proactive Contact with CTI.
Dial Ahead	The Dial Ahead function calls the customer number displayed on the screen. The Dial Ahead function works through the Managed Dialing user feature.
Logout	The Logout function requests to stop working in the current Job.
Go To	The Go To facilitates movement between multiple screens.

 **Note:**

The functions that are described as not available in Proactive Contact with CTI are available, but agents use their phone equipment to do the transfer or manual call and so on.

Inbound screens

Proactive Contact with PG230 option include Inbound screens. Proactive Contact with CTI does not include Inbound screens.

Systems that use the Intelligent Call Blending solution include Inbound screens. Systems that use Agent Blending do not include these screens.

On an inbound Job, an agent can view an inbound screen. For example, the agent then toggles to the host screen to update the customer information. After the agent completes the call, the system can use Campaign Update to update the outbound calling list. The agent uses the Cut Account Number function key to copy and paste the account number to the Proactive Contact agent screen and then releases the inbound record. The system searches for the account number in the outbound calling list and marks the customer record as Do Not Call, which means the customer cannot be called.

Outbound screens

The Proactive Contact Agent desktop application provides a user friendly interface to the Proactive Contact system. The Proactive Contact Agent desktop application displays data as defined using Screenbuilder and the agent keys selected for use during the campaign. Using the Agent desktop, agents can access common functions on the system, including logging on and logging off Proactive Contact, transferring calls, and setting recalls.

The standard Agent desktop does not provide an automated lookup to the host system or source account. However, Avaya Professional Services can develop custom screen options for a fee to provide a host lookup or a common desktop to multiple applications including other Avaya products.

Internet Monitor

You can use Proactive Contact Internet Monitor to monitor Job and agent activities on the system. Internet Monitor is a read-only interface. You can view the information from a network computer using a Web browser, such as Microsoft Internet Explorer 6.0 SP2 or later.

Middle-tier applications

Middle-tier applications are components that provide different types of data services to the Supervisor applications. These data services relate to the following:

- Historical reporting
- Exception and Alerts monitoring
- Command and control services integration for Supervisor
- Session management
- Middle-tier configuration tools
- Real-time monitoring hierarchy editor
- Health and Services Monitor, Oracle client application

Supervisor suite

The Supervisor suite provides the tools to configure Jobs, select records, define calling strategies, and report on real-time and historical operations. The Supervisor suite includes the Monitor, Editor, Analyst, Health Manager, and Role Editor applications.

Related topics:

[Editor](#) on page 25

[Role Editor](#) on page 26

[Monitor](#) on page 27

[Health Manager](#) on page 27

[Analyst](#) on page 28

Editor

The Editor application is a part of the Supervisor suite. Using the Editor application, you can implement sample phone strategies and perform record selections and Jobs. You can verify that the strategies and Jobs meet your campaign objectives. If a Job does not meet your objectives, you can modify its settings such as creating or editing a phone strategy or record selection. You can also create a new Job to handle other campaign goals.

Using Editor, you can perform the following tasks in a single-dialer or a multidialer pod environment:

- Create and start Jobs
- Change record selection settings
- Edit phone strategies
- Set agent blending settings
- Create and manage:
 - Wait queue messages and scripts
 - Calling Lists
 - DNC Groups
 - Agent Keys
 - Schedules
 - Completion Codes
 - Campaign Templates

Role Editor

Using Role Editor, you can associate permissions with roles and assign users to appropriate roles. Using Role Editor, you can also perform all tenant administration activities.

Predefined Roles: The default roles in Avaya Proactive Contact are Administrator, Supervisor, and Role Administrator.

Permission Types: Permissions are of two types: Operations and Access.

Operations: A fixed set of permissions that define the supervisor applications that you can run. For example, permission to run Editor, Monitor, or Health Manager.

Access: Permissions that define the degree of control that an allowed operation has over the resources managed by the operation. By default, the system includes a fixed set of access permissions:

- *Read:* For read-only access to a feature.
- *Job Control:* To use Job Control functions, where applicable. You can add the Job Control permission to Read access. The Job Control permission is implicit in Write access.
- *Write:* For Read, Write, and Job Control access to a feature. Write includes the ability to create, update, and delete data or information.

Read and Write access permissions are hierarchical and include a basic Read permission. The Write permission includes a Read permission. With special permissions, you can also add Job Control permission to the Read access permission.

For roles, permissions, permission types, Role Editor usage, and Role Editor scenarios, see *Using Avaya Proactive Contact Supervisor*.

Monitor

The Monitor application is part of the Supervisor suite. You can use the Monitor application to identify system resource allocations, set alarms, observe job goals, and display aspects of job productivity. You can also use the Monitor application to monitor system calling activities, such as job completion percentages and current agent statistics.

Using Monitor, you can create a set of customizable views that display selective data elements as required. You can sort the information to further define the order in which the system displays the data elements. Most importantly, you can set the scope of data by dialer, by supervisor, or by job. You can save and reuse custom views at any time.

Using Monitor, you can perform the following activities:

- Open a view set.
- Set a Job goal.
- Select agents to view.
- Choose dialers to include in views.
- Find an agent.
- Shut down a Job.
- Change Job settings.
- Link a Job.
- Reassign phone lines.
- Send messages to agents.

Health Manager

The Health Manager application is a part of the Supervisor suite. Health Manager provides information about programs and processes running on your Avaya Proactive Contact system or group or pod of systems. With the Health Manager application, you can also monitor the overall system condition and start and stop services across several subsystem components.

Use Health Manager to monitor key indicators of your Avaya Proactive Contact system or group of systems performance. You can see the status of the services that are running and restart

the services that stopped. You can also view the system activity using the several views available in Health Manager. If you are connected to an email system, you can subscribe to alerts on changes in system status.

Analyst

The Analyst application is a part of the Supervisor suite. Analyst is a business and reporting tool with which you can measure call center performance according to various specified parameters. The Analyst application generates various reports to track information by agent, Job, time of the day, and other parameters. Using Proactive Contact, you can store historical information about agents, jobs, and other important statistics after the end of the Job.

Related topics:

[PC Analysis](#) on page 28

PC Analysis

The PC Analysis tool is a part of the Supervisor suite. Using the PC Analysis tool, you can gather data from Avaya Proactive Contact for preparing reports and charts. You can also mail merge letters (Letter Generator) and spreadsheets using your preferred computer software.

The PC Analysis tool extracts data from the following sources:

- Job history
- Agent history
- Calling information statistics
- Calling transactions statistics
- Calling list

PC Analysis extract data example

The following table displays the type of data that can be obtained from the extract sources:

Extract source	Sample data extracted
Job history	Job name Job number Job type Job date Job start time Job end time Job talk time Job idle time
Agent history	Job name

Extract source	Sample data extracted
	Job number Operator Operator date Operator log-in time Operator log-out time Operator talk time Operator idle time
Calling information statistics	Job number Call date Call release time Operator Operator type
Calling transaction statistics	Job number Call date Call release time Time in wait queue Operator Phone line Completion code Phone number Recall count
Calling list	Data from any field on your calling list

AES Named Licenses

Licenses named by Application Enablement Services (AES) combine the basic and advanced licenses of TSAPI. You can get both TSAPI basic and advanced licenses, eliminating the need to purchase and manage a complex set of licenses. Named Licensing is available with AES 4.2 and later versions.

 **Note:**

For AES 4.2.1 and later, select the CTI link for communicating with Proactive Contact as secured.

Hardware components


The following table lists the hardware components required for each implementation option and mentions the source from where you can obtain the component:


Component	Avaya Proactive Contact with PG230RM	Avaya Proactive Contact with CTI
Server Rack Cabinet	Avaya	Avaya
Digital switch	Avaya	Not applicable
System Controller (CPU)	Avaya or Avaya customer	Avaya or Avaya customer
Maintenance Modem	Avaya ¹	Avaya ¹
Administrator console	Avaya customer	Avaya customer
Console/Remote Access Server	Avaya or Avaya customer	Avaya or Avaya customer
Agent workstation	Avaya customer	Avaya customer
Supervisor workstation	Avaya customer	Avaya customer
Printers	Avaya customer	Avaya customer
Uninterruptible power supply (UPS)	Avaya customer	Avaya customer
Digital data storage (DDS) Tape device	Avaya or Avaya customer	Avaya or Avaya customer
Ethernet Network Interface	Avaya or Avaya customer	Not applicable

Maintenance modems are included in the United States and Canada. Elsewhere, the Avaya customer or an Avaya Partner must provide the maintenance modem.

Supported platforms

The supported platforms require the following browsers, databases, and operating systems. All the listed platforms support Proactive Contact and its full set of features.

Component	Supported platform
Proactive Contact Server	<ul style="list-style-type: none"> Hewlett-Packard ProLiant DL360 G7 server Hewlett-Packard ProLiant DL385 server (G2 and G5). <p> Note: G2 is not supported in a Multitenancy setup.</p> <ul style="list-style-type: none"> IBM Nextgen 3650 M2 server also known as S8800 server

Component	Supported platform
Proactive Contact Operating System	Redhat Enterprise Server (RHEL ES 5.5)
Database	Oracle 11.2.0.3.3 32-bit (10.2.0.5.0)
Runtime Software	Crystal Reports 8.5 Service Pack 3
Supervisor Operating System	Microsoft Windows XP Service Pack 3 32-bit or 64-bit Operating System Microsoft Windows Vista Enterprise Edition 32-bit or 64-bit Operating System Microsoft Windows 7 Enterprise Edition 32-bit or 64-bit Operating System Microsoft Windows Server 2008 Enterprise version 32-bit or 64-bit Operating System
Agent Desktop Operating System	Microsoft Windows XP Service Pack 3 32-bit or 64-bit Operating System Microsoft Windows Vista Enterprise Edition 32-bit or 64-bit Operating System Microsoft Windows 7 Enterprise Edition 32-bit or 64-bit Operating System Microsoft Windows Server 2008 Enterprise version 32-bit or 64-bit Operating System
Internet Monitor	Microsoft Internet Explorer 6.0 Service Pack 1, 7.0, and 8.0
CTI	Avaya Application Enablement Services 4.2 and above.  Note: For AES 5.2.3, 6.2.0, select the CTI link for communicating with Avaya Proactive Contact as secured. Avaya Aura® Contact Center 6.1 SP2 or higher.
Digital Switches	Avaya: PG230RM CS 1000 connected to Proactive Contact using AACC Contact Management Framework
Switch	Avaya Aura® Communication Manager 5.2.1, 6.0.1, and 6.2

Appendix A: Capacity information for Avaya Proactive Contact

Capacity and scalability specification

The following table provides information about various capacity parameters and their values for Avaya Proactive Contact:

 **Caution:**

You must adhere to the maximum capacity limits mentioned for each parameter. If you exceed the prescribed limits, then the system might not function as expected.

Category	Parameter	Value	Notes
Agent	Name recall name length	39	—
Agent	Name length (characters) in English or CJK	8/3	Alphanumeric.
Agent	Headset ID length	13	—
Agent	Maximum number of agents on Avaya Proactive Contact with PG230 per dialer (T1/E1)	432/450	PG230 Enabled.
Agent	Maximum number of agents per pod (T1/E1) in a 10 dialer pod.	4320/4500	PG230 Enabled.
Agent	Maximum number of preview agents on Avaya Proactive Contact with CTI	240	CTI Enabled.
Agent	Maximum number of predictive agents on Avaya Proactive Contact with CTI	300	CTI Enabled.
Agent	Number of users on the system	32K	—
Agent Blending	Number of Vector Directory Numbers (VDNs) Avaya Proactive Contact with PG230	600/300	The limit is 300 for each switch. For Avaya Proactive Contact with

Category	Parameter	Value	Notes
	or Avaya Proactive Contact with CTI.		PG230, tested limit is up to 600, and for Avaya Proactive Contact with CTI, the tested limit is 300.
Agent Blending	Number of logins	432/450	432 for T1 and 450 for E1.
Campaigns	Number of active supported campaigns (single Dialer)	<ul style="list-style-type: none"> • Maximum 200 campaigns when AOR is turned off. • Maximum 100 campaigns when AOR is turned on. The maximum value decreases if the number of shadow jobs running are more than 100. 	—
Campaigns	Number of active supported campaigns (Pod) for a 10 dialer pod	<ul style="list-style-type: none"> • Maximum 2000 campaigns when AOR is turned off. • Maximum 1000 campaigns when AOR is turned on. The maximum value decreases if the number of shadow jobs running are more than 1000. 	—
Campaigns	Number of active supported campaigns (CTI)	<ul style="list-style-type: none"> • Maximum 200 campaigns when AOR is turned off. • Maximum 100 campaigns 	Preview and predictive.

Category	Parameter	Value	Notes
		when AOR is turned on. The maximum value decreases if the number of shadow jobs running are more than 100.	
Calling List	Record size in bytes	8192	Maximum record size of a calling list on which you can run a job. The record size includes the user added fields, the Proactive Contact added fields in addition to the number of fields, in bytes.
Calling List	Maximum list size in gigabytes	2	Linux limit is 2-GB.
Calling List	Calling list name length in English	15	The calling list name must only be in English and must be alphanumeric.
Calling List	Number of unique calling lists	999	—
Calling List	Maximum records	900000	—
Calling List	Number of fields	Limited only by the record length	Limited only by the record length which is 8192.
Calling List	Number of phone fields	10	—
Calling List	Sortable fields	10	—
Calling List	Phone field digits	20	—
Calling List	Post-update - maximum attempts stored in calling list	5	The maximum number of phones that post update can track is 9.
Calling List	Field Length	1024/75	1024, if the field is not to be viewed by Agent as a part screen. In calling list details, you can set more than 75 characters but you

Category	Parameter	Value	Notes
			cannot select those fields in screenbuilder for viewing by the agent. You must perform hashing, indexing, sorting, and DNC only on the fields which have a length of less than or equal to 128 bytes.
Calling List	Index field- Campaign Update	40 bytes	The data in the index field must not exceed 40 bytes.
Character Length	Dialer host name in English	12	—
Character Length	DO NOT CALL group name in English or other languages	32/10	—
Character Length	Maximum name length of selection in English or other languages	20/15	—
Character Length	Maximum Job name length in English or other languages	20/15	—
Character Length	Job unit ID length	32	Single byte
Character Length	Job ID length	10	<ul style="list-style-type: none"> • The system generates the Job ID automatically. • The Job ID in the calling list has a fixed length of ten characters, and you cannot edit the ID.
Character Length	Strategy name length in English and other languages	20/15	—
Character Length	Single message size	Agent-to-supervisor 59 and supervisor-to-agent- 72	From Agent to Supervisor, displays only show on Jobmon.
Character Length	ANI/DNIS field length	15	Tested limit is up to 13.
Character Length	Tenant name in English and other languages	20/10	—
Database	Access	Read only	Chargeable ODBC access.

Category	Parameter	Value	Notes
General	Line pools	50	—
General	Time zones	62	Configuration limit
General	Number of predictive blend gateways	10	—
General	Identification field length	255	The total length of 4 fields can be maximum 255.
General	Number of identification field	4	—
General	Completion codes	0–999	Of the 1000 completion codes, 31 are system codes or reserved codes. Supervisor cannot configure these codes.
General	Telephony script lines	6000	—
General	Screen size	23x80	The number of rows is 23 and the number of columns is 80.
General	Event service clients	20	—
General	Event service refresh in seconds	6	—
General	Internet Monitor refresh in seconds	30	—
General	Average backup size	15–GB	Includes 3–GB for lists and is based on 10% usage of the 148–GB drive.
General	Telnet/SSH sessions	Unlimited	—
General	Busy Hour Call Attempts (BHCA)	172000	—
General	Maximum Call Selection	80	Ensure that the value is synchronized with the maximum strategy.
General	Dialed digit support	19	—
General	The number of switches	10	—
General	Maximum number of tenant allocation	20	If a user is a part of the default tenant, then the user can be a part of only 19 other tenants. If the user is not a part of the default tenant, then the user can

Category	Parameter	Value	Notes
			be a part of only 20 tenants.
Hardware	Agent, outbound, inbound, and transfer	—	All can be on the same card. Minimum of 24.
Hardware	Total LPVC ports	384	128 per card and a maximum of 3 cards.
Hardware	Backup media	Tape/DVD/TPH/USB (Flash Memory Drive)	TDK DVD-R 16x 4.7–GB.
Hardware	The number of NICs	2	One NIC is used for your network, and the other NIC is connected to the PG230 switch.
Hardware	ENBC generic software	—	Switch generic 18.1.4 or later.
Hardware	RAM (Gigabytes) for G2/G5/M2/G7 server	<ul style="list-style-type: none"> • 8 GB of RAM for HP ProLiant DL385 G2/G5 servers • 16 GB of RAM for IBM Nextgen 3650 M2 server which is also known as S8800 • 24 GB of RAM for HP ProLiant DL360 G7 8/8/16/24	HP ProLiant DL385 G2/G5 servers were shipped with 8–GB of RAM, but podded or high volume systems require 16–GB of RAM. The primary dialer must always have a 24-GB RAM
Integration	Crystal reports professional version	11	—
Integration	IVR agents	100	—
Jobs	Line pools per Job	10	—
Jobs	Number of configured jobs that are tested	500	These Jobs are not necessarily active Jobs.
Jobs	ID fields	4	—
Jobs	Job Description length	40 characters in English	—

Category	Parameter	Value	Notes
Messages	Message storage capacity per LPVC in minutes	34	<p>If multiple LPVC2 cards installed in a specific cabinet have 16–MB of memory, this cabinet will be limited to 16–MB of memory capacity for all LPVC2 cards installed, regardless of actual memory size.</p> <p>Message storage capacity does not increase with more LPVCs. Only the number of LPVC ports increase.</p>
Monitor	Number of Monitor views in a single dialer	20/40	<p>The maximum number of default views is 20 and the maximum number of views is 40.</p> <p>Users can have the viewsets in the following ways:</p> <ul style="list-style-type: none"> • Monitor session with 20 default views only. • Monitor session with 40 custom views only. • Monitor session with 20 default and 20 custom views only. <p>Use filtering to improve the performance.</p> <p>You must set the refresh interval to 20 seconds for optimal Monitor performance.</p>
Monitor	Number of Monitor views in a pod	10/20	<p>The maximum number of default views is 10 and the maximum number of views is 20.</p> <p>Users can have the viewsets in the following ways:</p>

Category	Parameter	Value	Notes
			<ul style="list-style-type: none"> • Monitor session with 10 default views only. • Monitor session with 20 custom views only. • Monitor session with 10 default and 10 custom views only. <p>Use filtering to improve the performance. You must set the refresh interval to 30 seconds for optimal Monitor performance.</p>
Physical	Maximum Dialers per pod	10	On a 10 dialer pod, the minimum supported refresh rate of the Monitor is 15 seconds.
Physical	The number of phone lines per dialer (T1/E1)	912/900	912 is a combination of inbound, outbound, and transfer ports.
Supervisor	The number of Supervisor applications per system	100	The Supervisor application includes Editor, Analyst, Monitor, Role Editor.
System	Protocols	—	TCP over SSL, and SSLIOP.
System	Java	1.6	—
System	Oracle DB server	Oracle Data base 11g 11.2.0.3.0	—
System	Oracle DB client	Oracle Data base 11g 11.2.0.3.0	—
Network	Network bandwidth minimum in mbps	100/1000	Contact Centers must set up a 1000-Mbps, full-duplex, no auto-negotiation network. Alternatively, the contact center can set up a 100-mbps, full-duplex network.
Network	D-channel band rate	64kb	—
Unit IDs	Number	50 units	Number of Unit IDs a Job can have.

Category	Parameter	Value	Notes
Work List	Maximum length of line in master.cfg	1023	Each line in master.cfg cannot exceed 1023 bytes. This includes parameter name and the parameter value separated by a colon.
Work List	Maximum Strategy	300	Number of lines in strategy per strategy.
Work List	Maximum allowed units that agent can login to in multiunit Job	15	
System users	Maximum number of supported users	500	You can create a maximum of 500 system users.
rbac/ rbacadmin users	Maximum number of supported users	500	You can create a maximum of 500 rbac/ rbacadmin users.
sysadm users	Maximum number of supported users	500	You can create a maximum of 500 sysadm users.
Agent users	Maximum number of supported users	6000	You can create a maximum of 6000 agent users on a single dialer.
Pcanal users	Maximum number of supported users	100	You can create a maximum of 100 pcanal users.
Auditor users	Maximum number of supported users	100	You can create a maximum of 100 auditor users.
MAX_EXPANSION_UNIT	Maximum Dynamic Expansion Unit in case of Infinite Job	50	In an Infinite Job, you can add a maximum of 50 units.
Line Assign	Maximum character length of LinePool Name	10	The maximum character length of the LinePool name configured.
Selection Report	Maximum fields, which can be selected for selection fields, for reports.	40	The maximum fields. Must not exceed 40.

Product compatibility

The following Avaya products are compatible with Avaya Proactive Contact:

Product	Release
Secure Access Link	1.8, 2.0
Application Enablement Services (AES)	5.2, 6.1, and 6.2
Avaya Aura® Communication Manager	5.2.1, 6.0.1, and 6.2
Avaya WebLM	4.7
Avaya IR	4.0.6
Avaya IQ	5.2.4 (without multitenancy)
Voice Portal	5.0, and 5.1
Avaya Aura® Contact Center	6.1 SP2 or later, 6.2, and 6.3
Avaya Aura® Call Center Elite	6.0.1 or 6.2
Avaya Communication Server 1000	R6.0 and R7.0, 7.5

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